HAWAI'I DIGITAL EQUITY PLAN

FEBRUARY 2024
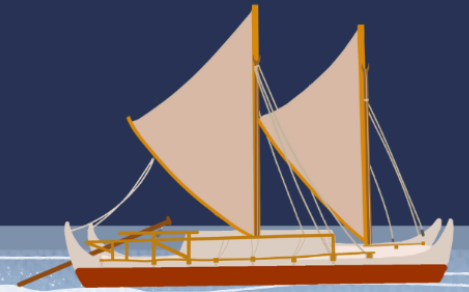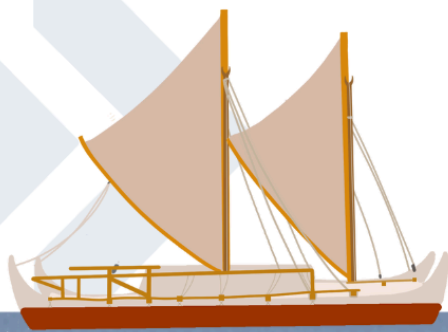
CONNECT KĀKOU

Hawaii Broadband & DIGITAL EQUITY OFFICE

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EXECUTIVE SUMMARY

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He wa'a he moku, he moku he wa'a.

The canoe is an island, the island is a canoe.

— Native Hawaiian Proverb

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The 'Ōlelo No'eau (Native Hawaiian proverb) above speaks to our dependence on the finite resources on an island, our dependence on one another, and our interconnectedness with everything around us. On a wa'a (canoe), everyone operates together and in sync with one another, with a heightened awareness of the resources on board and the kuleana (responsibility/privilege) of each member on the team to ensure everyone is cared for to bring their best selves forward. The preparation for a long voyage is a tedious and intentional process where every detail, from resources to navigation, are intricately planned.

For over 100 generations, Hawai'i has traced its history and roots throughout Polynesia as a voyaging people, who traveled Moananuiākea (the ocean) in search of new opportunities, new resources, and a new home. The ocean is what connected us to the outside world for generations, and much like Moananuiākea, the Internet connects our people to the vast world around them. Our Digital Equity Plan is this wa'a. The research and data gathered through engagement with our communities on this journey throughout Hawai'i pae 'āina (our islands) has informed critical planning for the journey ahead to enable connectivity and access for all members of our community. Our finite resources require strategies to achieve our goals of equity, and most of all, we rely on the well-being of each and every member of our community to thrive.

We are all in the canoe together.
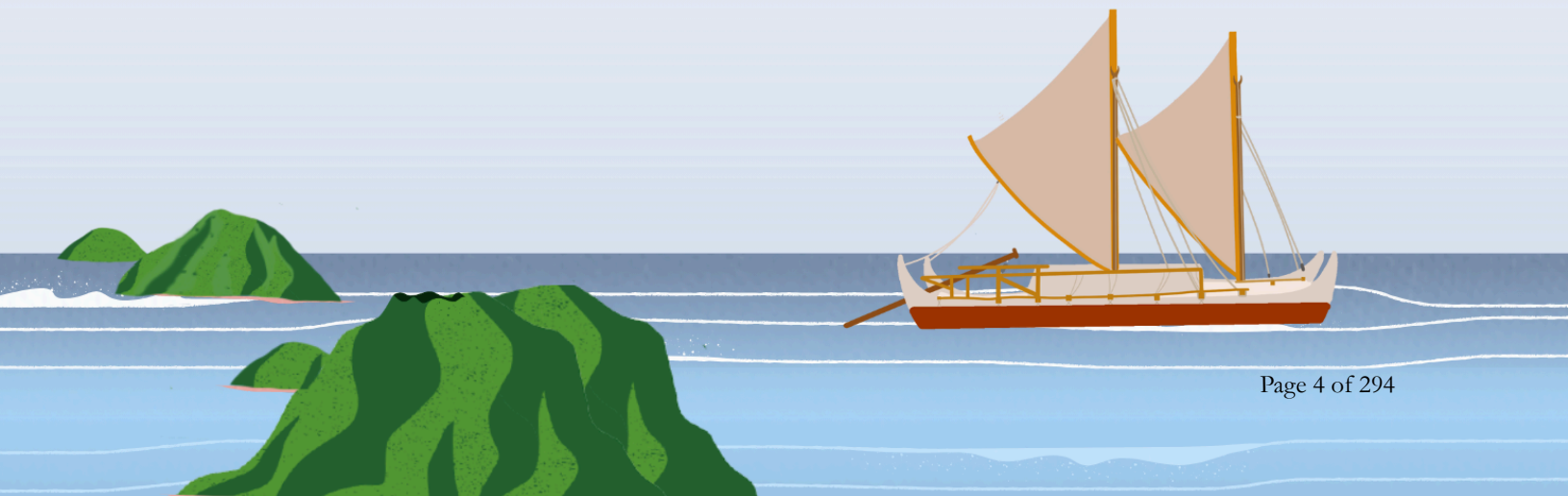
In 1824, King Kamehameha III declared, "He aupuni palapala koʻu" roughly translated to, "mine is a Kingdom of literacy," ushering in an era where Hawaiʻi birthed over 100 newspapers in various languages and experienced one of the highest literacy rates in the world. Once again in 2023, Hawaiʻi has the opportunity to lead as we embark upon an era of Digital Literacy.

Our people are diverse.

With nearly 1.5 million residents living in Hawaiʻi as of the 2020 U.S. Census, over 1.1 million residents (77.1%) identified themselves as being a part of an ethnic minority, and many trace their ancestors outside Hawaiʻi, including many of those indigenous to Hawaiʻi. Yet, despite the diversity of origins, the people of Hawaiʻi have come together and built a community based upon values, inclusion, and acceptance. Although each island has its own identity, available resources, communities, challenges, and needs, we come together to form one larger community and one people.

As the most geographically isolated group of islands in the world, Hawaiʻi must ensure that each and every resource is carefully nurtured and every individual has access to these resources so that our communities continue to grow and our future generations have the opportunity to thrive. We must plan for seven generations ahead. Although Hawaiʻi is home to a plethora of assets, our greatest asset is our diverse, adaptive, and resourceful people. Like in a canoe, each of us has a role to play in working together to achieve digital equity throughout Hawaiʻi. The continued focus on and expansion of digital equity will help to ensure that the future of Hawaiʻi is a place where our next generation and those to follow can find thriving futures at home.

Our people are resilient.

Online services from governmental and educational communication to social connections and job applications often assume that everyone has access to the devices, high-speed Internet connection, and the digital skills required to engage. However, there are still many residents throughout Hawaiʻi —each experiencing their own set of barriers—that lack one or more of these access points. Digital inequity in Hawaiʻi affects various covered households and communities throughout our islands. And, those who lack access to reliable and affordable Internet service, adequate devices, and the digital literacy skills necessary are severely disadvantaged in today's interconnected world.

The State of Hawaiʻi has been actively engaged in the work of identifying and seeking to close the digital divide since the formation of the Hawaiʻi Broadband Task Force in 2007. The onset of the COVID-19 pandemic in 2020 revealed and deepened the digital divide experienced by communities throughout Hawaiʻi that were already vulnerable to inequalities and hardships. The Hawaiʻi Broadband Hui (BBHui) and Digital Equity Declaration were birthed that year in response to the digital inequities revealed and exacerbated by the pandemic. These are examples of the grassroots efforts that have come directly from our communities in need in collaboration with government partners.

The Lahaina wildfires of August 2023 created another emergency that unearthed the digital challenges of our Maui communities. Although there were a multitude of community members and organizations that stepped up to address some of the technical challenges, the event shined a light on gaps in services and deeply rooted needs that prevail throughout our islands. Members of our community, who had just faced intense trauma, were severed for days—if not weeks—from communication that could connect them to vital information, services, and even the search for their loved ones, deepening the trauma of the event.

Our people matter.

Over the past year, the State of Hawaiʻi Broadband and Digital Equity Office (HBDEO), under the leadership of the Department of Business, Economic Development, and Tourism (DBEDT), and in collaboration with a team of community-based consultants, has engaged directly with a wide range of populations that face digital inequity across the islands. With more than 432 participants engaged during the primary data collection phase of this plan, 59 interviews, and 39 focus groups with members of covered populations across Hawaiʻi, the Digital Equity Plan seeks to center the voices of Hawaiʻi's diverse community. This deeply rooted outreach into Hawaiʻi's digital divide lays the foundation for our collective movement towards a digitally equitable future for all of our kamaʻāina (residents), particularly those in marginalized communities and underserved households.

The Digital Equity Plan is the first step in what we believe will be a unique voyage for Hawaiʻi. Together, we will embark on a journey to bridge the digital divide and steer Hawaiʻi into a future where digital equity is achieved and all of those who call Hawaiʻi home will have access to the devices, connection, and skills that they need to succeed into the digital future.

Our people are digital learners.

VISION

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

The vision of the Digital Equity Plan for Hawai'i will be the overarching guide that will steer the direction of all strategies, objectives, and actions in this plan.

As remote work, online learning, telehealth services, and virtual interactions became essential, individuals and communities faced immense obstacles getting digitally connected. These challenges will continue without high quality Internet access, adequate tools, and the necessary digital literacy skills. The impact of digital inequity extends across various sectors and geographic regions in Hawai'i—economy, workforce, education, healthcare, essential services, familial care, and civic and social engagement. Access to affordable, high-speed Internet, connected devices, digital literacy training, and support programs for communities will empower Hawai'i's residents and create a more equitable and prosperous future.

Hawai'i's vision for digital equity is informed by its rich history, while looking forward to the next seven generations of a thriving people. It recognizes that digital equity goes beyond acute needs experienced each day and has the power to impact fundamental quality of life.

MISSION

To design, create, and sustain systems that perpetually empower our people through equitable access to digital resources.

> "The world will turn to Hawaiʻi as they search for world peace because Hawaiʻi has the key . . . and that key is aloha!"
>
> - AUNTY PILAHI PAKI

ALOHA

Akahai	kindness, to be expressed with tenderness
Lōkahi	unity, to be expressed with harmony
ʻOluʻolu	agreeable, to be expressed with pleasantness
Haʻahaʻa	humility, to be expressed with modesty
Ahonui	patience, to be expressed with perseverance

Hawaiʻi Revised Statutes §5-7.5

Aunty Pilahi Paki, in sharing the ALOHA acronym, represents the core values in the Native Hawaiian culture and illustrates the overarching value for the Digital Equity Plan. Aloha guides all of our work to engage with compassion, respect, and appreciation for one another and carry out our responsibilities to create a more equitable community. This Native Hawaiian concept is so deeply ingrained into the way of life in Hawaiʻi that it is enshrined as the Aloha Spirit Law: Hawaiʻi Revised Statutes §5-7.5.

Guided by the value of aloha, we believe that the Digital Equity Plan realizes the spirit of this value through **inclusivity** for each of our neighbors, family, friends, and community members in providing **equitable access** to devices, broadband, and the digital literacy skills for everyone that calls Hawaiʻi home. Our communities seek to create a culture of **kuleana** (responsibility/privilege) inspired by the aloha spirit, where we **respect** uniqueness, **mālama** (care for) each other, treat one another with **dignity**, and work towards an equitable future for our next seven generations. Our deeply rooted people have developed a **cultural respect** that has been built over generations of interconnected communities that have worked together to thrive in these islands we call home.

The Digital Equity Plan uses the value of aloha to provide a foundation for all of our recommended strategies, objectives, and actions, which seek to set the pathway for our voyage towards a digitally equitable future.

METHODOLOGY

The Hawai'i Digital Equity Plan was developed through an intricate phased approach to plan development and included the following phases:

Phase 1: **Review existing bodies of information** on broadband and digital equity, both locally and nationally

Data drawn from previously published federal, state, and county government sources, subject matter experts and community leaders in broadband, pilot projects, studies, plans, and models helped to set the foundation to preliminarily identify barriers, objectives, and strategies surrounding digital equity.

Phase 2: **Conduct focus groups and interviews** statewide to hear directly from covered populations and those who interface or serve them

A statewide network of community organizations, service providers, and other resources were key stakeholders in the design of a hyper-local strategy to hear directly from covered populations across Hawai'i by removing the barriers that place them in the digital divide: cost, time, culture, transportation, language, or distrust.

More than 432 participants were reached through 39 focus groups and 59 interviews held on six islands across the pae 'āina.

Outreach Across the Islands
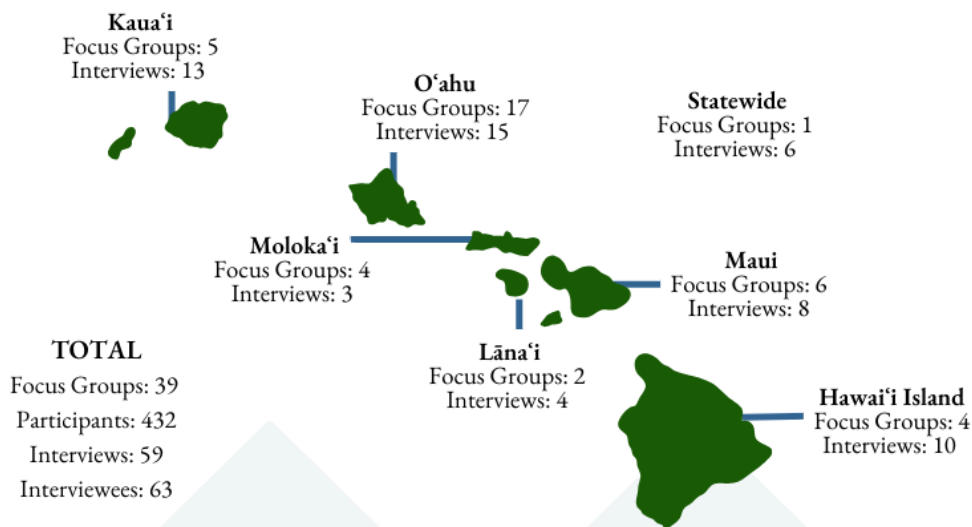
Kaua'i
Focus Groups: 5
Interviews: 13

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

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

Lāna'i
Focus Groups: 2
Interviews: 4

Hawai'i Island
Focus Groups: 4
Interviews: 10

Outreach Across the Covered Populations

22 Focus Groups included participants from a **COVERED HOUSEHOLD: Individuals** who live in households with income below 150% of the poverty threshold

16 Focus Groups included **INDIVIDUALS WITH A LANGUAGE BARRIER: Individuals** with barriers to linguistic communication in English, including individuals who are English learners and have low levels of literacy

25 Focus Groups included **KŪPUNA: Individuals aged 60 years or older**

32 Focus Groups included participants from **RACIAL OR ETHNIC MINORITIES: Individuals** whose race or ethnicity is non-dominant within the U.S.

3 Focus Groups included participants that were previously **INCARCERATED INDIVIDUALS: Inmates** confined in a prison or a jail, other than those in a Federal correctional facility

16 Focus Groups included **NATIVE HAWAIIANS (Included as part of Racial and Ethnic Minorities) : Individuals** who trace their ancestry to those who inhabited Hawaiʻi prior to 1778

8 Focus Groups included **VETERANS: Individuals** who served in the active m military, naval, or air service, and were honorably discharged or released

29 Focus Groups included **RURAL RESIDENTS: Individuals** from any town with <50,000 residents and not an urbanized area next to a town with 50,000+ residents

7 Focus Groups included **INDIVIDUALS WITH DISABILITIES: Individuals** with a physical or mental impairment that substantially limits life activity

Phase 3: **Analyze data collected** to uncover themes that would inform the development of the Digital Equity Plan

Barriers, needs, strategies, objectives, and potential actions were directly developed from the wealth of qualitative and quantitative primary data collected in the focus groups and interviews conducted.

Phase 4: Invite broad review and response to the draft through the **Public Comment Period** and incorporate statewide feedback into the final Digital Equity Plan for submission to the National Telecommunications and Information Administration (NTIA)

Phase 5: Conduct ongoing outreach and regularly refresh strategies for future coordination after the Plan is approved.

CURRENT STATE OF DIGITAL EQUITY IN HAWAI'I

To understand the digital landscape of Hawai'i, we must first understand the geographic, cultural, and the social landscape of our home. While our pae 'āina includes 137 islands across the archipelago, our population of 1.45 million people is primarily scattered unevenly across seven of them: Ni'ihau, Kaua'i, O'ahu, Moloka'i, Lāna'i, Maui, and Hawai'i Island. Individual island populations range from a few thousand to one million, each composed of a unique mixture of cultures, community networks, available resources, and socioeconomic characteristics. There is immense overlap between Hawai'i's covered populations.

Assets:
Years of work have paved the way for the creation and implementation of this Digital Equity Plan. Between Hawai'i's government sectors, community organizations, and other agencies throughout the pae 'āina, an array of resources, programs, and initiatives have been and currently are being implemented to strive towards digital equity. These assets, in concert with the groundwork that has been laid out by these organizations, compose the digital ecosystem that we see today.

An intricate net of agencies, non-profit organizations, grassroots efforts, and motivated individuals who have started bridging the digital divide for many in our covered populations. In addition to those tangible assets, Hawai'i, with her unique cultural values and communities, possesses many intangible assets and qualities that will serve to advance the goals and catalyze the work that has already been done. These include the intrinsic motivation of individuals to better their lives, a culture of kuleana (responsibility for self and others), and widespread understanding of the value of Internet connectivity and the doors that can open with it. Particularly among those who have a language barrier, the online accessibility and the inclusivity of assets is dramatically diminished.

Barriers and Needs:
The lack of digital equity throughout Hawai'i has been a pressing community issue, birthing the digital divide across racial, economic, and geographical boundaries, and further amplifying inequity among our most vulnerable and underserved populations. There are identified barriers beyond the lack of access and skills. Knowledge barriers such as limited digital literacy skills, emotional barriers such as fear, shame, and distrust, and logistical barriers like transportation, cost, and bureaucratic roadblocks are overarching barriers expressed by a majority of the covered populations that we spoke to. There are additional, specific barriers for certain covered populations like the lack of a social security number or birth certificate among immigrants and post-incarcerated individuals that prevents their access to devices, phone plans, and other benefits.

Community outreach with covered populations revealed their recognition that overcoming these barriers and gaining access—to devices, to the Internet, and to digital skills—is a pathway to improve their lives and the lives of their families for generations to come.

USING THIS PLAN

This plan can be used as a reference guide for those tasked with policy creation, grantmaking, and implementation. Some of its specific tools include:
- Map of digital assets highlighting areas, where resources currently exist across Hawaiʻi.
- Implementation plan to accomplish the Strategies and Objectives.
- Potential Actions that may be supported or considered.
- Storytelling from our communities and covered populations, articulating their assets and needs, and providing a lens into opportunities for a more digitally equitable future.

This five-year plan is intended for all sectors of Hawaiʻi's communities:
- For our policymakers to be guided by the vision and consider allocating resources to achieve it.
- For our State agencies to build the capacity needed to implement the strategies and objectives in accordance with the mission, vision, and values.
- For each member of our community to see themselves in Hawaiʻi's future and feel inspired and excited about the digital future yet to come.
- For our community organizations to see their voice is uplifted and be inspired by opportunities for connectivity and improving the quality of life of their families.
- For our industries and employers to feel ownership of their essential role in supporting and advancing opportunities for their employees, patients, and partners with integrated skills and resources in their work.

We invite you to use this Digital Equity Plan much like a navigational tool for this voyage to move Hawaiʻi and her people closer to an equitable digital future for all. This Plan is for everyone that calls Hawaiʻi home, as everyone on the canoe has an important and active role to play in moving the needle towards a better future for Hawaiʻi, particularly those who currently exist in the digital divide. Whether you are an organization serving covered households, an individual looking to make a difference in their community, or a person in need of digital resources to improve your life, this Plan will outline a vision, a set of strategies, and an implementation plan for you to play an active role in the digital equity future for Hawaiʻi today, for the next five years, and for the next seven generations.

Based on an ancient indigenous philosophy, the Seven Generations Principle recognizes that our actions and decisions today will impact the world seven generations into the future. This plan embraces the Seven Generations Principle as it articulates strategies toward a more equitable future for Hawaiʻi. The Implementation section describes objectives, strategies, and actions as benchmarks over the next five years, but are focussed on outcomes for seven generations hence.

STRATEGIES

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

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

3 Provide affordable broadband connectivity where Hawai'i lives, works, learns, and plays

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

5 Strengthen disaster response capabilities and community resiliency through broadband

6 Prioritize funding and investment policies that advance digital equity

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

METHODOLOGY

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ʻO ke kahua ma mua, ma hope ke kūkulu.

The foundation first, then the building.

— Native Hawaiian Proverb

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The gaps in digital equity were starkly evident during COVID-19 and prompted a concerted effort to close the digital divide. The Hawaiʻi Broadband and Digital Equity Office (HBDEO) was created in 2021 and exemplified further commitment from the state to aggressively advance high-speed Internet access and digital equity across the pae ʻāina. This Digital Equity Plan, therefore, is a well-timed opportunity to assess the needs among those most affected by inequities and pave the way to address them. While accessibility to the digital skills, digital devices, and high speed wifi for all in Hawaiʻi creates a better future for our home, the need to address barriers and provide solutions for covered populations found in the digital divide is a necessity.

HBDEO contracted with a team of three firms whose diverse network throughout Hawaiʻi and whose collective decades of community-based initiatives among covered populations cited by NTIA brought the experience needed for developing the Digital Equity Plan. Furthermore, these three firms were already established advocates of broadband expansion to the unserved and underserved residents of Hawaiʻi. An equally dedicated Steering Committee of community-based leaders from Kauaʻi, Hawaiʻi Island, and Oʻahu was subsequently added to provide additional guidance and support to the Plan development process.

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 outreach process.

Defining Our Covered Populations

The planning and outreach process focused on "covered populations," a broad description used by the National Telecommunications and Information Administration (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
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
Racial or Ethnic Minorities	Individuals whose race or ethnicity is non-dominant within the U.S.
Native Hawaiians	• Included as part of Racial and Ethnic Minorities : Individuals who trace their ancestry to those who inhabited Hawaiʻi prior to 1778

HBDEO adopted a phased approach to the development of the Plan including:

Phase 1: **Review existing bodies of information** on broadband and digital equity, both locally and nationally

Phase 2: **Conduct focus groups and interviews** statewide to hear directly from the covered populations and those who interface or serve them

Phase 3: **Analyze data collected** to uncover themes that would inform the development of the Digital Equity Plan

Phase 4: Invite broad review and response to the draft through the **Public Comment Period** and incorporate statewide feedback into the final Digital Equity Plan for submission to NTIA

Phase 5: **Conduct ongoing outreach** and regularly refresh strategies for future coordination after the Plan is approved

1. **Review Existing Studies and Data**

We benefited greatly from prior explorations and thought leadership both locally and nationally on the topic of digital equity. We drew data from federal, state and county government sources, other publicly available information, subject matter experts and community leadership in broadband, pilot projects, studies, plans, and models to help preliminarily identify barriers, objectives, and strategies surrounding digital equity. The Hawaiʻi resources were particularly helpful because the assessments were undertaken both during and after the COVID-19 pandemic and lockdown, and they were enlightening about impacts on the very populations and communities that this Plan is targeting. These studies provided awareness of groups and individuals who were considered for focus groups and interviews, and they also informed the alignment of broadband and digital equity on health care, economic development, and education. The Hawaiʻi sources (with hyperlinks retained) included:

- [ʻApakau Ka Lā, University of Hawaiʻi Broadband for Hawaiʻi](#)
- Comprehensive Economic Development Strategy
    - [County of Maui Comprehensive Economic Development Strategy](#)
    - [Kauaʻi Comprehensive Economic Development - Strategic Plan 2022-2026](#)
    - [Hawaiʻi County - 2022 Comprehensive Economic Development Strategy](#)
    - [2022-2026 Oʻahu Comprehensive Economic Development Strategy](#)
    - [2022 State of Hawaiʻi Comprehensive Economic Development Strategy](#)
- [Department of Commerce and Consumer Affairs](#)
- [Detailed Languages Spoken at Home in the State of Hawaiʻi](#)
- [Hawaiʻi 5-Year Strategic Plan for a Digitally Ready Workforce](#)
- [Hawaiʻi Broadband Access Final Report, Hawaiʻi State Auditor 2008](#)
- [Hawaiʻi Broadband Hui](#)

- [Hawaiʻi Broadband Strategic Plan, 2012 and 2020](#)
- [Hawaiʻi Department of Education 2020 Distance Learning Survey](#)
- [Hawaiʻi Digital Equity Declaration](#)
- [Hawaiʻi Digital Equity Ecosystem Map](#)
- [Hawaiʻi Digital Literacy and Readiness Study](#)
- [Hāmākua-Kohala Health 2022 Community Health Needs Assessment](#)
- Hāna Health Community Needs Assessment Study 2022
- Hāna Health Community Needs Assessment for Native Hawaiians Study 2022
- [Maui Economic Opportunity Community Needs Assessment 2022](#)
- [Non-English Speaking Population in Hawaiʻi](#) 2016
- [Vibrant Hawaiʻi Digital Literacy Project](#)

The weekly forum of the Hawaiʻi Broadband Hui (BBHui), whose members include key private sector players including wireline and wireless carriers, federal, state and county legislative and administrative leaders, local, national, and international non-profits, public and private schools, universities, and community leaders, was uniquely valuable from the outset and throughout the Plan's development. The weekly meetings include presentations and discussions with community leaders about topics such as grassroots initiatives, public and private projects, funding opportunities, and current legislation. While there is an abundance of challenges, it is inspiring to learn about those who are undaunted by these obstacles such as the homeless community at Puʻuhonua o Waiʻanae, the Aloha Independent Living TeleConnect program, or Hawaiʻi County's efforts to install free public Wi-Fi at public facilities.

We augmented these local resources with national-level plans, studies, and publications including:

- [Benton Institute for Broadband & Society](#)
- [Broadband Financials: A Practical Primer](#)
- [Colorado Department of Labor and Employment 2021 Digital Literacy & Inclusion Report](#)
- [Digital Equity Plans from other states (as released)](#)
- [JFF's Advancing Access and Digital Equity: Challenges and Solutions](#)
- [Lessons Learned in Workforce Innovation: How Six States are Planning to Advance Digital Skills for Equitable Economic Participation](#)
- [National Digital Inclusion Alliance State Digital Equity Toolkit](#)
- [Technology and Disability: The Relationship Between Broadband Access and and Disability Insurance Awards](#)
- [The New Landscape in Digital Literacy from the National Skills Coalition](#)
- [Toward Gigabit Libraries Toolkit by Internet2](#)
- [USAC Affordable Connectivity Program](#)

2. Conduct Focus Groups and Interviews

The team's approach to developing the Digital Equity Plan from its inception was to "walk the talk" by designing a hyper-local strategy to hear directly from covered populations across Hawaiʻi. This ensured that the Plan centered the voices and authentic experiences of covered populations.

The approach to outreach with covered populations was to remove the very barriers that confront their full access to the digital world: cost, time, culture, transportation, language, or distrust. To recruit participants, the team tapped into a statewide network of longstanding and trusted resources with firsthand knowledge and longstanding relationships with covered populations. These key stakeholders were pivotal in helping to recruit focus group participants and interviewees.

To schedule sessions, times and locations were tailored to the availability and circumstances of participants. For example, seniors on limited income preferred to meet for lunch in the multi-purpose room of their affordable housing complex. Workers in rural communities needed to meet after work over an early dinner that included a way for their children to participate. Vision-impaired participants were best engaged through their peer support groups in sessions that did not involve writing. A focus group with Hispanic immigrants included a wonderful translator who assisted with interpreting activities and responses throughout the session. For an interview with a quadriplegic participant, we were welcomed into his home to a seat at his bedside where he shared his remarkable journey of obtaining a laptop and continuing to advocate for the rights of disabled persons. In all cases, focus groups were held based upon the preference of the participants. For many, in-person meetings were critical. For others, meeting communities where they gathered meant joining virtual meetings or engaging with standing events.

All who participated were unwavering in their support and desire to help Hawaiʻi achieve the goals of digital equity. To our great benefit, one door often opened others. The Kauaʻi representative on the Steering Committee recommended we meet with the director of a post-incarceration program who then organized a focus group with tenants in their transitional housing facility. A husband and wife team rallied to organize a digital equity presence at a community health fair proudly wearing "digital navigator" shirts they designed themselves. This event positioned us to interview several service providers who work with covered populations in remote communities on Hawaiʻi Island. A Lānaʻi businesswoman persuaded a community leader to contact our team about hosting a focus group, yielding 16 participants and three interviews with those who could not attend.

The majority of focus group participants drew from covered populations, while most interviews tended to be with service providers who may have been members of the covered population, but were able to offer strategic, overarching perspectives about those populations and programs that may have existed. Contacts were engaged primarily through multiple emails and phone calls, supported by flyers that were a [Frequently Asked Questions](#) handout that the team designed, the [Hawaiʻi Digital Equity Plan website](#) published by HBDEO. While groups were approached for their primary connection to one of the covered populations, all focus groups (as anticipated) produced a mix of various covered populations. A rural group, for example, included ethnic minorities,

individuals with disabilities, seniors, and veterans. A focus group with parishioners on Lānaʻi attracted Pacific Islanders, English language learners, seniors, and veterans.

Outreach focused on the quality of interactions with covered populations rather than quantity, recognizing that settings which are informal, convivial, and among familiar acquaintances would be most conducive to rich, open conversations. We designed 90-minute sessions for all focus groups. The facilitators of focus groups were supported by a script and tools to maintain consistency across sessions while interviewers used guiding questions to assist with their conversations.

Focus groups were deliberately interactive, engaging sessions, and sought to learn participant perspectives of what is working and what is not working (i.e., the barriers to digital equity, including any privacy or security concerns and their current access to devices, the Internet, and training). We also invited advice on actions that might make a difference in closing the gap on access. To elicit the most candid feedback, participants were assured of anonymity, noting that if a quote was used it would not be attributed by name to a specific person. We captured what they shared for later analysis and tracked additional information through a demographic questionnaire that captured other quantifiable data about participants' access to broadband, devices, and training.

When this phase of the outreach concluded in August, our team had been welcomed into homes, offices, classrooms, community centers, church halls, and virtual forums across all major islands to hear from all covered populations in rural and urban communities on all major islands. The perceptions and perspectives gathered provided insights into real life circumstances, both positive and negative.

The following graphics summarize the final breakdown of our primary data collection and community outreach during this phase:

Map of Focus Group Participants Across Hawai'i

The team reached more than 480 people through 39 focus groups and 59 interviews that were held across the pae 'āina of Hawai'i. This map shows the distribution of these residents across the island chain, based on zip code. As discussed herein, great care was taken to ensure that outreach efforts achieved maximum reach across all of Hawai'i's covered populations and geographies. The above graphic shows a map of the eight main Hawaiian Islands with location pins noting the home zip codes of focus group participants.

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
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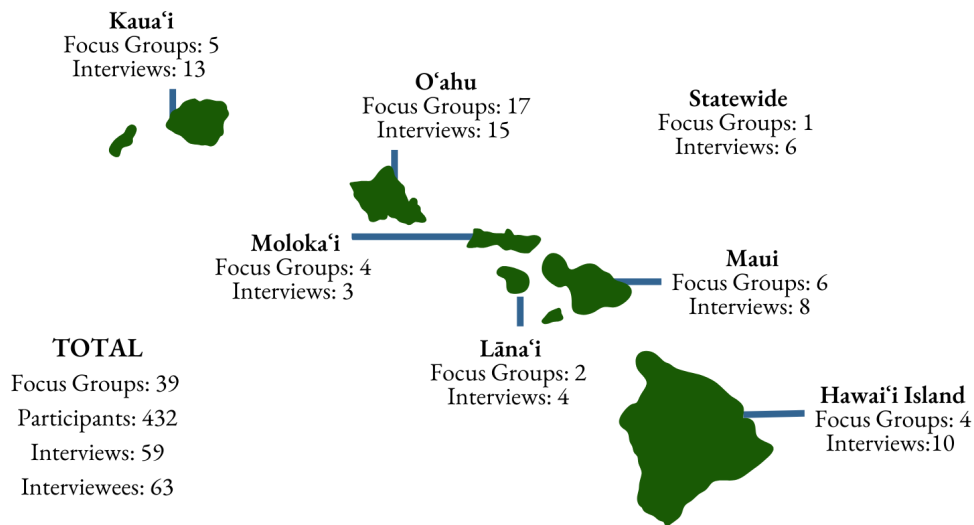
We were honored to spend time with communities across Hawai'i and receive input through focus groups and interviews with diverse entities and individuals. The above graphic shows the eight Hawaiian Islands with labels indicating the number of interviews and focus groups held on each island; other labels indicate the number of focus groups and interviews that were held virtually with entities that have a statewide presence as well as the total number of interviewees and focus group participants.

Outreach Across the Covered Populations

22 Focus Groups included participants from a **Covered Household**

8 Focus Groups included **Veterans**

32 Focus Groups included participants from **Racial or Ethnic Minorities**

25 Focus Groups included **Kūpuna**

7 Focus Groups included **Individuals with a Disability**

29 Focus Groups included **Rural Residents**

3 Focus Groups included participants that were **Previously Incarcerated Individuals**

16 Focus Groups included **Individuals with a Language Barrier**

16 Focus Groups included **Native Hawaiians**

The above graphic shows the number of focus groups that had participants from the nine covered populations. Note that some focus groups had participants from multiple covered populations and that many individuals self-identified as members of multiple covered populations.

Through the focus groups and interviews, participants became partners and allies in the design of the Plan. Many individuals from covered populations are largely marginalized people who are not accustomed to being asked to share their thoughts and recommendations. The listening process reinforced existing relationships and built new ones between and with participants. These relationships instilled credibility and trust that will be vital to future strategic endeavors as the Plan moves into implementation. It was gratifying to hear participants express appreciation for the opportunity at the end of sessions and interviews:

> **Thanks for wanting to come to Lāna'i and wanting to know our needs! Great discussion tonight, lots of things to think about & consider about technical literacy and connections were made!**
>
> **— Focus Group Participant**

3. Analyze Data and Develop Plan

The research team gathered a wealth of qualitative and quantitative data from primary and secondary sources, some of which validated prevailing beliefs about digital equity and some that provided new insights into challenges and solutions. The raw data was categorized into categories of barriers, needs, assets (including potential assets), priorities, and advice. Much of what was shared as barriers, for example, cut across all populations such as the cost of Internet plans, phones, or training. Any data unique to a population is called out. One example is that post-incarcerated individuals who are released without money, official identification, or birth certificates face the daunting task of securing a phone. Direct quotes were especially important to capture to ensure that the voices and experiences of covered populations are reflected in the Plan.

Strategies, Objectives, and Actions tie as directly as possible to the input received through the outreach efforts. It was singularly important to honor what was shared in interviews and focus groups. As a result, the Actions are deliberately detailed to reflect nuances that may seem minor but reflect potentially monumental impacts in the lives of the covered populations. Free Wi-Fi at bus stops, access to a printer, and knowing how to sign a pdf were all significant Actions identified by participants.

Reflecting the considerable assets we have or could potentially develop, this Plan includes a Digital Equity Asset Inventory. We are grateful for the organizations and individuals who have championed initiatives and others who are interested in doing their part to achieve digital equity. This Asset Inventory has been emailed to the hundreds of members of the BBHui as well as others to add, update, and verify listed assets. This represents an initial effort to build awareness and serve as a central source for broadband information and potential partnerships.

4. Invite Public Comment on the Digital Equity Plan

The draft Digital Equity Plan was published on September 30, 2023 to invite Public Comment from October 1 through October 31, 2023. An electronic copy of the draft Plan was posted on the HBDEO website, broadband.hawaii.gov/digitalequityplan, and printed copies were made available at all public library branches across the state.

A multimedia approach in the publicity plan was essential for HBDEO to penetrate a range of partners and audiences, raise awareness of the draft Digital Equity Plan, and encourage Hawaiʻi residents to read the Plan and share their feedback. A DBEDT press release announced the publication of the draft Plan and commencement of the 30-day Public Comment period, and the team coordinated with various local media outlets to generate over 20 news stories statewide that garnered over 5 million impressions. The HBDEO website was updated and frequently refreshed to showcase the draft Plan, news stories, social media toolkit materials, and in-person public comment sessions taking place throughout the month. Additionally, a follow-up email was sent to the

individuals who gave generously of their time to join focus groups and interviews to encourage them to review the draft Plan and to provide their input, and the hundreds of BBHui members received a presentation on the Plan at a weekly meeting of the Hui.

Beyond the media outreach and online communications, a series of in-person public comment sessions were held across the state to provide an overview of the key elements of the Plan and solicit first hand feedback. The comment period launched with Hawaiʻi's first in-person Broadband Hōʻike (exhibition), hosted on Kauaʻi as a part of Digital Inclusion Week. Electronic copies of the draft Digital Equity Plan were distributed to attendees prior to the event, printed copies were available on-site, and two focused sessions were conducted during the event. In the following weeks, in-person sessions were conducted on Oʻahu, Molokaʻi, Maui, and Hawaiʻi Island, all presented in tandem with the Broadband Equity, Access, and Deployment (BEAD) planning team from the University of Hawaiʻi. A slideshow presentation was created for these sessions, and each session was advertised in local island news publications.

An online public comment form was created to collect input and reach audiences across Hawaiʻi, and printed copies of the same form were made available at all public libraries. Written comments could be mailed to the HBDEO office, and comments could also be emailed to a dedicated email account, dbedt.internetforall@hawaii.gov.

Summary of Public Comments. Publicity inviting participation during the 30-day comment period went beyond simple awareness. It was Hawaiʻi's next leap toward establishing a culture of digital equity. It was a call to action to individuals, organizations, and communities across Hawaiʻi to join together in achieving the collective vision for generations to come.

In sum, 41 individuals and groups submitted comments through email and the public comment form. Oral comments were recorded at each of the five in-person public comment sessions which collectively attracted over 80 participants. Comments received were carefully reviewed, analyzed, synthesized, and incorporated where appropriate within the final Digital Equity Plan. These are summarized below::

- **Executive Summary, Vision, Mission, and Values** consisted of positive comments complimenting the introduction, along with feedback on specifying or elaborating on our vision to reduce any confusion or assumptions.
- **Methodology** comments included recommendations on research for future study, along with feedback from public meetings requesting evening sessions, outside of business hours, which were all added and addressed in the Plan through the "Conduct Ongoing Outreach" section.
- **Assets** section, recommendations were made of additional resources to offer. We have incorporated those recommendations as appropriate as well as addressed communities that residents mentioned also are in need of resources.

- **Barriers and Needs** section addressed barriers that could be misinterpreted or barriers that were not highlighted.
- **Implementation** section, feedback consisted of ways we could implement what was not discussed in the Draft Plan. Comments were carefully taken into consideration, however, comments were only incorporated as appropriate. Most feedback had already been addressed within the plan, or they have been updated and elaborated on in the Actions section. The team has since updated the plan to offer further explanation on concepts and incorporated additional specifics to respective areas.
- **Formatting and Additional Thoughts** consisted of feedback on formatting such as how information was presented, which was incorporated as appropriate. In general there was overall positive feedback on the Hawaiʻi Digital Equity Plan and recommendations on providing additional accessible options in the future.

We mahalo everyone that took the time to read the draft plan and provide the team with feedback and ideas.

Photos below show focus groups held throughout the planning process. Left is a photo from a Micronesian community cultural event that hosted a focus group; top right is from a rural focus group on Lānaʻi; bottom right is from a kūpuna group in rural Oʻahu.

5. Conduct Ongoing Outreach

The Digital Equity Plan will be a living document. As we move forward with implementing strategies and actions, we will continue to grow and refresh this body of research by regularly reaching out to the covered populations whose voices informed the initial plan. Ongoing outreach will entail revisiting the approaches that elicited the rich feedback:

- **Regularly reviewing existing and new literature** that can enlighten us on other data, models, and research that we might adapt or adopt. With the recent boost in federal investment in broadband, we anticipate digital equity activities to proliferate yielding volumes of reports and lessons learned to be consulted. For example, AARP's report "Aging Connected: Exposing the Hidden Connectivity Crisis for Older Adults," not only quantifies the technology gap for those over the age of 65, it provides programmatic approaches to getting older adults online and discusses the implications of disconnected older adults.
- **Conducting focus groups with covered populations**, retaining the hyperlocal approaches that met residents "where they are" and reduced barriers to participation. It remains particularly important to schedule conversations with covered populations that accommodate their availability such as during lunches, evenings, or weekends.
- **Collaborating with community-based organizations** who offer direct links and trusted relationships with covered populations. For those already engaged in the work of digital equity, we look to expand their capacity. For newer stewards of digital equity, we will serve as mentors with the assistance of our cadre of digital navigators.
- **Using surveys, Digital Equity Project Tracker, and other tools** disseminated both digitally and in hard copy to gather data that enables us to measure effectiveness and to use lessons learned to modify programs and strategies over time.

Ongoing outreach will enable HBDEO to hone strategies for greater and lasting effectiveness of the Digital Equity Plan..

**Scan to view the Digital Equity Project Tracker Survey or visit
bit.ly/DEProjectTracker**

CURRENT STATE OF DIGITAL EQUITY IN HAWAIʻI

OVERVIEW OF HAWAIʻI'S COVERED POPULATIONS

To understand the digital landscape of Hawaiʻi, we must first understand the geographic, cultural, and social landscape of our island state. While our pae ʻāina (islands that comprise Hawaiʻi) includes 137 islands across the archipelago, our population of 1.45 million people is primarily scattered unevenly across seven of them. These islands all vary in their shape, size, age, composition, and available resources, and so too do their residents. Individual island populations range from a few thousand to one million, each composed of a unique mixture of cultures, community networks, and socioeconomic characteristics. Furthermore, there are regions, towns, and valleys on each island which, due to their location and historical evolution, possess unique characteristics of their own. Consequently, nearly 94 percent of Hawaiʻi residents fall within a covered population, and some island populations are at 100 percent, as reflected in the Digital Equity Act Population Viewer.[1]

The following is an exploration and analysis of covered populations across Hawaiʻi. In recognition of the great diversity of our people and islands, populations, available resources, and community needs are described to the level of island (mokupuni), region (moku), or smaller land division (town, valley, ahupuaʻa) as appropriate and as the data allow.

> "
> So I finally got onto Facebook...and it was like a door was opened, and it was just like a light came on; I never felt alone again.
>
> – Lānaʻi Senior Citizen
> "

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[1] https://mtgis-portal.geo.census.gov/arcgis/apps/webappviewer/index.html?id=c5e6cf675865464a90ff1573c5072b42

- **Covered Households.** According to the 2022 American Community Survey (ACS) data released by the U.S. Census Bureau, roughly 17 percent of Hawai'i residents live within covered households, with percentages varying across the counties. We note that the statewide total has grown over the past few years, with the 2015-2019 5-year ACS data showing 14 percent of Hawai'i residents within covered households. In both data sets, Hawai'i County has the highest incidence with over one-fifth of the population living within covered households.

County	Total Population	Individuals within Covered Households	
		Amount	Percent of Population
Hawai'i County	203,876	44,120	22%
Honolulu County	963,464	153,128	16%
Kalawao County	86	4	5%
Kauai County	73,169	9,875	13%
Maui County	162,152	24,905	15%
STATEWIDE TOTAL	1,402,747	232,032	17%

Source: Kalawao County: U.S. Census Bureau, 2015-2019 5-Year American Community Survey (ACS) Estimates. All other counties: U.S. Census Bureau, 2022 American Community Survey, based on the population for whom poverty status is determined.

Given that the cost of living in Hawai'i is the highest in the nation–the cost of living index through the second quarter of 2023 being 181.4–we acknowledge the large number of households across the state that are not covered households but experience economic challenges. Over 40% of households across the state are ALICE (Asset Limited, Income Constrained, Employed) or in Poverty. Maui County exhibits the highest rate of households under financial strain with nearly 50% ALICE or in Poverty.

County	Total Households	Households in Poverty	% of Total	ALICE Households	% of Total
Hawai'i County	72,194	11,384	15.8%	22,287	30.9%
Honolulu County	338,093	36,655	10.8%	95,009	28.1%
Kalawao County	31	2	6.5%	6	19.4%
Kaua'i County	23,464	2,840	12.1%	7,103	30.3%
Maui County	56,319	6,381	11.3%	21,301	37.8%
STATEWIDE TOTAL	490,101	57,262	11.7%	145,706	29.7%

Source: U.S. Census Bureau, 2021 American Community Survey, ALICE Threshold 2021

- **Kūpuna.** Seniors aged 60 years and older represent nearly one-quarter of Hawai'i's population. Although the island of O'ahu is home to the largest number of seniors, Hawai'i Island has the highest number per capita. Living situations vary among multigenerational households, senior living facilities, and individuals or couples aging alone in place.

County	Total Population	Total Seniors (60+)	
		Amount	% of Total Population
Hawai'i County	200,468	58,894	29.4%
Honolulu County	1,015,167	240,221	23.7%
Kalawao County	48	15	31.3%
Kaua'i County	73,247	20,499	28.0%
Maui County	164,568	42,367	25.7%
STATEWIDE TOTAL	**1,453,498**	**361,996**	**24.9%**

Source: U.S. Census Bureau, 2021 American Community Survey

> **"**
>
> ## I've run a business my whole life without a computer. Now I don't think I can anymore.
>
> — Kūpuna in Kona
>
> **"**

- **Incarcerated individuals** (other than individuals who are incarcerated in a federal correctional facility). There are eight non-federal correctional centers and facilities distributed across the islands, with four located on O'ahu, two on Hawai'i Island, and one each on Kaua'i and Maui. The sole women-only facility in the state is located on O'ahu.

According to data gathered by the Prison Policy Initiative, at least 15,000 individuals are booked into the prison system each year in Hawai'i. At any given time, approximately 5,100 residents are incarcerated: approximately 4,100 in state prisons, 130 in involuntary confinement, 60 in juvenile detention, and 840 in federal prison, 17,000 people on probation, and 1,300 on parole.

County	Total Population	Incarcerated Individuals	
		Amount	% of Total Population
Hawai'i County	200,468	819	0.4%
Honolulu County	1,015,167	3,383	0.3%
Kalawao County	48	0	0.0%
Kaua'i County	73,247	311	0.4%
Maui County	164,568	699	0.4%
STATEWIDE TOTAL	**1,453,498**	**5,212**	**0.4%**

Source: U.S. Census Bureau, 2015-2019 5-Year American Community Survey (ACS) Estimates.

Native Hawaiians are overrepresented in the incarcerated population. Estimates range from 25% to 40% depending on how race and ethnicity data is collected, by whom, and for what purpose.[2]

Each year, approximately 1,654 individuals are released, including approximately 141 women (not counting sentencing terms of less than one year).[3] There are unique challenges for women coming out of incarceration: "most incarcerated women are mothers, and are frequently the primary caretakers of their children."[4]

"

I've really seen how incarceration forces poverty upon individuals. The time that they spend in pre-trial or jail as part of their sentencing can lead to loss of home, loss of employment, disconnect from family and…from not working, individuals fall behind with the ever-changing technology and trade skills. So when they get out of jail, they're at a disadvantage. No house, no job, no money. Their skill sets are not what employers are looking for.

— Post-incarceration Re-entry Coordinator

"

[2] https://www.prisonpolicy.org/profiles/HI.html

[3] https://www.prisonpolicy.org/blog/2022/08/25/releasesbystate/

[4] https://www.prisonpolicy.org/reports/outofwork.html#appendix

The only women's prison in Hawaiʻi, the Women's Community Correctional Center (WCCC), houses pre-trial and sentenced female offenders at maximum, medium, and minimum custody levels. Offerings at WCCC include a cognitive-based curriculum, parenting and educational classes, domestic violence treatment, day reporting, and electronic monitoring programs. Within WCCC is Ke Alaula, a 50-bed gender-responsive substance abuse therapeutic community. Another WCCC program is Project Bridge, which is designed to assist female offenders with transitioning back into society through employment, education, and substance abuse after-care treatment.

- **Veterans.** Veterans comprise approximately 8.8% of the state population. This is higher than the national average of 6.4% of the adult population being veterans.[5] There is considerable overlap between veterans and other covered populations in Hawaiʻi. Over 50% of Hawaiʻi's veterans are seniors. Over 20% of Hawaiʻi's veterans have household incomes less than $50,000, and 5.7% live in poverty.[6] As of 2020, 30,380 Hawaiʻi veterans (31%) were receiving disability compensation.[7]

County	Civilian Population	Civilian Veterans	
		Amount	% of Total Population
Hawaiʻi County	156,962	13,812	8.8%
Honolulu County	752,958	71,239	9.5%
Kalawao County	47	1	2.1%
Kauaʻi County	57,045	3,993	7.0%
Maui County	128,123	7,647	6.0%
STATEWIDE TOTAL	**1,095,135**	**96,692**	**8.8%**

Source: U.S. Census Bureau, 2021 American Community Survey

- **Individuals with disabilities.** Hawaiʻi's statewide disability rate is 11.3%. According to data compiled by the Cornell University Disability Statistics Online Resource, types of disabilities across the state include: visual (24,900 people, 1.8% of state population); hearing (55,500 people, 4%); ambulatory (80,000 people 6.1%); cognitive (55,900 people, 4.2%); self-care (29,800 people, 2.3%); and independent living (65,700 people, 5.7%). Of those with a disability statewide, 53.6% are over the age of 65 years old.

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[5] https://usafacts.org/topics/veterans/

[6] https://veteransdata.info/states/2150000/HAWAII.pdf

[7] https://www.datahub.va.gov/stories/s/8jnp-dq5n

County	Total Population	Individuals With a Disability		Seniors 65+ with a Disability	
		Amount	% of Total Population	Amount	% of Disabled Population
Hawai'i County	200,468	28,595	14.3%	14,307	50.0%
Honolulu County	1,015,167	107,496	10.6%	58,654	54.6%
Kalawao County	48	11	22.9%	3	27.3%
Kaua'i County	73,247	7,207	9.8%	3,842	53.3%
Maui County	164,568	16,083	9.8%	8,700	54.1%
STATEWIDE TOTAL	**1,453,498**	**159,392**	**11.0%**	**85,506**	**53.6%**

Source: U.S. Census Bureau, 2021 American Community Survey

- **Individuals with a language barrier** include those individuals who speak a language other than English at home and have low levels of literacy. A significant portion of individuals in Hawai'i who have a language barrier are foreign-born. Of the 268,995 foreign-born individuals over five years old residing in Hawai'i as of 2021, nearly 50 percent or 107,598 individuals did not speak English "very well".[8] Over 25 languages other than English are spoken within households in Hawai'i.

County	Total Population	Language Barrier		Language Other than English		Low Literacy
		Amount	% of Total Population	Amount	% of Total Population	% of Total Population
Hawai'i County	201,513	37,690	18.7%	14,368	7.1%	17.4%
Honolulu County	974,563	209,500	21.5%	121,327	12.4%	15.4%
Kalawao County	86	18	20.9%	4	4.7%	19.3%
Kaua'i County	72,293	13,120	18.1%	5,872	8.1%	16.4%
Maui County	167,417	33,040	19.7%	16,530	9.9%	16.3%
STATEWIDE TOTAL	**1,415,872**	**293,368**	**20.7%**	**158,101**	**11.2%**	**--**

Source: U.S. Census Bureau, 2015-2019 5-Year American Community Survey (ACS) Estimates,
Table S1601: Language Spoken at Home; Derived from 2015-2019 ACS 5-Year file (for speaks English less than "very well") and 2017 Program for the International Assessment of Adult Competencies (PIAAC) Household file and 2012/2014/2017 PIAAC State and County Small Area Estimates of Adult Skills on Literacy and Numeracy (for low literacy) from the National Center for Education Statistics.

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[8] https://www.migrationpolicy.org/data/state-profiles/state/language/HI

Top 25 Languages Other Than English Spoken at Home in Hawaiʻi

Rank	Language	# of speakers	% of total speakers	Speak English less than "Very Well"	% speak English less than "Very Well"
1	Taglog	58,345	17.8	30,147	51.7
2	Ilocano	54,005	16.5	33,085	61.3
3	Japanese	45,633	14.0	21,262	46.6
4	Spanish	25,490	7.8	7,010	27.5
5	Hawaiian	18,610	5.7	3,010	16.2
6	Chinese	17,360	5.3	10,450	60.2
7	Korean	17,276	5.3	11,713	67.8
8	Samoan	12,795	3.9	4,400	34.4
9	Vietnamese	9,418	2.9	6,686	71.0
10	Cantonese	7,890	2.4	5,375	68.1
11	Marshallese	6,930	2.1	3,840	55.4
12	Mandarin	5,650	1.7	3,705	65.6
13	German	4,615	1.4	825	17.9
14	Trukese	4,475	1.4	3,410	76.2
15	French	4,405	1.3	715	16.2
16	Micronesian	3,965	1.2	2,210	55.7
17	Tongan	3,860	1.2	1,515	39.2
18	Bisayan	3,005	0.9	1,640	54.6
19	Laotian	2,279	0.7	1,462	64.2
20	Thai	1,920	0.6	1,045	54.4
21	Portuguese	1,915	0.6	320	16.7
22	Pidgin	1,275	0.4	185	14.5
23	Russian	1,169	0.4	347	29.7
24	Indonesian	880	0.3	570	64.8
25	Chamorro	820	0.3	235	28.7

Source: Detailed Languages Spoken At Home In The State Of Hawaiʻi, Research Economic Analysis Division, Department of Business, Economic Development & Tourism, March 2016.

- **Racial or ethnic minority groups.** For the purposes of this Plan, minorities are defined as individuals who identify as a race other than White alone. Hawai'i is known the world over as a melting pot of cultures, and the data shows that a clear majority of Hawai'i residents—over 77%—belong to ethnic minorities. Native Hawaiians are considered to be a minority group with unique challenges, barriers, and assets that are sometimes distinct from other ethnic minorities.

County	Total Population	Ethnic Minorities		Native Hawaiians and Pacific Islanders	
		Amount	% of Total Population	Amount	% of Total Population
Hawai'i County	200,629	133,264	66.4%	68,448	34.1%
Honolulu County	1,016,508	828,046	81.5%	259,888	25.6%
Kalawao County	82	55	67.1%	27	32.9%
Kaua'i County	73,298	50,094	68.3%	19,956	27.2%
Maui County	164,754	110,551	67.1%	45,783	27.8%
STATEWIDE TOTAL	**1,455,271**	**1,122,010**	**77.1%**	**394,102**	**27.1%**

Source: U.S. Census Bureau, 2020 Decennial Census Demographic Profile

Immigrants are a unique subset of ethnic minorities. Hawai'i has one of the highest ratios of immigrant and migrant populations in the country, with 18% of the state being foreign-born. According to a 2021 study by New American Economy, immigrants and migrants accounted for nearly 40% of agricultural workers, and 33% of workers in the tourism, entertainment, and hospitality industry. Additionally, immigrant workers, especially Filipinas, are overrepresented in hotel and housekeeping services accounting for 68% of total workers. Immigrants are also present in our healthcare sector, representing nearly 50% of all nursing assistants and one in five physicians. These immigrant and migrant workers contributed $874 million dollars to state and local taxes.[9]

- **Residents of Rural Areas.** For the purposes of this Plan, rural areas are defined as towns with less than 50,000 residents and not any urbanized area next to a town with 50,000 or more residents. As such, most of Hawai'i's island communities are classified as rural. The main exception is the urban metropolis of Honolulu on O'ahu. Honolulu is Hawai'i's only incorporated municipality and the 56th largest city in the United States with nearly one million residents. However, even on the highly populated island of O'ahu (Honolulu County), remote communities like Kahuku and Wai'anae on the windward and leeward coasts are classified as 100% rural.

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[9] https://research.newamericaneconomy.org/wp-content/uploads/sites/2/2021/05/NAE_Hawaii_V7_FINAL.pdf

		Rural Residents	
Island	Total Population	Amount	% of Total Population
Hawai'i Island	198,927	198,927	100%
Kaua'i	72,881	72,881	100%
Lāna'i	3,367	3,367	100%
Maui	154,100	154,100	100%
Moloka'i	7,369	7,369	100%
Ni'ihau	296	296	100%
O'ahu	1,016,078	263,029	26%
STATEWIDE TOTAL	1,453,018	699,969	48%

Source: 2020 Census Demographic Profiles, Zip Code Tabulation Areas (ZCTAS), By Island.

- There is immense **overlap between Hawai'i's covered populations**. Some remote and rural places like Ka'ū on Hawai'i Island, Hā'ena on Kaua'i, Hāna on Maui, Wai'anae on O'ahu, and the island of Moloka'i are home to deeply rooted Native Hawaiian communities. As a result of historic pineapple plantation activity, the island of Lāna'i is home to a strong Filipino community. Meanwhile, the remote Ocean View community on Hawai'i Island is home to a diverse mix of impoverished, non-English speaking Micronesian and Marshallese immigrants interspersed with aging Caucasian retirees from places like Alaska and Silicon Valley who have ample financial reserves.

"

And then we need to make sure that connectivity goes all the way out to the farms that we need to reach because yeah, that's where the workers are. We use pen and paper. Some of them on their day off, they'll come to me, but I would like to see us using electronic. I'd like to see the employers using it with our support.

— Migrant Farmer Caseworker

"

OVERVIEW OF HAWAI'I'S DIGITAL LEARNERS

In 2021, the State of Hawai'i, through its Workforce Development Council, identified levels of digital readiness, similar to a national Pew Research study, based on respondents' self-assessment on seven self-reported aspects of readiness:

1. Confidence in using digital devices
2. Ability to get new technology to work
3. Productivity from using electronic information devices
4. Ability to determine the trustworthiness of online information
5. Perception of information overload from electronic devices
6. Use of digital tools for learning
7. Familiarity with contemporary "education tech" terms

The Unprepared

17%

TEND TO BE:
- Neighbor Islands
- Women
- 45 to 65 years/ Retired
- Lower education, lower income
- Primary language non-English

Tech Averse & Less Learning Oriented

Old Guard

23%

TEND TO BE:
- Male
- 45 to 65 years; Blue collar/self-employed
- Lower education
- Not born in Hawai'i

Traditional, Physical

Social Users

19%

TEND TO BE:
- 18 to 34 years
- Other Asians (non-Japanese/ Filipino)
- Middle income ($50-100k)
- Sales/Best at sharing video content

Networking Less Curious

Technical DIYers

15%

TEND TO BE:
- O'ahu
- Higher education/ higher income
- Single/ Professional
- Best digital skills to find jobs

Techies, Active Functional Learners

The Digital Learners

26%

TEND TO BE:
- O'ahu Higher education
- Higher education/ higher income
- Born in Hawai'i
- Professional/Best digital creative skills

Ardent About Growth Through Learning

Results from these seven aspects of digital readiness were then analyzed to determine groupings along a digital readiness continuum.[10] As the digital world continues to rapidly develop, the readiness model focuses more on self-efficacy, especially proactive curiosity to learn new things, and relatively less on functionality alone.

One important conclusion in the Hawai'i Digital Equity Plan will be how effective strategies and objectives are in moving residents up the continuum towards becoming Digital Learners. Generally digitally ready groups are more likely to be professionals of Japanese ancestry, 18 to 34 years of age, in higher income households earning $100,000 or more, and living on the island of O'ahu. Less digitally ready groups are differentiated by age (35 to 54 years of age); have no college level education; have lower household income, and were born outside of the U.S.

Of importance is the equitable access for all populations in our community to education, healthcare, information, content creation, socialization, finances, employment, connection, and the plethora of additional value-added opportunities that are afforded to our residents through the focus on digital equity throughout Hawai'i.

---

[10] • The Unprepared 17% of residents 18 to 65 years old – They have the lowest level of tech adoption and tech ownership. They are least likely to learn (both online and others). They do not have confidence in their computer skills, need help setting up new tech devices, and are least likely to feel productive using electronic devices. They are not familiar with "ed tech" terms. This group is more likely to reside on the Neighbor Islands than on O'ahu, to be women, be between 45 to 65 years of age, have a higher incidence of retirees, have lower levels of education and lower income, and tend to be English-as-a-second-language speakers.
• The Old Guard 23% - More traditional in how they acquire information and learn, this group has the lowest level of technology adoption and technology ownership. They are least likely to learn (both online and through other channels). They do not have confidence in their computer skills, need help setting up new technology devices, and are least likely to feel productive using electronic devices. They are not familiar with "ed tech" terms. Those in the Old Guard cluster skew male, are likewise between 45 to 65 years old, work in blue collar jobs, are self-employed, have a lower education and have a higher incidence of being born outside of Hawai'i.
• The Social Users 19% - While quite digitally adept, social users are not active learners and therefore don't particularly use the Internet for learning and self-development. They own technology, especially digital devices with Internet connections. Though confident in using electronic devices, they are most bothered by too much digital information. Best at sharing video content, "Social Users" use the digital environment to enable social networking as the name suggests. This group is characterized as Millennials or Gen X, meaning that they are between 18 and 35 years of age, are non-Japanese or Filipino Asians, are middle income ($50,000 to $100,000 and tend to be in sales occupations.
• The Technical Do-It-Yourselfers 15% - They are active learners. Although they do not take online courses, they do engage in online learning informally. They are confident about their technology skills, especially when setting up new electronic devices. They are not bothered by too much digital information. They are most aware of "ed tech" terms. Technology DIY-ers reside on O'ahu, have higher education and higher income, work in professional occupations, and are single. In terms of their skill set, they are best at applying digital proficiency to find jobs.
• The Digital Learners 26% - They are ardent learners and learn from both online courses and other online sources. They have technology and are confident about their technology skills. They are more productive by using electronic information devices. They are aware of "ed tech" terms. Digital Learners are more concentrated on O'ahu, have higher education and higher income, are more likely to be professionals and in management, and are born in Hawai'i. They are best at digital creative skills.

DIGITAL EQUITY ASSETS

We are fortunate that the groundwork for digital equity in Hawaiʻi has been laid over the last 15 plus years by the state, counties, non-profits, grassroots community organizations, and motivated individuals across the pae ʻāina. They have created a range of assets–resources, programs, and strategies that promote digital equity for each covered population in Hawaiʻi. The following milestones laid the foundation for Hawaiʻi's digital equity journey:

- In 2007, the state legislature took initial action by forming the Hawaiʻi Broadband Task Force which was charged with removing barriers to broadband access, identifying opportunities for increased broadband development, and adoption, and enabling the creation and deployment of new advanced communications technologies in Hawaiʻi.
- In 2008, the Hawaiʻi Broadband Task Force issued its final report to the Governor and to the Legislature, recommending strategic actions to meet Hawaiʻi's goals to ensure access to broadband for all of its citizens.
- In 2010, new legislation charged the Department of Commerce and Consumer Affairs (DCCA) with promoting broadband development and created the Broadband Assistance and Advisory Council (BAAC) under DCCA, which would convene and gather stakeholder perspectives into the strategic process.
- In 2011, the Hawaiʻi Broadband Initiative (HBI) was launched with the goal of ubiquitous gigabit connectivity throughout Hawaiʻi, and the ultimate purpose of ensuring that all of Hawaiʻi's citizens have access to high-speed broadband at affordable prices.
- In 2012, the first [State Broadband Strategic Plan](#) was developed by DCCA to provide information and a framework for the creation of policies and programs to address the challenges faced in meeting both state and national broadband goals.
- In March 2020, the Hawaiʻi Broadband Hui (BBHui) coalesced in direct response to the restrictions on in-person gatherings imposed under the COVID-19 pandemic. Recognizing the importance of broadband to connect people during the unfolding chaos, DBEDT convened about 20 community leaders to understand conditions and explore solutions. More than 185 (as of November 30, 2023) weekly meetings later, the BBHui following today is 650+ strong and includes local, national, and international entities and individuals representing a wide variety of sectors. The BBHui continuously spawns new partnerships and collaborations among its participants to address digital equity needs and opportunities in the state.
- Later in 2020, the State of Hawaiʻi's Office of Planning and Sustainability published the [2020 Hawaiʻi Broadband Strategic Plan](#), an important update to the 2012 Plan, produced in consultation with broadband specialists and information shared in the weekly BBHui meetings.
- In 2021, the Hawaiʻi [Digital Equity Declaration](#) (Declaration) was codified by the State Legislature (HCR161 HD2, SHL 2021). A collaborative effort by the diverse members and organizations of the BBHui, the Declaration compiles the collective priorities that align with

the 2020 Hawai'i Broadband Strategic Plan. The Declaration sets a foundation for collective action among private- and public-sector partners by providing a vision and goals to move Hawai'i towards a more equitable digital future. The Declaration envisions "Broadband for A.L.L." which includes three pillars:

1. Access: Affordable, quality broadband for all;
2. Literacy: A baseline of digital competence for all; and
3. Livelihood: Societal systems effectively leveraging digital opportunities to improve lives.

> ❝
> ───────   ───────
>
> ## Our ability to access, to connect our families to the world, to create jobs, to educate our people, that's what's going to restore us. We can't do this if we're not connected. This is about the survival of Hawai'i.
>
> **— Native Hawaiian Education Leader**
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> ───────   ❞   ───────

- In June 2021, HRS §206S established the [Hawai'i Broadband and Digital Equity Office](#) (HBDEO) within the Department of Business, Economic Development & Tourism (DBEDT). The mission of HBDEO is to support and coordinate statewide deployment of broadband access and achieve the goals of digital equity and adoption for all Hawai'i residents. Notably, the BBHui was a steadfast advocate for the creation of the HBDEO.
- In December 2021, the [Hawai'i Digital Equity Ecosystem Map](#) was created under the leadership of HBDEO to provide a visual representation of the digital equity services, programs, and projects that comprise Hawai'i's existing digital equity ecosystem.
- In 2022, the State of Hawai'i adopted the [5-Year Strategic Plan For a Digitally Ready Workforce](#). Prepared by the Digital Skills for Workforce Hui, this plan delineates steps for the state to take to achieve a fully digitally literate workforce. Alongside these recommendations, the project compiled and published a [virtual asset map](#) showing the majority of digital literacy training opportunities available in the state.
- In 2022, [Act 232](#) was passed, which specified the role of public libraries to (1) Establish a digital literacy program and (2) Provide coordination and facilitation of digital literacy activities with public, private and volunteer organizations.
- In May 2023, Hawai'i County launched the [Hawai'i Digital Equity Coalition](#) (HIDEC) as a collection of Hawai'i Island partners who strive to bridge the digital divide within the community. The purpose of this group is to: create an island-wide network of partners committed to achieving digital equity within the lāhui (community); create a public document that Hawai'i Island organizations can use to support their funding requests; and have the

County of Hawaiʻi nationally recognized as a "digital trailblazer" by the NDIA (National Digital Inclusion Alliance). A user-friendly StoryMap published by Hawaiʻi County captures the landscape of digital equity and Internet services on the island. The counties of Oʻahu, Kauaʻi, and Maui have since followed suit, each creating their own Digital Equity Coalitions modeled after HIDEC.

- In May 2023, the HBDEO officially launched the Hawaiʻi Digital Equity Project Survey to document and track all digital equity activities that are undertaken across the state. Partners across the state shared information on digital equity activities from 2020 onward. This has allowed HBDEO to create the first baseline data for activities that can be used to assess future needs and priorities. Using the ArcGIS Survey123 platform, the Project Survey captures a range of data on each event, including the location, the type of event (ACP outreach, computer class, community meeting, etc.), the funding source, the number of attendees, covered population(s) engaged, and any devices that were donated or given out to participants. All the focus groups that were conducted as part of the Digital Equity Plan public outreach were entered into the Project Survey, and it is envisioned that future activities related to the implementation of the Plan will be entered to aid in future grant reporting.
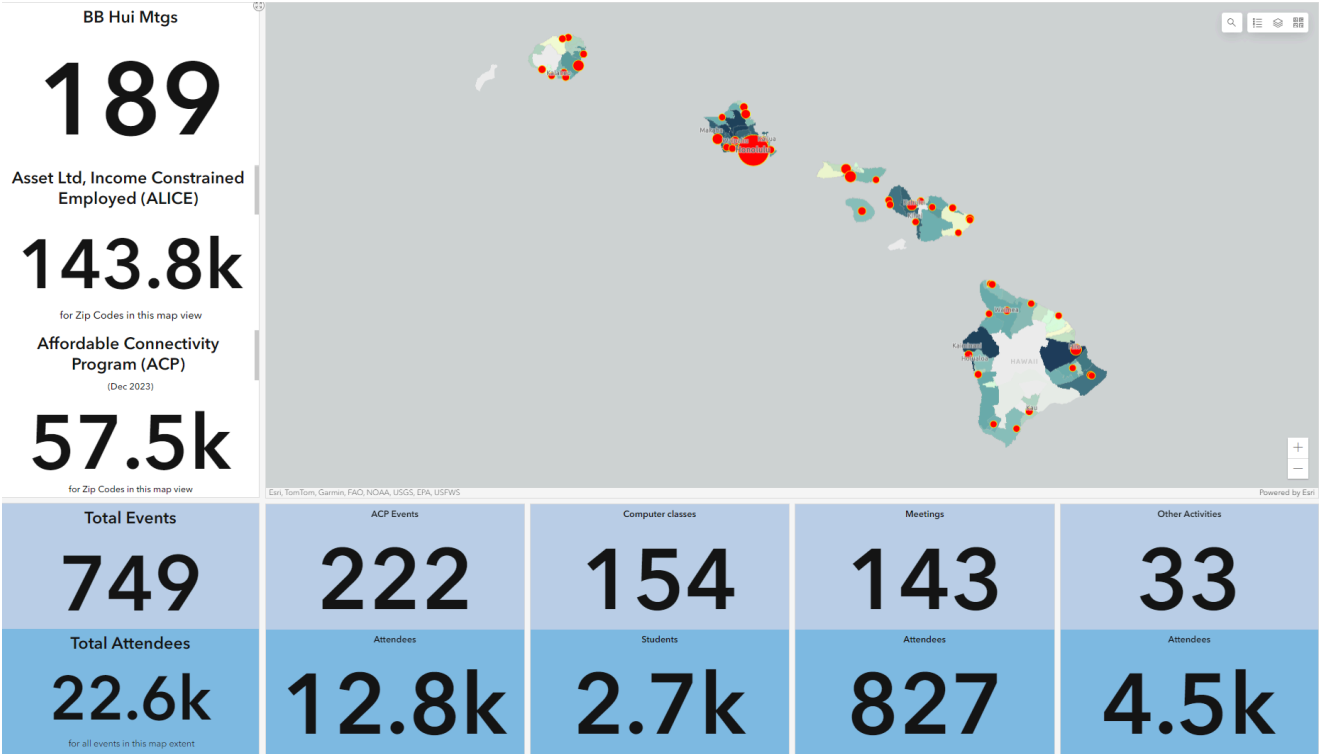
Digital Equity Project Tracker Dashboard (as of November 20, 2023). Above screenshot shows the information that is compiled and presented by the Digital Equity Project Tracker, including statistics such as the number of Broadband Hui meetings held to date, ALICE households, ACP subscribers, and public engagement in digital equity events across the state.

- In June 2023, the HBDEO was awarded an Affordable Connectivity Program (ACP) Outreach Grant from the Federal Communications Commission (FCC). As described further below, the ACP benefit program helps ensure that households can afford the Internet service they need for work, school, healthcare and more. This grant is helping to enroll beneficiaries across the paeʻāina while building capacity for expertise in the key digital equity pillar of affordability.

- In July 2023, the five-year Broadband Equity, Access, and Deployment (BEAD) Action Plan was published by the University of Hawaiʻi. Working in parallel with this Digital Equity Plan, the BEAD Action Plan identifies unserved and underserved locations around the state and recommends actions for deploying broadband infrastructure to provide reliable Internet service to these communities.

Strengths

Beyond the quantifiable plans, programs, and facilities that contribute to digital equity in Hawaiʻi are a range of assets and characteristics that serve to advance the goals of this Digital Equity Plan. These are rooted in the unique cultural values that are born from Hawaiian cultural tenets and from the myriad of other cultural traditions of our diverse population. As described below, the people of Hawaiʻi are resourceful, community-minded, and generous in their support for one another. Put together, these qualities provide a firm basis for us to deploy digital equity initiatives across our island communities

> **I want my kids to look up to me and feel comfortable using the Internet.**
>
> — Mixed-Race, Single Mother Resident of an Affordable Housing Project for Women Leaving Incarceration

- Across the board, focus group participants expressed a strong **motivation to better their lives** despite the challenges they face. Some populations, such as those leaving incarceration, houseless individuals, people recovering from addiction, and public housing residents, are often stigmatized and viewed as unmotivated or beyond rehabilitation. However, those who participated in our focus groups demonstrated the opposite. Participants openly shared their goals for bettering their lives, especially through access to devices and connectivity. They envisioned themselves achieving success in gaining employment, connecting with family members, and providing bright futures for their children.

- There is **widespread recognition of the value of the Internet and connected devices** among Hawaiʻi's covered populations. They want to have access, and they are motivated to get connected, learn, and take advantage of digital resources. Having been disadvantaged in various ways, many individuals from covered populations are highly resourceful. Those who struggle and scrape by to make ends meet have learned how to make the most of any tools that they have access to. As long as they are aware of available digital resources, have access to them, and have the knowledge of how to use them, Hawaiʻi's covered populations can be quick to utilize devices and the Internet to pursue their goals.

- Hawaiʻi's local communities exemplify a **culture of kuleana**–responsibility for self, for ʻohana, for kaiāulu (community), the lāhui, and the pae ʻāina–which spurs immense action on a grassroots level. This spirit of community kōkua shone brightly in the wake of the devastation caused by the lava flows in Hawaiʻi Island in 2018 and the Upcountry and Lahaina fires on Maui in 2023. In both cases, individuals quickly mobilized to establish a network of well-stocked relief hubs with food, water, shelter, supplies, support services, and Internet connectivity. Federal Emergency Management Agency (FEMA) personnel from the US mainland remarked they had never seen such an extensive community response as that on Maui in 2023.

> **The mom would always go sit in front of the McDonald's with their kids in the car with the laptop so they could get Internet and do their classes because they wanted their kids to learn.**
>
> — Digital Literacy Instructor

- Another reflection of Hawai'i's community-oriented spirit is the **proliferation of non-profit organizations**. According to 2018 IRS data published by the National Center for Charitable Statistics, the "metro area" of Kahului-Wailuku-Lahaina ranked 30th in the nation for number of non-profits per 10,000 people, and urban Honolulu ranked 147th.[11] Just as a large number of non-profits are established in Hawai'i, so too are a large number of residents working for non-profits. Data released by the U.S. Bureau of Labor Statistics in 2019, based on the Quarterly Census of Employment and Wages, shows that nearly 62,000 individuals in Hawai'i were employed by non-profits, representing 12% of private employment in the state.[12]

- By virtue of our relatively small population living together for multiple generations in small villages and rural locations, our **communities are inherently tight-knit**. Some people joke that there may be only one degree of separation between everyone in Hawai'i. The "coconut wireless" (the word-of-mouth passing of news and gossip across networks of family and friends) works incredibly quickly. News of a pregnancy travels across a family in minutes, and practically everyone has a story of their parents knowing they got in trouble before they got back home. This network extends to school teachers who have intimate knowledge of the home and family lives of their students. They know which families live off-grid or in a car and which students will not have access to electricity, Internet, a parent, or a hot meal when they leave school. Similarly, service providers know where houseless individuals congregate, when kūpuna go to the grocery store, and which church pastors speak Hawaiian, Ilocano, or Marshallese. This hyperlocal community knowledge is immensely valuable for penetrating into "invisible populations" who often need the most support.

- Within our tight-knit communities are **highly connected individuals**, movers and shakers who have picked up the digital equity torch and started running on their own. A shining example is a husband and wife duo on Hawai'i Island who have personally traveled the island working to educate and enroll island residents in the Affordable Connectivity Program (ACP). They were also instrumental in our Digital Equity Plan outreach process, connecting the team with focus group participants and interviewees around the island.

Spotlight on Model Programs and Initiatives

As discussed above, an array of public agencies and community organizations across Hawai'i have been striving towards digital equity for several years. They have set a foundation for us to learn from and build upon with this Digital Equity Plan. Below is a sampling of programs and partners that exemplify these efforts, offer models that can be bolstered, scaled up, or replicated across our island communities.

- **Hawai'i State Public Library System**: Public libraries have played an important role in digital equity since the Internet became the highway for people to connect, providing access to technology, broadband, free wifi in every branch and training for digital literacy. Our

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[11] https://www.governing.com/archive/gov-nonprofits.html#data
[12] https://www.nonprofitimpactmatters.org/states/hawaii/

Hawaiʻi State Public Library System (HSPLS) has been an active participant in digital equity for many years. With 51 branches on six islands, including the Library for the Blind and Print Disabled, HSPLS has provided access to broadband and devices and a place for people to connect with learning opportunities to improve the digital literacy skills they need to thrive in the 21st Century across all of the islands. HSPLS is a trusted community hub that will continue to provide and partner with other organizations to provide access and digital literacy training for the community. HSPLS has a framework in place to support Act 232 (2022) that is focused on creating opportunities for people to learn one-on-one, in classes, and via online learning opportunities. HSPLS has developed and is in the process of developing resources in each of these areas. Examples include:

- HSPLS partnered with the Workforce Development Council to pilot digital literacy classes in several branches to provide classes for the public.
- HSPLS added Northstar Digital Literacy Assessments and Skillfinder to their online tools for anyone to assess and improve their digital literacy skills and find other higher level digital literacy skills.
- HSPLS launched a Digital Navigator pilot program which offers a statewide hotline to connect the public with digital navigators, along with in-person digital navigators stationed at five libraries around Oʻahu. The ultimate goal is to extend the one-on-one opportunities across the state.
- HSPLS will be implementing basic digital literacy classes in every branch with federal funding that was identified and supported by Rep. Ed Case.
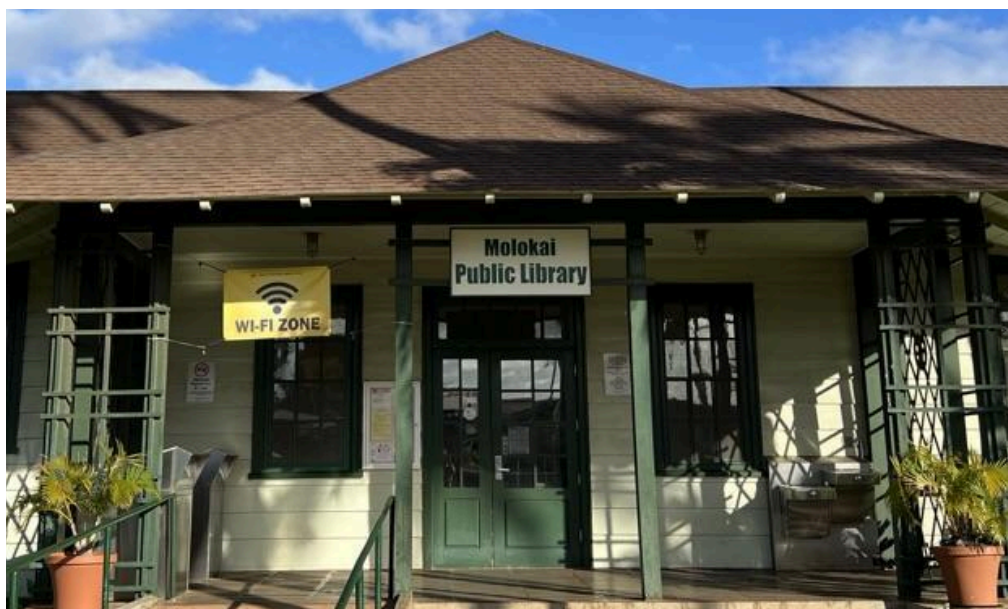
The Molokaʻi Public Library has been designated a "Wi-Fi Zone" that provides free public Wi-Fi for the community even outside of operating hours—an important resource for the island. Photo at left shows the entrance to the Molokaʻi Public Library with a yellow "Wi-Fi Zone" sign posted prominently.

- Mobile platforms in various communities bring services to remote and rural communities. Examples of these are described below:

  ○ **The Maui Holoholo Bookmobile** supports the lifelong learning needs of the Maui community by providing equal access to library materials and services. Based out of the Wailuku Public Library, the Maui Holoholo Bookmobile serves as an extension of the Hawaiʻi State Public Library System, offering books for all ages, DVDs, audiobooks, storytimes, free Wi-Fi, and assistance with finding information and navigating eResources. A service request form can be submitted for the bookmobile to stop at an institution, school, housing complex, or public site during weekdays. Notably, the Bookmobile was purchased by the Maui Friends of the Library, a non-profit, all volunteer organization, and turned over to the Wailuku Public Library–an example of a successful community partnership.

  ○ **The Maui Digital Bus and Molokaʻi Digital Bus.** The Digital Bus is a mobile science, technology, and ʻike Hawaiʻi classroom designed to supplement curriculum to the students of Maui and Molokaʻi with the mission of encouraging interest in science and technology among the underrepresented student populations in grades K-12. The Digital Bus can provide customized projects for school classes, youth groups, special after school programs, Saturday programs, and community events. Participants benefit from exposure to local community members, specialists, and kūpuna while integrating cutting edge technology such as water and soil testing equipment, data collection and mapping activities, and hands-on field-based activities. While the Maui Digital Bus travels the entire island, scheduling priority is given to the rural, predominantly Native Hawaiian communities of Hāna and Waiheʻe. The Molokaʻi Digital Bus allows participants to have meaningful science-based outdoor experiences in ahupuaʻa from which they can directly learn and observe their own community's resiliency and ecosystems.

  ○ **Wi-Fi on Wheels.** In 2020, the County of Hawaiʻi Department of Research and Development provided federal COVID-19 recovery funding to the Hawaiʻi County Economic Opportunity Council to support a Mobile Wi-Fi Connectivity Enhancement Program with HawaiiKidsCan. This program focuses on partnering with communities to bring access to WiFi in places where families either have no access to the Internet or cannot afford it. The program initially provided Internet and device usage to 411 students (ages 5 to 22), 187 seniors, 156 disabled individuals, and 187 low-to-medium income families, and now also serves Waiʻanae, Oʻahu.

  ○ **Bookmobile.** Hawaiʻi Literacy has a bookmobile that visits communities on Oʻahu, including shelters, after-school programs, affordable housing projects, and transitional housing. The mobile unit includes Wi-Fi and mobile hotspots, layering digital skills

together with critical, foundational literacy skills as well as resources for English language learners.

- ○ **Mobile Wi-Fi.** The stay-at-home restrictions imposed during the COVID-19 pandemic revealed the importance of Internet connectivity and the severe disadvantage of those without a connection. In response to community needs, two mobile Wi-Fi projects sprung up in Maui County. On Maui, the County Department of Transportation outfitted a Maui Bus with Wi-Fi and antennae that could extend the signal for 500 feet. The bus was parked in a central, open-air location in the remote Hāna community to provide free Wi-Fi connectivity during weekdays. Meanwhile on Lāna'i, where there is no public bus service, a high school student created a mobile Wi-Fi van as part of her senior project. The van was parked in various neighborhoods during the week to provide free Internet connectivity, mainly to enable students to participate in distance learning.

- **Hawai'i Department of Education**: When the COVID-19 pandemic hit in spring 2020, the statewide Hawai'i Department of Education (HIDOE) public and charter school system was forced to pivot quickly into distance learning through the remainder of the school year. In order to execute the transition, computer devices, hotspots, training and support services were deployed to aid students, teachers, and families who were in need of these necessary resources. At the end of the 2019-20 school year, HIDOE conducted the [Hawai'i Department of Education 2020 Distance Learning Survey](#) to gauge readiness, progress, and identify areas of need to prepare for the upcoming school year.

Survey responses were received from 8,661 students in grades 6-12, 32,572 family members, and 8,325 faculty and staff of public and charter schools. The data gathered included demographic information (including ethnicity, primary language spoken at home, receipt of social services, foster care, and public housing), access to devices and the Internet, modes of communication, distance learning needs, and student experience. Through the Panorama Education dashboard, responses can be viewed at the statewide level or broken down across the 16 HIDOE complex areas. Because public and charter school students and families cut across all covered populations in Hawai'i, the survey data provides a comprehensive baseline of many digital equity metrics.

> **"**
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> We learned very clearly that you give a family a computer, a family becomes computer literate. Not just the student, the family becomes computer literate… that student lives in a family and they got young kids in that family that are gonna be students one day.
>
> — Moloka'i Educator
>
> **"**

- **Aloha Independent Living TeleConnect program.** Another program that germinated in response to the pandemic, the TeleConnect program of Aloha Independent Living Hawaiʻi (AILH) provided devices, training, and support to individuals with disabilities living in rural Oahu and all neighbor islands. The deployment of the TeleConnect program aligned directly with AILH's five core services of: information and referral, peer counseling, advocacy, independent living skills, and transitioning youth into adulthood and people in facilities back into community living. Towards using CARES Act funds, AILH surveyed their consumers (the people they serve) about their needs during the pandemic. The top four needs identified were social interaction, telecommunication devices and training, Internet access, and accessible transportation. TeleConnect was designed to address the first three needs by providing their consumers with a device capable of video calling and then training them to successfully use the technology.

With an original goal of connecting 100 consumers, TeleConnect ultimately served 87 individuals in their homes, including one resident of Kalaupapa, Molokai, as well as 117 participants living in facilities, all with only two staff. TeleConnect successfully connected all 204 consumers with technology and digital literacy to match their needs and interests, and the outcomes were profound. After being opened up to online courses, one consumer has gone on to obtain a certificate in reading therapy and is on track to obtain a paraeducator certificate with the goal of being an online tutor.

The TeleConnect program, with its formulaic approach, stands as a model that could be replicated for other populations:
1. Referrals come from source organizations who are on-the-ground partners with established relationships.
2. Assess the needs *and* interests of the consumer as well as any existing technology they have. Ideally, the referral source has some specific recommendations, as services are tailored to the unique goals of each individual.
3. Bring the consumer the best device for them together with printed training manuals for the consumer to keep. The device, software, accessories, and, where needed, service plans and payments, are all provided according to the unique needs of the consumer. Specific considerations are taken into account, ranging from large screens and magnification tools for those with low vision, to video calling specializations for those who communicate through ASL, to specialized keyboards, handles, and straps for those with physical disabilities.
4. Provide in-person training for as long as needed, from one lesson to a series of sessions, to ensure new skills are ingrained.**
5. Follow up by Zoom to address new questions that arise later over the course of use.**

   **To the extent possible, training sessions are scheduled when a caregiver is there to involve the individual's circle of support in all training sessions to ensure they are also literate in the new device and software. Where needed, interpreting services–foreign language and ASL–are available for both in-person and Zoom sessions.

- **Hawai'i Literacy.** Throughout the community engagement process there was only one non-profit program, Hawai'i Literacy, that was identified as offering digital literacy training in a language other than English. Given the preponderance of non-English speakers in the state and the disproportionate concentration of these individuals in low-wage service professions without access to other resources or educational opportunities, it is vital that this gap be addressed. The Hawai'i Literacy program combines an English-Language Learner program with digital literacy to provide a value-added dimension. Taught at locations where many low-income immigrant/migrants live, classes focus on the development of tangible skills such as using online banking and email. Additionally, Hawai'i Literacy has a fleet of Bookmobiles that travel weekly from the Wai'anae Coast to Kalihi-Palama and the surrounding areas of Honolulu to provide families with access to books and educational materials as well as mobile Wi-Fi and hotspots. This program provides a model that could be scaled-up or replicated across the islands.

- **'Auamo Collaborative [Rural Broadband Mapping Initiative](#).** 'Auamo Collaborative is a non-profit that advocates for rural and indigenous communities to narrow the equity gap with a commitment to assisting underserved indigenous and indigent communities and families through direct service projects to meet immediate areas of need, free educational programs, connection to community resources, and compassionate educational and community advocacy. To better inform the extent of broadband coverage at a household level, the Rural Broadband Mapping Initiative will utilize 'Auamo Collaborative's extended network to gather data from rural communities across Hawai`i by deploying community members to gauge broadband utility and monitor quality of coverage and access to broadband services. The result will be a clear map of actual vs. claimed broadband coverage that will inform policy makers about the needs of unserved and underserved communities to generate creative solutions for community networks, resources, and services.

- **[Vibrant Hawai'i Digital Literacy Project](#).** Launched in 2019, Vibrant Hawai'i is a Hawai'i Island community non-profit whose mission involves implementing strategies that are developed and resourced by the community and reflect native intelligence. Driven by the findings and recommendations of the 2021 Hawai'i Digital Literacy and Readiness Study, Vibrant Hawai'i initiated a Digital Literacy Demonstration Project to promote computer literacy for Hawai'i Island residents. Instructors from the community were recruited and trained, and a series of digital literacy workshops (using the Northstar Digital Literacy curriculum) were held from December 2021 through March 2022. In sum, 300 participants gained basic computer skills as well as a refurbished laptop. Project outcomes, including direct feedback from instructors and participants, were compiled in the Digital Literacy Report, published in 2022. The project yielded positive outcomes for Vibrant Hawai'i's goals of Thriving Community, Strong 'Ohana, Resilience, Get Choice, Get Chance, Belonging, and Living Aloha. The findings help identify barriers and strategies for increasing digital literacy among several covered populations including covered households, kūpuna, rural

communities, minorities, and English language learners, all relevant to the development of the Hawaiʻi Digital Equity Plan.

> **"**
>
> ## I am so thankful to have had this opportunity to learn a little more about computers! I have plans of going back to school, getting more education, starting a nonprofit & giving back to the community.
>
> — Digital Literacy Workshop Participant
>
> **"**

- **Kauaʻi Federal Credit Union**. In late 2022 the Kauaʻi Federal Credit Union (Kauaʻi FCU) opened a new branch in the moku of Puna, restoring the old Otsuka Furniture building in North Kapaʻa. In its 75th year, Kauaʻi FCU continues to grow and evolve with increasing relevance, as a credit union "of Kauaʻi, for Kauaʻi and dedicated to serving those who build, teach, protect, and care for our island." The branch is designed to be an economic resilience center that will bring Community Development Financial Institution (CDFI) products and services to the East Side community. Kauaʻi FCU's holistic approach to economic resilience is built on the foundation of financial equity, and the branch will incorporate digital equity resources to achieve the the goals of
  - Housing Stability
  - Small Business Innovation and Entrepreneurship and
  - Disaster Relief and Non-Profit Capacity Building

The actualization of this concept is on a five-year trajectory. It is currently in its Design Phase and will progress into its Activation Phase in 2025. Once complete, the branch will be a center for a progressive community development model, upholding the values of financial equity and digital equity while fostering climate resiliency for the people of Kauaʻi.

DIGITAL EQUITY ASSET INVENTORY

The Asset Inventory table located in Appendix B (pg. 140) identifies a growing list of organizations, agencies, programs, and resources–assets–across the pae ʻāina that advance digital equity for one or more of Hawaiʻi's covered populations. Also included are sites and entities that have the potential to contribute to Hawaiʻi's digital equity goals.

The list is sorted by **geographic reach** (by island or statewide), followed by the **name of the asset**. The **digital equity pillar(s)** addressed by each asset are listed: Broadband Availability & Affordability; Device Availability & Affordability; Digital Literacy; Online Privacy & Cybersecurity; and Online Inclusivity & Accessibility. The **covered population(s) served** by each asset are indicated. Because of the great overlap between Hawaiʻi's covered populations, a program that is directed at a particular population will inevitably interface with others as well. For this reason, primary populations served are indicated with a " ▪ " while secondary populations served are indicated with a "x". Brief **descriptions** are provided for each along with a **website and street address** where possible.

While best efforts were made to ensure this inventory is as comprehensive as possible at the time this Plan is published, we recognize that there are likely more assets to add. This Plan is intended to be a living document that evolves and adjusts as Hawaiʻi progresses through the digital equity journey. It is hoped that more programs and resources arise through the implementation of this Plan and that this Asset Inventory will expand as they do.

The agencies and community organizations who interface directly with covered populations are recognizing that connected devices in the hands of their clients are critical for the success of the services they provide. Broadband adoption impinges on the availability of devices and Internet connectivity, digital literacy of the user, the inclusivity of online resources, and online safety. With limited incomes being a common challenge among most covered populations, most require financial assistance or free access to digital technologies. As such, service providers strive to connect their clients with resources that will enable them to access or afford connected devices. The following sections summarize the array of assets listed in the Asset Inventory table.

Assets for Broadband Adoption and Devices

- **Smartphones** are increasingly ubiquitous across generations, geographies, ethnicities, and socioeconomic strata. In the 2020 HIDOE Distance-Learning Survey, 96% of 41,150 family members and students in grades 6-12 statewide reported that they have a smartphone with Internet access. It is noted that the rate is higher among family members than students.

> **"** It's amazing how you can get through language barriers, particularly from people that have knowledge of technology. They have their iPhones, their family, their history, their whole life on their iPhone and you ask them a question, and if they can't speak English then they have translators on their phones. **"**
>
> — Immigrant Caseworker

Do you have a smartphone with Internet access?
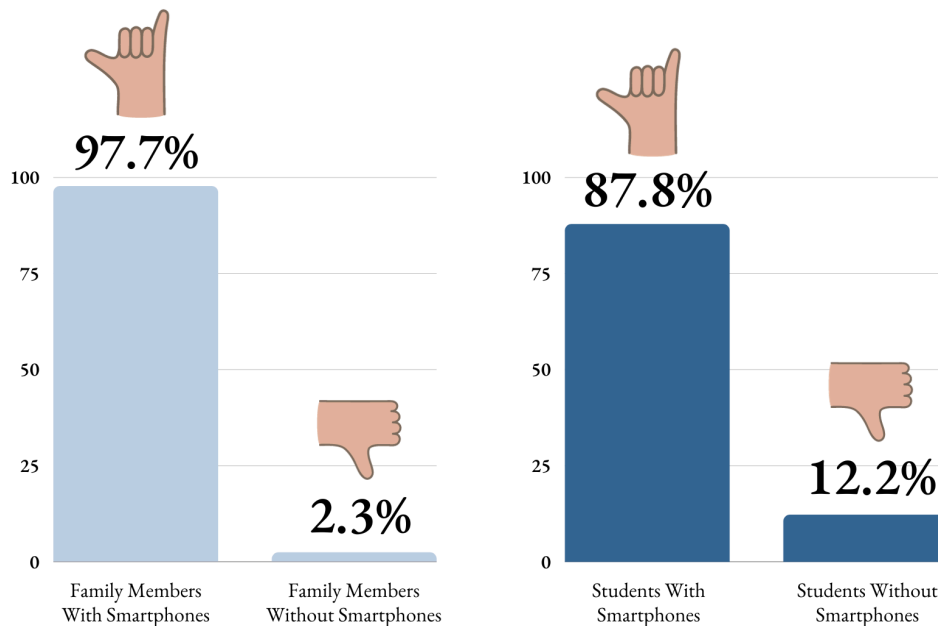
Source: 2020 HIDOE Distance-Learning Survey

- **DCCA Designated Wi-Fi Hotspots.** The DCCA has designated the location of 100 new Wi-Fi hotspots at public parks, civic centers, community centers, and other public open areas and gathering places across the pae ʻāina. These designated locations offer one hour of free Wi-Fi service per device, per day. There are 33 on Hawaiʻi Island, 20 on Kauaʻi, 10 on Oʻahu, two on Lānaʻi, 15 on Maui, and 18 on Molokaʻi. Maps of hotspot locations are available on the DCCA website.[13]

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[13] https://cca.hawaii.gov/broadband/dcca-designated-Wi-Fi-hotspots/

- **FCC Lifeline.** The FCC Lifeline program was established in 1985 to provide discounts on phone service for qualifying low-income customers. At that time, it was recognized that phone service provided critical opportunities for employment, family, and emergency services. Since the Internet emerged as a necessary utility for employment, healthcare, education, government services, and social connections, a comprehensive reform and modernization of the program was adopted by the FCC in 2016. The Lifeline Modernization Order included broadband as a support service covered under the program, and minimum service standards were set for Lifeline-supported services. As of December 2021, companies under the program are required to provide 1,000 minutes of mobile voice per month, 3G mobile broadband speeds with a usage allowance of 4.5 GB per month, fixed broadband speeds of 25 Mbps download/3 Mbps upload with a usage allowance of 1229 GB per month; voice support of $5.25 per month, and broadband support of $9.25 per month. Notably, Lifeline benefits can be coupled with Affordable Connectivity Program benefits for all households meeting the eligibility criteria.[14]

- **Affordable Connectivity Program (ACP).** The FCC provides qualifying low-income households with the opportunity to participate in the ACP. Households qualify if at least one member participates in the Lifeline program, receives free or reduced-price school lunch, received a Federal Pell Grant in the current year, receives assistance through SNAP, WIC, Medicaid, Veterans and Survivors Pension Benefits, or Federal Public Housing Assistance, or meets the eligibility criteria for a participating provider's low-income program.

  Those who qualify can receive up to $30 per month towards their connectivity plans, and Department of Hawaiian Homestead Lands (DHHL) beneficiaries can receive up to $75 per month. As of November 6, 2023, out of an estimated 100,000 eligible households, 55,521 households (55.5%) in Hawai'i are enrolled in ACP.

  In June 2023 DBEDT received a grant from the FCC to conduct in-person outreach and application assistance to increase the number of Hawai'i residents enrolled in the ACP program. The State's ACP Outreach Grant program includes four subawardees who provide localized and statewide coverage for ACP signups. The HBDEO website provides a fact sheet, digital flyers, and a social media toolkit to facilitate the widespread sharing of information about the ACP. Numerous nonprofits and community organizations that serve covered populations encourage their clients to enroll for ACP benefits.

- **Affordable and public housing projects.** Some public housing facilities have received funding through the U.S. Department of Treasury Capital Projects Fund or entered into partnerships to support the provision of free Internet service for residents. Although more progress has yet to be made to extend these services to all affordable and public housing projects statewide, providers are well aware of the benefits this will bring to the residents

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[14] https://www.fcc.gov/general/lifeline-program-low-income-consumers

they serve. Public housing residents that the project team engaged with through the Digital Equity Plan outreach process are striving to incorporate computer devices, Internet access, literacy training and tech support. Given more resources and funding, they will be able to achieve these goals.

Digital Literacy Assets

Various public agencies, educational institutions, and community organizations offer digital literacy classes for the populations they serve at little or no charge. Where possible, classes are tailored to cover the needs and interests of their clients. Relevant topics include basic literacy like emailing, photos, and texting, orientation with Apple devices (especially for the built-in features that serve seniors and those with disabilities), cybersecurity and online safety, and video calling. Certain entities may offer specialized guidance in telehealth applications for veterans and rural residents, or in accessing benefits, government programs, and ESL classes for minorities and immigrants. Likewise, vocational and workforce development programs may teach skills that are needed to qualify for employment. Depending on the populations served, classes may be conducted in-person or online. While online classes alleviate the need for transportation, in-person classes allow the instructor to closely monitor student progress and directly attend to needs for assistance.

> **"**
>
> I'm sure they could use computer training, and also funds for phones. They're asking for it... Definitely anything when it comes to technology or utilizing broadband Internet, it's something that we need every day. I think that this would benefit them in every way.
>
> — Housing Provider for Post-Incarcerated Women
>
> **"**

As described above, Northstar Digital Literacy training is available for free through the Hawaiʻi State Public Library System and can be a tool to provide literacy training for communities across the pae ʻāina. Accessed online, it is a self-paced program that can help covered populations learn essential computer and Internet skills, enabling them to access essential services and resources, and to participate more fully in society. Additionally, many digital literacy instructors utilize the Northstar curriculum for their in-person classes.

- **Incarcerated Individuals.** As of September 2021, all eight non-federal correctional centers and facilities across the islands offer digital literacy training for inmates. The program is designed to familiarize students with computers, applications, and hardware. Participants learn fundamental concepts of computer hardware and software and become familiar with a variety of computer applications, including word processing, spreadsheets, and multimedia

presentations. Coursework also includes activities that explore social and ethical issues related to computers. Each 10-week course accommodates a maximum of 12 students.[15]

Online Privacy and Cybersecurity Assets

Minimizing cybersecurity risks intersects directly with increasing digital literacy. Digital literacy class instructors who serve seniors frequently field questions regarding suspicious emails and online scams. In response, providers such as Cyber Safe Seniors and the Kaunoa Senior Center offer free classes in cybersecurity and online safety specifically for seniors. More broadly, public agencies play a role in raising awareness about scams that target vulnerable populations.

> **"**
> Yeah, I get clients every day. They'll text me, they'll email me, they'll send me pictures, and ask, 'is this real?'
> — Digital Literacy Instructor
> (on helping to identify scams)
> **"**

Online Accessibility and Inclusivity Assets

Entering the digital realm can be a daunting endeavor for new digital learners, especially those who speak a language other than English, have a disability, or who hold a distrust of online resources. To facilitate their digital journey, some organizations have taken steps to optimize the accessibility and inclusivity of user interfaces. For instance, the ACP has taken steps to accommodate those who speak languages other than English. Application instructions are available in several languages including English, Spanish, Arabic, Simplified Chinese, French, Korean, Portuguese, Russian, Tagalog, and Vietnamese. The Long Term Care Disability Specialist at the Executive Office on Aging published strategies for courteous and respectful communication for those who work with individuals with disabilities. This guide is posted online by the Hawaiʻi ADRC.[16]

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[15] https://dps.hawaii.gov/wp-content/uploads/2022/08/PSD-Programs-Services-Inventory_Last-Updated_9-3-21.pdf
[16] https://www.hawaiiadrc.org/Data/Sites/1/media/Disablity/Communication.pdf

BARRIERS & NEEDS

»»»

Ang sakit sa kalingkinan ay ramdan ng buong katawan.

The pain in the little finger is felt by the whole body.

— Filipino Proverb

«««

OVERARCHING BARRIERS AND CHALLENGES

The lack of digital equity in Hawaiʻi is a pressing community issue, intersecting with other community disparities and extending beyond mere access and into differences in quality of life. This inequity creates a "digital divide" through racial, economic, and geographical boundaries which is amplified among our most vulnerable and underserved populations.

Residents from underserved or unserved populations who participated in our outreach efforts largely recognize that access–to devices, to the Internet, and to digital learning–is a pathway to improving their lives in some way. Unfortunately, the barriers before them are tremendous. Seemingly minor tasks such as navigating bus routes, finding a plug to charge a phone, or using a QR code to access a restaurant menu are magnified into major obstacles that require the utmost persistence to overcome. For those with limited resources, or those further marginalized by societal perceptions, the barriers are even steeper.

> **"**
>
> ### If it's an essential service then how do we go about doing that so that it is equitable for everybody...it shouldn't have to matter that you live in Maunaloa or Kaunakakai for you to be able to, you know, get Internet.
>
> — Molokaʻi Service Provider
>
> **"**

The planning process received extensive input from residents of covered populations, from which the project team synthesized needs and barriers identified by participants. The range of challenges that were shared across all covered populations are described below, followed by barriers and needs more unique to specific populations. Although these barriers are described in this section as separate, ala carte, individual needs, these pressing issues are often compounded and layered even within specific covered populations and for many individuals. Public comments noted the importance of understanding the interconnection between so many of these barriers.

- Some individuals do not see the **relevance of digital devices and connectivity** in their day-to-day life. They have survived without Zoom or creating an Excel spreadsheet, and are skeptical that having these skills would tangibly benefit their lives. Residents already working two to three jobs find it nearly impossible to find time to learn new skills outside of work and life demands, even if they know those skills may lead to better job opportunities. For seniors who may have spent decades working in industries that didn't require—much less encourage—these skills to develop, digital skills remain an unknown frontier better left to their kids or grandkids. Additionally, a reality for some of those in rural communities like Hāʻena on Kauaʻi, Ocean View on Hawaiʻi Island, and Hāna on Maui, especially those geographies that predominantly house kūpuna, veterans, and Native Hawaiian homesteaders choose a more rural lifestyle for the very purpose of being more disconnected.

  Messaging that centers these voices and program structures while recognizing these challenges will help to meet individuals where they are.

- **Lack of integration** of digital literacy skills along with other existing programs and services means that residents must not only express interest in digital literacy but digital literacy alone. It decreases participation as residents balance many different topics, resources, and needs in addition to their daily work and life obligations.

  Integration of digital skills together with other services was consistently reinforced across target populations as a way to increase effectiveness and decrease burdens on residents and families.

- Pressures such as generational trauma, chronic hardships, and negative experiences with public agencies generate **emotional barriers** such as fear, shame, distrust, insecurity, and a lack of confidence among individuals from covered populations. These emotions are strong enough to inhibit individuals from seeking any kind of help as they may not trust the offer, they may not feel worthy of support, or they may be quick to give up upon encountering any obstacle or barrier. Frustration with the time it takes to learn how to use computers or devices can erode self confidence and deter individuals from continuing to achieve digital literacy.

Messaging that acknowledges and centers these feelings can help to overcome them, especially when coupled with strategies that bring a client-centered approach to the implementation such as digital navigators.

- Working adults, parents, and grandparents spoke of the need to **balance** the time spent online on devices with outdoor activities, person-to-person interaction, hands-on activities, and experiential learning. Various focus group participants raised the point that there are generational differences in perspectives on acceptable tradeoffs. While young adults have been quick to adopt digital technologies, older generations are wary of the impacts of a heavy reliance on technology. There is concern that a growing reliance and emphasis on digital devices and Internet access will be detrimental to interpersonal relationships, relationships with the natural world, cultural traditions, and children's social-emotional development.

Uplifting opportunities to integrate technology with natural and cultural learning should be pursued.

"

I worry that technology is not good for us. My grandkids are all stuck on the phone and not mālama ʻāina.

— Molokaʻi Kūpuna

"

- **Transportation** is a major barrier for covered populations on all islands that inhibits residents from accessing digital equity services and resources. Kūpuna, disabled individuals, and veterans particularly highlighted this challenge, as some were physically unable to drive themselves from place to place, relying upon family members or services if they were unable to walk to their destination. *Locating resources where these community members are already gathering is particularly important.* Some immigrants are unable to obtain a driver's license. Some residents in covered households and post-incarcerated individuals do not have the financial resources to afford a vehicle, the cost of gasoline, or public transportation. Those with language barriers or without connected devices may not be able to access bus routes or schedules. Some remote and rural communities do not have public transportation available at all. Meanwhile, residents—especially those in rural communities—spend a significant portion of their day commuting to and from work, school, and extracurriculars, leaving them a limited amount of time to access resources or take classes.

Finding innovative ways to reach people—both in person and virtually—especially partnering with other needed services to meet people where they are already gathering, remains critically important.

- **"Everything is so Oʻahu-centric"** is a common sentiment expressed by residents of the "outer islands" or "neighbor islands," i.e., Hawaiʻi Island, Maui, Molokaʻi, Lānaʻi, Kahoʻolawe, Kauaʻi, and Niʻihau. With our population scattered unevenly across eight main islands, the deployment of programs and resources is logistically and financially challenging. Taking a plane and flying to another island for a class is a significant barrier. Hawaiʻi's two congressional districts reflect the uneven population distribution across the pae ʻāina: one for urban Honolulu and a second for rural Oʻahu together with *all* other islands. Although the latter encompasses fewer residents, it is more expensive to serve them due to their geographic spread, low population density, and separation between islands, all of which incur additional travel arrangements, shipping costs, and personnel time. Urban Honolulu in contrast, being the main population center and center of state government, often has greater access to support services, a wider range of resources, and deployment of innovative pilot projects. Together these challenges can mean, at times, that resources are pooled on Oʻahu and populations on other islands have less access; and while it can appear that programs are happening, they are not accessible to many that need them most.

Partnering with programs and services that address needs, in addition to digital access, can bring program and budget efficiency while also ensuring greater reach.

> "
>
> I had to talk to instructors saying, 'You know, when you sent everybody home, did think that at home, they have nothing? They don't have any electricity 'cause they're off-grid and if they do, they can't be using it for plugging in computers. How do you think those students were going to do homework?'
>
> — College Instructor
>
> "

- There are residents on every island from every covered population who live **off-grid in remote, rural areas**. Some choose this lifestyle for the isolation and escape from urban life, for economic reasons, and some are Native Hawaiians who are living on homestead lands. Some fall into all three categories. Those who live off-grid commonly use solar- or gas-powered generators to support bare essentials like food refrigeration, water pumps, heaters, and lighting. Consequently, computers, smartphones, and Internet connections—all of which require electricity—are luxuries that are difficult to accommodate in off-grid households.

Providing a broad range of support for rural communities is important to best meet communities given their individual realities. This may include ensuring programs support

both wired and wireless solutions, maintain paper options, and provide subsidies that allow households to deploy resources appropriately to best meet their unique needs.

- Highly vulnerable populations such as immigrants, post-incarcerated individuals, victims of domestic violence, houseless individuals, and victims of human trafficking sometimes come into shelters or transitional homes with **no ID, no Social Security number, no birth certificate,** nor any means to obtain them. Without these official documents they cannot apply for a phone or a plan, social services, gain employment, access benefits, or take advantage of programs such as the ACP.

   Pairing digital literacy and skills training with other needed services creates wrap-around support that reduces barriers for individuals, increases program efficacy, and helps meet people where they are.

- There are **shortcomings in public outreach** that result in a **lack of awareness** among both service providers and individuals about the programs that are available to assist with affordability, access to devices, Internet access, and digital literacy. As an example, many focus group participants had not heard about the ACP benefits despite being eligible. Case managers are not always made aware of all the resources available to their clients, in part due to silos between public agencies that inhibit comprehensive, collaborative support for the people they serve. Opportunities advertised on websites and social media rarely reach those who do not have access to connected devices. Opportunities advertised only in English do not reach non-English speakers or readers; those formatted without accessibility text do not reach certain individuals with disabilities. Messaging that is not attuned to the cultural intricacies and lived experiences of minorities, immigrants, and veterans does not provide the welcoming space necessary to bring these individuals into the fold.

   Increased coordination between agencies, both public and private, including with organizations serving covered populations that know how to reach them best, is a key approach to bridging this divide.

- **Bureaucratic roadblocks and the lack of a customer-service mindset** in certain public-facing agencies leads to frustrations among individuals that lead them to abandon the pursuit of benefits. A Vietnam War veteran had to document that he was in combat in order to qualify for benefits from Veterans Affairs; a quadriplegic individual had to prove he was seeking employment or schooling in order to obtain a laptop from Vocational Rehabilitation; a mother pushed for four years to obtain an augmentative and alternative communication (AAC) device from the Department of Education for her non-verbal, autistic child. While these individuals eventually garnered the resources they desperately sought, it was solely through their unwavering persistence and not through the support of the agencies involved.

They all shared that most of their peers either give up on receiving assistance altogether or settle for lower levels of support.

Integrating training and lessons learned across agencies can assist in improving outcomes both for programs and those that they serve. Opportunities for involving agencies serving covered populations can also help to improve program design to continue to decrease barriers to access.

BROADBAND ADOPTION AND ACCESS BARRIERS AND NEEDS

As of 2021, 54,000 (11.3%) of households in Hawaiʻi did not have a broadband subscription, and 20.8% of the population did not use the Internet[17]. As shown in the table below, there is variability between islands and counties.

County	Total Households	Households with a Broadband Subscription		Households without a Broadband Subscription	
		Amount	% of All Households	Amount	% of All Households
Hawaiʻi County	71,402	60,034	84.1%	11,368	15.9%
Honolulu County	330,393	296,802	89.8%	33,591	10.2%
Kalawao County	31	25	80.6%	6	19.4%
Kauaʻi County	22,668	20,414	90.1%	2,254	9.9%
Maui County	53,919	46,959	87.1%	6,960	12.9%
STATEWIDE TOTAL	**478,413**	**424,234**	**88.7%**	**54,179**	**11.3%**

Source: 2021 American Community Survey

- Free public Wi-Fi has been identified as a critical lifeline for covered populations. Public libraries across the state offer free Wi-Fi both inside and outside locations. Hawaiʻilibraries are a significant resource to those who cannot afford an Internet plan or who live in an unserved or underserved location. Recognizing its role as a community asset, pilot efforts are under way to install charging stations as well. Budget constraints, staffing vacancies, and concerns in certain neighborhoods about loitering, however, have led some libraries to regretfully limit the **hours of Wi-Fi availability**. In addition, many of Hawaiʻi's public libraries were built over 50 years ago and need to be renovated to accommodate current power requirements, including charging for patron devices. The Oʻahu Digital Equity Coalition has identified in 2023 that those that do not access Internet at home access it

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[17] Source: National Telecommunications and Information Administration (NTIA), 2021 NTIA Internet Use Survey

primarily at Libraries and Restaurants or Cafes with free Wi-Fi. Secondarily, they access the Internet at work, school, or the home of a friend or family member.

- Few public facilities offer free public Wi-Fi. These include some K-12 schools and community centers; however, hours are limited. Discussions over the years have included providing broadband in downtown Honolulu and other highly trafficked corridors. While there is a recognized need to expand the number of free Wi-Fi sites and extend operating hours at public places such as community anchor institutions and schools, there has been resistance regarding costs and **security concerns** at these sites.

- The Hawaiʻi Department of Education provides hotspots during the school year to students and faculty who do not have an Internet connection at home; however, these **hotspots must be returned** at the end of the school year. Consequently, these students and faculty lack access to the Internet throughout the entire summer, which causes a potential loss of gains in digital literacy that were achieved during the school year and inhibits opportunities to take online training or classes outside the school year.

- The cost of **Internet access in public housing** is a barrier that has resulted in a number of options that may or may not be feasible or applicable to tenants. Public housing and public subsidized housing, including pursuing federal funding opportunities such as the Capital Projects Fund, was identified as an important opportunity to increase Wi-Fi access to covered populations where they are and where they need support.

- **Affordability** is a key factor in broadband adoption among income-constrained and low-income individuals in several covered populations. In a May 2023 report released by Aloha United Way, "the minimum income needed to pay for basic essentials as a family of four in Hawaiʻi has ballooned to $104,052 a year."[18] The report goes on to say that 12% of residents live below the federal poverty line. Moreover, as of the second quarter of 2023, the cost-of-living index in Hawaiʻi is the highest in the nation at 181.5, with the cost of utilities at 140.3, just behind Alaska and Puerto Rico.[19] Honolulu County conducted a 2023 survey among community members through its Oʻahu Digital Equity Coalition (ODEC), which indicated that 26% of those surveyed were unable to afford Internet service.

  These conditions leave individuals and households with the difficult choice of maintaining the monthly costs of Internet and phone plans—and access to critical services—versus other basic necessities. As one pastor noted, parishioners have had to stop Internet subscriptions to cover unexpected medical costs.

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[18] https://www.auw.org/sites/default/files/pictures/23UFA_Report_Hawaii_4.7.23_FINAL%20%283%29.pdf
[19] https://meric.mo.gov/data/cost-living-data-series

○ **Incarcerated (and post-incarcerated) individuals.** Original service contracts from Internet service providers are closed or suspended when individuals are incarcerated. To re-establish service after release, an individual must pay for start-up fees on top of potential collection fees and regular monthly service. This is a significant obstacle for those without savings, financial support, or employment. Compounded with other similar challenges and barriers to getting back on their feet, many struggle with homelessness and recidivism.

Securing official identification to gain access to programs, housing, and even ACP is a challenge for those transitioning from incarceration. The Real ID program requires an authorized official to confirm identity prior to issue; however, as not all counties have a system to confirm identity prior to release, many post-incarcerated individuals lack identification when exiting incarceration, making access to many lifelines even more challenging.

Incarcerated individuals intersect with many other covered populations, further exacerbating barriers. Some estimates show that one-third of offenders are homeless prior to entering incarceration and nearly half are homeless upon exit. Most are members of covered households, and they are disproportionately Native Hawaiian or other persons of color.

Previously incarcerated women experience unique challenges upon reentry into society. Most are mothers who are sole providers for their children.[20] This responsibility places additional pressure on them as they attempt to gain employment, connect to services, and access resources while establishing a safe home environment to maintain custody of their children. Many have limited incomes, limited access to transportation, and limited social networks that would provide the support they need to obtain the digital resources that are key to unlocking greater opportunities.

○ **Covered Households.** Even when low-income individuals are able to obtain a device at little or no cost, it is still a challenge to afford **monthly payments** for cell service or Internet subscriptions. Service providers and individuals from covered populations alike assert that provision of a device itself is limited in value if it is not paired with a means to access the Internet or pay for monthly service.

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[20] https://www.prisonpolicy.org/reports/outofwork.html#appendix

Individuals facing homelessness are especially challenged with meeting the **ACP requirements** for a physical address as well as an email address for registration and enrollment. The ACP identity verification process requires official documentation of a Social Security Number, Tribal Identification Number, driver's license, military ID, passport, individual Tax Identification Number (TIN), or other government ID, which is a challenge for many houseless individuals.

While the ACP and Lifeline programs are tied to physical addresses, **individuals who share a physical address** but are financially independent, can each receive individual benefits, as more than one household per address is allowable. Examples include residents of apartment buildings, residential facilities (such as nursing homes or assisted living facilities), multi-family homes, and transitional housing. Despite this allowance, individuals in these situations report great difficulty in gathering the proper documentation and obtaining program approval, and this has prevented them from accessing the benefits. These individuals need individualized assistance to navigate the enrollment process and take advantage of the programs.

○ **Individuals with Disabilities**. The Aloha Independent Living Hawaiʻi TeleConnect program, which provided devices and digital literacy training specifically tailored to assist individuals with disabilities, cannot purchase future connectivity for their clients and can only purchase connectivity as long as the program is operating. After the program ends, the accounts previously opened for clients close if they cannot afford the payments on their own.

● **Other Unique Situations**

○ **Individuals with Disabilities.** Deaf individuals speak a different language. As is the case with all languages, American Sign Language (ASL) does not translate directly into English. Thus, deaf individuals may have low English literacy, may not respond well verbally, and may only be able to communicate through very brief texts. To enable effective communication, in-person meetings must be held, and an ASL interpreter must accompany them, which can be expensive. Moreover, if a closed office is not available for the meeting, the privacy and confidentiality of the

individual may be compromised as their personal information is discussed out loud. Similarly, individuals with dyslexia have trouble reading and interpreting lengthy documents even if they speak and understand English. Written communications and instructions must be brief in length, or they must be formatted for voice dictation so that these individuals can listen to the text instead.

- ○ **Covered Households.** There are over 57,000 households in Hawaiʻi living in poverty, or 11% of the population, and nearly 30% considered ALICE. Among the financial constraints that Hawaiʻi families experience, over 40% are considered housing burdened, meaning that they spend more than 30% of household income on housing expenses, and over 25% are considered severely housing burdened, meaning that the household spends over 50% of their income on housing expenses. This leaves very limited resources for other family expenses.

    Houseless individuals and families face multiple obstacles to obtaining digital equity: they can lack financial resources, a steady source of income, and a physical or mailing address. All of these factors hinder them from applying for services or benefits. Without a secure place to keep valuables, they are unable to keep a phone, much less a computer, and without access to a reliable power source, they are unable to charge a device, even if they are able to obtain one.

    There is also great intersectionality between covered households, Native Hawaiians, and other ethnic minorities. Pacific Islanders experience extremely high levels of poverty. According to the 2023 point-in-time counts, over half of all persons experiencing houselessness in Hawaiʻi identify as Native Hawaiian or Pacific Islander, despite making up under 30% of the state population.[21,22]

> **“**
>
> ## Houseless folks, they need phones…they have no place for their mail…are they gonna have a computer or Internet to do school? They don't even have a house…do we get them phones? How do we connect with them? How do they stay connected? They can't even pay the bill. And then we lose them.
>
> — Behavioral Health Service Provider
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> **”**

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[21] 2023 Partners In Care Point-in-Time Count, available at:
https://static1.squarespace.com/static/5db76f1aadbeba4fb77280f1/t/5efa984a8ae4f774863509e8/1593481306526/PIC+2020+PIT+Count+Report+Final.pdf
[22] 2023 Bridging the Gap Point-in-Time Count, available at:
https://www.btghawaii.org/media/uploads/2023_btg_pit_count_report_final.pdf

- ○ **Incarcerated persons.** Social workers underscore the core need for meeting the needs of their post-incarcerated clients to access the Internet for survival needs ranging from seeking for key identification documents to requesting welfare to applying for a job.

- ○ **Rural residents.** Improved access to the Internet brings multiple benefits to local residents. It also, however, raises concerns about newcomers changing the demographics and impacting the community culture. Generational families and long-term residents in some communities are wary that increased connectivity will attract out-of-state investors and teleworkers to previously inaccessible areas. In Hāna, for example, the presence of a stable Internet is making it easier and therefore more attractive for newcomers to live and work there, a condition which has precipitated an increase in property costs that many residents cannot afford.

  Farm workers on Hawaiʻi Island struggle to get access to the Internet in the regions where they tend to both work and live. Case workers supporting migrant farm workers explain that although they try to work with employers to get Internet access into the areas, mostly they are helping workers navigate systems via paper and pen.

  Molokaʻi residents report that cell phone service is spotty and weak across the island due to there being few cell towers and geographic barriers on the island. In remote areas, experienced residents know exactly where they can go to "ping" off of Maui or Oʻahu to get a signal. Although efforts have been made to erect **additional towers** on Molokaʻi, residents and providers have not been able to reach an agreement on tower locations.

  > **"**
  >
  > I know that if I go across the highway to a rock wall and sort of really place it just right, I can get one bar. That's what we live with every single day.
  >
  > — Molokaʻi Resident
  >
  > **"**

  With poor cell coverage, isolated communities like the island of Molokaʻi and the town of Hāʻena on Kauaʻi **rely heavily on Wi-Fi in the community**. However, monthly Internet plans are unaffordable for some residents, and those with connections find that Internet service tends to fail with some frequency. To ensure reliable connectivity for their operations, e.g. meeting procurement, payroll, or government deadlines, businesses commonly **invest in two or three different Internet plans simultaneously** so that they have a back-up connection.

The island of Molokaʻi, as well as isolated towns like Hāna on Maui, parts of Hawaiʻi Island like Puna, and Ocean View, and certain off-grid Hawaiian Homestead communities across the state do not have adequate access to high-speed Internet. Moreover, **on-the-ground support** to serve the technical repair and maintenance needs for devices and applications is largely absent in these communities. Likely due to their small populations, none of these communities have any shops offering device repair or maintenance services.

Accessibility on all neighbor islands continues to drive a wedge between the Oʻahu-centric services and those provided in physical brick and mortar locations directly on the neighbor islands, in communities that need them. Public comments further illustrated barriers on neighbor islands including Hawaiʻi Island that need satellite offices and resource centers in order to service their residents adequately.

○ **Veterans.** Older veterans such as those from World War II, the Korean War, and Vietnam War service eras make up over 42% of the veteran population in Hawaiʻi. They are reportedly less likely than younger counterparts from the Iraq and Afghanistan service era to access the Internet. Problematically, older veterans have the greatest need for Veterans Affairs benefits, which are being migrated onto online platforms.

○ **Kūpuna.** In addition to the access issues faced by our aging population, there is a fear among our kūpuna of technology, a fear of the unknown, and a fear that their lack of technological knowledge will lead others to judging them and their competence.

DEVICE AVAILABILITY AND AFFORDABILITY BARRIERS AND NEEDS

County	Total Households	Households with a Computer		Households without a Computer	
		Amount	% of All Households	Amount	% of All Households
Hawaiʻi County	71,402	65,169	91.3%	6,233	8.7%
Honolulu County	330,393	311,346	94.2%	19,047	5.8%
Kalawao County	31	26	83.9%	5	16.1%
Kauaʻi County	22,668	21,086	93.0%	1,582	7.0%
Maui County	53,919	50,360	93.4%	3,559	6.6%
STATEWIDE TOTAL	**478,413**	**447,987**	**93.6%**	**30,426**	**6.4%**

Source: 2021 American Community Survey

- While smartphones are increasingly ubiquitous across generations, geographies, ethnicities, and socioeconomic strata, **computer ownership** by individuals is less common. Large screen devices such as laptops, desktops, chromebooks, and tablets, are critical for a full and equitable computing experience. Although smartphones are often more affordable than the upfront cost of a computer, evidence shows the use of smartphones alone may limit the range of one's online activity and depth of overall digital skills. Public Comment further emphasized that owning a computer is crucial for thriving in the modern economy. Those without a computer are unable to harness the vast opportunities that the Internet provides such as: employment, education, telehealth, commerce, finance, communication, and much more. An example of this gap in particular, comes from participant feedback that illustrated a critical need in the Marshallese, Chuuk, and Micronesian communities for large screen devices like laptops and tablets that allow for their digital literacy skills to extend beyond their abilities with just a smartphone alone.

  Data seeking to capture device access among covered populations should seek to dig into understanding household perceptions. A Hawaiʻi Island health center explains a theme heard across Hawaiʻi that when clients say they "have a computer," they often mean their phone. Just as when they say they "have Internet," they often mean their phone plan.

- Although Census data show that most households in Hawaiʻi have a computer in the home—nearly 94% of the statewide population—a single computer is not adequate to support an entire **multigenerational household** of working parents, children in school, and seniors who need to attend appointments. In the statewide 2021 HIDOE Distance-Learning Survey, 13,371 of 32,510 family members (41%) who responded reported that they do not

have enough devices within the household for each family member to use at the same time. Personal device ownership provides a unique computing experience that cannot be replicated through public use of computers or shared devices.

> **"**
>
> ## One of the guys here, he's got six, seven kids plus him, his wife, an uncle who is staying with them, and sometimes his mom...so like, you're going home, you don't have a place to just sit down and do your work.
>
> — Pastor of Immigrant Congregation
>
> **"**

- HIDOE provides laptops during the school year to students and faculty who do not have one at home; however, the **laptops must be returned at the end of the school year**. Consequently, these students and faculty lack access to computers during the entire summer as they are unable to take free courses, practice skills, or do independent learning. Any progress in digital literacy made during the school year stagnates during this time, which leaves them behind and at a disadvantage when the next school year begins.

- Many devices (computers, smart phones, tablets, etc.) are discarded despite still having useful life. State regulations prevent the **recycling and refurbishment of devices** owned by government agencies and the University of Hawaiʻi. As these devices are purchased with public funds, they represent a large, untapped resource for low-cost solutions, should regulations allow for their refurbishment.

**Are there enough devices within the household
for each family member to use at the same time?**

41%

59%
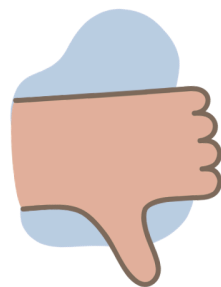
Aʻole (No)   ʻAe (Yes)

Source: 2020 HIDOE Distance-Learning Survey

- With many workflows being digitized, **job qualifications increasingly require applicants to have smartphones**. For instance, a job posting on Maui for house cleaners required that applicants have their own smartphone with Internet connectivity. One social worker told a story about a houseless client, who tried to walk in and apply for a job at a convenience store on the block he sleeps on, and they were only accepting online applications. In their words, **"you can be feet away physically, but miles away digitally."** Traditionally, non-technical service jobs such as these have been filled by minorities, immigrants, those with limited English proficiency, women, and/or individuals from covered households who generally lacked the qualifications for higher-level jobs. Problematically, this smartphone requirement prevents those most in need of employment from entering the workforce even in these positions.

- **Unique Situations**

  - **Covered Households.** Families are responsible to pay for any missing or broken parts of devices loaned to them by the Department of Education during the school year. This expense puts a strain on covered households who cannot afford unanticipated costs.

    Many low income families are unable to afford a device for every person in their household. In some instances, mothers sacrifice having a device for themselves so that their children can have one to use for school or to keep in contact when they reach driving age. In single-income households, the working adult may obtain a smartphone while the other goes without. Devices such as computers are sometimes sold or pawned for cash.

    > **"**
    >
    > ## A computer would be a big thing for me. For real, big time.
    >
    > — Resident of a Transitional Home
    >
    > **"**

    Free or subsidized phones for qualifying low-income individuals do not have enough storage to accommodate multiple software applications that address basic needs. The cost for more storage is beyond their budgets.

    Houseless individuals are vulnerable to theft of their devices unless concealed or stored in lockboxes. Finding locations to charge their devices is also a challenge.

○ **Individuals with a Language Barrier.** The HIDOE 2020 Distance-Learning Survey data demonstrated that percentages of households that have enough devices for every member vary by language spoken in the household. Notably, as shown in the table below, households that speak Hawaiian, Marshallese, and Chuukese exhibit the lowest rate of having enough devices for each member of the household.
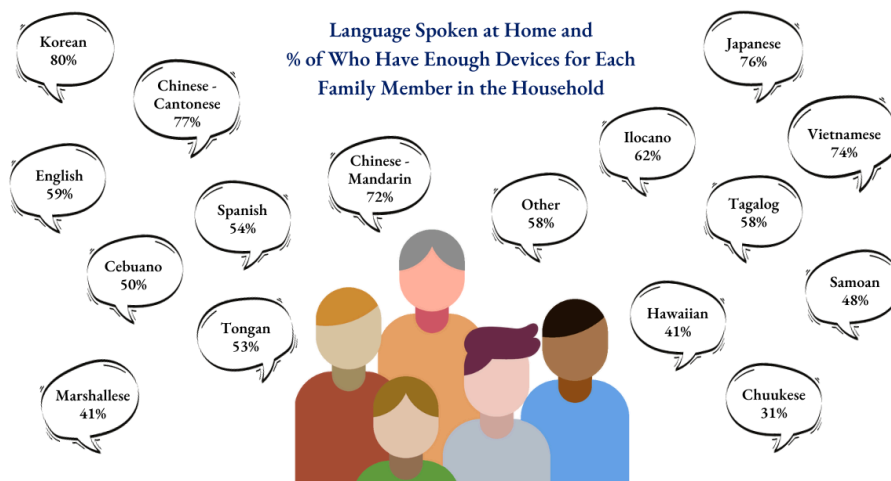
Source: 2020 HIDOE Distance-Learning Survey

○ **Ethnic Minorities.** Native Hawaiian, Filipino, Black, and Pacific Islander households are larger on average than the general Hawai'i household size and are more likely to have multiple generations in a single house.[23] Marshallese families in particular have an average of 16 household members, compared to the Hawai'i average which is closer to three. While larger households cite many benefits, especially around cultural connectivity between generations, for many it is an economic necessity as families crowd into much smaller living spaces. This may mean that a household has a device but not enough for multiple family members that may need it for school, healthcare, work, or other requirements. Physical space and limited Internet bandwidth can also impact access for larger households.

○ **Rural Residents.** Several rural communities across the state such as Puna and Ka'ū on Hawai'i Island and the islands of Ni'ihau and Lāna'i do not have USPS mail delivery service to homes. Likewise, FedEx and UPS do not ship to Lāna'i. Residents must travel off-island to purchase devices or spend hours on the phone to make alternative shipping arrangements.

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[23] DBEDT, Demographic, Social, Economic, and Housing Characteristics for Selected Race Groups in Hawai'i (March 2018).

○ **Individuals with Disabilities.** Assistive technology is a critical lifeline that enables persons living with disabilities to function and participate in the world. Assistive technology is defined as any item, piece of equipment, software or product system that is used to increase, maintain, or improve the functional capabilities of individuals with disabilities. Different disabilities require different assistive technologies. Assistive technology includes products and services to help people who have difficulty speaking, typing, writing, remembering, pointing, seeing, hearing, learning, and walking.

Due to the unique conditions of each disabled individual, an Assistive Technology Assessment must be conducted to determine the specific hardware and software needs of each individual. Without the assessment, the individual cannot be matched with the most beneficial digital tools for their needs. The assessment, however, can cost the disabled individual thousands of dollars. With many disabled individuals being on fixed- and low-income, affordability can be a barrier to accessing necessary digital tools.

DIGITAL LITERACY BARRIERS AND NEEDS

> **This thing is like a gold mine. But I don't know how to use it.**
>
> — Lānaʻi Kūpuna

Throughout our discussions with communities across Hawaiʻi, it was clear that the barriers to achieving digital readiness are plentiful, both at the individual and collective levels. Even if Hawaiʻi had access to low-cost or free high-speed Internet and devices, many participants had difficulty envisioning what it would look like for everyone in the state to be digitally ready. This is because even after these initial barriers are overcome, there are many other challenges related to digital skills and literacy that can compound one another. Few individuals face only one barrier; most face a series of barriers that layer upon one another, making them difficult to cut through.

Building digital confidence is a key first step for many in developing digital resiliency, or the ability to adapt to and pivot towards new technologies and opportunities as a digital learner, agnostic of the technology changes. Overcoming fear of technology and building self-efficacy is pronounced among seniors but cited among all covered populations. The potential value of customized training that meets communities where they are and creates a comforting, confidence-building environment, cannot be overstated.

Challenges faced by participants in coming to a digital literacy class
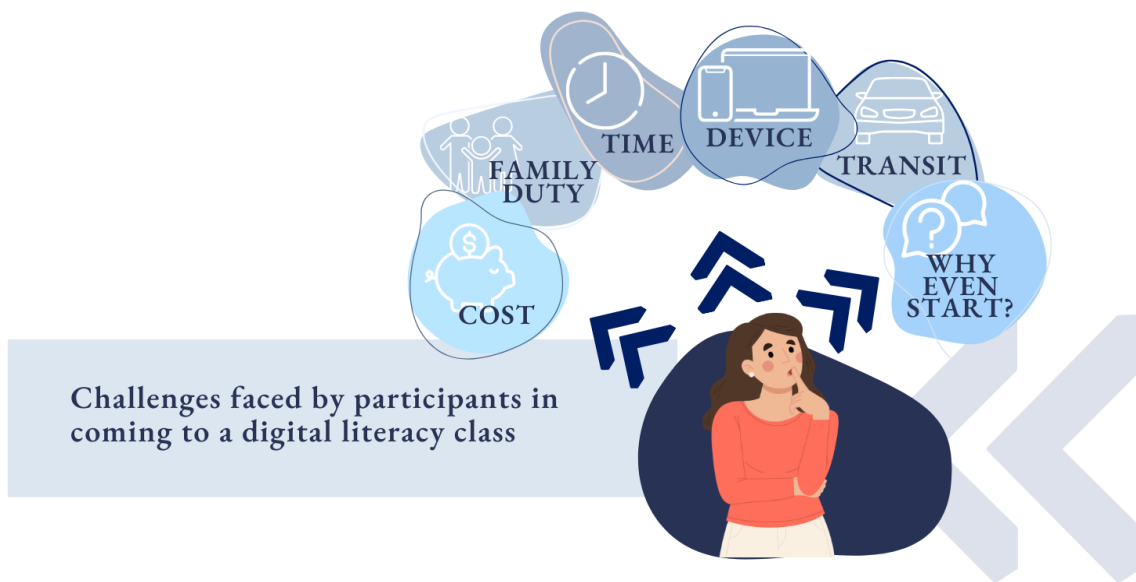
- **Cost** is a barrier for most covered populations. Underlying needs like food, housing, medicine that take priority over paying for Internet and devices also take priority when faced with having to spend transportation costs, class fees, or even rare time off at classes. One instructor on Maui who teaches digital literacy classes at the Kaunoa Senior Center and at University of Hawaiʻi Maui College (UHMC)—both of which are well attended by seniors—recognized a tendency for more affluent seniors to attend the UHMC classes, which were more expensive.

- Lack of **ongoing support** following classes makes it difficult for participants to continue their learning beyond the one session. Classes are often one-time, and individualized support for the participants once they are back at home on their own devices is harder to access. Once the device has a technical problem or acts in a way that was not part of the class, many early learners struggle with how to troubleshoot or where to go next. This particularly impacts kūpuna and those with language barriers.

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- Siloed services and **lack of coordination** between organizations make it difficult for those already unfamiliar with the digital world to understand where to go or what skills are needed. Further, a mismatch between workforce needs and the skills and readiness of vulnerable populations mean that services may exist but are not connecting to the people that need them most.

- Digital literacy is a basic necessity to qualify for employment, yet many adults from covered populations lack **experience with standard software** tools like the Microsoft suite of office applications. In the migration to online and hybrid learning that was spurred by the COVID-19 pandemic, public and private schools adopted the use of Google Chromebooks

and the Google Suite of applications. Although these provided an affordable solution to provide digital tools for students statewide, educators and employers in focus groups and interviews reported that literacy in Google Docs and Google Sheets does not translate directly into Microsoft Word or Microsoft Excel. Because most businesses subscribe to the Microsoft applications, graduates are underqualified for employment without additional digital literacy training.

As discussed above, Northstar Digital Literacy training is available for free through the Hawai'i State Public Library System, yet the barriers of time, transportation, fear, and awareness may remain for many. Collaborative programs such as partnerships with employers to provide classes or access to free tools can help break down those barriers and connect employees to greater digital skills and through the digital economy.

> **"**
>
> One of my students said, 'You know what, miss, I'm being encouraged to apply for a job at Ace, but I need to know how to use Microsoft Office...they told me, you know, they'd like to hire me but I gotta learn Microsoft Word.'
>
> — College Instructor
>
> **"**

- The following key results were reported from the 2022 Hawai'i Workforce Development Plan, which indicated as a key finding the opportunity to partner with more employers to support the ongoing digital skill development of their employees:

    - 85% of individuals think their work could be better if they had more digital skills
    - 73% of people say time to learn is a barrier to being more digitally ready
    - 93% of employers rate digital skills as important for their average employee
    - 40% of employers rate their employees as having little digital readiness skills

- As they interface directly with clients, service providers such as social workers or home health aides are uniquely positioned to offer informal assistance to clients on devices and applications. However, most providers **lack specialized training in digital literacy** and may not be teaching "correct" methodologies or have access to the technologies themselves.

- Many of the organizations that implement digital skills programs confront common barriers:

  - Limited trainers with the **"right" qualifications or experience** to teach the class. This is especially true for any kind of specialized equipment or devices, such as those for individuals with disabilities. Experience engaging with specific community groups and populations is key to effective teaching.
  - A limited number of training programs in **more advanced digital skills**. Various providers have developed entry-level courses on basic topics such as turning on a computer and creating an email account. However, there is a need to create multi-level digital skills training. Desired mid-level skills include the use of telehealth platforms, video calling, and applications such as Microsoft Office and Excel. Advanced skills include the use of bookkeeping software, website builders, e-commerce platforms, and other tools.
  - Trainers may not have the **cultural competency, language skills, or sensitivity** to connect with populations that need more support in developing trust.
  - **Low registration numbers** have caused trainers to cancel classes at the last minute.
  - Participants often **missed classes** and then did not want to return because they were afraid they had missed too much and couldn't catch up.
  - Lack of ongoing funding for multi-year programs makes it difficult to offer classes and develop rapport with students. Developing **sustainable frameworks** for digital equity initiatives beyond one-time funding.
  - Lack of **advance funding** makes it difficult for smaller organizations with closer community relationships to covered populations to be able to afford to run programs on a reimbursement basis.
  - **Grant requirements** can create restrictions on activities that are difficult for project coordinators to implement. One provider described a technology access program they manage that alternates days and devices being taught to accommodate funding restrictions.
  - Organizations seeking to track impact on specific subpopulations run into challenges when the data lumps together uniquely different communities such as Native Hawaiians and Pacific Islanders or Filipino and East Asian populations. Advocacy organizations, especially within healthcare, continue to pursue policies to require **data disaggregation** among Hawaiʻi's unique ethnic communities to support stronger outcomes and the ability to measure progress.

- **Unique Situations**

> **"**
> ───────   ───────
>
> They're like, 'Well, every time I ask
> somebody to help me, they get
> frustrated and yell at me.'
>
> — Digital Literacy Instructor for Seniors
>
> ───────   ───────
> **"**

○ **Kūpuna**: There is a generational divide between those who are digitally literate and those who are not. Seniors generally grew up without computers in their lives, and cell phones and the Internet did not emerge until well into adulthood. Depending on their career paths, some eventually learned to use computers in the workplace, while others who worked as laborers, especially for the pineapple and sugar plantations, may have never been exposed to digital technologies. In contrast, younger generations are digital natives who have grown up with technology as an integral component of their everyday lives, and it can be difficult for them to fathom that an older adult may need lengthy, in-depth instruction.

Kūpuna seeking to access digital skills also seem particularly likely to raise the emotional, fear, and stress barriers. For example, participants in rural Oʻahu expressed a feeling of hopelessness when describing how accessing programs requires digital literacy but accessing classes requires basic literacy that may not even be available. Although classes may offer basic skills, if something goes wrong with the tech, it can be frustrating and difficult to find someone to assist.

○ **Individuals with Disabilities**: Through their experience in implementing the TeleConnect program, Aloha Independent Living Hawaiʻi found, especially with the deaf community, that individuals were not familiar with technology, and some blind and vision-impaired individuals do not have phones. A number of providers indicated that other challenges include: lack of accessible websites, application, and software design that meets accessibility standards; challenges navigating online systems without assistance; lack of materials, courses, and resources designed for different disability types; and a shortage of qualified trainers experienced in working with individuals with disabilities.

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○ **Those with Language Barriers.** Overall, language access in all parts of the digital skill building process is a barrier. Promotional materials for classes and programs are often only produced in English, and there are few trainers able to provide in-language support to classrooms. Few websites are translated into languages other than English, and overall providers noted that underserved non-English speaking communities need more language-specific resources. A stark example is that during the August 2023 Maui wildfires, many of the resources available for survivors were entirely in English, despite one-third of the Lahaina population being foreign-born.

The Filipino community expressed additional frustrations with training and digital learning provided either only in English or in only one of their dialects. Although this problem is not specific to the differences in Illocano and Tagalog, the frustration stems from a lack of technical understanding for those who do not speak the other

dialects leaving individuals in training sessions either with only partial understanding or none at all.

Note that for some communities, the use of the word "literacy" has negative connotations, implying illiteracy.

- ○ **Rural Residents.** For many rural residents, the time and transportation barriers to attending classes can be significant. Even within Maui County, residents on Molokaʻi and Lānaʻi would have to take a plane or ride the ferry to attend a class on Maui, which incurs added costs and commitments of time away from work and family. In Hawaiʻi County, where there is a bus route that takes residents daily on a three-hour, one-way bus trip from the southern tip of the island up to their place of work—access to services and resources can be just as challenging. Even when computer training is available to adults, the smallest change in traffic, weather, or family obligations could have a significant impact when traveling so far, making it difficult to attend even when registered.

- ○ **Incarcerated and Post-Incarcerated Individuals.** Unless they have access to GED or college courses while in prison, many incarcerated individuals do not have access to any devices with which to maintain or build their digital literacy. While all eight correctional facilities across the state offer digital literacy courses, each class is limited to only 12 students. With the incarcerated populations at these facilities ranging from 84 to 1,044 inmates[24], some inmates may not gain access to the courses that are offered. Given the speed of technological advancements, any time away leaves them behind the curve once they are released. Post-incarcerated individuals who participated in focus groups recounted how unfamiliar they were with the new smartphones and apps they found when they got out. Even if they had a smartphone before they were incarcerated, they still encountered a steep learning curve and needed assistance to build their literacy once again. The longer individuals are incarcerated, the wider the digital divide they must overcome.

> **"**
>
> ## From the employer standpoint...I think we have to have an employer commit to training and devices.
>
> — Senior Vice President of a Major Employer
>
> **"**

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[24] https://dps.hawaii.gov/about/divisions/corrections/

ONLINE PRIVACY AND CYBERSECURITY RISKS AND NEEDS

Service providers for all covered populations recognize that individuals who are entering the digital world for the first time are extremely vulnerable to online scams. Concern about scams and identity theft were expressed in nearly all focus groups. In a survey of our focus group participants, nearly half of those who responded have or may have been a victim of an online scam, and less than half were sure of their ability to detect an online scam.
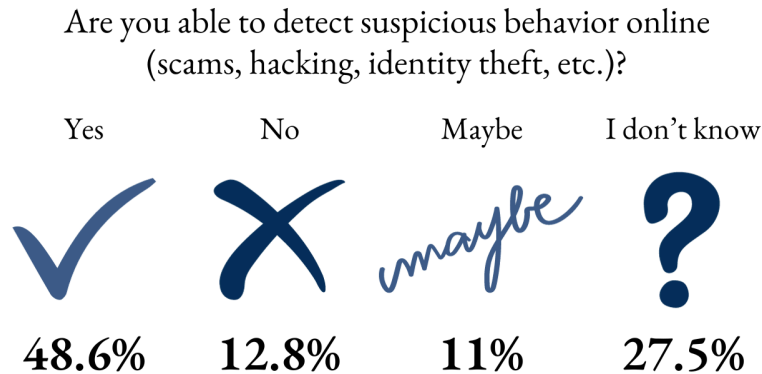
Are you able to detect suspicious behavior online
(scams, hacking, identity theft, etc.)?

Yes	No	Maybe	I don't know
48.6%	12.8%	11%	27.5%

Data based on 218 responses from focus group participants.

Have you or someone you live with been a victim
of an online scam (hacking, identity theft, etc.)?

Yes	No	I don't know
38.2%	50.7%	11.1%
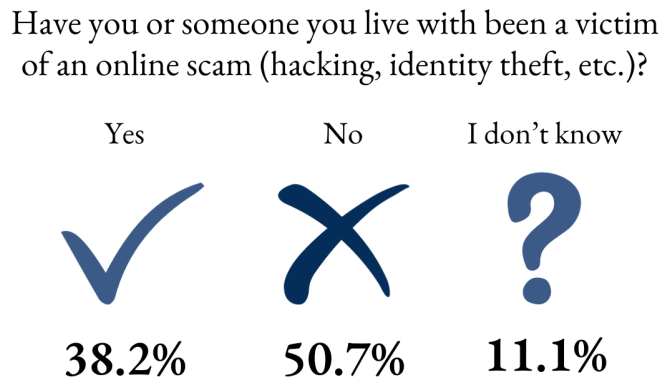
Data based on 218 responses from focus group participants

- While more adept than their elders in navigating the digital world, **youth today are vulnerable to threats** that their parents and generations before them never experienced. Across the board, service providers and adults from all covered populations discussed the importance of keeping kids safe online. Concerns included risks of bullying, exposure to explicit adult content, psychological impacts of social media, and the digital footprint and legacy of content they post online. Parents who were among the focus group participants and interviewees expressed a need for both regulatory provisions and resources that would help ensure online safety for youths.

- While the ACP is a benefit to several covered populations, many are wary of enrolling in the program due to **confidentiality concerns**. The enrollment process requires applicants to upload sensitive materials such as a tax return, social security card, and other personal documents into an online platform. As discussed above, the fear of technology is a barrier experienced across covered populations, and this fear extends into a perceived lack of security that could result in personal information being compromised.

- **Unique Situations:**

  - **Kūpuna.** Seniors who are less accustomed or aware of online threats are often prey to scams through emails, texts, and phone calls. Some who have had friends or family victimized have become hesitant to use online services such as banking on their phone. Those who are living alone or who have been widowed are uniquely vulnerable. An elderly, part-Hawaiian widow on Kauaʻi was lured into a two-year online relationship shortly after her husband passed away, ultimately leading to the individual asking her to wire money to him. A digital literacy instructor for seniors relayed several stories that highlighted their vulnerability and the prevalence of falling victim to online scams.

    > **"**
    > ### The scamming is so believable now that I think they think it's real.
    > — Kūpuna Housing Manager
    > **"**

  - **Immigrants and minorities.** Both service providers who were interviewed and focus group participants reported that scams are increasingly more targeted and sophisticated. A church pastor and Kosraean congregation members reported that they receive phishing emails seeking funds for congregations in the Midwest. Spanish-speaking immigrants from Central and South America reported that they receive ransom emails about supposedly kidnapped family members in their home countries.

  - Online privacy and confidentiality are especially critical for **victims of domestic violence and human trafficking**. Abusers maintain control by using smartphones and other digital devices to track locations and monitor communications of their victims. Treatment programs, shelters, and transitional housing facilities that serve these individuals must take steps to ensure their confidentiality and minimize exposure while maintaining the ability to communicate when needed.

BARRIERS AND NEEDS TO ONLINE ACCESSIBILITY AND INCLUSIVITY

- Individuals from covered households, which overlap significantly with all the other covered populations, relate the catch-22 of **needing a job to afford a phone but needing a phone to apply for a job**. With the advent of online HR portals, many employers have shifted to posting job openings online and exclusively requiring electronic applications. Despite their motivation to work and better their lives, online applications put employment out of reach for those without access to devices or the Internet.

> **"**
>
> A lot of times, some [of our] clients say, 'Well, I went to go and try to apply for the job, but they told me to go online.
>
> — Transitional Housing Manager
>
> **"**

- New conventions like **QR codes** are quickly being adopted by a range of businesses and services to publish an array of items as informational brochures, sign-up forms, and even restaurant menus. Younger generations who develop online forms and applications are not sensitive to, or considerate of, those who are not digitally literate or proficient in on-line processes. While convenient for those with smartphones who are also digitally literate, the use of QR codes excludes individuals who do not possess smartphones and presents a challenge for those who possess smartphones but do not know how to use them. The feelings of frustration, exclusion, and lack of understanding then heighten the emotional barriers experienced by those across the digital divide. As individuals enter into the digital world at varying paces, there is a need to provide an onramp for those who need more time to learn new technologies.

- Remembering **passwords** and figuring out how to reset forgotten passwords is a constant need across all covered populations. Librarians that were interviewed estimate that 80% of requests for IT support from library visitors relate to retrieving or resetting forgotten passwords. A similar story was shared by a Lānaʻi employer regarding their employees–a significant portion of those who contact the company IT help desk are seeking help with forgotten passwords.

> **"**
>
> I had to chastise them because they were putting their meeting information in a QR code. And me and QR codes don't get along. So I said, you know you're excluding me...I can't use your stupid QR codes...I'm not alone... There's a bunch of us out there that are older. Just make life easy for us. Give us a real link.
>
> — Rural Kūpuna
>
> **"**

- **Unique Situations**

  - **Kūpuna.** As of May 2023, there are over 298,000 Medicare beneficiaries in Hawaiʻi, roughly 20 percent of the state's population.[25] Many of these beneficiaries are not utilizing telehealth services due to a lack of familiarity with the technology, a lack of broadband connection, lack of a device, or no ongoing support.

  - **Covered Households**. Support programs such as welfare and Section 8 housing are being migrated into online user interfaces. One single mother in an affordable housing project on Kauaʻi described this predicament, stating that she is being required to apply for welfare online, but she has no way of accessing the Internet. For those in Section 8 housing, verification is conducted over Zoom, which is problematic for residents who lack a stable Internet connection or a device that can handle video calls.

    Knowing that most of their affordable housing tenants do not have access to computers, some housing managers do paper leases (vs. digital) and do not use ACH for rent payments because their tenants lack the capability.
    Affordable transportation options like the public bus system can be out of reach for low-income residents who do not have a smartphone or access to the Internet. Without these resources, a seemingly simple task like finding a bus schedule or requesting a pickup can be an obstacle to accessing much-needed resources and services. They must ask a bus driver for directions or have housing staff write down instructions to follow, and this reliance on others can degrade their sense of self confidence and independence, which then leads to other barriers.

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[25]

https://data.cms.gov/summary-statistics-on-beneficiary-enrollment/medicare-and-medicaid-reports/medicare-monthly-enrollment

- **Individuals with disabilities.** Individuals with dyslexia, the blind and vision impaired, and deaf individuals with low literacy are severely challenged in accessing and understanding lengthy online content and complex forms. Websites that are not formatted to support e-reader apps are virtually inaccessible to these individuals.

- **Incarcerated individuals.** Individuals who are incarcerated need access to the Internet and online platforms as a standard for re-entry programs. Having a way to utilize and access the Internet is crucial for re-entry into the community after incarceration. Public comments noted that accountability, job accessibility, health benefits, assimilation, and a plethora of other doors could be opened to post-incarcerated individuals looking to re-enter the community and is a necessary element of their success.

- **Veterans.** Similar to other social services, gateways to Veterans Affairs (VA) benefits are being migrated online, such that veterans must log in to a website to access healthcare and other benefits. While Oʻahu has approximately 150 VA benefits counselors, there are only a handful scattered across the other islands, leaving many veterans in rural areas without adequate support. There is one regional office and one VA medical center with inpatient care serving the state, both of which are located in Honolulu, on Oʻahu. Oʻahu and Hawaiʻi Island each have two Veterans Centers; Kauaʻi and Maui each have one; Lānaʻi and Molokaʻi have none.[26]

- **Rural residents.** Compounding the problem of social services migrating online is that residents who live in isolated geographies such as the islands of Niʻihau, Molokaʻi, Lānaʻi and remote communities like Puna and Ocean View on Hawaiʻi Island and Hāna on Maui do not have ready access to the in-person assistance they need to fill out more complex electronic forms and enter electronic signatures. While a telephone helpdesk may exist, those with low digital literacy would require in-person assistance. Essential services like Social Security offices are situated only in populated urban areas. With Maui County being a tri-isle county, residents of Molokaʻi and Lānaʻi would have to travel to Maui for in-person assistance.

> **"**
>
> ## I don't know how older people are doing this. I just couldn't believe how chaotic it was over something like applying for your Social Security.
>
> — Senior Citizen
>
> **"**

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[26] https://www.datahub.va.gov/stories/s/8jnp-dq5n

Online access barriers are further exacerbated when rural geographic locational challenges are a catalyst to additional barriers such as limited English proficient communities, kūpuna, and disabled communities. A focus group of disabled individuals on the island of Kauaʻi described their challenges with needing classes and instruction to teach them how to use their specific accessibility functions prior to digital literacy classes in order for them to be able to access the information and technical world online.

- ○ **Individuals with Language Barriers.** Language is a significant barrier that is compounded by the fact that many of the foreign languages common in Hawaiʻi are uncommon throughout the rest of the United States. For example, while Hawaiʻi is home to many Filipino residents, many speak the Ilocano dialect, not Tagalog, and very few national organizations create materials in any Filipino language other than Tagalog. There are almost no resources to be found in any of the other smaller populations of Pacific Islander, including Marshallese or Chuukese. Even the FCC's Lifeline Program, which stands to benefit non-English speakers from covered households, publishes its application and instructions only in English and Spanish.[27]

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[27] https://www.usac.org/lifeline/rules-and-requirements/forms/

IMPLEMENTATION PLAN

>>>

*A fia vave oo lou va'a, alo na o 'oe,
ae a fia tuli mamao le taunu'uga
tatou 'alo'alo fa'atasi.*

If you want to go fast, go alone; if you want to go far, go together.

— Samoan Proverb

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The **Strategies, or goals,** outlined below articulate the ways in which the State of Hawai'i and its partners will seek to achieve the overall goals of digital equity in Hawai'i. Identified within each Strategy are the NTIA **Pillars** that are addressed through the Strategy as well as a description explaining the importance of each. The **Objectives** provide measurable steps to advance the Strategies within the **Timeline** provided. The **Key Performance Indicators (KPI)** describe our collective accountability for achieving meaningful progress toward each Objective. The **Potential Actions** and **Potential Partners** are a non-comprehensive list that seeks to capture ideas that were identified through focus groups and interviews of the best practices or needs to address the barriers faced by covered populations.

The following implementation plan was created in compliance with the NOFO Section IV.C.b and Requirement 2 in the Digital Equity Plan requirements.

Below are the A through E defined digital equity category descriptions per the NTIA statutory requirement 2.

A. **The availability of, and affordability of access to, fixed and wireless broadband technology**

> Obj. 2.1 Increase access to adequate devices with software, accessories, cybersecurity protections, and affordable Internet service plans that meet the needs of individuals in Hawaiʻi's covered populations.
>
> Obj. 6.1 Development of Digital Equity Grant Technical Assistance Program.
>
> Obj. 7.1 Identify shared tools for grantees to track outputs and facilitate data analysis to inform future improvements.

B. **The online accessibility and inclusivity of public resources and services**

> Obj. 1.1 Support the expansion of telehealth adoption and programs across the paeʻāina
>
> Obj. 2.2 Support CAIs that can provide free or low-cost troubleshooting, repair, upgrades, and replacements of devices for covered populations.
>
> Obj. 3.1 Partner with Community Anchor Institutions (CAIs) to broaden free access to high-speed Internet (as defined by the FCC) for residents in all covered populations.
>
> Obj. 5.1 Provide regular digital equity information to emergency management agencies before, during, and after a disaster event.
>
> Obj. 6.1 Development of Digital Equity Grant Technical Assistance Program.
>
> Obj. 7.1 Identify shared tools for grantees to track outputs and facilitate data analysis to inform future improvements.

C. **Digital Literacy**

> Obj. 4.1 Advance digital literacy training tailored to the culture, language, capabilities, and other unique characteristics of covered populations.
>
> Obj. 4.3 Disseminate cybersecurity guidance and public resources to covered populations.
>
> Obj. 4.4 Establish a Statewide Digital Navigator Training Program.
>
> Obj. 6.1 Development of Digital Equity Grant Technical Assistance Program.
>
> Obj. 7.1 Identify shared tools for grantees to track outputs and facilitate data analysis to inform future improvements.

D. **Awareness of, and the use of, measures to secure the online privacy of, and cybersecurity with respect to an individual**

> Obj. 4.2 Disseminate cybersecurity guidance and public resources to covered populations.
>
> Obj. 6.1 Development of Digital Equity Grant Technical Assistance Program.
>
> Obj. 7.1 Identify shared tools for grantees to track outputs and facilitate data analysis to inform future improvements.

E. **Availability and affordability of consumer devices and technical support for those devices**

> Obj. 2.1 Increase access to adequate devices with software, accessories, cybersecurity protections, and affordable Internet service plans that meet the needs of individuals in Hawaiʻi's covered populations.
>
> Obj. 6.1 Development of Digital Equity Grant Technical Assistance Program.
>
> Obj. 7.1 Identify shared tools for grantees to track outputs and facilitate data analysis to inform future improvements.

DIGITAL EQUITY PLAN AND CAPACITY GRANT TIMELINE
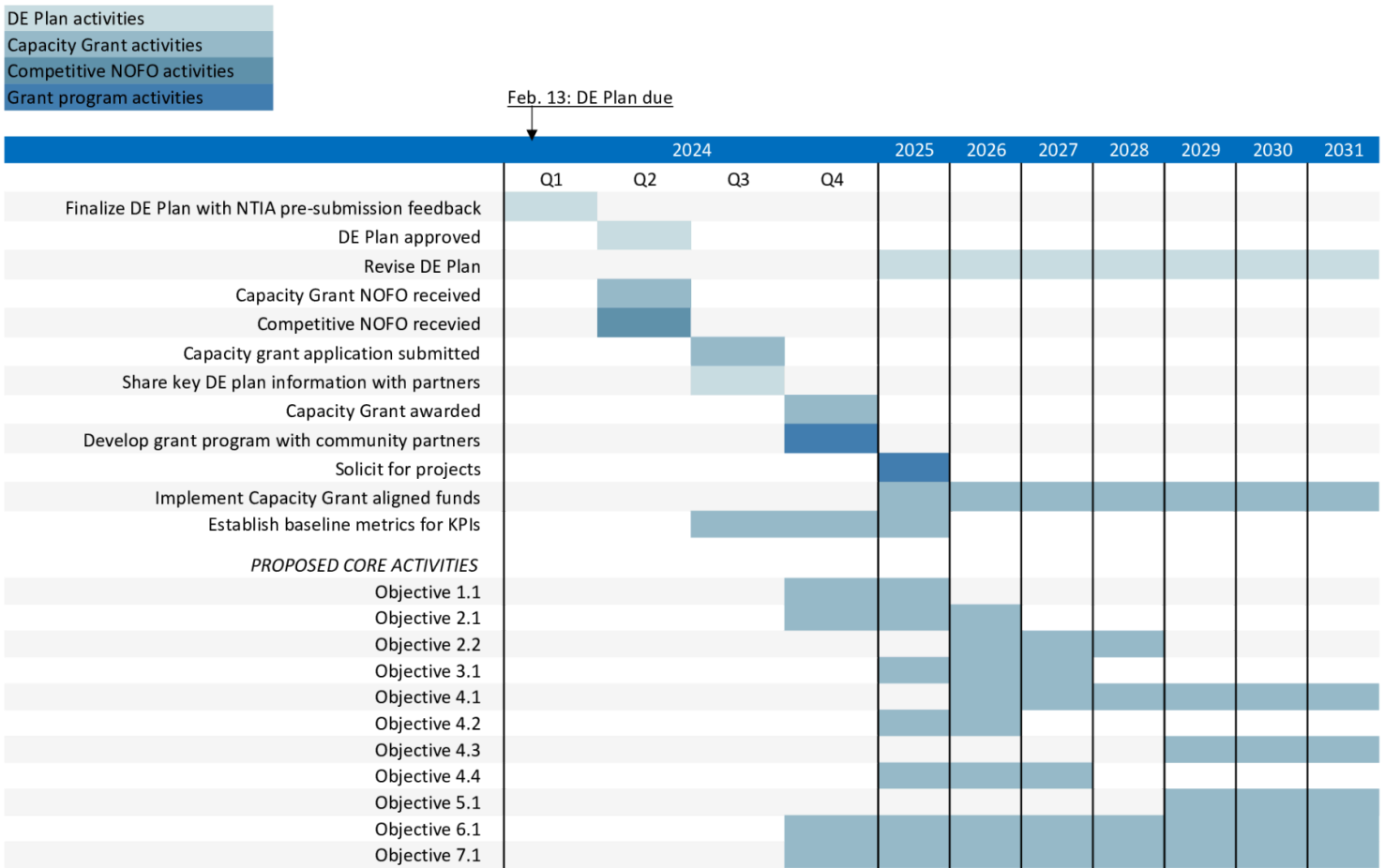
The Digital Equity Plan Timeline displays the activities expected to occur over the period before and during the Digital Equity Grant period. We expect to complete work on and submit the DE plan in February 2024. During the second quarter of 2024 we hope to complete the NTIA curing process

and receive plan approval, as well as the Capacity Grant and Competitive NOFOs. By the end of 2024 we hope to share key information with our partners and have our grant program developed.

LIST OF ORGANIZATIONS

Outreach focused on the quality of interactions with covered populations rather than quantity, recognizing that settings which are informal, convivial, and among familiar acquaintances would be most conducive to rich, open conversations. We designed 90-minute sessions for all focus groups. In addition to individuals from covered populations, also considering many individuals could be part of several covered populations, for example, rural, veteran and kupuna, many of our interactions were with organizations that directly support these covered populations. The following is a list of those organizations.
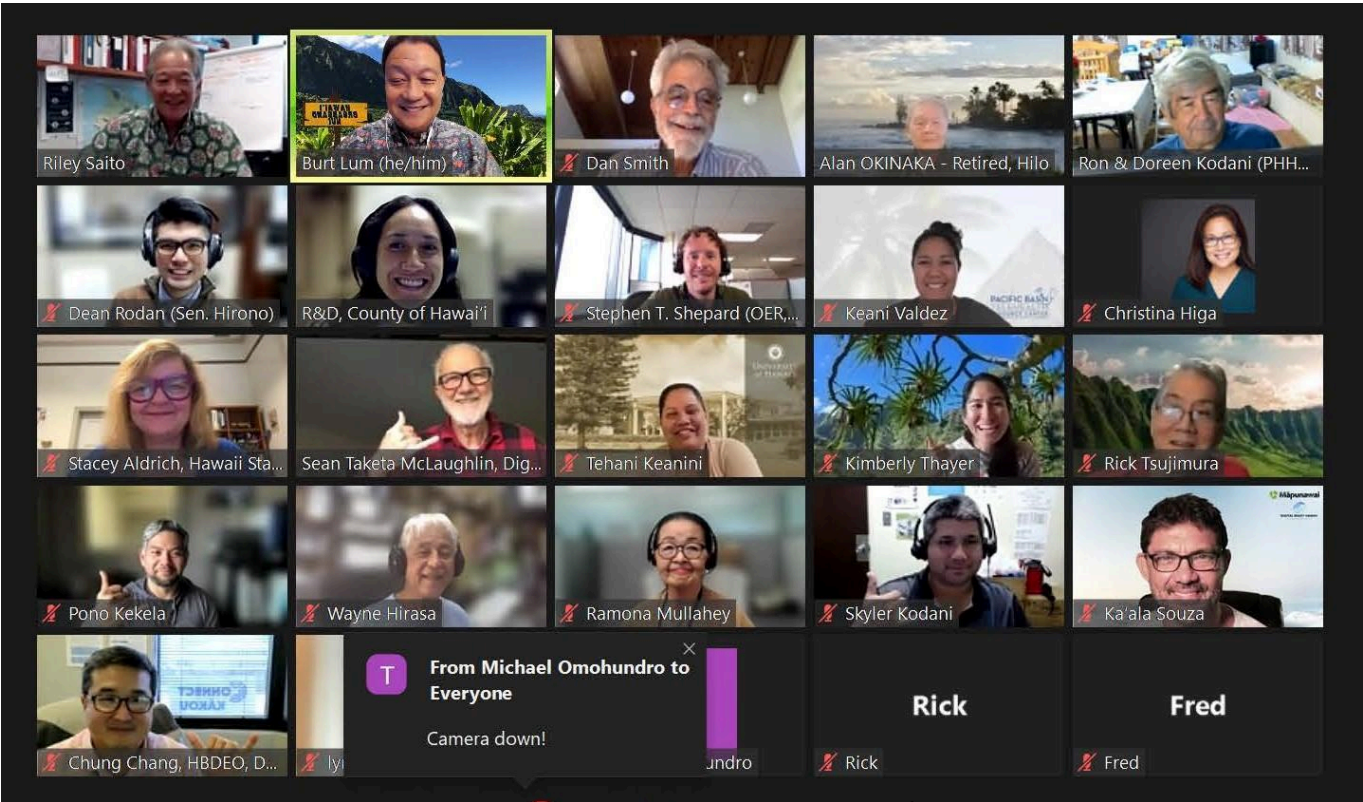
Photo: The convening of #188 Broadband Hui meeting over Zoom. In March 2020, the Hawai'i Broadband Hui (BBHui) coalesced in direct response to the restrictions on in-person gatherings imposed under the COVID-19 pandemic. More than 188 (as of December 20, 2023) weekly meetings later, the BBHui following today is 650+ strong and includes local, national, and international organizations and individuals representing a wide variety of stakeholders committed to upholding Digital Equity in Hawai'i.

List of Organizations with which the Administering Entity for your State collaborated in developing the Plan

Organization Name	Type of organization	Engagement Purpose (Select the purpose that best matches). If you select "Other", please specify in the notes.	Notes
County of Maui administration	County or Municipal Government	Community Outreach	Discussed the DEP, benefits, and plans for outreach, once approved
Partners in Care	Organization that Represents Covered Populations	Community Outreach	Discussed the DEP, benefits, and plans for outreach, once approved
Council for Native Hawaiian Advancement	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization	Community Outreach	Discussed the DEP, benefits, and plans for outreach, once approved
Hawai'i Coalition for Immigrant Rights	Organization that Represents Covered Populations	Community Outreach	Discussed the DEP, benefits, and plans for outreach, once approved
Kauai Economic Development Board	Economic Development	Community Outreach	Discussed the DEP, benefits, and plans for outreach, once approved
Economic Development Alliance of Hawaii	Economic Development	Community Outreach	Informational meeting to build awareness of value of the DEP and Board members as gateways to target populations statewide
Molokai Homestead Association - Kapaakea	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization	Community Outreach	Discussed the DEP, benefits, and plans for outreach, once approved
Palama Settlement	Nonprofit Organization (501c3)	Community Outreach	Discussed the DEP, benefits, and plans for outreach, once approved
Rural Health Association of Molokai	Health or Telehealth Organization (Direct Service and Policy focus)	Community Outreach	Discussed the DEP, benefits, and plans for outreach, once approved
Native Hawaiian Legal Corporation	Native Hawaiian-Serving Institution	Community Outreach	Discussed the DEP, benefits, and plans for outreach, once approved
Kapolei Chamber of Commerce	Economic Development	Community Outreach	State of digital services in Kapolei region
Waianae Economic Development Council	Economic Development	Community Outreach	Discussed the DEP, benefits, and plans for outreach, once approved
Halawa Correctional Facility	Other	Community Outreach	Digital needs among the incarcerated
Kamehameha Schools - Molokai	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization	Community Outreach	Discussed the DEP, benefits, and plans for outreach, once approved
Laupahoehoe Public Charter School Kaupe'a Virtual Learning Program	Local Education Agency	Community Outreach	Digital needs and programs
IT Reuse Hawaii	Other	Community Outreach	Services as a device provider
Waipahu Community School for Adults	Local Education Agency	Community Outreach	Discussed the DEP, benefits, and plans for outreach, once approved
Hawaii Primary Care Association	Health or Telehealth Organization (Direct Service and Policy focus)	Community Outreach	Discussed the DEP and outreach through the federally qualified health centers
Hawaii State Library System	Community Anchor Institution	Community Outreach	Discussed the DEP, benefits, and plans for outreach, once approved
Princess Ruth Keelikolani Middle School	Local Education Agency	Community Outreach	Discussed the DEP, benefits, and plans for outreach, once approved
Kokua Kalihi Valley Health Center	Health or Telehealth Organization (Direct Service and Policy focus)	Community Outreach	Discussed the DEP, benefits, and plans for outreach, once approved
Waimanalo kupuna	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization	Community Outreach	Discussed the DEP, benefits, and plans for outreach, once approved
Liliuokalani Trust - Molokai	Native Hawaiian-Serving Institution	Community Outreach	Discussed the DEP, benefits, and plans for outreach, once approved
State House of Representative members	County or Municipal Government	Community Outreach	DEP awareness and opportunities
Maui County Council staff	County or Municipal Government	Community Outreach	Access to ACP program for constituents

Kanehili Hawaiian Homestead Association	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization	Community Outreach	DE conditions
Rural Health Association - Kauai	Health or Telehealth Organization (Direct Service and Policy focus)	Community Outreach	Discussed the DEP, benefits, and plans for outreach, once approved
Hilopaa	Health or Telehealth Organization (Direct Service and Policy focus)	Community Outreach	Discussed the DEP, benefits, and plans for outreach, once approved; digital devices
AARP Hawaii	Nonprofit Organization (501c3)	Plan Development	Discussed barriers, needs, challenges, succesful models, recommendations
Hawaii Literacy	Nonprofit Organization (501c3)	Plan Development	Discussed barriers, needs, challenges, succesful models, recommendations
Hawaii Aging and Disabilities Resource Center	County or Municipal Government	Plan Development	Discussed barriers, needs, challenges, succesful models, recommendations
Waipahu Community School for Adults	Workforce Development Organization	Plan Development	Discussed barriers, needs, challenges, succesful models, recommendations
Windward Community College	Institutions of Higher Education (if not listed above)	Plan Development	Discussed barriers, needs, challenges, succesful models, recommendations
Department of Housing and Urban Development	Public Housing Authority	Plan Development	Discussed barriers, needs, challenges, succesful models, recommendations
Hawai'i Alliance for Pacific Islanders	Asian American and Native American Pacific Islander-serving Institution	Plan Development	Discussed barriers, needs, challenges, succesful models, recommendations
Housing Solutions Inc.	Nonprofit Organization (501c3)	Plan Development	Discussed barriers, needs, challenges, succesful models, recommendations
Mohala Mai	Nonprofit Organization (501c3)	Plan Development	Discussed barriers, needs, challenges, succesful models, recommendations
City and County of Honolulu Pacific Islander Liaison	County or Municipal Government	Plan Development	Discussed barriers, needs, challenges, succesful models, recommendations
State Dept. of Vocational Rehabilitation - Ho'opono Services for the Blind	County or Municipal Government	Plan Development	Discussed barriers, needs, challenges, succesful models, recommendations
Vibrant Hawai'i Resilience Hubs	Nonprofit Organization (501c3)	Data Collection	Discussed barriers, needs, challenges, succesful models, recommendations; shared report on digital literacy project resulsts
Molokai Rural Health Community Association	Health or Telehealth Organization (Direct Service and Policy focus)	Plan Development	Discussed barriers, needs, challenges, succesful models, recommendations
Moloka'i Homestead Farmers Alliance	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization	Plan Development	Discussed barriers, needs, challenges, succesful models, recommendations
Hale Maluhia	Other	Data Collection	Permanent housing for survivors of domestic violence created in partnership between City & County of Honolulu and the Domestic Violence Action Center. Discussed barriers, needs, challenges, succesful models, recommendations.
Kaunoa Senior Center	County or Municipal Government	Data Collection	Discussed barriers, needs, challenges, succesful models, recommendations
Kapolei Chamber of Commerce	Other	Plan Development	Chamber of commerce. Discussed barriers, needs, challenges, succesful models, recommendations
Mark Development	Other	Plan Development	Affordable housing developer and management company. Discussed barriers, needs, challenges, succesful models, recommendations

Aloha Independent Living Hawaii - TeleConnect Program	Nonprofit Organization (501c3)	Data Collection	Discussed barriers, needs, challenges, succesful models, recommendations; shared results of device accessibility and digital literacy program
United Church of Christ, Lanai	Other	Plan Development	Church with predominantly minority/immigrant congregation; discussed barriers, needs, challenges, succesful models, recommendations
Pulama Lanai	Other	Plan Development	Major employer for the island of Lanai; discussed barriers, needs, challenges, succesful models, recommendations
Maui Behavioral Health Resources - Aloha House/Malama Family Recovery/Maui Youth & Familly Services	Health or Telehealth Organization (Direct Service and Policy focus)	Plan Development	Discussed barriers, needs, challenges, succesful models, recommendations
Waianae Coast Comprehensive Health Center	Health or Telehealth Organization (Direct Service and Policy focus)	Plan Development	Discussed barriers, needs, challenges, succesful models, recommendations
Hawaii Public Housing Authority	Public Housing Authority	Plan Development	Discussed barriers, needs, challenges, succesful models, recommendations
Women In Need - Kaua'i housing	Nonprofit Organization (501c3)	Plan Development	Discussed barriers, needs, challenges, succesful models, recommendations
Waipahu High School - English Learner Program	Asian American and Native American Pacific Islander-serving Institution	Data Collection	Discussed barriers, needs, challenges, succesful models, recommendations
Hui O Hau'ula	Nonprofit Organization (501c3)	Plan Development	Discussed barriers, needs, challenges, succesful models, recommendations
Ohana Komputer	Other	Data Collection	Digital literacy service provider; discussed barriers, needs, challenges, succesful models, recommendations
Hana Community Health Center	Health or Telehealth Organization (Direct Service and Policy focus)	Data Collection	Discussed barriers, needs, challenges, succesful models, recommendations; shared results of community needs assesment
Hana Councilmember's Office	County or Municipal Government	Plan Development	Discussed barriers, needs, challenges, succesful models, recommendations
Lāna'i Kinā'ole	Health or Telehealth Organization (Direct Service and Policy focus)	Plan Development	Discussed barriers, needs, challenges, succesful models, recommendations
University of Hawai'i Maui College - Molokai Education Center	Institutions of Higher Education (if not listed above)	Data Collection	Discussed barriers, needs, challenges, succesful models, recommendations
Life's Choices Kaua'i	County or Municipal Government	Plan Development	Discussed barriers, needs, challenges, succesful models, recommendations
Hawaii State Council on Developmental Disabilities	County or Municipal Government	Data Collection	Discussed barriers, needs, challenges, succesful models, recommendations
Access to Independence	Other	Plan Development	Center for Independent Living serving people with disabilities; discussed barriers, needs, challenges, succesful models, recommendations
Mental Health Kōkua	Nonprofit Organization (501c3)	Plan Development	Discussed barriers, needs, challenges, succesful models, recommendations
Women in Need Kaua'i	Native American-serving, nontribal Institution	Data Collection	Discussed barriers, needs, challenges, succesful models, recommendations; assistance with community outreach
Kauai Intake Service Center	County or Municipal Government	Plan Development	Discussed barriers, needs, challenges, succesful models, recommendations
Ocean View Community Association	Nonprofit Organization (501c3)	Data Collection	Discussed barriers, needs, challenges, succesful models, recommendations

Hawaii Vet 2 Vet	Health or Telehealth Organization (Direct Service and Policy focus)	Plan Development	Discussed barriers, needs, challenges, succesful models, recommendations
Hawaii Executive Office on Aging	Health or Telehealth Organization (Direct Service and Policy focus)	Plan Development	Discussed barriers, needs, challenges, succesful models, recommendations
Hawaii Public Health Institute	Health or Telehealth Organization (Direct Service and Policy focus)	Plan Development	Discussed barriers, needs, challenges, succesful models, recommendations

STRATEGY 1
Honor the diversity of our communities with inclusive and accessible online resources

DESCRIPTION

The digital customer using the websites of public agencies, nonprofits, and service providers is a key component of digital equity. Positive experiences in utilizing online platforms can build trust and improve relationships between covered populations and service providers, leading to greater effectiveness in programs and resources. To achieve inclusivity and accessibility for all, the content and structure of online platforms must be designed to accommodate the varying needs of our communities. We embrace inclusive design principles to create digital products, services, and platforms that are accessible to diverse populations, including those with language barriers, cultural differences, limited technological literacy, limited access to large screen devices, and those with disabilities who use assistive technologies. Of particular importance, we propose the accessibility and inclusivity of online telehealth platforms be supported and expanded throughout the paeʻaina as a basic need for those in our community that need access to the online opportunities that telehealth provides.

OBJECTIVE 1.1

Support the expansion of telehealth adoption and programs across the paeʻāina.

D.E. REQUIREMENT #2

B. The online accessibility and inclusivity of public resources and services.

KEY PERFORMACE INDICATOR

Telehealth capacity and adoption across the paeʻāina.

SHORT TERM GOAL (2024-2026)

Increase baseline assessment number by 10%.

LONG TERM GOAL (2026-2029)

Increase baseline assessment number by 20%.

COVERED POPULATION

BASELINE

COVERED POPULATION	BASELINE
COVERED HOUSEHOLDS	Baseline is set at 0%. *
KUPUNA	Baseline is set at 0%. *
INCARCERATED INDIVIDUALS	Not applicable since this covered population has health care provided.
VETERANS	Baseline is set at 0%. *
INDIVIDUALS WITH DISABILITIES	Baseline is set at 0%. *
INDIVIDUALS WITH A LANGUAGE BARRIER	Baseline is set at 0%. *
RACIAL OR ETHNIC MINORITY	Baseline is set at 0%. *
RURAL RESIDENTS	Baseline is set at 0%. *

*Baseline data will be determined with the Capacity Grant funding.

Proposed Core Activities:

- Telehealth
  - Support telehealth service providers and programs that expand access to telehealth services. (November 2024 - December 2029)
  - Develop a "how-to" guide for accessing telehealth interfaces (January 2025 -

December 2026)

- Publicity and Communications
  - Foster partnerships with agencies who can be referral services to connect with those in need, who can provide ongoing communication channels for future support needs and questions. (April 2025 - December 2029)

Potential Actions:

- Telehealth:
  - Formally recognize Digital Inclusion as a "Super" Social Determinant of Health to catalyze groundbreaking policies and programs.
  - Increase the use of and investment in telehealth and electronic records by service providers for the patients in covered populations
    - Support policy initiatives that expand access to telehealth services
    - Offer digital literacy training specific to use of telehealth services.
  - Design telehealth portals to be user-friendly and streamlined, following input and guidance from users and healthcare professionals.
  - Support the convening of service providers to assess telehealth portals for areas to improve and optimize.
  - Systematically redesign interfaces according to feedback from service providers
- Publicity and Communications
  - Publicize the availability of digital equity programs and resources that are provided on each island for each covered population.
  - Incorporate strategies to meet the needs of the residents – geographically, culturally, linguistically, socially, and financially – such as:
    - Create a system to regularly disseminate information to service providers about current initiatives and available resources related to digital equity benefits.
    - Pursue strategies for working with disabled individuals, guided by advised best practices agencies who work with individuals with disabilities.
    - Uplift role models and best practices across covered populations who have achieved success through digital equity and increased digital literacy.
    - Share stories from the communities being served through digital equity programs to encourage participation by fellow community members in the digital equity initiatives that are implemented as part of this plan.
    - Leverage digital analytics tools to better understand which channels or platforms (e.g., email, text, social media) are preferred by each population.
  - Design communication channels to meet the unique needs of covered populations such as translating websites, documents, flyers, instructional materials, etc., into multiple languages.

- - Support communications that are accessible in multiple languages, for the vision- and hearing-impaired, and for the physically disabled, including an online helpline for applicable services.
  - Websites and Online Platforms
    - Support integration of digital equity best practices into all interfaces between service providers and members of covered populations including:
      - Release all public communications through various media–website, social media, text, email, alert, notification, public-access TV channels, community-based newsletters, etc.
      - Develop digital content that resonates with the community's interests and needs, for example: include content related to benefit programs, immigration, legal rights, healthcare, and education.
      - Engage with community leaders of covered populations, organizations serving covered populations, and trusted community members to ensure messages and initiatives are culturally relevant and appropriate.
      - Recruit for positions from within the community to be served and provide appropriate compensation for additional language, cultural knowledge, and skills.
    - Provide and maintain in-person office hours and telephone helplines to provide assistance to those who are unable to connect digitally or who prefer to connect in person.
    - Assess the integration of digital equity best practices in online resources from service providers for each covered population to inform necessary improvements.

Additional Information

Specific Dates for Proposed Core Activities are subject to change depending on the Capacity Grant award date.

Alignment with State Goals and Outcomes

The following state goals are addressed by the KPI of increasing the number of individuals using publically accessible telehealth services include the following (Hawaiʻi Broadband Strategic Plan 2020 Goal 3: Enable Hawaiʻi to Thrive through a Digital Economy, Objective 3: Improve delivery of government services through robust broadband capabilities):

- Health outcomes: Increasing accessible medical services, especially in rural areas, will contribute to better health outcomes to the community. Individuals would be able to receive immediate medical care and not have to rely on travel to medical centers or to Oahu for medical care unless the condition required it. Telehealth access provides for better care outcomes.

- Educational outcomes: Providing better access to telehealth services assumes individuals will have access to devices and programs that increase adoption, such as digital literacy classes. Access to digital tools, healthcare, and health information will naturally lead to better education outcomes.

Achievement of these goals will continue to be supported by collaboration between key partners such as the Pacific Basin Telehealth Resource Center (PBTRC), Hawaiʻi State Public Libraries, Department of Health, Federally Qualified Healthcare Centers (FQHC), Native Hawaiian Health Centers and others. Together, we will assess the baseline of telehealth activities in the state and track progress of measurable objectives over time as programs supporting the adoption of telehealth roll out. Data sharing agreements are being worked on between partner agencies both within government and health agencies.

Addressing Gaps

- Transportation: Many communities across Hawaiʻi have limited, or unavailable, medical resources close to towns and villages. Telehealth access alleviates the need to travel, often by plane, to medical centers and hospitals.
- Everything is so Oahu-centric: The majority of Hawaiʻi's rural population resides outside of Oahu, where almost all specialized and critical care resources are housed. In order to lower the barriers for outer island residents to access quality healthcare, increases in telehealth services are recommended.
- Off-grid in remote, rural areas: Hawaiʻi's unique in both the number and diversity of its off-grid and remote communities and homes. These homes are often located in difficult to reach locations long distances from towns, or along roads that require 4wd vehicles to access. Telehealth resources allow these individuals increased access to healthcare, even when they are physically limited due to their remote locations.

Potential Partners

Hawaiʻi Broadband and Digital Equity Office; Hawaiʻi State Department of Health; IT offices of state and county departments; Hawaiʻi Data Collaborative; Disability Communication and Access Board; County Disability Resource Centers; State Office of Enterprise Technology Services; service providers to covered populations; network of community-based organizations serving covered households, including affordable housing developments; private sector; disability service providers; Executive Office on Aging; Office of Language Access; Hawaiʻi State Library for the Blind and Print Disabled; Public, Educational, and Governmental (PEG) access non-profit organization; Native Hawaiian Health Centers, Federally Qualified Health Centers, county digital equity coalitions; veterans clinics and veterans centers; federally qualified health centers; health clinics; AARP; nonprofits like Maui United Way and Aloha United Way.
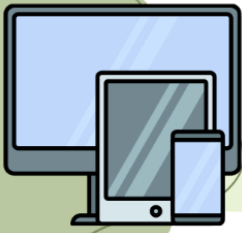
STRATEGY 2
Make devices safe, affordable, and available for all covered populations

DESCRIPTION

To ensure that all populations have a pathway to our digital future, we must consider the needs of all users and ensure that digital tools are accessible, usable, and safe for everyone. Different people in unique circumstances at various points in life call have diverse needs for devices and connectivity—perhaps a smartphone to get started, a tablet with assistive technology, or a computer to level up. Service providers and individuals from covered populations alike report that devices—even free devices—are ineffective if not accompanied by affordable connectivity and basic instruction. Additionally, fears triggered by personal experiences with online scams, identity theft, and other threats to security are pervasive. As individuals enter the digital world for the first time, it is imperative they be protected from scams and cybersecurity threats that prey upon vulnerable individuals who do not yet recognize those risks. The following objectives are designed to provide the basic necessities for everyone—regardless of location, background, financial means, or life circumstance—to enter into the digital world.

OBJECTIVE 2.1

Increase access to adequate devices with software, accessories, cybersecurity protections, and affordable Internet Service Plans that meet the needs of individuals in Hawaiʻi's covered populations.

D.E. REQUIREMENT #2

A. The availability of, and affordability of access to, fixed and wireless broadband technology.

E. Availability and affordability of consumer devices and technical support for those devices.

KEY PERFORMACE INDICATOR

Percentage of households with enough devices for each member.

SHORT TERM GOAL (2024-2026)

Increase by 10%.

LONG TERM GOAL (2026-2029)

Increase by 20%.

COVERED POPULATION	BASELINE
COVERED HOUSEHOLDS	A. 55.5% of eligible households have subscriptions through ACP. * E. 59% of households have enough devices for each member. **
KUPUNA	A. 55.5% of eligible households have subscriptions through ACP. * E. 59% of households have enough devices for each member. **
INCARCERATED INDIVIDUALS	Not applicable since this covered population has controlled Internet access.
VETERANS	A. 55.5% of eligible households have subscriptions through ACP. * E. 59% of households have enough devices for each member. **
INDIVIDUALS WITH DISABILITIES	A. 55.5% of eligible households have subscriptions through ACP. * E. 59% of households have enough devices for each member. **

INDIVIDUALS WITH A LANGUAGE BARRIER	A. 55.5% of eligible households have subscriptions through ACP. * E. 59% of households have enough devices for each member. **
RACIAL OR ETHNIC MINORITY	A. 55.5% of eligible households have subscriptions through ACP. * E. 59% of households have enough devices for each member. **
RURAL RESIDENTS	A. 55.5% of eligible households have subscriptions through ACP. * E. 59% of households have enough devices for each member. **

* Of an estimated total 100,000 eligible households as of Nov. 6, 2023.
** HIDOE 2020 Distance-Learning Survey.

OBJECTIVE 2.2

Support CAIs that can provide free or low-cost troubleshooting, repair, upgrades, and replacements of devices for covered populations.

D.E. REQUIREMENT #2

B. The online accessibility and inclusivity of public resources and services.

KEY PERFORMACE INDICATOR

Increase in CAIs serving covered populations.

SHORT TERM GOAL (2024-2026)

Identify CAIs that provide these services for covered populations.

LONG TERM GOAL (2026-2029)

Increase baseline assessment number by 20%.

COVERED POPULATION

BASELINE

COVERED POPULATION	BASELINE
COVERED HOUSEHOLDS	Baseline is set at 0%. *
KUPUNA	Baseline is set at 0%. *
INCARCERATED INDIVIDUALS	Not Applicable to this Covered Population
VETERANS	Baseline is set at 0%. *
INDIVIDUALS WITH DISABILITIES	Baseline is set at 0%. *
INDIVIDUALS WITH A LANGUAGE BARRIER	Baseline is set at 0%. *
RACIAL OR ETHNIC MINORITY	Baseline is set at 0%. *
RURAL RESIDENTS	Baseline is set at 0%. *

*Baseline data will be determined with the Capacity Grant funding.

Proposed Core Activities:

- Device Accessibility and Affordability

- ○ Support year-round use of laptops or tablet-like devices as an integral part of the learning environment for Hawai'i's students. (April 2026 - December 2029)
    - ○ Partner with public and private entities who serve covered populations to support device refurbishment and distribution programs. (December 2024 - December 2029)
- ● Community Anchor Institutions and Digital Hubs
    - ○ Conduct outreach with local communities to identify optimal locations for digital service hubs or CAI's. (November 2024 - December 2026)

Potential Actions:

- ● Device Accessibility and Affordability:
    - ○ Facilitate year-round access to devices for students from covered households, especially those with disabilities.
    - ○ Champion the continuation and expansion of the ACP, emphasizing both device affordability and quality.
    - ○ Ensure adequate outreach to potential ACP beneficiaries using state resources, digital navigators, community organizations, and non-profit organizations that serve covered populations.
    - ○ Propose and advocate for per-individual device subsidies, especially for multi-generational households where multiple devices are crucial.
    - ○ Enlist the support of employers to help identify and meet affordability needs of their employees to support a telework environment..
- ● Affordable Connectivity Advocacy:
    - ○ Collaborate with ISPs and telecom carriers to promote affordable Internet plans targeting low-income households.
    - ○ Advocate for the removal of mobile data caps to support service needs and affordability for covered populations.
- ● Customized Solutions through Service Provider Partnerships - Engage with organizations that directly serve covered populations to evaluate and cater to individualized needs. For example:
    - ○ For the houseless: Offer concealable devices with theft-resistant features and provide mobile connectivity solutions like battery packs and hotspots.
    - ○ For kūpuna and veterans: Ensure devices come with features that support mobility, safety, telehealth, health monitoring, and social connections.
    - ○ For domestic violence survivors: Prioritize online privacy and security and promote telehealth access for therapeutic and support services.
    - ○ For individuals with disabilities: Integrate assistive technologies and telehealth capabilities considering the specific needs and interests of the individual.
    - ○ For incarcerated and post-incarcerated individuals: Advocate for funding to be allocated to DPS for computers in prisons; support device accessibility for incarcerated individuals that are in re-entry programs..

- Provide tailored training on device, software, and accessory usage at the point of delivery, considering the recipient's language, age, cultural background, disability, and other conditions.
  - Support one-on-one device set-up and orientation for individuals with disabilities in to tailor devices and software to the unique needs and challenges presented by each type of disability
- Hardware, Software, Technical Assistance, and Support
  - Support the passage of right-to-repair laws to enable individuals to repair and refurbish devices rather than buying new.
  - Require that devices provided to covered populations are adequate, pre-loaded with software, accessories, cybersecurity protections, and basic instructions at the point of delivery that meet their specific needs.
  - Support programs that empower students to provide technical assistance for their communities
  - Support technical assistance curricula and programs in high schools that support the needs in remote communities.
  - Partner with companies to supply centers that provide necessities for devices such as replacement parts, accessories, and chargers.
- Community Anchor Institutions and Digital Hubs
  - Launch community outreach campaigns using local media, social media, and community events to ensure that residents are aware of nearby digital hubs and the resources and services they provide.

Additional Information

Specific Dates for Proposed Core Activities are subject to change depending on the Capacity Grant award date.

Alignment with State Goals and Outcomes

The following state goals are addressed by the KPI of increasing the number of individuals with access to affordable Internet services and affordable devices (Hawaiʻi Broadband Strategic Plan 2020 Goal 2: Expand Digital Inclusion and Adoption to Achieve Digital Equity, Objective 1: Identify and remove barriers to access and adoption to unserved and underserved and Goal 4: Strengthen Community Resilience through Broadband, Objective 1: Interconnect the functions and operations of public, private and community networks)

- Economic and workforce outcomes: Affordable Internet access and increasing the availability of devices, especially in rural areas will contribute to better economic outcomes and workforce opportunities for the community. Individuals would be better able to access opportunities online, especially online job postings and remote work.

- Educational outcomes: By providing better access to affordable Internet service individuals will have access to programs that increase adoption like digital literacy classes and access to devices. Also the availability of community anchor institutions would offer the environment for like minded individuals to potentially collaborate.

Achievement of these goals will continue to be a collaboration between key partners such as DBEDT, Hawaiʻi Public Housing Authority, local nonprofit community organizations, like Hawaiian Hope and Key Project and others, to assess the baseline of devices being offered and track progress over time to measure progress toward meeting objectives. Aside from affordability programs from the ISPs in the state, who are currently working with the BEAD team to establish, CAIs offer another alternative to low-cost Internet access. The baseline for CAIs need to be established and per this plan is at zero. Together with our partners, we will assess the number of CAIs in the state and track progress of measurable objectives over time as CAIs get established. We will then quantify the covered populations served by those CAIs for digital equity program rollout.

Data sharing agreements are being worked on between partner agencies both within government and nonprofit organizations.

Addressing Gaps

- Staffing: There is a great need for professional, trained digital navigators to support literacy programs at CAIs and in communities. It can be difficult to fill positions across the state; competitive wages are important in high-cost areas and flexible scheduling can improve the applicant pool.
- Security: For some CAI locations, the needs of the community they serve can be great. Along with the provision of free Wi-Fi additional critical services are also provided including restrooms, power outlets, and space to bring belongings out of the weather. Appropriate staffing levels can be needed for highly used public spaces.
- Storage and rental space: For device distribution and refurbishment programs, appropriate computer and device storage is needed. Finding available space, and funding for multi-year rental agreements can be difficult, especially in communities with limited rental space options.
- Sustainability: Federal Internet subsidy programs do not offer long-term solutions to affordability. These programs can be modified or canceled leaving customers without needed subsidies.

Potential Partners:

Department of Business, Economic Development, and Tourism; State Department of Commerce and Consumer Affairs; federal, state, and county government; congressional delegation; state legislature; Hawaiʻi Department of Education, private and charter schools; Department of Public Safety; University of Hawaiʻi and universities statewide; Hawaiʻi Pacific Housing Authority; public

and affordable housing developers and managers; digital equipment companies; foundations; nonprofits and community organizations that serve covered populations; Internet Service Providers; Hawaiʻi State Public Library System; American Association of Retired Persons (AARP) Hawaiʻi; Community Anchor Institutions (CAIs); device providers, digital equipment companies, and refurbishers; software developers and providers; digital literacy class providers; private sector.

STRATEGY 3
Provide broadband connectivity where Hawaiʻi lives, works, learns, and plays

For some residents, access to the internet can be an insurmountable hurdle preventing meaningful engagement with the digital ecosystem. Members of covered populations repeatedly indicated that affordable and accessible broadband is the primary determinant of their level of digital skills and the reasons for which they participate online. Rural communities especially struggle with lack of access. Covered populations and those from other target populations that intersect with income constraints frequently explained how internet access impacted their healthcare access, employment options, familial relationships, and knowledge of resources. It is important to meet people where they gather already, including where and how they currently engage online, in order to remain effective.

OBJECTIVE 3.1

Partner with Community Anchor Institutions (CAIs) to broaden free access to high-speed internet (as defined by the FCC) for residents in all covered populations.

D.E. REQUIREMENT #2

B. The online accessibility and inclusivity of public resources and services.

KEY PERFORMACE INDICATOR

Increase the number of CAIs on each island that offer free public Wi-Fi and charging stations.

SHORT TERM GOAL (2024-2026)

Identify CAIs with free public Wi-Fi and charging stations.

LONG TERM GOAL (2026-2029)

Increase baseline assessment number by 20%.

COVERED POPULATION

BASELINE

COVERED POPULATION	BASELINE
COVERED HOUSEHOLDS	Baseline is set at 0%. *
KUPUNA	Baseline is set at 0%. *
INCARCERATED INDIVIDUALS	Not Applicable to this Covered Population
VETERANS	Baseline is set at 0%. *
INDIVIDUALS WITH DISABILITIES	Baseline is set at 0%. *
INDIVIDUALS WITH A LANGUAGE BARRIER	Baseline is set at 0%. *
RACIAL OR ETHNIC MINORITY	Baseline is set at 0%. *
RURAL RESIDENTS	Baseline is set at 0%. *

*Baseline data will be determined with the Capacity Grant funding.

Proposed Core Activities:

- Community Anchor Institutions
    - Support the necessary funding for Wi-Fi and charging stations at library sites to support the needs of the community. (December 2025 - December 2028)
    - Partner with CAIs to provide resources such as computer devices, Wi-Fi, charging stations, digital literacy training, telehealth, and technical support staff. (October

2025 - December 2029)

- Accessible Locations:
  - Collaborate with the Hawaiʻi business community and non-profit sector to facilitate broadband connectivity for employees, clients, and covered populations. (November 2025 - November 2028)

Potential Actions:

- Community Anchor Institutions:
  - Outfit and staff as needed in and around all state and county facilities, public libraries, community centers, public parks, and gymnasiums with 24/7 free public Wi-Fi and charging stations to serve as Community Anchor Institutions.
    - Provide the resources necessary for public libraries to be able to open on a schedule from morning to evening at least six days per week or on a schedule that supports the needs of the community.
    - Support HBDEO's kuleana to increase access to Wi-Fi in public parks under SCR74.
  - Enable and equip those places of worship that make their spaces available to non-members and the general public with 24/7 public Wi-Fi and charging stations to serve as CAIs, understanding that this is where many underserved community members go as a primary place to connect into other parts of society.
- Other Public Facilities:
  - Pursue colocation opportunities where emergency alert sirens are situated.
  - Support the continuance and, where possible, expand the provision of free public Wi-Fi access on County buses and public transit.
    - Support the network of bus stops equipped with free public Wi-Fi on each island.
  - Extend the hours of free public Wi-Fi availability at all public school campuses to support the connectivity of youths and families.
  - Explore public housing opportunities and options.
- Accessible Locations:
  - Install security measures, where appropriate, at free public Wi-Fi and charging points to allay safety concerns about and deter unsavory loiterers.
  - Select candidate sites with consideration for proximity to houseless populations and those who have limited access to transportation.
  - Support new or existing resource hubs with computer devices, Wi-Fi, charging stations, and technical support staff in remote communities across Hawaiʻi.
  - Outfit "auntie's houses" in neighborhoods to provide safe spaces for vulnerable individuals such as houseless individuals and victims of trafficking and domestic violence to securely access online services.
  - Support mobile resources to bring Wi-Fi and computer access into neighborhoods that lack physical facilities.

- Alternative Solutions:
  - Support the establishment of phone card distributors in rural and remote communities.
  - Support technology-neutral initiatives such as fixed wireless and satellite technologies to expand connectivity options for the most isolated regions.

Additional Information

Specific Dates for Proposed Core Activities are subject to change depending on the Capacity Grant award date.

Alignment with State Goals and Outcomes

The following state goals are addressed by the KPI of increasing the number of community anchor institutions with access to affordable Internet services, whether it be wireline access via BEAD or fixed wireless, like community broadband networks (Hawaiʻi Broadband Strategic Plan 2020 Goal 1: Ensure Robust Broadband Infrastructure to All Hawaiʻi Residents, Objective 4: Secure broadband access sites on each island and Goal 2: Expand Digital Inclusion and Adoption to Achieve Digital Equity, Objectives 1: Identify and remove barriers to access and adoption to unserved and underserved, 3: Conduct public awareness and outreach of broadband as a basic need, and 4: Secure resources to sustain digital inclusion solutions; Goal 4: Strengthen Community Resiliency through Broadband , Objectives 1: Interconnect the functions and operations of public, private and community networks & 2: Maximize open access and endure timely connectivity to critical network infrastructure during crises):

- Economic and workforce outcomes: Access to more CAIs provides options for affordable Internet access and increased the availability of devices, especially in rural areas will contribute to better economic outcomes and workforce opportunities for the community. Individuals would be better able to access opportunities online, especially online job postings and remote work.
- Educational outcomes: By providing better access to affordable Internet service individuals will have access to programs that increase adoption like digital literacy classes, ecommerce classes and access to devices. Also the availability of community anchor institutions would offer the environment for like minded individuals to potentially collaborate.

Achievement of these goals will continue to be a collaboration between key partners such as DBEDT, Hawaiʻi Public Housing Authority, University of Hawaiʻi, nonprofit community organizations, and the counties, to assess the baseline of CAIs established, Wi-Fi services offered, and to track digital equity programs. Aside from affordability programs from the ISPs in the state, who are currently working with the BEAD team to establish, CAIs offer another alternative to low-cost Internet access. The baseline for CAIs need to be established and per this plan is at zero.

Together with our partners, we will assess the number of CAIs in the state and track progress of measurable objectives over time as CAIs get established. We will then quantify the covered populations served by those CAIs for digital equity program rollout.

Data sharing agreements are being worked on between partner agencies both within government and nonprofit organizations.

Addressing Gaps

- Cost: In order to provide 24hr Wi-Fi at CAI locations additional staffing and facility supports are needed. There are many factors such as security system installation, power costs, and the impact on neighboring communities that could create barriers to implementation.
- Geography: To outfit public parks with Wi-Fi, and maintain those sites, will require going to locations in rural and difficult to reach locations. This adds to travel time, availability of staff to install and maintain, and overall cost.
- Community Partners: To provide Wi-Fi to houseless, and harder to serve individuals, it can be valuable to develop alternative locations to provide services close to houseless communities. With the already limited availability of resources for this population it can be difficult to expand existing services.

Potential Partners

Department of Business, Economic Development, and Tourism; BEAD, federal, state and county governments; state and county parks departments; county Offices of Economic Development; public transit systems; emergency management agencies; universities and colleges; public schools; hospitals and telehealth providers; private sector; Internet Service Providers; Community Anchor Institutions; counties; Hawaiʻi State Public Library System; places of worship; nonprofits and community organizations that serve covered populations; Chambers of Commerce and other business assistance organizations; small businesses; Economic Development Boards; Continuing Action Programs; digital navigators; electric utilities; resource suppliers; tech companies who specialize in network infrastructure; public housing and affordable housing managers

STRATEGY 4

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

DESCRIPTION

A digitally literate populace is critical for Hawai'i's future. Because individuals have varying levels of technological literacy and needs in life, the digital equity plan adopts a customized approach. Training programs, support systems, and device recommendations will be tailored to individual capabilities, preferences, circumstances, and affordability. Digital navigators are and will be instrumental in encouraging dialogue and building trust among traditionally unserved and underserved communities. They are guides that empower all residents, wherever they are, to navigate their digital ecosystem and shape their digital future. To ensure effective connectivity with target populations, trainers and navigators should be recruited from within those populations and/or associated with trusted community facilities. Organizations and stakeholders should collaborate to overcome barriers, bridge the digital divide, and empower individuals to fully participate in the digital world. They collectively build a foundation of digital knowledge that equips current and future generations with the skills necessary to thrive in a digital society.

OBJECTIVE 4.1

Advance digital literacy training tailored to the culture, language, capabilities, and other unique characteristics of covered populations.

D.E. REQUIREMENT #2

C. Digital Literacy.

KEY PERFORMACE INDICATOR

Number of digital literacy training classes.

SHORT TERM GOAL (2024-2026)

Identify the number of digital literacy training classes in the State.

LONG TERM GOAL (2026-2029)

Increase baseline assessment number by 20%.

COVERED POPULATION

BASELINE

COVERED POPULATION	BASELINE
COVERED HOUSEHOLDS	Baseline is set at 0%. *
KUPUNA	Baseline is set at 0%. *
INCARCERATED INDIVIDUALS	Not applicable to this Covered Population.
VETERANS	Baseline is set at 0%. *
INDIVIDUALS WITH DISABILITIES	Baseline is set at 0%. *
INDIVIDUALS WITH A LANGUAGE BARRIER	Baseline is set at 0%. *
RACIAL OR ETHNIC MINORITY	Baseline is set at 0%. *
RURAL RESIDENTS	Baseline is set at 0%. *

*Baseline data will be determined with the Capacity Grant funding.

OBJECTIVE 4.2

Disseminate cybersecurity guidance and public resources to covered populations.

D.E. REQUIREMENT #2

D. Awareness of, and the use of, measures to secure the online privacy of, and cybersecurity with respect to an individual.

KEY PERFORMACE INDICATOR

Number of digital literacy training classes that include cybersecurity information.

SHORT TERM GOAL (2024-2026)

Identify the number of digital literacy training classes that also include cybersecurity training.

LONG TERM GOAL (2026-2029)

Increase baseline assessment number by 20%.

COVERED POPULATION

	BASELINE
COVERED HOUSEHOLDS	Baseline is set at 0%. *
KUPUNA	Baseline is set at 0%. *
INCARCERATED INDIVIDUALS	Not applicable to this Covered Population.
VETERANS	Baseline is set at 0%. *
INDIVIDUALS WITH DISABILITIES	Baseline is set at 0%. *
INDIVIDUALS WITH A LANGUAGE BARRIER	Baseline is set at 0%. *
RACIAL OR ETHNIC MINORITY	Baseline is set at 0%. *
RURAL RESIDENTS	Baseline is set at 0%. *

*Baseline data will be determined with the Capacity Grant funding.

OBJECTIVE 4.3

Support the Department of Public Safety and training providers with appropriate competences to provide digital literacy resources for incarcerated individuals to ensure preparedness upon exit.

D.E. REQUIREMENT #2

C. Digital Literacy.

KEY PERFORMACE INDICATOR

Number of county correctional facilities offering digital literacy training for inmates.

Number of digital literacy instructors conducting training sessions for incarcerated individuals.

SHORT TERM GOAL (2024-2026)

Assessment of existing digital literacy programs completed and training implemented.

LONG TERM GOAL (2026-2029)

Increase baseline assessment number by 20%.

COVERED POPULATION

	BASELINE
COVERED HOUSEHOLDS	Not applicable to this Covered Population.
KUPUNA	Not applicable to this Covered Population.
INCARCERATED INDIVIDUALS	Baseline is set at 0%. *
VETERANS	Not applicable to this Covered Population.
INDIVIDUALS WITH DISABILITIES	Not applicable to this Covered Population.
INDIVIDUALS WITH A LANGUAGE BARRIER	Not applicable to this Covered Population.
RACIAL OR ETHNIC MINORITY	Not applicable to this Covered Population.
RURAL RESIDENTS	Not applicable to this Covered Population.

*Baseline data will be determined with the Capacity Grant funding.

OBJECTIVE 4.4

Establish a Statewide Digital Navigator Training Program.

D.E. REQUIREMENT #2

C. Digital Literacy.

KEY PERFORMACE INDICATOR

Number of digital navigators that have completed the Statewide Digital Navigator Training Program.

SHORT TERM GOAL (2024-2026)

Creation of a Statewide Digital Navigator Training Program

LONG TERM GOAL (2026-2029)

Increase the number of certified Digital Navigators by 20%.

COVERED POPULATION

BASELINE

COVERED HOUSEHOLDS	Baseline is set at 0%. *
KUPUNA	Baseline is set at 0%. *
INCARCERATED INDIVIDUALS	Not applicable to this Covered Population.
VETERANS	Baseline is set at 0%. *
INDIVIDUALS WITH DISABILITIES	Baseline is set at 0%. *
INDIVIDUALS WITH A LANGUAGE BARRIER	Baseline is set at 0%. *
RACIAL OR ETHNIC MINORITY	Baseline is set at 0%. *
RURAL RESIDENTS	Baseline is set at 0%. *

*Baseline data will be determined with the Capacity Grant funding.

Proposed Core Activities:

- Recruitment and Training of Digital Literacy Trainers
  - Recruit trainers, including from within specific covered populations, to guide efforts and help to build trust between institutions and individuals. (September 2025 - August 2028)
- Digital Literacy Training Classes
  - Leverage the reach and efforts of the Hawaiʻi State Public Library System as an anchor institution in their ability to provide access to technology, broadband connectivity, training, and support all in one place. (March 2025 - December 2029)
- Digital Literacy for the Workforce
  - Collaborate with workforce development organizations to support broadband initiatives that expand opportunities for job seekers from covered populations. (September 2025 - August 2029)
- Online Privacy and Cybersecurity
  - Enlist the support of organizations to build awareness and disseminate information about cybersecurity threats. (January 2025 - November 2028)
- Digital Literacy for Incarcerated and Post-Incarcerated Individuals
  - Work with DPS to incorporate digital literacy training into reentry programs to ensure that post-incarcerated individuals have personalized learning and support. (December 2025 - December 2029)
- Digital Navigators

- Develop the state Digital Navigator program building upon existing pilot programs, community networks and form new partnerships to foster community participation. (May 2025 - August 2027)
- Collaborate with individuals from state and county agencies, business, academia, and the community at large to support the digital navigators program. (November 2025 - November 2029)

Potential Actions:

- Recruitment and Training of Digital Literacy Trainers
    - Utilize recruited trainers to develop culturally appropriate and covered population specific curriculum for training programs.
    - Incorporate orientation on the specific challenges of each covered population.
    - Incorporate a "customer service mindset" in orientation programs.
    - Provide regular forums among participating public agencies to discuss successes, challenges, appropriate responses, improvements.
    - Conduct orientation on digital equity
        - Develop and provide guiding documents on incorporating digital equity into organizational structure, culture, and practice
    - Redefine minimum qualifications for Information Technology support and digital literacy instructor and staff positions within public schools, libraries, and other agencies to allow for hiring managers to weigh innovation and experience versus only educational background.
        - Support training and certifications outside of the University system to support career pathways through community programs, internships, and apprenticeships.
    - Recruit and empower digital literacy trainers from within covered populations or who understand the unique challenges faced by covered populations:
        - Bilingual or multilingual digital trainers from within the migrant, minority, and LEP communities so the assistance can be provided in the language of and with the sensitivity of the LEP culture to be served.
        - Justice-involved individuals as they reintegrate into society.
        - Individuals undergoing treatment, recovery, and reintegration into society.
        - Veterans who understand the challenges faced in reintegrating into society, accessing benefits, and obtaining healthcare and social services.
        - Physical, social, and technological challenges faced by those with disabilities.
        - Social, cultural, and economic challenges faced by the students they serve.
- Digital Literacy Training Classes
    - Build capacity within existing service providers for covered populations to provide digital literacy training at no cost or at highly affordable rates for clients they serve.
    - Develop training programs on relevant topics tailored to the needs, learning styles,

and abilities of each covered population

- For all: start with the basics of creating an email address to allow individuals to access additional information, find resources, apply to jobs, access telehealth services, develop information literacy and algorithm literacy, etc.
- For seniors: such as video calling, online safety and cybersecurity, and orientation with various devices.
- For non-English speakers: all topics in language, "how-to" videos in language so that people can re-access information, recorded by instructors from within the immigrant community who are fluent in the language and culture.
- For immigrants: virtual communication tools (e.g., video conferencing apps) to help immigrant families stay connected with relatives abroad, immigration paperwork and applications for benefits.
- For individuals with disabilities: one-on-one training in video calling, online safety, assistive software and devices,"how-to" videos recorded in accessible formats.
- For incarcerated individuals: collaborate with the Department of Public Safety to allow digital literacy classes within prisons to ensure preparedness upon exit.
- For post-incarcerated individuals: incorporate digital literacy training into reentry programs to ensure that post-incarcerated individuals have personalized teaching and support.
- For parents: how to monitor and put guardrails on harmful content online accessible and appealing to children.

- Digital Literacy for the Workforce
  - Support the implementation of the state-adopted 2022 State of Hawai'i 5-Year Strategic Plan For a Digitally Ready Workforce.
    - Support the execution of periodic follow-up surveys to the 2021 Digital Literacy and Readiness Survey to measure progress.
  - Partner with employers to develop digital literacy programs for their employees. Integrate best practices for digital literacy training for covered populations.
    - Work with public sector unions to embrace the newest digital platforms and the subsidized upskilling of their members.
    - Offer incentives to businesses that offer regular and meaningful digital professional development to upskill their employees and provide avenues for career advancement.
    - Partner employers with the County one-stop-shop American Job Centers and other workforce development agencies to create on-the-job training for new/existing employees that need training, using Department of Labor and

WIOA funding.
- ○ Design programs to build confidence and encourage continued practice, striving towards advanced learning and skill-building.
  - ■ Provide higher-level classes in content creation, the use of specialized software, artificial intelligence, etc. at no cost or at highly affordable rates to enable upward mobility in the workforce.
- Online Privacy and Cybersecurity
  - ○ Provide security and information protocols and safeguards to protect domestic violence victims.
  - ○ Provide resources to equip service providers to serve as call centers for their clients to check on potential scams.
  - ○ Air public service announcements on basic computer skills, online safety, and cybersecurity on local public access TV.
  - ○ Educate parents about how to monitor and put guardrails on harmful online content for children.
  - ○ Develop comprehensive policies and regulations that prioritize online privacy and cybersecurity in digital systems and policies to protect covered populations.
  - ○ Provide subsidies for updated software and apps, including antivirus software, for individuals from covered populations.
- Digital Literacy in Education
  - ○ Support programs and curricula that prepare students to serve their communities in digital navigator programs, digital literacy training, and community-based digital hubs.
    - ■ Provide professional development for teachers to create fluency in using and teaching technology in the classroom.
    - ■ Support curricula that teaches how technology works to enable the development of troubleshooting skills.
    - ■ Incorporate literacy training in software such as Microsoft Office, Adobe, and others used by businesses to prepare students for employment.
    - ■ Support STEM education and project-based programs that foster digital literacy and innovation and align with real-world needs in rural and Native Hawaiian communities.
    - ■ Formalize "Work-based learning opportunities" (WBL) for students between the DOE and community partners that can serve as resume-building experiences that help prepare students for high-wage, high-skill, high-impact careers..
    - ■ Support STEM education and project-based curricula that seek innovations to address community challenges and provide digital resources and technical assistance for communities.
    - ■ Empower students to provide digital literacy training and technical

assistance for their communities including troubleshooting skills.

- ○ Leverage advanced technology to support e-learning and distance education.
- ○ Develop adolescent and adult education programs in multiple languages.
- Digital Literacy for Incarcerated and Post-Incarcerated Individuals
  - ○ Assess the landscape of programs that provide digital literacy training in prisons and support digital literacy programs for post-incarcerated individuals.
  - ○ Build capacity within existing programs and service providers to include digital literacy trainers forstaff.
- Digital Navigators
  - ○ Develop the state Digital Navigator program building upon existing pilot programs, community networks and form new partnerships to foster community participation, including:
    - ■ Bilingual or multilingual digital navigators to support the migrant, minority, and LEP communities so the assistance can be provided in the language of and with the sensitivity of the culture to be served.
    - ■ Justice-involved individuals who have reintegrated into society.
    - ■ Individuals who have successfully navigated treatment, recovery, and reintegration into society.
    - ■ Veterans who understand the challenges faced in reintegrating into society, accessing benefits, and obtaining healthcare and social services.
    - ■ Social workers or individuals with disabilities who understand the physical, social, and technological challenges faced by those with disabilities.
    - ■ Educators who understand the social, cultural, and economic challenges faced by the students and families they serve.
    - ■ Kūpuna and rural residents who understand the challenges of living in isolation with a lack of ready access to services and resources.
    - ■ Individuals with disabilities and those who understand the unique needs and challenges of individuals with disabilities, e.g. a digital navigator who is deaf to serve those who are deaf and hearing-impaired.
    - ■ Telehealth navigators equipped with skills to assist patients who utilize the Telehealth Access Points (e.g., libraries) and Mobile Clinics to conduct telehealth sessions with their provider.
  - ○ Fund digital navigators in public libraries to support digital literacy skills in communities.
    - ■ Assess the effectiveness of the Hawai'i Library Digital Navigators pilot and build upon its results.
    - ■ Enlist and train students to support the IT needs of library patrons.
  - ○ Structure digital navigator program to focus on populations that are most in need.
    - ■ Provide background check services to facilitate the employment of digital navigators who provide in-home services to ensure the safety of household

members.
- Provide funding to digital navigators to enable transportation to the individuals in need, recognizing that transportation is a barrier for many individuals in covered populations.
- Develop opportunities, whether through partnership or program features including bonding, to incorporate home-based services to support those who are home-bound.
- Provide training programs and courses for digital navigators to align them with the needs of the covered populations they serve.
- Train digital navigators in the use of the NorthStar digital literacy curriculum, which helps to both assess and track digital skills while also providing digital learning applications.
- Identify training programs to establish certification for programs like the Affordable Connectivity Program, upskilling with Adobe Skill Finder, and basic cybersecurity.
- Enable digital navigators to include family members and caregivers when providing guidance for aging individuals and individuals with disabilities.
- Involve diverse stakeholders, including marginalized communities, in decision-making processes to ensure that their needs and perspectives are considered..
- Invite and encourage regular participation in the Hawaiʻi Broadband Hui including information on how to attend.
- Regularly solicit feedback from community members to assess the effectiveness of digital equity programs and make necessary improvements.
- Regularly disseminate information to all digital navigators regarding programs, opportunities, and resources that may benefit the populations and communities they serve.
- Program Funding
  - Explore funding opportunities (including in-kind support) from public agencies, community organizations, non-profits, foundations, private sector to serve covered populations, including but not limited to:
    - Reentry programs
    - Public housing and affordable housing projects
    - Transitional housing and treatment programs
    - Veteran service programs
    - Programs that serve individuals with disabilities
    - Programs for at-risk youth
    - Schools
    - Programs that serve rural communities
  - Secure support of Hawaiʻi-based federal program officers representing federal

departments for grant applications.
- ○ Secure support of Congressional delegation for application.
- ○ Secure matching funds as needed or advised from local State, County, or other sources.

Additional Information

Specific Dates for Proposed Core Activities are subject to change depending on the Capacity Grant award date.

Alignment with State Goals and Outcomes

The following state goals are addressed by the KPI of increasing the number of individuals in covered populations with access to lifelong digital literacy classes (Hawaiʻi Broadband Strategic Plan 2020 Goal 2: Expand Digital Inclusion and Adoption to Achieve Digital Equity, Objective 1: Identify and remove barriers to access and adoption to unserved and underserved and Goal 4: Strengthen Community Resiliency through Broadband, Objective 1: Interconnect the functions and operations of public, private and community networks)

- Economic and workforce outcomes: Access to digital literacy classes, especially for our covered population and residents in rural areas will contribute to better economic outcomes and workforce opportunities for the community. Individuals would be better able to access opportunities online, especially online job postings and remote work.
- Health outcomes: Digital literacy increases accessible medical services through telehealth, especially in rural areas. This will contribute to better health outcomes to the community. Individuals would be able to receive immediate medical care and not have to rely on travel to medical centers or to Oahu for medical care unless the condition required it. Telehealth access provides for better care outcomes.
- Educational outcomes: By providing better access to digital literacy classes individuals will have access to programs that increase not only foundational skill, but also upskilling.

Achievement of these goals will continue to be a collaboration between key partners such as DBEDT, Department of Public Safety, Hawaiʻi State Public Libraries, nonprofit community organizations, like Lanakila Pacific, Hawaiʻi Literacy, Digital Ready Hawaiʻi and others, to assess the baseline, currently set at zero, of classes being offered, number of students participating and track progress over time to measure progress toward meeting objectives to increase Hawaiʻi's digital literacy. Data sharing agreements are being worked on between partner agencies both within government and nonprofit organizations.

Addressing Gaps

- Population: Due to the diverse ethnic and cultural population in Hawai'i, and the wide number of languages spoken, significant resources are needed to translate written materials and provide multilingual staff.
- Staffing: To recruit a diverse range of digital navigators, especially from covered populations, recruitment will need to be held across the state. To accomplish this goal, staff will need to offer in-person training and outreach in harder to reach locations resulting in additional costs and challenges.

Potential Partners

Hawai'i Broadband and Digital Equity Office; congressional delegation; state and county agencies that directly interface with covered populations; Department of Human Resources Development; Department of Labor and Industrial Relations; Hawai'i Department of Education, charter schools, Hawaiian immersion schools, and private schools; Office of Language Access; Department of Public Safety; re-entry programs; Hawai'i State Public Library System; University of Hawai'i, universities, colleges, and continuing education programs; American Job Centers; state and county governments; County Offices on Aging; State Executive Office on Aging; public sector unions; digital literacy trainers; workforce development boards; chambers of commerce (regional and ethnic); private sector; service providers; nonprofits and community organizations that serve covered populations; foundations; Hawai'i Broadband Hui; healthcare and telehealth providers; veterans organizations; community anchor institutions; public and affordable housing managers; transitional housing and treatment programs; senior centers; community networks like the Kūpuna Collective; CyberHawaii; AARP; digital literacy instructors; Hawai'i Disabilities and Healthcare Coalition; transitional housing and treatment programs; public housing and affordable housing managers; Economic Development Boards; continuing action programs; Hawai'i Association of Nonprofit Organizations; veterans centers; healthcare and telehealth service providers.

BEST PRACTICES

Best Practices regarding location and transportation:

- Offer classes and training in-person as well as virtually.
- Offer classes at no-charge or at affordable rates.
- Offer free devices as incentives to attend training and continue practicing skills after classes.
- Partner with transportation initiatives to provide access to classes (ie. Area Agencies on Aging)
- Locate classes in areas that residents already frequent or gather
- Enable the provision of mobile classes, particularly in more rural or marginalized locations.

Best practices regarding trainers:

- Base trainer qualifications on competency and experience rather than just educational degrees.
- Require basic digital literacy training of participants in all federally-funded programs.
- Provide translators and offer classes in participants' native languages.

Best practices to break down barriers:

- Partner digital skills training with resources for other key life skills to meet families' diverse needs.
- Provide "one-stop" resource hubs and collaboration.
- Allow public funding for classes to cover wraparound services like childcare, meals, and transportation.
- Offer free and subsidized classes at trusted community venues like health clinics and veterans centers to reduce barriers.
- Partner with vendors to offer a free or reduced-cost device for class participants.

Best practices regarding class composition:

- Conduct small group classes to enable personal connections, build trust and relationships, and create a safe learning environment.
- Involve family members/caregivers in training sessions to ensure support systems are digitally literate.
- Facilitate creating digital peer support groups for learners to share challenges and lessons learned.

Best practices regarding content:

- Provide basic device setup instructions and support, like turning on/off, contacts, calling, texting, account setup when delivering devices.
- Teach cybersecurity, privacy, avoiding scams - especially for vulnerable groups such as kūpuna. Review common online scams.
- Provide ongoing updated training opportunities to address new apps, scams, etc.
- Design programs to build confidence and encourage continued practice, striving towards advanced learning and skill building.

STRATEGY 5
Strengthen disaster response capabilities and community resiliency through broadband

In the aftermath of the Kilauea eruption and recent wildfires in Lahaina, the importance of integrating broadband planning into emergency management has become glaringly evident. These devastating fires highlighted the critical role that high-speed internet access plays in ensuring public safety and effective disaster response, while also demonstrating the devastating impacts when communication channels are unavailable and residents are unable to find family members, need reliable information free from Internet clutter, and share examples of successes. Covered populations such as seniors, low-income and houseless residents, individuals with disabilities, and immigrants and non-English speakers were acutely impacted, having limited access to devices and communication channels. As defined by the RAND Corporation, community resilience is the sustained ability of a community to use available resources (energy, communication, transportation, food, etc.) to respond to, withstand, and recover from adverse and catastrophic events. This can only happen if systems are in place or are created in times of peril and crises to connect individuals and groups and allow them to coalesce to meet collective needs. Broadband is essential to enabling that interconnection.

OBJECTIVE 5.1

Provide regular digital equity information to emergency management agencies before, during, and after a disaster event.

D.E. REQUIREMENT #2

B. The online accessibility and inclusivity of public resources and services.

KEY PERFORMACE INDICATOR

Number of trainings attended and relevant information shared with Covered Populations.

SHORT TERM GOAL (2024-2026)

Establishment of relationship with emergency management agencies .

LONG TERM GOAL (2026-2029)

Increase baseline assessment number by 20%.

COVERED POPULATION

BASELINE

COVERED POPULATION	BASELINE
COVERED HOUSEHOLDS	Baseline is set at 0%. *
KUPUNA	Baseline is set at 0%. *
INCARCERATED INDIVIDUALS	Not applicable to this Covered Population.
VETERANS	Baseline is set at 0%. *
INDIVIDUALS WITH DISABILITIES	Baseline is set at 0%. *
INDIVIDUALS WITH A LANGUAGE BARRIER	Baseline is set at 0%. *
RACIAL OR ETHNIC MINORITY	Baseline is set at 0%. *
RURAL RESIDENTS	Baseline is set at 0%. *

*Baseline data will be determined with the Capacity Grant funding.

Proposed Core Activities:

- Support the convening of agencies and community leaders from recent disasters in Hawaiʻi and other island nations to identify and recommend best practices for improving resiliency for individuals from covered populations. (January 2026 - December 2029)

- Participate in training on emergency response planning and deployment of resources following disaster events. (May 2026 - December 2029)

Potential Actions:

- Disseminate information to state and county agencies regarding emergency planning and deployment of resources.
- Prioritize investments based on input from agencies and community leaders with considerations such as:
    - Communicating and connecting with immigrants, minorities, and those who speak a language other than English for purposes of emergency notification, response, and recovery.
    - Providing assistive technologies for individuals with disabilities to communicate with emergency response personnel.
    - Providing access to devices and affordable connectivity for individuals from covered households, homeless individuals, kūpuna, and post-incarcerated individuals who may not have the resources to obtain these resources on their own.
    - Distributing devices and reestablishing connectivity for individuals in remote and rural communities that may be cut off as a result of the disaster.
    - Providing access to devices and connectivity for veterans and others who may require telehealth support for mental health services.
    - Coordinating and collaborating with establishments such as Community Anchor Institutions, resilience hubs, mobile health clinics that provide key digital equity resources for vulnerable communities.
    - Participate in the planning efforts of community-based disaster preparedness and readiness groups.
    - Incorporate lessons learned and best practices.
    - Invest in, activate, engage with, and learn from Community Emergency Response Teams (CERT) and other community leaders activated during disasters.

Additional Information

Specific Dates for Proposed Core Activities are subject to change depending on the Capacity Grant award date.

Alignment with State Goals and Outcomes

The following state goals are addressed by the KPI of increasing the number digital equity briefings to disaster management agencies, before, during and after a natural disaster (Hawaiʻi Broadband Strategic Plan 2020 Goal 3: Enable Hawaiʻi to Thrive through a Digital Economy, Objective 3: Improve delivery of government services through robust broadband capabilities):

- Health outcomes: Increasing the understanding of accessible critical communications services and programs, will contribute to better health outcomes to the community.
- Educational outcomes: Providing better access to digital equity programs ahead of a disaster will increase Internet adoption, access to digital tools, healthcare, and health information and will allow for emergency communications and alerts to reach more people.
- Civic and Social Engagement: Participating in programs such as CERT which already leverage community stakeholders and volunteers will continue this practice of civic engagement.

Achievement of these goals will continue to be supported by collaboration between key partners such as State and County Emergency Management Agencies; Federal Emergency Management Agency; Community Anchor Institutions; Internet service providers; Pacific Disaster Center; Community Emergency Response Teams; Public, Educational, and Governmental (PEG) and related non-profit organizations for example, the Red Cross. Together, we will assess the baseline of digital resilience training activities in the state and track progress of measurable objectives over time as programs supporting community resilience roll out. Data sharing agreements are being worked on between partner agencies both within government and health agencies.

Addressing Gaps

- Access: Following an emergency event (tsunami, hurricane, fire, volcanic eruption ect.) access routes to populated locations could be damaged or destroyed. Significant resources would be needed to transport and distribute devices for disaster survivors.
- Scale: Due to the wide range of disaster risks in Hawaiʻi, and the dispersed population, coordinating communications or emergency device distribution programs in the case of a statewide disaster event would require significant resources.

Potential Partners

Hawaiʻi Broadband and Digital Equity Office; State and County Emergency Management Agencies; Federal Emergency Management Agency; Community Anchor Institutions; Internet service providers; Pacific Disaster Center; Community Emergency Response Teams; Public, Educational, and Governmental (PEG) access non-profit organizations; healthcare professionals and telehealth providers; electric utilities; community leaders and community-based organizations, private sector.

STRATEGY 6
Prioritize funding and investment in policies that advance digital equity

DESCRIPTION

The achievement of Hawaiʻi's digital equity goals require that funding and investments are prioritized accordingly. We are fortunate to have a plethora of existing programs that deploy devices, connectivity, and literacy training across the state. Funding and investments should be directed towards modeling and scaling these initiatives to ensure continued advancement. Additionally, with a baseline for digital literacy data already established, we have the ability to measure the impact of the work that is being done statewide and answer the questions: *Is digital literacy improving within our covered populations? Are we closing the digital divide? Are we achieving our digital equity goals?*

OBJECTIVE 6.1

Development of Digital Equity Grant Technical Assistance Program.

KEY PERFORMANCE INDICATOR

Number of workshops provided.

D.E. REQUIREMENT #2

A. The availability of, and affordability of access to, fixed and wireless broadband technology

B. The online accessibility and inclusivity of public resources and services

C. Digital Literacy

D. Awareness of, and the use of, measures to secure the online privacy of, and cybersecurity with respect to an individual

E. Availability and affordability of consumer devices and technical support for those devices

SHORT TERM GOAL (2024-2026)

Creation of the Digital Equity Grant Technical Assistance Program.

LONG TERM GOAL (2026-2029)

4 Workshops provided per year.

COVERED POPULATION / BASELINE

COVERED POPULATION	BASELINE
COVERED HOUSEHOLDS	A-E. Baseline is set at 0%. *
KUPUNA	A-E. Baseline is set at 0%. *
INCARCERATED INDIVIDUALS	Not applicable to this Covered Population.
VETERANS	A-E. Baseline is set at 0%. *
INDIVIDUALS WITH DISABILITIES	A-E. Baseline is set at 0%. *
INDIVIDUALS WITH A LANGUAGE BARRIER	A-E. Baseline is set at 0%. *
RACIAL OR ETHNIC MINORITY	A-E. Baseline is set at 0%. *
RURAL RESIDENTS	A-E. Baseline is set at 0%. *

*Baseline data will be determined with the Capacity Grant funding.

Proposed Core Activities:
- Creation of grant technical assistance program for community organizations. (June 2024 - May 2026)
- Support the development of county-specific Digital Equity Plans with goals, strategies, objectives, funding, and implementation measures specific to each island. (May 2024 - April 2026)

Potential Actions:

- Coalesce public, private, and non-profit interests to pursue all resources that support digital equity guided by priorities expressed by communities.
- Structure grant programs to provide resources to community-based, grassroots organizations, understanding that those with greatest community connectivity often lack the resources.
- Support funding models to foster increased community involvement.
- Support joint programs like the digital literacy programming provided by Workforce Development and the Hawaiʻi State Public Library System.
- Secure support of Hawaiʻi-based federal program officers representing federal departments for grant applications.
- Secure support of Congressional delegation for grant application.
- Secure matching funds as needed or advised from state, county, or other sources.
- Collect demographic information on workshop attendees to inform baseline data collection.
- Provide resources to community organizations to submit grant proposals.

Additional Information

Specific Dates for Proposed Core Activities are subject to change depending on the Capacity Grant award date.

Alignment with State Goals and Outcomes

The following state goals are addressed by the KPI of increasing the number of digital equity grant opportunities. This has a direct impact on the following (Hawaiʻi Broadband Strategic Plan 2020 Goal 1: Ensure Robust Broadband Infrastructure to All Hawaiʻi Residents, Objective 2: Foster public/private partnerships to develop broadband infrastructure and Goal 2: Expand Digital Inclusion and Adoption to Achieve Digital Equity, Objective 4: Secure resources to sustain digital inclusion solutions and Goal 3: Enable Hawaiʻi to Thrive through a Digital Economy, Objective 2: Leverage and bolster the ecosystem of broadband resources to diversify and create job opportunities):

- Economic and workforce outcomes: Increasing the availability of digital equity programs and pathways to the digital economy, especially in rural areas will contribute to better economic outcomes and workforce opportunities for the community.
- Health outcomes: Increasing the understanding and accessibility of digital equity programs, will contribute to better health outcomes to the community.

- Educational outcomes: Providing better access to digital equity programs will increase Internet adoption, access to digital tools, healthcare, and health information and will naturally lead to better education outcomes.
- Civic and Social Engagement: Participating in grant workshops, policy and legislative efforts, which already leverage community stakeholders and volunteers will continue this practice of civic engagement.

Achievement of these goals will continue to be supported by collaboration between key partners including Congressional delegation; state and county agencies; University of Hawai'i; nonprofits and community organizations. Together, we will assess the baseline of grant funding opportunities and activities in the state and track progress of measurable objectives over time as digital equity programs roll out. Data sharing agreements are being worked on between partner agencies both within government and health agencies.

Addressing Gaps

- Support: As grant programs require federal, state, or county investments these programs can only be established with the support of government officials and continued compliance with federal requirements.
- Communication: Understanding the importance of digital equity, and the impact it makes on covered populations, requires increased communication with stakeholders. Sharing this information needs to be ongoing and thorough, which requires stable funding to allow for staffing and other related costs.
- Funding: Providing up-front funding to grant applicants can support smaller community organizations. This grant model can be difficult to implement when using federal and state funding sources.

Potential Partners
Congressional delegation; state and county agencies; University of Hawai'i; nonprofits and community organizations; Hawai'i Association of Nonprofit Organizations; foundations; community initiatives.

STRATEGY 7
Integrate evaluation and data collection throughout implementation to measure progress and inform strategy development

DESCRIPTION

Coordination of data collection can help to ensure that outputs are measured consistently and program outputs are rolled up into tracking of statewide efforts. Program evaluations will help to hear directly from those most impacted and allow for iterative and living programs. Overall industry studies measuring against baseline tracking data will help to determine how cumulative outputs are impacting overall objectives and digital equity goals and inform strategic planning and investment needs.

OBJECTIVE 7.1

Identify shared tools for grantees to track outputs and facilitate data analysis to inform future improvements.

KEY PERFORMANCE INDICATOR

Percentage of grantees who track outputs on data collection platforms.

D.E. REQUIREMENT #2

A. The availability of, and affordability of access to, fixed and wireless broadband technology

B. The online accessibility and inclusivity of public resources and services

C. Digital Literacy

D. Awareness of, and the use of, measures to secure the online privacy of, and cybersecurity with respect to an individual

E. Availability and affordability of consumer devices and technical support for those devices

SHORT TERM GOAL (2024-2026)

Identify and creation of these shared tools for grantees to track and facilitate data analysis.

LONG TERM GOAL (2026-2029)

Increase baseline assessment number by 20%.

COVERED POPULATION

BASELINE

COVERED HOUSEHOLDS	A-E. Baseline is set at 0%. *
KUPUNA	A-E. Baseline is set at 0%. *
INCARCERATED INDIVIDUALS	Not applicable to this Covered Population.
VETERANS	A-E. Baseline is set at 0%. *
INDIVIDUALS WITH DISABILITIES	A-E. Baseline is set at 0%. *
INDIVIDUALS WITH A LANGUAGE BARRIER	A-E. Baseline is set at 0%. *
RACIAL OR ETHNIC MINORITY	A-E. Baseline is set at 0%. *
RURAL RESIDENTS	A-E. Baseline is set at 0%. *

*Baseline data will be determined with the Capacity Grant funding.

Proposed Core Activities:

- Identify tools and timelines for quantitative and qualitative research that balances level of effort against value of regular tracking data to determine overall statewide program efficacy. (September 2024 - December 2029)

- Continue to employ the Digital Equity Project Tracker as a long-term data tracking and evaluation tool. (April 2024 - December 2029)

Potential Actions:

- Ensure data collection is done with the understanding of how to engage and receive input from covered populations to ensure the lived-experiences and voices of community members.
- Empower educational institutions to measure the efficacy of programs that provide devices, connectivity, and digital literacy.
- Create Statewide Digital Equity Advisory Committee stakeholder group of entities that serve covered populations, and maintain engagement with the group to receive feedback and recommend iterations
  - Engage with covered populations and organizations serving those communities at regular intervals to receive feedback on impacts and opportunities for improvement.
  - Continue industry and community engagement through the Hawaiʻi Broadband Hui and other forums that center and solicit input from organizations serving covered populations.
  - Make anonymous digital equity program and project data, open and accessible for statewide programs like Aloha United Way 211 and the Aloha + Challenge dashboard to showcase and uplift the goals and objectives of digital equity.
  - Conduct focus groups or interviews with covered populations to compare against baseline planning data.
  - Seek to conduct a longitudinal study to capture impacts to the covered populations.
  - Invest in user-friendly systems that minimize barriers for grantees in implementation.
- Identify a shared data tracking tool for grantees to utilize to track output that rolls up into consolidated statewide tracking.
  - Invest in user-friendly platforms that can be utilized across grantees to support data collection with minimal barriers.
  - Partner with agencies doing regular tracking (e.g. housing, healthcare) to add questions related to digital literacy and access.

Additional Information

Specific Dates for Proposed Core Activities are subject to change depending on the Capacity Grant award date.

Alignment with State Goals and Outcomes

The following state goals are addressed by the KPI of better access, sourcing, analysis, management and governance of data. This has a direct impact on the following (Hawai'i Broadband Strategic Plan 2020 Goal 2: Expand Digital Inclusion and Adoption to Achieve Digital Equity, Objective 1: Identify and remove barriers to access and adoption to unserved and underserved):

- Economic and workforce outcomes: Better understanding of the availability and performance of digital equity programs and contributions to the digital economy, especially in rural areas will contribute to better economic outcomes and workforce opportunities for the community.
- Health outcomes: Increasing the understanding through data analysis of digital equity programs, will contribute to better health outcomes to the community.
- Educational outcomes: Providing better access to digital equity programs will increase Internet adoption, access to digital tools, healthcare, and health information and will naturally lead to better education outcomes. Data analysis programs will be prioritized for communities of need.
- Civic and Social Engagement: Participating in grant workshops, policy and legislative efforts, which already leverage community stakeholders and volunteers will continue this practice of civic engagement.
- Delivery of other essential services: With better sourcing and analysis of data, digital equity programs could identify related trends, for example social determinants of health and how it impacts community wide digital equity.

Achievement of these goals will continue to be supported by collaboration between key partners such as DBEDT ; Hawai'i Workforce Development Council; University of Hawai'i; Hawai'i Housing Finance & Development Corporation; Hawai'i Department of Health; State Office of Planning; Hawai'i Department of Education, Enterprise Technology Services, Hawai'iData Collaborative, charter schools, and private schools. Data sharing agreements are being worked on between partner agencies both within government and health agencies.

Addressing Gaps

- Training: Monitoring and documenting participant metrics and demographics requires training and orientation. Ongoing and multi-faceted training and technical assistance could increase community integration of data tracking and will require ongoing staffing and financial resources.
- Funding: Conducting longitudinal, qualitative, or quantitative studies to measure program impacts requires resources and expertise. Maintaining adequate resources for research, monitoring, equipment, and comprehensive community engagement requires ongoing funding.

Potential Partners

Hawaiʻi Department of Business, Economic Development & Tourism; Hawaiʻi Workforce Development Council; University of Hawaiʻi; Hawaiʻi Housing Finance & Development Corporation; Hawaiʻi Department of Health; State Office of Planning; Hawaiʻi Department of Education, charter schools, and private schools; Hawaiʻi Disability and Healthcare Coalition; grantees of digital equity grant programs.

COORDINATION WITH STATE CAPACITY GRANT AND BEAD FUNDING

Hawai'i Broadband funding Coordination

Both the BEAD and Digital Equity Broadband programs are coordinated by the Hawai'i designated lead, the Office of the Lieutenant Governor (LG), under LG Sylvia Luke. Both the BEAD and DE programs are under the overarching theme of "Connect Kakou", which means "Connect Us All" in Hawaiian.

There are regular stakeholder meetings held in coordination with the LG's office to ensure that capacity grant funds, and BEAD non-deployment funds are coordinated, as well as other federal, and potential state and philanthropic DE funding opportunities. During the capacity grant lifecycle additional meetings and systems for program alignment will be developed.

To support financial and grant administration requirements, the Department of Budget and Finance (B&F) holds monthly coordination and oversight meetings with participation from all involved agencies. These meetings support information sharing, and provide a regular venue for partners to discuss and align funding priorities. Additionally, there is a weekly meeting of all counties, BEAD and DE teams where stakeholder coordination takes place and updates are provided.

ALIGNMENT WITH STATE PLANS AND GOALS

Hawai'i Broadband Strategic Plan

The vision, mission, and goals of this Digital Equity Plan align directly with three of the four goals articulated by the [2020 Hawai'i Broadband Strategic Plan](#) that provide a path to strengthening and expanding broadband in Hawai'i. These three goals are provided here below:

- Expand Digital Inclusion and Adoption to Achieve Digital Equity
- Enable Hawai'i to Thrive through a Digital Economy
- Strengthen Community Resiliency through Broadband

Objectives under these goals include identifying and removing barriers to access and adoption for unserved and underserved communities, addressing affordability for income-limited households, and conducting public awareness and outreach of broadband as a basic need. The Digital Equity Plan aligns with the following recommendations of the Hawai'iBroadband Strategic Plan: allocating funding for existing programs providing training to expand the ecosystem; investing in data tracking and longitudinal research; designating the Hawai'i State Public Library System branches as community hubs to provide training; and building a public campaign that emphasizes the importance of digital literacy and shows examples of how people can learn the needed skills. Moreover, in observance of the emergency response and relief efforts surrounding the devastating Lahaina fire on Maui, community resiliency was called out as a distinct strategy of the Digital Equity

Plan. Objectives and action items under this strategy were gleaned from the Broadband Strategic Plan.

The fourth goal of the Broadband Strategic Plan, "Ensure Robust Broadband Infrastructure to All Hawai'i Residents," will be addressed by the Broadband Equity, Access, and Deployment (BEAD) Plan which is discussed later in this section.

Hawai'i Digital Equity Declaration
The Hawai'i Digital Equity Declaration was created by the Hawai'i Broadband Hui in 2020 and codified by the State Legislature in 2021. It compiles the collective priorities that align with the 2020 Hawai'i Broadband Strategic Plan and sets a foundation for collective action among private-and public-sector partners by providing a vision and goals to move Hawai'i toward a more equitable digital future. Its vision is that, "within 10 years all residents in Hawai'i have access to the digital skills and connectivity needed to participate fully in our society and economy, so that they may benefit from lifelong learning, civic engagement, access to essential services, and expanded job opportunities." The Digital Equity Plan vision that "all who call Hawai'ihome have the confidence, ability and pathways to thrive in a digital world" acknowledges the Digital Equity Declaration vision and looks far beyond into the future.

While the immediate 5-year implementation timeline of the Digital Equity Plan will conclude prior to the 10-year timeline of the Digital Equity Declaration, the strategies, objectives, and actions of the Digital Equity Plan will help realize the vision of the Digital Equity Declaration.

The Digital Equity Declaration identifies three pillars (listed below) that are critical in addressing the needs of our communities. We highlight that the first two align with the NTIA digital equity pillars.
   1. Access: Affordable, quality broadband for all;
   2. Literacy: A baseline of digital competence for all; and
   3. Livelihood: Societal systems effectively leveraging digital opportunities to improve lives.
The philosophy is that through broadband access (which includes affordable devices) together with digital literacy and opportunities, Hawai'i's residents and communities will have the ability to improve their wellbeing. The overarching goal is that all Hawai'i residents will be able to seamlessly connect to the digital resources they need to be connected and successful in their everyday life. The Digital Equity Plan uplifts a strategy to achieve digital literacy for all covered populations, and this directly aligns with the Digital Equity Declaration goal that by 2023, all Hawai'i's residents will have access to quality training and support to develop the skills to use digital technology to enhance their quality of life. While the 2023 goal has not been met, the objectives and actions laid out by the Digital Equity Plan strives to achieve this end by 2028.

With meaningful input from the diverse members of the Hawai'i Broadband Hui, the Digital Equity Declaration considered the implications of broadband access, literacy, and digital opportunities for business, education, healthcare, government, and culture and art, and then went

on to define goals for each sector. The following is an assessment of how the Digital Equity Plan aligns with these goals as well as related plans and initiatives.

- **Workforce and Economic Development**
  To support our workforce, to fill needs around our communities, and to enable individuals to better their lives, there is a need to provide affordable connected devices to individuals from covered populations who seek to join the workforce. The relevant Digital Equity Declaration goals is to reskill/upskill Hawaiʻi's workforce.

  Arising from these Digital Equity Declaration goals were the Hawaiʻi Digital Literacy and Readiness Study, which was published in 2021, and the Hawaiʻi 5-Year Strategic Plan for a Digitally Ready Workforce, which was published in 2022. The 2021 study report discusses the challenges and recommendations for the Hawaiʻi Department of Labor and Industrial Relations (DLIR) to promote digital readiness and workforce training. The motivation for the study was to assess the level of digital readiness and digital literacy among Hawaiʻi residents. The study population of 1,200 residents was designed to be representative of the Hawaiʻi population in terms of age, gender, ethnicity, and geographic location. It highlights the need for DLIR to prioritize training programs, leverage online learning tools, and address disparities and build digital trust. The Digital Equity Plan supports the recommendations that emphasize the importance of providing assistance to less digitally ready segments of the population, utilizing online platforms for training, and customizing digital transformation plans while focusing on digital literacy and security awareness to build trust among Hawaiʻi residents.

  The 2022 Plan for a Digital Ready Workforce, prepared by the Digital Skills for Workforce Hui, examined what it would require for Hawaiʻi to achieve a fully digitally literate workforce. It defined the prerequisite conditions for digital literacy as: Internet access, access to a device, and confidence in one's ability to learn. The plan was informed by a robust community engagement process that provided specific and unique input from all counties, rural populations, employers, unions, and organizations currently providing digital literacy training. The Digital Equity Plan aligns with the following recommendations of this plan: allocating funding for existing programs providing training to expand the ecosystem; investing in data tracking and longitudinal research; designating Hawaiʻi State Library Branches as community hubs to provide training; and building a public campaign that emphasizes the importance of digital literacy and shows examples of how people can learn the needed skills.

- **Education goals**
  The COVID-19 pandemic experience revealed that those who successfully transitioned to remote work and were able to afford fast Internet and devices for their school-age children, were able to keep working while maintaining the education of their children. Those without

access to the Internet and devices fell further and further behind. The Digital Equity Declaration goal for education is that by 2030, all students have the opportunity to participate in in-person, online, and hybrid learning. The strategies, objectives, and action items of the Digital Equity Plan, by striving to provide covered households with affordable devices and Internet connections, and by providing professional development for teachers in digital literacy, will contribute to the realization of this goal.

The HIDOE 2020 Distance-Learning Survey provides a key benchmark for gauging success over time with such metrics as households having enough devices for all users to use and households having reliable Internet connections. The Digital Equity Plan includes a strategy, objective, and action item specific to supporting the HIDOE in collecting data to follow up on the 2020 survey. This follow up will provide an important measure of the success of the Digital Equity Plan strategies to support covered populations with devices, connectivity, and digital literacy.

- **Healthcare goals**
  The Digital Equity Declaration goals for healthcare include:
  1. Affordable and secure access to safe, quality health care is available to all Hawaiʻi residents via telehealth and in-person.
  2. Every health care provider in rural or urban areas should have equal access and know how to effectively use and provide safe, quality, and secure health care services via telehealth.

The great need for telehealth became apparent during the quarantine restrictions imposed during the pandemic. Telehealth visits were truly a lifeline for rural residents, kūpuna, and other vulnerable individuals in need of healthcare. Without devices, Internet connections, and digital literacy to utilize these tools, lives were put at risk. By defining strategies, objectives, action items, and partners in implementation for getting these resources into the hands of covered populations, the Digital Equity Plan will directly support goals for the health of all Hawaiʻi residents.

Digital inclusion, especially broadband connectivity and digital literacy, is increasingly recognized as a social determinant of health (SDOH) as the reliance upon telehealth services continues to grow. Recent publications from national authorities such as the FCC, the Substance Abuse and Mental Health Services Administration (SAMHSA), and the National Institutes of Health (NIH) already recognize this, and in Hawaiʻi, the Waianae Coast Comprehensive Health Center, a Federally Qualified Health Center, is a strong advocate for the state to formally recognize digital inclusion as a Super SDOH. Thus, the objectives and actions articulated by this Digital Equity Plan seek to position Hawaiʻi at the forefront of innovative digital equity and health policies that will have lasting benefits for all covered populations.

- **Civic and social engagement goals**

  The Digital Equity Declaration identified two goals pertaining to government and civic participation:

  1. By 2025, all government services available to the public are made accessible online through a single government portal, unless in-person interaction is otherwise necessary.
  2. By 2025, civic participation, including the ability to provide live oral testimony, is available online for all public hearings of state and county legislative and administrative bodies.

  The Digital Equity Plan advances the first of these goals in calling for government websites to be updated to be inclusive and accessible for all covered populations. The second of these goals is supported by the Digital Equity Plan strategies for providing connected devices, Internet connections, and digital literacy training that enables residents to successfully engage in video calling.

- **Delivery of other essential services**

  The Digital Equity Plan strategies will help advance the Digital Equity Declaration goal which envisions that Hawaiʻi's significant cultural and artistic collections are made available to students and the public online, such that the knowledge, inspiration, identity, and values of Hawaiʻi's people can continue to be shared with the world.

  Since the onset of the pandemic, an array of classes such as papa hula (hula lessons), yoga sessions, senior exercise, music lessons and more were moved online. Even with the ceasing of pandemic restrictions, many providers have continued to run online and hybrid sessions. With these activities being important contributors to mental, physical, and social well-being, it is important to enable widespread participation. The Digital Equity Plan strategies regarding broadband access, device availability, and digital literacy will provide the framework necessary to enable participation in these artistic and cultural pursuits. Furthermore, specific action items and best practices addressing the barriers faced by rural residents, seniors, minorities, and those with language barriers will further facilitate their access to these classes.

> **"**
>
> **I thought, 'Wow, they're doing these workshops, but not everybody knows how to use Zoom.'**
>
> — College Instructor
>
> **"**

- **Kūpuna care**
  The AARP Hawaiʻi Chapter published the [Hawaiʻi's Digital Inclusion Roadmap: Improving Access to Technology For Hawaiʻi's Kūpuna](#) in June 2022. This roadmap identified recommendations to be carried out through the state and county, community partners, and a new Kūpuna Digital Inclusion Group to be formed within the Hawaiʻi Broadband Hui. The Digital Equity Plan supports the following recommendations from the AARP roadmap: a "train the trainer" programming which enables kūpuna to support fellow older adults in their social networks; encouraging the development of intergenerational community technology centers at established sites to provide access to Internet and digital devices; identifying other organizations with experience providing seniors digital literacy training to help develop digital literacy curriculum and programming; and partnering with organizations providing digital literacy training to bring their programming and kupuna tech support to established sites, such as affordable and subsidized senior housing and senior centers.

- **Alignment with County and DHHL Digital Equity Plans**
  As of December 2023, there are no existing local, regional or Tribal digital equity plans. The HBDEO has since encouraged the Counties of Hawaiʻi, Maui and Kauai, and the City and County of Honolulu to develop their version of the digital equity plan. Each of these subdivisions recognized the opportunity to elevate the voice of the hyper-local community under their jurisdiction and have started Digital Equity Action Plans. We've set a target date of the beginning of 2nd quarter 2024 for an update on the status of their Digital Equity Action Plans. HBDEO continues to support each counties' plan development.

- **Alignment with BEAD**
  The vision, mission, goals, strategies, and timelines outlined in this Digital Equity Plan directly align with the federal Broadband Equity, Access and Deployment (BEAD) program, which was established through the Bipartisan Infrastructure Law.

  Like the BEAD program, this Digital Equity Plan aims to expand high-speed broadband infrastructure and increase affordable access to the unserved and underserved communities of Hawaiʻi, with a focus on areas lacking minimum 25/3 Mbps speeds. Eligible uses of BEAD funds include broadband planning and research, infrastructure deployment, installation of Wi-Fi in buildings, adoption programs, digital equity initiatives, and workforce training - all of which are incorporated as core strategies and objectives within this plan.

  Consistent with BEAD requirements, this Plan involves extensive coordination with county governments, community organizations, stakeholders, and residents across Hawaiʻi to understand local needs and opportunities in achieving digital equity. Public input through the planning process allows us to design context-specific strategies.

Finally, the 5-year timeline for implementation of this Digital Equity Plan aligns with BEAD deadlines for proposal development, submission, approval, and project implementation. The objectives and actions outlined in this Plan are primed for BEAD non-deployment funding, and our coalition is prepared to utilize federal support to realize our shared vision for equitable broadband access in Hawaiʻi.

Comprehensive Economic Development Strategies

The Comprehensive Economic Development Strategy (CEDS) is an economic roadmap to diversify and strengthen the resilience of regional economies. The CEDS is a requirement for a region to receive funding from the U.S. Department of Commerce Economic Development Administration (EDA) and must be updated at least every five years . In Hawaiʻi, each county organizes and develops a CEDS as does the State of Hawaiʻi following steps identified by the EDA to ensure diverse, broad, and inclusive participation by residents. Each CEDS examines the past, present, and future conditions, activities, and assets of the region and provides a foundation for regional economic prosperity based on sustainable growth and development serving the interests of Hawaiʻi's people. Collectively, these CEDS are referred to as the Statewide Hawaiʻi CEDS.

The 2023 Statewide Hawaiʻi CEDS–accepted by the EDA in August 2023–comes at a particularly critical time as our state and counties seek pathways to rethink and rebuild a post-pandemic economic future. Importantly, the 2023 Statewide Hawaiʻi CEDS' Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis noted the following recurring theme across the state:: "…the COVID‑19 pandemic revealed Internet/broadband access to be critical for conducting daily living, heath, learning, and business. There are numerous unserved and underserved areas throughout requiring updated and, in many cases, completely new access to broadband and the required infrastructure." To this end, the 2023 Statewide Hawaiʻi CEDS identifies the following priority actions for achieving a variety of objectives that align with the Digital Equity Plan:

- **Strengthen broadband infrastructure, access, and literacy** to enable equitable access to participation in the digital economy
- **Increase broadband Internet access** with continued subsidized payments for low‑income households to access digital‑learning opportunities and numerous services
- **Expand infrastructure and physical resources** needed for innovation (e.g., broadband Internet facilities and technology)
- **Improve telehealth and broadband access**, particularly for neighbor islands, rural communities, and those facing the greatest inequities
- **Improve infrastructure, tools, and outreach services** for rural communities, particularly paratransit services; broadband Internet; devices such as laptops and tablets; and language, cultural, and other outreach services

This statewide theme is further validated in each county CEDS' articulation of local priorities of interest to the Digital Equity Plan, as summarized below:

- [Maui County CEDS](#): The Maui County CEDS identifies "improving and updating broadband and ensuring equity of access to high-speed internet" as a key challenge and notes that broadband is an infrastructure need common across all economic clusters. "Equity of access to and expansion of high speed broadband" is a "throughline" and common strategy identified across the document. Improving and updating broadband and ensuring equity of access to high-speed Internet is another identified action relevant to the economic development goals and priorities of Maui County. The Digital Equity Plan objectives and action items for empowering educational institutions, uplifting students, and heightening digital literacy classes in schools will contribute to this CEDS strategy.
- [Kauaʻi County CEDS](#): The Kauaʻi County CEDS identifies the importance of broadband infrastructure across multiple industries and notes that "aging and inadequate broadband infrastructure" is a key challenge particularly in outlying and rural areas. The Kauaʻi County CEDS identifies the need to provide high-speed Internet to every home, business and institution with an objective to increase access and connectivity to reliable high-speed broadband Internet. Both the BEAD Plan and this Digital Equity Plan will support the achievement of these endeavors.
- [Hawaiʻi County CEDS](#): The Hawaiʻi County CEDS notes that improving broadband and digital access is an opportunity to improve "resilience and also support diversity, equity, and inclusion." It further notes that there are "large swaths of Hawaiʻi Island that are underserved" particularly in Native Hawaiian and rural communities. The document identifies developing infrastructure including broadband as an objective and notes the County's commitment to "extending both the 'middle mile' and 'last mile' necessary to achieve the 2030 goal of 100% accessibility." The Digital Equity Plan strategies regarding resilience through broadband and equitable access to digital resources will support these objectives.
- [Oʻahu CEDS](#): The Oʻahu (Honolulu County) CEDS identifies investing in broadband capacity and the digital economy as an opportunity to advance Honolulu County's local economy. Of note, the Oʻahu CEDS specifies an objective to "Invest in accessible, quality P-20 education, career pathways, and workforce development to foster innovation, support lifelong learning, create well-paying jobs, and provide an environment where businesses that align with Hawaiʻi's values can thrive." The Digital Equity Plan strategy to provide affordable lifelong digital literacy training and mentoring tailored to needs of covered populations aligns with this objective.

PLAN EVALUATION AND MAINTENANCE

The HBDEO team is responsible for coordinating the development and maintenance of this plan. This plan will be evaluated on an annual basis and updated when necessary in coordination with NTIA and the State Digital Equity Capacity Grant Program reporting cycle.

Plan maintenance responsibilities include:

- Maintaining a plan review and revision schedule.
- Reviewing all plan components and proposed changes for consistency.
- Ensuring key partner engagement of proposed changes.
- Ensuring notifications of approved changes are made and disseminated.
- Maintaining an accurate record of changes.

CONCLUSION

Across our islands, in all of our communities, for all residents who call Hawaiʻi home, we seek to create a culture of digital equity. A culture where the practice of equity is embedded in our lifestyle, grounded in aloha for those who are on the less fortunate side of the digital divide.

Small things matter. An hour of free Wi-Fi. Access to a charging station. Access to a printer. A $30 reduction in a monthly Internet plan. An instructor patiently guiding the setup of an email account.

The investment in digital equity translates to improved quality of life for otherwise marginalized groups. It's a Vietnam veteran on Hawaiʻi Island accessing his benefits counseling. It's a single mother seeking a job that requires an online application. It's a student on Lānaʻi pursuing a degree, virtually. It's a grandmother talking to her grandchildren on the continent. It's a Hāna resident on a weekly telehealth consultation, without driving 52 miles to Wailuku. It is an immigrant family being notified to escape a fire and then connecting to report they are safe.

A schoolteacher and public school mentor on Hawaiʻi Island observed that broadband "is like electricity in the modern economy…a portal to the world." Individuals from covered populations–mothers, business people, seniors, veterans, immigrants, disabled–all agree. Access to Wi-Fi today is a basic necessity. And without adequate access, without a means to sustain a Wi-Fi plan, without basic instruction or available coaching, they know they are missing out and risk being left behind. And we miss the contribution they can make to our neighborhoods, businesses, communities, and society.

By equipping our covered populations with digital tools and skills, we can uplift everyone that is onboard our waʻa. With a smartphone and monthly service a father leaving prison on Kauaʻi can find a job and get back on his feet. With an iPad and an Internet connection, a disabled woman on Molokaʻi can get certified to be an online tutor. With a laptop and tech classes a woman can escape domestic violence and begin a new life with her children. Given the resources and the knowledge, everyone can make a meaningful contribution towards a bright future for Hawaiʻi.

We are all on this waʻa together. If we are to thrive as island communities, everyone matters. Digital equity lifts the most vulnerable populations and, in doing so, moves all of us forward.

Acknowledgements

APPENDICES

Appendix A: Glossary
Appendix B: Asset Inventory List

APPENDIX A: GLOSSARY

Community Anchor Institution: While there is no unified definition, a community anchor institution includes schools, libraries, health clinics, health centers, hospitals, public safety entities, institutions of higher education, public housing organizations, and community support organizations that facilitate greater use of broadband service by vulnerable populations.

Digital divide: The gap between individuals who have affordable access, skills, and support to effectively engage online and those who do not. As technology evolves, this divide prevents equal opportunity in all parts of life, disproportionately affecting people of color, Indigenous peoples, low income households, individuals with disabilities, rural communities, and older adults.

Digital equity: A condition in which all individuals and communities have the information technology capacity needed for full participation in our society, democracy and economy. Digital equity is necessary for civic and cultural participation, employment, lifelong learning, and access to essential services. It is important to note here the use of "equity" vs. "equality." When we use the word equity, we accurately acknowledge the systemic barriers that must be dismantled before achieving equality for all.

Digital inclusion: Digital inclusion refers to the activities necessary to ensure that all individuals and communities, including the most disadvantaged, have access to and use of Information and Communication Technologies (ICTs). Digital inclusion must evolve as technology advances. Digital inclusion requires intentional strategies and investments to reduce and eliminate historical, institutional and structural barriers to access and use technology.

Digital inequity: Digital inequity is the disparity in access, knowledge, and ability to use digital tools and technology, particularly harming lower income individuals and minority communities

Digital literacy: The fluency to proficiently access and be resilient in the changing environment of digital technology and to understand, engage and effectively use digital content, information and tools for individual living, working, learning, creation, self-fulfillment, and empowerment. To note, while the term "digital literacy" is used, we recommend using terms such as "digital skills" or "beginner computer training" while conducting community work. The word "literacy" and the implication of "illiteracy" can be perceived negatively by communities who need digital inclusion most. Using asset-based language reflects opportunity for growth and decolonizes language around education.

Digital navigator: A digital navigator is an individual who addresses the whole digital inclusion process — home connectivity, devices, and digital skills — with community members through repeated interactions.

Digital pilina: The relationships developed between stakeholders to achieve the aim of digital equity and readiness. Pilina is a Hawaiian word describing a connection, such as through a meeting or relationship. At its core, much of navigating the digital future is about how our community develops and nurtures those digital relationships.

Digital readiness: Preparedness in terms of self-efficacy, skills and trust in digital applications and tools that enable entry to participating in the 21st Century economy and beyond.

Hui: (n) Group or organization; (v) to unite and come together.

Incarcerated: Confinement in a jail or prison.

Keiki: Child.

Kūpuna: Grandparents, ancestors, and/or honored elders (singular without the diacritical kahakō).

Manaʻo: Thoughts, ideas, input.

Makai: Commonly used directional that indicates "towards the ocean."

Mauka: Commonly used directional that indicates "towards the mountain."

Native Hawaiian: Individuals who trace their ancestry to those who inhabited Hawaiʻi prior to 1778.

ʻOhana: Family.

Pae ʻāina: A group of islands, archipelago.

Tūtū: Grandma or grandpa.

User interface: Wikipedia defines user interface (UI) as "the space where interactions between humans and machines occur." This interaction allows effective operation and control of the machine from the human, while the machine sends information that assists with the operators' decision-making.

Waʻa: Hawaiian canoe.

ACRONYMS:

AARP: American Association of Retired Persons

ACP: Affordable Connectivity Program

ADA: Americans with Disabilities Act

ALICE: Asset Limited, Income Constrained, Employed

BBHui: Hawaiʻi Broadband Hui

BEAD: Broadband Equity, Access, and Deployment Program

CAI: Community Anchor Institutions

CARES: Coronavirus Aid, Relief, and Economic Security

CEDS: Comprehensive Economic Development Strategy

CERT: Community Emergency Response Team

DBEDT: Department of Business, Economic Development, and Tourism

DCCA: Department of Commerce and Consumer Affairs

DE: Digital Equity

DHRD: Department of Human Resources Development

DPS: Department of Public Safety

FCC: Federal Communications Commission

FEMA: Federal Emergency Management Agency

GED: General Educational Development

HANO: Hawaiʻi Association of Nonprofit Organizations

HBDEO: Hawaiʻi Broadband and Digital Equity Office

HIDEC: Hawaiʻi Island Digital Equity Coalition

HIDOE: Hawaiʻi Department of Education

HDOH: Hawaiʻi Department of Health

HSPLS: Hawaiʻi State Public Library System

ISP: Internet Service Provider

IT: Information Technology

KPI: Key Performance Indicator

LEP: Limited English Proficiency

NTIA: National Telecommunications and Information Administration

ODEC: Oʻahu Digital Equity Coalition

STEM: Science, Technology, Engineering, and Mathematics

UH: University of Hawaiʻi

WIOA: Workforce Innovation and Opportunity Act

APPENDIX B: ASSET INVENTORY LIST

This Digital Equity Asset Inventory identifies a growing list of state and county agencies, non-profits, health centers, and other entities statewide–assets–that currently advance or that have the potential to advance digital equity for one or more of Hawaiʻi's covered populations. While best efforts were made to ensure this inventory is as comprehensive as possible at the time this Plan is published, we recognize that there are likely more assets to add. For instance, Community Anchor Institutions that are established through the implementation of the Broadband Equity, Access, and Deployment (BEAD) Plan may be added in the future. This Plan is intended to be a living document that evolves and adjusts as Hawaiʻi progresses through the digital equity journey. It is hoped that more programs and resources arise through the implementation of this Plan and that this Asset Inventory will expand as they do.

The list is sorted by **geographic reach** (by island or statewide), followed by the **name of the asset**. The **digital equity pillar(s)** addressed by each asset are listed: Broadband Availability & Affordability; Device Availability & Affordability; Digital Literacy; Online Privacy & Cybersecurity; and Online Inclusivity & Accessibility. The **covered population(s) served** by each asset are indicated as follows: 1. Covered Households; 2. Kūpuna; 3. Incarcerated/Post-Incarcerated Individuals; 4. Veterans; 5. Individuals with Disabilities; 6. Racial or Ethnic Minorities; 7. English Language Learners; 8. Rural Residents; 9. Native Hawaiians (this population is part of Racial or Ethnic Minorities but is separated to represent the goals of some listed institutions). Because of the great overlap between Hawaiʻi's covered populations, a program that is directed at a particular population will inevitably interface with others as well. For this reason, primary populations served are indicated with a " ■ " while secondary populations served are indicated with a "x". Brief **descriptions** are provided for each along with a **website and street address** where possible.

LINK TO ASSET INVENTORY

This Asset Inventory list has been mapped to provide a visual depiction of the distribution of digital equity assets across the islands. All the information that is included in the list is accessible via the location markers in the map.

LINK TO ASSET INVENTORY MAP

Scan to view Asset Inventory

Scan to view Asset Inventory Map

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address
				1	2	3	4	5	6	7	8	9			
Hawaiʻi	All About Behavior	Business	Online Accessibility and Inclusivity; Digital Literacy; Device Availability and Affordability	x				■	x	x	x	x	Provides Applied Behavior Analysis (ABA) services to autistic children ranging from the ages of 2 through 16.	https://allaboutbehaviorhi.com/	203 Kapaa Quarry Pl. #5002 Kailua, HI 96734
Hawaiʻi	Connections PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Hilo-Waiakea complex area.	https://www.connectionscharterschool.org/	174 Kamehameha Avenue, Hilo, HI 96720
Hawaiʻi	DeSilva Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Hilo-Waiakea complex area.	https://www.ebdesilva.org/	278 Ainako Avenue, Hilo, HI 96720
Hawaiʻi	Haaheo Elementary	Public School	Broadband Availability; Device Availability;	■				x	x	x		x	Serves the Hilo-Waiakea complex area.	https://www.haaheo.org/	121 Haaheo Road, Hilo, HI 96720

			Digital Literacy; potential CAI											
Hawaiʻi	Hawaiʻi Academy of Arts and Science PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Kau-Keaau-Pahoa complex area.	https://sites.google.com/haaspcs.net/hawaiiacademyofartsandscience/home	15-1397 Homestead Road, Pahoa, HI 96778
Hawaiʻi	Hilo High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Hilo-Waiakea complex area.	https://www.hilohs.k12.hi.us/	556 Waianuenue Avenue, Hilo, HI 96720
Hawaiʻi	Hilo Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Hilo-Waiakea complex area.	https://www.hilointermediate.com/	587 Waianuenue Avenue, Hilo, HI 96720
Hawaiʻi	Hilo Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the Internet and opportunities for the digital literacy skills they	https://www.librarieshawaii.org/	300 Waianuenue Ave, Hilo, HI 96720, United States

				■							need to be successful.	
Hawaiʻi	Hilo Union Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Hilo-Waiakea complex area.	https://www.hilounionschool.org/	506 Waianuenue Avenue, Hilo, HI 96720
Hawaiʻi	Holualoa Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.	https://holualoahawks.org/	76-5957 Mamalahoa Highway, Holualoa, HI 96725
Hawaiʻi	Honaunau Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.	https://honaunauelementaryschool.weebly.com/	83-5360 Mamalahoa Highway, Captain Cook, HI 96704
Hawaiʻi	Honokaa Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.	https://www.honokaael.k12.hi.us/	45-534 Pakalana Street, Honokaa, HI 96727
Hawaiʻi	Honokaa High and Intermediate	Public School	Broadband Availability; Device Availability;	■			x	x	x		x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.	http://www.honokaa.k12.hi.us/	45-527 Pakalana Street, Honokaa, HI 96727

State	Organization	Type	Services	C1	C2	C3	C4	C5	C6	C7	C8	C9	Notes	URL	Address
			Digital Literacy; potential CAI												
Hawai'i	Honokaa Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawai'i State Public Library System. Offers connectivity to devices and the internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	45-3380 Mamane St, Bldg #3, Honokaa, HI 96727
Hawai'i	Hookena Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x		Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.	https://hookenael.k12.hi.us/	86-4355 Mamalahoa Highway, Captain Cook, HI 96704
Hawai'i	Innovations PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x		Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.	https://www.ipcs.info/	75-5815 Queen Kaahumanu Highway, Kailua-Kona, HI 96740
Hawai'i	Ka Umeke Kaeo PCS	Public School	Broadband Availability; Device Availability;	■			x	x	x		x		Serves the Hilo-Waiakea complex area.	https://www.kaumeke.org/	222 Desha Avenue, Hilo, HI 96720

			Digital Literacy; potential CAI											
Hawaiʻi	Kahakai Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x		x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.	https://www.kahakaischool.k12.hi.us/	76-147 Royal Poinciana Drive, Kailua-Kona, HI 96740
Hawaiʻi	Kailua-Kona Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	▪	▪	▪	▪	▪	▪	▪	▪	▪	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the Internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	75-138 Hualalai Rd, Kailua-Kona, HI 96740, United States
Hawaiʻi	Kalanianaole Elementary and Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x		x	Serves the Hilo-Waiakea complex area.	https://www.hilointermediate.com/	27-330 Old Mamalahoa Highway, Papaikou, HI 96781
Hawaiʻi	Kanu O Ka Aina PCS	Public School	Broadband Availability; Device Availability;	▪				x	x	x		x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.	https://kanuokaaina.org/	64-1043 Hiʻiaka St., Kamuela, HI 96743

Hawai'i			Digital Literacy; potential CAI												
Hawai'i	Kapiolani Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Hilo-Waiakea complex area.	https://www.cks.k12.hi.us/	966 Kilauea Avenue, Hilo, HI 96720
Hawai'i	Kau High and Pahala Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kau-Keaau-Pahoa complex area.	https://www.khpes.org/	96-3150 Pikake Street, Pahala, HI 96777
Hawai'i	Kau Learning Academy	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kau-Keaau-Pahoa complex area.	TBD	94-1581 Kaulua Circle, Naalehu, HI 96772
Hawai'i	Kaumana Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Hilo-Waiakea complex area.	https://www.kaumanaelementary.org/	1710 Kaumana Drive, Hilo, HI 96720
Hawai'i	Ke Ana Laahana PCS	Public School	Broadband Availability; Device Availability;	■				x	x	x		x	Serves the Hilo-Waiakea complex area.	https://www.kalpcs.com/	162 Baker Avenue, Hilo, HI 96720

			Digital Literacy; potential CAI										
Hawaiʻi	Ke Kula 'o Nawahiokalani'o pu'u Iki Laboratory PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Kau-Keaau-Pahoa complex area.	https://www.nawahi.org/	16-120 Opukahaia Street Suite 2, Keaau, HI 96749
Hawaiʻi	Ke Kula O Ehunuikaimalino	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.	https://ehunui.org/	81-1041 Konawaena School Road, Kealakekua, HI 96750
Hawaiʻi	Keaau Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Kau-Keaau-Pahoa complex area.	https://sites.google.com/k12.hi.us/keaauel/home	16-680 Keaau-Pahoa Road, Keaau, HI 96749
Hawaiʻi	Keaau High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Kau-Keaau-Pahoa complex area.	https://www.keaauhs.com/	16-725 Keaau-Pahoa Road, Keaau, HI 96749
Hawaiʻi	Keaau Middle	Public School	Broadband Availability; Device Availability;	■			x	x	x		x	Serves the Kau-Keaau-Pahoa complex area.	https://www.keaaumiddle.org/	16-565 Keaau-Pahoa Road, Keaau, HI 96749

State	Name	Type	Services										Description	URL	Address
			Digital Literacy; potential CAI												
Hawai'i	Keaau Public and School Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawai'i State Public Library System. Offers connectivity to devices and the internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	16-571 Keaau Pahoa Rd, Keaau, HI 96749, United States
Hawai'i	Kealakehe Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.	http://kealakehe.k12.hi.us/	74-5118 Kealakaa Street, Kailua-Kona, HI 96740
Hawai'i	Kealakehe High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.	https://www.khswaveriders.org/	74-5000 Puohulihuli Street, Kailua-Kona, HI 96740
Hawai'i	Kealakehe Intermediate	Public School	Broadband Availability; Device Availability;	■				x	x	x		x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.	https://www.kishawks.org/	74-5062 Onipaa Street, Kailua-Kona, HI 96740

State	Name	Type	Services										Description	URL	Address
			Digital Literacy; potential CAI												
Hawaiʻi	Kealakekua Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the Internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	81-6619 Mamalahoa Hwy, Kealakekua, HI 96750, United States
Hawaiʻi	Keaukaha Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x		Serves the Hilo-Waiakea complex area.	https://www.keaukahaelementary.com/	240 Desha Avenue, Hilo, HI 96720
Hawaiʻi	Keonepoko Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x		Serves the Kau-Keaau-Pahoa complex area.	https://keonepokoelementary.org/	15-890 Kahakai Boulevard, Pahoa, HI 96778
Hawaiʻi	Kohala Elementary	Public School	Broadband Availability; Device Availability;	■			x	x	x		x		Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.	https://www.kohalaelementary.com/	54-3609 Akoni Pule Highway, Kapaau, HI 96755

			Digital Literacy; potential CAI										
Hawaiʻi	Kohala High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.	https://www.kohalahs.org/	54-3611 Akoni Pule Highway, Kapaau, HI 96755
Hawaiʻi	Kohala Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.	https://www.kohalams.org/	53-4155 Akoni Pule Highway, Kapaau, HI 96755
Hawaiʻi	Kona Pacific PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.	https://www.kppcs.org/	79-7595 Mamamlahoa Highway, Kealakekua, HI 96750
Hawaiʻi	Konawaena Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.	https://www.konawaenael.k12.hi.us/	81-901 Onouli Road, Kealakekua, HI 96750
Hawaiʻi	Konawaena High	Public School	Broadband Availability; Device Availability;	■				x	x	x		x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.	https://www.konawaenahs.org/	81-1043 Konawaena School Road, Kealakekua, HI 96750

Hawai'i			Digital Literacy; potential CAI														
Hawai'i	Konawaena Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x		Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.	https://konawaenamiddle.k12.hi.us/	81-1045 Konawaena School Road, Kealakekua, HI 96750
Hawai'i	Kua O Ka La NCPCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x		Serves the Kau-Keaau-Pahoa complex area.	http://kuaokala.org/index.html	345 Makalika St, Hilo, HI 96720
Hawai'i	Laupahoehoe Community PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x		Serves the Hilo-Waiakea complex area	https://www.lcpcs.org/	35-2065 Old Mamalahoa Highway, Laupahoehoe, HI 96764
Hawai'i	Laupahoehoe Public and School Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■		One of the 51 branches of the Hawai'i State Public Library System. Offers connectivity to devices and the internet and opportunities for the digital literacy skills they	https://www.librarieshawaii.org/	35-2065 Old Mamalahoa Hwy, Laupahoehoe, HI 96764, USA

State	Name	Type	Focus Areas	C1	C2	C3	C4	C5	C6	C7	C8	C9	Description	Website	Address
													need to be successful.		
Hawaiʻi	Mountain View Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kau-Keaau-Pahoa complex area.	https://www.mveshawks.k12.hi.us/	18-1235 Volcano Highway, Mountain View, HI 96771
Hawaiʻi	Mountain View Public and School Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the Internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	18-1235 Volcano Hwy, Mountain View, HI 96771
Hawaiʻi	Na Wai Ola PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kau-Keaau-Pahoa complex area.	https://nawaiolapcs.org/	18-1355 Volcano Highway P.O. Box 711539, Mountain View, HI 96771

State	Name	Type	Services	1	2	3	4	5	6	7	8	9	Notes	URL	Address
Hawaiʻi	Naalehu Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x		x	Serves the Kau-Keaau-Pahoa complex area.	https://sites.google.com/k12.hi.us/naalehu-elementary-school/	95-5545 Mamalahoa Highway, Naalehu, HI 96772
Hawaiʻi	Naalehu Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	▪	▪	▪	▪	▪	▪	▪	▪	▪	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the Internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	95-5669 Mamalahoa Hwy, Naalehu, HI 96772, United States
Hawaiʻi	North Kohala Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	▪	▪	▪	▪	▪	▪	▪	▪	▪	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the Internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	54-3645 Akoni Pule Hwy, Kapaau, HI 96755, United States

State	Name	Type	Services										Description	Website	Address
Hawaiʻi	Paauilo Elementary and Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.	https://www.paauiloschool.org/	43-1497 Old Main Road, Paauilo, HI 96776
Hawaiʻi	Pahala Public and School Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	96-3150 Pikake St, Pahala, HI 96777, United States
Hawaiʻi	Pahoa Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kau-Keaau-Pahoa complex area.	https://sites.google.com/pahoaes.k12.hi.us/pahoaelementaryschool/welcome	15-3030 Pahoa Village Road, Pahoa, HI 96778
Hawaiʻi	Pahoa High and Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kau-Keaau-Pahoa complex area.	https://www.pahoahis.org/	15-3038 Puna Road, Pahoa, HI 96778

Hawaiʻi	Pahoa Public and School Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the Internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	15-3070 Pahoa Kalapana Rd, Pahoa, HI 96778
Hawaiʻi	Thelma Parker Memorial Public and School Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the Internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	67-1209 Mamalahoa Hwy, Kamuela, HI 96743, USA
Hawaiʻi	Volcano School of Arts and Sciences	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kau-Keaau-Pahoa complex area.	https://www.volcanoschool.net	99-128 Old Volcano Road, Volcano, HI 96785

Hawai'i	Waiakea Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Hilo-Waiakea complex area.	https://www.waiakeaelementary.org	180 West Puainako Street, Hilo, HI 96720
Hawai'i	Waiakea High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Hilo-Waiakea complex area.	https://www.waiakeahigh.k12.hi.us	155 W. Kawili Street, Hilo, HI 96720
Hawai'i	Waiakea Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Hilo-Waiakea complex area.	https://www.waiakeatitans.org	200 West Puainako Street, Hilo, HI 96720
Hawai'i	Waiakeawaena Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Hilo-Waiakea complex area.	https://www.waiakeawaena-elementary.com	2420 Kilauea Avenue, Hilo, HI 96720
Hawai'i	Waikoloa Elementary and Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.	https://www.waikoloaschool.org	68-1730 Hooko Street, Waikoloa, HI 96738

State	Name	Type	Services										Description	URL	Address
Hawaiʻi	Waimea Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.	https://waimeaael.k12.hi.us	67-1225 Mamalahoa Highway, Kamuela, HI 96743
Hawaiʻi	Waimea Middle PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.	https://www.wmpccs.org	67-1229 Mamalahoa Hwy., Kamuela, HI 96743
Hawaiʻi	Waipahu Community School for Adults - Hilo Campus	State Agency	Digital Literacy	■	■	■	■	■	■	■	■	■	WCSA is part of the Department of Education and offers basic skill development and digital literacy classes for individuals in the community to gain digital literacy skills to function in society and in the workplace. Additional class locations and information are available on the WCSA website.	https://www.wcsahawaii.org/	155 W Kawili Street, Hilo, HI 96720

Region	Organization	Type	Services										Description	Website	Address
Hawaiʻi	Waipahu Community School for Adults - Kona Campus	State Agency	Digital Literacy	■	■	■	■	■	■	■	■	■	WCSA is part of the Department of Education and offers basic skill development and digital literacy classes for individuals in the community to gain digital literacy skills to function in society and in the workplace. Additional class locations and information are available on the WCSA website.	https://www.wcsahawaii.org/	74-5062 Onipaʻa Street, Kailua-Kona, HI 96740
Hawaiʻi	West Hawaiʻi Explorations PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x		Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.	https://www.whea.net	73-4500 Kahilihili St, Kailua-Kona, HI 96740
Hawaiʻi Island	Arc of Kona	Non-profit	Digital Literacy	x			■						private nonprofit that assists persons with disabilities. One of their main programs helps with providing employment resources.	https://www.arcofkona.org/location	81-990 Halekiʻi Street, Suite #150 Kealakekua, HI 96750

Region	Organization	Type	Focus										Description	Website	Address
Hawaiʻi Island	Friends of the Future	Non-profit			x				x				Internet and computer access; individual support based on person's need.	fofhawaii.org	64-1032 Mamalahoa Highway Kamuela, HI 96743
Hawaiʻi Island	Hawaiʻi Digital Equity Coalition	County Initiative	Broadband Availability & Affordability; Device Availability; Digital Navigators; Online Privacy & Cybersecurity; Digital LIteracy; Device Availability & Affordability	■	■	■	■	■	■	■	■	■	A collection of Hawaiʻi Island partners who strive to bridge the digital divide within the community. The purpose of this group is to: Create an island-wide network of partners committed to achieving digital equity within the lāhui (community); Create a public document that Hawaiʻi Island organizations can use to support their funding requests; Have the County of Hawaiʻi nationally recognized as a "digital trailblazer" by the NDIA (National Digital Inclusion Alliance).	https://www.rd.hawaiicounty.gov/economic-development/broadband	25 Aupuni Street, Suite 1301 Hilo, HI 96720

Island	Organization	Type	Services								Notes	Website	Address
Hawaiʻi Island	Ocean View Community Association Community Center	Non-profit	Broadband Availability; Device Availability; Digital Literacy	■	x	x	x	■	x		Free public WiFi available with password 8am to 8pm. Classrooms available for public use, one with two computers and a telehealth station with simple instructions. VA comes on Fridays for telehealth appointments. Office staffed Monday through Saturday, 9am to noon.	https://www.ovcahi.org	92-8924 Leilani Circle Ocean View, HI 96731
Hawaiʻi Island	St. Jude Episcopal Church	Church	Broadband Availability; Device Availability	■	x	x		■	x	■	x	Only place in Ocean View with 24/7 free public WiFi (no password required) with two plugs outside for charging devices. Includes small computer lab available for use with sign-in; available for summer school, all other purposes. Free food, showers on Saturdays	http://www.stjudeshawaii.org	92-8606 Paradise Circle Ocean View, HI 96731

Hawai'i Island	State of Hawai'i Department of Vocational Rehabilitation - Hawai'i Branch	State Agency	Device Availability & Affordability; Broadband Availability; Digital Literacy	x		x	x	■	x		x	x	(wraparound services). Program for persons with disabilities who require assistance to prepare for, secure, retain or regain employment. Provides a rehabilitation worker who specializes in job training and job placement. May provide assistive technology and training depending on the skills needed for employment.	https://humanservices.hawaii.gov/vr/contact-vr/	75 Aupuni St.,Rm 110 Hilo, HI 96720
Hawai'i Island	State of Hawai'i Department of Vocational Rehabilitation - Kona Section Field Office	State Agency	Device Availability & Affordability; Broadband Availability; Digital Literacy	x		x	x	■	x		x	x	Program for persons with disabilities who require assistance to prepare for, secure, retain or regain employment. Provides a rehabilitation worker who specializes in job training and job placement. May provide assistive technology and training depending	https://humanservices.hawaii.gov/vr/contact-vr/	75-5722 Kuakini Hwy., Room 213 Kailua-Kona, HI 96740

Location	Organization	Type	Focus Areas										Description	Website	Address
													on the skills needed for employment.		
Hawaiʻi Island	Vibrant Hawaiʻi Digital Literacy Project	Non-profit	Broadband Availability & Affordability, Device Availability, Digital Literacy	■	x	x	x	x	x	x	■	x	Access for children and families to utilize laptops to engage in school online/educational activities; digital literacy classes for rural communities.	https://www.vibranthawaii.org/	230 Kekūanaoʻa Street Hilo, HI 96720
Hawaiʻi Island; Online	Hawaiʻi Community College	Higher Education	Broadband Availability; Device Availability; Digital Literacy		x				x			x	Internet and computer access at your location; digital literacy training at entry-level (basic skills and software/hardware introduction), intermediate (Google suite, commonly used platforms), advanced (coding, website/graphic design, video editing), specialized (e.g. UX/UI design, AI, GIS, industry specific programs) levels.	https://hawaii.hawaii.edu/	1175 Manono Street Hilo, HI 96720-5096

Kaua'i	County of Kaua'i	County		x	x	x	x	x	x	x	x	x	The County of Kaua'i provides workforce development resources through their educational partners and referrals to partner agencies. They also have resources to assist residents with unemployment and job applications.	https://www.kauai.gov/Home	
Kaua'i	Eleele Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kapaa-Kaua'i-Waimea complex area.	https://www.eleeleschool.k12.hi.us	4750 Uliuli Road, Eleele, HI 96705
Kaua'i	Hanalei Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kapaa-Kaua'i-Waimea complex area.	https://www.hanalei.k12.hi.us	5-5415 Kuhio Highway, Hanalei, HI 96714
Kaua'i	Hanapepe Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawai'i State Public Library System. Offers connectivity to devices and the	https://www.librarieshawaii.org/	4490 Kona Road, Hanapepe, HI 96716, United States

Kaua'i	Hō'ike: Kaua'i Community Television, Inc.	Non-profit	Broadband Availability; Digital Literacy; potential CAI	■	■	■	■	■	■	■	■	■	Internet and opportunities for the digital literacy skills they need to be successful. Public, Educational, and Governmental (PEG) access non-profit organization that provides an avenue to create and cableast community access, educational, and governmental video content on cable TV. Offers workshops to advance digital literacy skills in video production. Also disseminates information through newsletter.	https://www.hoike.org/	4318 Rice Street Lihue HI 96766
Kaua'i	Kalaheo Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kapaa-Kaua'i-Waimea complex area.	https://www.kalaheoschool.com	4400 Maka Road, Kalaheo, HI 96741

Kaua'i	Kamakahelei Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kapaa-Kaua'i-Waimea complex area.	https://www.ckms.k12.hi.us	4431 Nuhou St., Lihue, HI 96766
Kaua'i	Kanuikapono PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kapaa-Kaua'i-Waimea complex area.	https://kanuikapono.org	4333 Kukuihale Road, Anahola, HI 96703
Kaua'i	Kapaa Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kapaa-Kaua'i-Waimea complex area.	https://www.kapaaes.k12.hi.us	4886 Kawaihau Road, Kapaa, HI 96746
Kaua'i	Kapaa High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kapaa-Kaua'i-Waimea complex area.	https://kapaahighschool.net	4695 Mailihuna Road, Kapaa, HI 96746
Kaua'i	Kapaa Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kapaa-Kaua'i-Waimea complex area.	https://www.kapaamiddleschool.org	4867 Olohena Road, Kapaa, HI 96746

Kaua'i	Kapaa Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawai'i State Public Library System. Offers connectivity to devices and the internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	4-1464 Kuhio Hwy, Kapaʻa, HI 96746, USA
Kaua'i	Kaua'i Bus	County Agency	Broadband Availability	■	■	■	■	■	■	■	■	■	Free Wi-Fi access to riders for 2 hours each day. Certain bus stops equipped with free public Wi-Fi.	https://www.Kaua'i.gov/Government/Departments-Agencies/Transportation/Bus-Schedules	County of Kaua'i 4444 Rice Street Lihue, HI 96766
Kaua'i	Kaua'i Community Correctional Center	Correctional Facility	Device Availability & Affordability		■				■				GettingOut is a prepaid service that provides inmates with tablets that allows them to have secure video visit option for approved visitors to connect more frequently and personally, which helps boost morale, increase positive		3-5351 Kuhio Highway Lihue, HI 96766

Island	Name	Type	Focus										Description	Website	Address
													behavior, and strengthens relationships; also provides more access to content such as education, career and technical training, messaging, photo sharing, and multimedia content; Intake center provides guidance to post-incarcerated re re-entry into community.		
Kaua'i	Kaua'i Digital Equity Coalition	County Initiative	Broadband Availability & Affordability; Digital Navigators; Online Privacy & Cybersecurity; Digital LIteracy; Device Availability & Affordability	■	■	■	■	■	■	■	■	■	A coalition of Kaua'i partners who strive to bridge the digital divide within the community, creating an island-wide network of of partners committed to achieving digital equity within the lāhui (community).	www.kedb.com	9565 Kaumualii Highway Waimea, HI 96796
Kaua'i	Kaua'i Economic Development Board	Non-profit	Digital Literacy	x	x	x	x	x	x	x	■	x	Digital literacy training for employees and the public; Intermediate (Google suite, commonly used	www.kedb.com	9565 Kaumualii Highway, Waimea, HI 96796

												platforms). KDEC member.			
Kaua'i	Kaua'i High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kapaa-Kaua'i-Waimea complex area.	https://www.kauaihigh.org	3577 Lala Road, Lihue, HI 96766
Kaua'i	Kaua'i Neighborhood Centers Internet Access		Broadband Availability & Affordability								x		Existing neighborhood centers throughout Kaua'i all provide free public Wifi access in efforts to improve digital equity.		
Kaua'i	Kaua'i Veterans Council		Digital Literacy	x	x	x	■	x	x	x	x	x	gatherig space for the Veteran community; provides conference rooms, event rooms, workforce development, and training to Veterans.	https://www.Kaua'iveteranscenter.org	3215 Kaua'i Veterans Memorial Highway Lihue, HI 96766
Kaua'i	Kaumualii Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kapaa-Kaua'i-Waimea complex area.	https://www.kaumualii.k12.hi.us	4380 Hanamaulu Road, Lihue, HI 96766

Kaua'i	Kawaikini NCPCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kapaa-Kaua'i-Waimea complex area.	https://kawaikini.com	3-1821 J Kaumualii Hwy, Lihue, HI 96766
Kaua'i	Ke Kula Niihau O Kekaha LPCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kapaa-Kaua'i-Waimea complex area.	http://www.kknok.org	8135 Kekaha Road, Kekaha, HI 96752
Kaua'i	Kekaha Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kapaa-Kaua'i-Waimea complex area.	https://www.kekahaschool.k12.hi.us	8140 Kekaha Road, Kekaha, HI 96752
Kaua'i	Kilauea Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kapaa-Kaua'i-Waimea complex area.	https://www.kilaueaschool.k12.hi.us	2440 Kolo Road, Kilauea, HI 96754
Kaua'i	Koloa Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kapaa-Kaua'i-Waimea complex area.	https://www.koloaes.k12.hi.us	3223 Poipu Road, Koloa, HI 96756

County	Organization	Type	Categories	1	2	3	4	5	6	7	8	9	Description	URL	Address
Kauaʻi	Koloa Public and School Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the Internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	3451 Poipu Road, Koloa, HI 96756, United States
Kauaʻi	Kula Aupuni Niihau PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kapaa-Kauaʻi-Waimea complex area.	https://www.kanakapcs.org	8315 Kekaha Road Suite P, Kekaha, HI 96752
Kauaʻi	Life's Choices Kauaʻi	County Agency		x		■					x		Lifes Choices Kauaʻi empowers their community to be drug free. They offer support programs including a resource center, professional development, workforce trainings, and other coordinated activities.	Life's Choices Kauaʻi - Kauaʻi County, HI	County of Kauaʻi, Office of the Prosecuting Attorney 3990 Kāʻana Street, Suite 210 Līhuʻe, HI 96766

County	Organization	Type	Services										Description	Website	Address
Kaua'i	Lihue Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	4344 Hardy St, Lihue, HI 96766, United States
Kaua'i	Mental Health Kōkua	Non-profit	Access, Digital Literacy, Assistance	x		■		x			x		This statewide nonprofit assists individuals overcoming serious mental illness with returning to a productive life. Services include case management, housing, psychiatry, and other support programs to help them restart a productive and independent life.	https://www.mhkhawaii.org/	1221 Kapiolani Boulevard Suite 345 Honolulu, HI 96814
Kaua'i	Princeville Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawaiʻi State Public Library System.	https://www.librarieshawaii.org/	4343 Emmalani Dr, Princeville, HI 96722, United States

Kaua'i	State of Hawai'i Department of Vocational Rehabilitation - Kaua'i Branch	State Agency	Device Availability & Affordability; Broadband Availability; Digital Literacy										Offers connectivity to devices and the Internet and opportunities for the digital literacy skills they need to be successful.		
Kaua'i	State of Hawai'i Department of Vocational Rehabilitation - Kaua'i Branch	State Agency	Device Availability & Affordability; Broadband Availability; Digital Literacy	x		x	x	■	x		x	x	Program for persons with disabilities who require assistance to prepare for, secure, retain or regain employment. Provides a rehabilitation worker who specializes in job training and job placement. May provide assistive technology and training depending on the skills needed for employment.	https://humanservices.hawaii.gov/vr/contact-vr/	3060 Eiwa St., #304 Lihue, HI 96766-1877
Kaua'i	Waimea Canyon Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kapaa-Kaua'i-Waimea complex area.	https://www.waimeacanyonms.org	9555 Huakai Road, Waimea, HI 96796

Kaua'i	Waimea High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kapaa-Kaua'i-Waimea complex area.	https://www.waimeahigh.org	9707 Tsuchiya Road, Waimea, HI 96796
Kaua'i	Waimea Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawai'i State Public Library System. Offers connectivity to devices and the internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	9750 Kaumualii Hwy, Waimea, HI 96796, USA
Kaua'i	Wilcox Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kapaa-Kaua'i-Waimea complex area.	https://www.wilcox.k12.hi.us	4319 Hardy Street, Lihue, HI 96766
Kaua'i	Women In Need	Non-profit		■		■		x	x	x	x		This nonprofit empowers women to restart an independent and productive life by helping clients develop life skills through workforce	https://winhi.org/	3136 Elua Street Lihue, HI 96766

Location	Organization	Category	Needs										Description	Link	Address
												■	development, case management services, and community resource support for community programs.		
Kaua'i, Maui, O'ahu	Hawai'i and Pacific Basin Area Health Education Center	Higher Education		x							■	■	Supports travel and housing costs for students to perform training throughout their college career, supports distance learning activities and telehealth utilization (video teleconferencing).	https://www.ahec.hawaii.edu/	University of Hawai'i at Mānoa John A. Burns School of Medicine 651 Ilalo, Medical Education Building, Room 224 Honolulu, HI 96813-5525
Kaua'i, Ni'ihau (Online)	Kaua'i Community College	Higher Education	Broadband Availability; Device Availability; Digital Literacy	x	x	x	x	x	x	x	■	x	Internet or computer access at your location, Entry-level (basic skills and software/hardware introduction), Intermediate (Google suite, commonly used platforms), Advanced (coding, website/graphic design, video editing), Specialized	http://kauai.hawaii.edu/	3-1901 Kaumualii Highway Lihue, HI 96766

Kaua'i, O'ahu	Housing Solutions, Inc.	Housing Provider	Broadband Availability & Affordability; Device Availability; Digital Navigators	■	x	x	x	x	x	x	x	x	Affordable housing provider. Provides free broadband at two locations. Property managers assist residents with digital navigation.	https://hsiservices.net/	PO Box 11360 Honolulu, HI 96828
													(e.g. UX/UI design, AI, GIS, industry specific programs)		
Lāna'i	Lāna'i Community Health Center	Health Center	Digital Literacy	x	x	x	x	x	x	x	x	x	A federally qualified health center that provides primary care, vision, dental, and behavioral health services.	https://Lāna'ihealth.org/	333 Sixth Street Lāna'i City, HI 96763
Lāna'i	Lāna'i High and Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x			x	Serves the Hana-Lahainaluna-Lāna'i-Moloka'i complex area.	https://lanaihighandelementaryschool.org	555 Fraser Avenue, Lāna'i City, HI 96763
Lāna'i	Lāna'i Public and School Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawai'i State Public Library System. Offers connectivity to devices and the Internet and opportunities	https://www.librarieshawaii.org/	555 Fraser Ave, Lāna'i City, HI 96763, United States

Island	Organization	Type	Services										Description	URL	Address
													for the digital literacy skills they need to be successful.		
Lānaʻi	Pūlama Lānaʻi	Private	Broadband Availability, Device Availability	x	x			x	x	■	x		Primary employer on the island. Provides access to computers and the Internet for 800 employees. New affordable housing project is WiFi-enabled.	https://pulamaLānaʻi.com/	1311 Fraser Avenue Lānaʻi City, HI 96763
Lānaʻi	United Church of Christ	Church	Broadband Availability, Device Availability	■	x		x		■	■	■		Open public Wi-Fi. Laptops available to members of the congregation.	https://www.ucc.org/church/Lānaʻi-union-ucc/	751 Fraser Avenue Lānaʻi City, HI 96763
Maui	Akakū: Maui Community Television	Non-profit	Broadband Availability; Digital Literacy; potential CAI	■	■	■	■	■	■	■	■	■	Public, Educational, and Governmental (PEG) access non-profit organization that provides an avenue to create and cableast community access, educational, and governmental video content on cable TV. Offers workshops to advance digital literacy skills in	https://www.akaku.org/	333 Dairy Rd. Ste 104 Kahului, HI 96732

											video production. Also disseminates information through newsletter.		
Maui	Baldwin High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x		x	Serves the Baldwin-Kekaulike-Maui complex area.	https://www.baldwin.k12.hi.us	1650 Kaahumanu Avenue, Wailuku, HI 96793
Maui	Haiku Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x		x	Serves the Baldwin-Kekaulike-Maui complex area.	https://www.haikuschoolriders.org	105 Pauwela Road, Haiku, HI 96708
Maui	Hana Business Council	Private	Broadband Availability & Affordability; Device Availability; Digital Navigators; Outreach & Awareness	x	x		x		x		▪	x	Convenes businesses and stakeholders of the Hana district to discuss pertinent issues. Builds awareness regarding opportunities pertinent to digital literacy. Formed Broadband Subcommittee to regain Internet service when shut down. Motivated, knowledgeable	www.hanamaui.com	Hana

Island	Organization	Type	Services										Description	Link	Address
													members able to dedicate time and effort to assist residents with tech support.		
Maui	Hana Health Center	Health Center	Broadband Availability	■	■	■	■	■	■	■	■		Telehealth. Baseline data collected in Community Needs Assessment	https://hanahealth.org/about-us/contact-us/	4590 Hāna Highway Hana, HI 96713
Maui	Hana High and Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Hana-Lahainaluna-Lānaʻi-Molokaʻi complex area.	https://www.hanak12school.org	4111 Hana Highway, Hana, HI 96713
Maui	Hana Public and School Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	4111 Hana Hwy, Hana HI 96713, United States
Maui	HandsOn Maui	County Agency	Broadband Availability	x	x	x	x	x	x	x	x	x	Offers telehealth visits with healthcare providers. They help residents schedule	https://handsonmaui.galaxydigital.com/	200 S High Street Wailuku, HI 96793

County	Organization	Type	Focus	C1	C2	C3	C4	C5	C6	C7	C8	C9	Description	Website	Address
													telehealth appointments.		
Maui	Iao Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Baldwin-Kekaulike-Maui complex area.	https://www.iaoschool.org	260 South Market Street, Wailuku, HI 96793
Maui	J. Walter Cameron Center	Non-profit	Device Availability & Affordability; Digital Literacy	■	x	x	x	x	x	x	x	x	Provides space to host digital literacy classes and device distribution, among several health organizations. The Laptop Relief Program is a lifeline for those affected by recent disasters, offering the gift of connectivity and empowerment. Provides laptops to individuals and families who have lost everything, helping them rebuild their lives, seek employment, and stay connected to their support networks.	https://www.jwcameroncenter.org/	95 Mahalani Street Wailuku, HI 96793

Maui	Kahului Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Baldwin-Kekaulike-Maui complex area.	https://kahuluischool.k12.hi.us	410 South Hina Avenue, Kahului, HI 96732
Maui	Kahului Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawai'i State Public Library System. Offers connectivity to devices and the Internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	90 School St, Kahului, HI 96732, United States
Maui	Kalama Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Baldwin-Kekaulike-Maui complex area.	https://www.kalama.k12.hi.us	120 Makani Road, Makawao, HI 96768
Maui	Kamalii Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Baldwin-Kekaulike-Maui complex area.	https://kamaliischool.org	180 Alanui Kealii Dr, Kihei, HI 96753

Island	Name	Type	Services										Description	URL	Address
Maui	Kamehameha III Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x		x	Serves the Hana-Lahainaluna-Lānaʻi-Molokaʻi complex area.	https://www.kkiii.org	611 Front Street, Lahaina, HI 96761
Maui	Kaunoa Senior Center	County Agency	Digital Literacy	x	▪			x		x	x		Affordable computer classes offered to seniors and customized based on their needs and preferences.	https://www.mauicounty.gov/254/Kaunoa-Senior-Services	788 Pauoa Street Lahaina, HI 96761
Maui	Kekaulike High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x		x	Serves the Baldwin-Kekaulike-Maui complex area.	https://sites.google.com/kkhs.k12.hi.us/kingkekaulike	121 Kula Highway, Pukalani, HI 96768
Maui	Kihei Charter School	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x		x	Serves the Baldwin-Kekaulike-Maui complex area.	https://kiheicharter.org	650 Lipoa Pkwy, Kihei, HI 96753
Maui	Kihei Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x		x	Serves the Baldwin-Kekaulike-Maui complex area.	https://www.kiheielementary.org	250 E. Lipoa Street, Kihei, HI 96753

County	Name	Type	Focus Areas										Description	Website	Address
Maui	Kihei Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the Internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	35 Waimahaihai St, Kihei, HI 96753, United States
Maui	Kula Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Baldwin-Kekaulike-Maui complex area.	https://www.kulael.k12.hi.us	5000 Kula Highway, Kula, HI 96790
Maui	Lahaina Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Hana-Lahainaluna-Lānaʻi-Molokaʻi complex area.	https://hi02225532.schoolwires.net	871 Lahainaluna Road, Lahaina, HI 96761
Maui	Lahaina Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the Internet and opportunities	https://www.librarieshawaii.org/	680 Wharf St, Lahaina, HI 96761, United States

												for the digital literacy skills they need to be successful.		
Maui	Lahainaluna High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	x	Serves the Hana-Lahainaluna-Lānaʻi-Molokaʻi complex area.	https://www.lahainalunahs.org	980 Lahainaluna Road, Lahaina, HI 96761
Maui	Lihikai Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	x	Serves the Baldwin-Kekaulike-Maui complex area.	https://www.lihikaielementary.k12.hi.us	335 South Papa Avenue, Kahului, HI 96732
Maui	Lokelani Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	x	Serves the Baldwin-Kekaulike-Maui complex area.	https://www.lokelani.k12.hi.us	1401 Liloa Drive, Kihei, HI 96753
Maui	Makawao Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	x	Serves the Baldwin-Kekaulike-Maui complex area.	https://www.makawao.k12.hi.us	3542 Baldwin Avenue, Makawao, HI 96768

County	Name	Type	Services	c1	c2	c3	c4	c5	c6	c7	c8	c9	Description	Website	Address
Maui	Makawao Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the Internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	1159 Makawao Ave, Makawao, HI 96768, United States
Maui	Maui Behavioral Health Resources	Non-profit	Broadband Availability; Device Availability	■		■		x	x	x	x	x	Provides computers and Internet access to support clients' telehealth needs.	https://mbhr.org/about-malama-family-recovery-center/	388 Ano Street Kahului, HI 96732
Maui	Maui Community Health Center	Health Center	Digital Literacy	x	x	x	x	x	x	x	x	x	Federally qualified health center that provides primary care, vision, dental, and behavioral health services.		
Maui	Maui County Office on Aging/Aging and Disability Resource Center	County Agency	Device Availability; Digital Navigators; Online Privacy & Cybersecurity; Digital LIteracy	■	■		■	■	■	x	■	x	Links seniors, caregivers and adults with disabilities to services and other programs to help them lead dignified and meaningful lives in their homes for as	https://www.mauicountyadrc.org/	J Walter Cameron Center 95 Mahalani Street, Room 20 Wailuku HI 96793

Maui												long as possible. Outreach and education.		
Maui	Maui County Workforce Development	County Agency	Broadband Availability; Device Availability; Online Access; Digital Literacy	x	x		x	x		x	x	x	Internet or computer access at your location, Entry-level (basic skills and software/hardware introduction), Intermediate (Google suite, commonly used platforms), Advanced (coding, website/graphic design, video editing)	https://www.mauicounty.gov/202/Workforce-Development-Board	
Maui	Maui Digital Bus	Non-profit	Broadband Availability, Device Availability, Digital Literacy	x					x	x	■	x	A mobile science, technology, and 'Ike Hawai'i classroom equipped with devices and Internet access designed to supplement curriculum to the students of Maui.	https://www.digitalbus.org/	590 Lipoa Pkwy, Suite 272 Kihei HI 96753

County	Organization	Type	Focus Areas										Description	Website	Address
Maui	Maui Digital Equity Coalition	County Initiative	Broadband Availability & Affordability; Device Availability; Digital Navigators; Online Privacy & Cybersecurity; Digital LIteracy; Device Availability & Affordability	■	■	■	■	■	■	■	■	■	A collection of Maui County partners who stive to bridge the digital divide across the three islands of the county, creating a network of of partners committed to achieving digital equity within the lāhui (community).		200 South High Street, 9th Floor Wailuku HI 96793
Maui	Maui Economic Opportunity - Enlace Hispano Program	Non-profit	Language Translation & Access to Information	x	x				■	■	■		Bilingual professionals assist the Hispanic community with translation, workforce development, integration services, and case management.	https://www.meoinc.org/programs-services/community-services/enlace-hispano/	99 Mahalani Street Wailuku, HI 96793
Maui	Maui Family YMCA	Non-profit	Broadband Availability	■	■	■	■	■	■	■	■	■	Provides public Wi-Fi access at all hours, allowing houseless to access the Internet.	https://www.mauiymca.org/	250 Kanaloa Avenue, Kahului, HI 96732
Maui	Maui High	Public School	Broadband Availability; Device Availability;	■				x	x	x		x	Serves the Baldwin-Kekaulike-Maui complex area.	https://www.mauihigh.org	660 South Lono Avenue, Kahului, HI 96732

			Digital Literacy; potential CAI										
Maui	Maui Waena Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Baldwin-Kekaulike-Maui complex area.	https://www.mauiwaena.com	795 Onehee Street, Kahului, HI 96732
Maui	Nahienaena Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Hana-Lahainaluna-Lānaʻi-Molokaʻi complex area.	https://www.nahienaena.k12.hi.us	816 Niheu Street, Lahaina, HI 96761
Maui	Paia Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Baldwin-Kekaulike-Maui complex area.	https://paiaelementary.com	955 Baldwin Avenue, Paia, HI 96779
Maui	Pomaikai Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Baldwin-Kekaulike-Maui complex area.	https://pomaikai.k12.hi.us	4650 S. Kamehameha Avenue, Kahului, HI 96732
Maui	Pukalani Elementary	Public School	Broadband Availability; Device Availability;	■			x	x	x		x	Serves the Baldwin-Kekaulike-Maui complex area.	https://www.pukalanies.k12.hi.us	2945 Iolani Street, Pukalani, HI 96768

Maui			Digital Literacy; potential CAI												
Maui	Puu Kukui Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x		x	Serves the Baldwin-Kekaulike-Maui complex area.	https://puukukui.k12.hi.us	3700 Kehalani Mauka Parkway, Wailuku, HI 96793
Maui	Roots Reborn	Coalition	Digital Literacy		▪			▪	▪	▪	▪	▪	Translation services provided in this multilingual hub for immigrants (predominantly Ilocano, Tagalog, Spanish) impacted by Maui wildfires, connecting them to whatever aid and resources they qualify for during the long rebuilding process.	https://www.rootsreborn.org/	
Maui	State of Hawai'i Department of Vocational Rehabilitation - Maui Branch	State Agency	Device Availability & Affordability; Broadband Availability; Digital Literacy	x		x	x	▪	x		x	x	Program for persons with disabilities who require assistance to prepare for, secure, retain or regain employment. Provides a rehabilitation worker who specializes in job training and job	https://humanservices.hawaii.gov/vr/contact-vr/	54 So. High St., #309 Wailuku, HI 96793

Island	Organization	Type	Services										Description	URL	Address
													placement. May provide assistive technology and training depending on the skills needed for employment.		
Maui	UH-Maui College Continuing Education program	Higher Education	Digital Literacy	■	■	■	■	■	■	■	■	■	Computer classes offered to the public for a fee.	https://elwd.maui.hawaii.edu/	310 W. Kaahumanu Avenue Kahului, HI 96732
Maui	Waihee Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x		Serves the Baldwin-Kekaulike-Maui complex area.	https://www.waihee.k12.hi.us	2125 Kahekili Highway, Wailuku, HI 96793
Maui	Wailuku Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x		Serves the Baldwin-Kekaulike-Maui complex area.	https://www.wailuku.k12.hi.us	355 South High Street, Wailuku, HI 96793
Maui	Wailuku Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawai'i State Public Library System. Offers connectivity to devices and the Internet and opportunities for the	https://www.librarieshawaii.org/	251 S High St, Wailuku, HI 96793, United States

Island	Organization	Type	Focus Area									Description	Website	Address
												digital literacy skills they need to be successful. Operates the Maui Holoholo Bookmobile which provides free mobile Wi-Fi across the island.		
Maui	Nā Moku Aupuni O Koʻolau Hui	Non-profit	Broadband Availability	x	x			■		■	■	To educate, perpetuate, serve and protect historical, spiritual, traditional, & environmental well being of Keʻanae/Wailuanui. Members are lineal descendants/current residents, provides WiFi hub in Keanae	https://www.namoku.net/what-we-do	
Molokaʻi	Kaunakakai Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Hana-Lahainaluna-Lānaʻi-Molokaʻi complex area.	https://www.kaunakakaielementary.org	30 Ailoa St, Kaunakakai, HI 96748
Molokaʻi	Kilohana Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Hana-Lahainaluna-Lānaʻi-Molokaʻi complex area.	https://www.kilohana.k12.hi.us	7253 Kamehameha V Hwy, Kaunakakai, HI 96748

Region	Name	Type	Services										Description	Website	Address
Moloka'i	Kualapuu Elementary PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Hana-Lahainaluna-Lāna'i-Moloka'i complex area.	https://www.kualapuucharterschool.org	260 Farrington Avenue, Kualapuu, HI 96757
Moloka'i	Maui County Area Health Education Center	Health Center	Broadband Availability; Device Availability	x	x		x	x		x	x	x	Internet or computer access at your location, Entry-level (basic skills and software/hardware introduction)	https://www.ahec.hawaii.edu/huli-au-ola-area-health-education-center-maui-county/	P.O. Box 399 Kaunakakai, HI 96748
Moloka'i	Maunaloa Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Hana-Lahainaluna-Lāna'i-Moloka'i complex area.	https://maunaloa-elementary-school.weebly.com	128 Maunaloa Rd, Maunaloa, HI 96770
Moloka'i	Moloka'i Digital Bus	Non-profit	Broadband Availability, Device Availability, Digital Literacy	x					x	x	■	x	A mobile science, technology, and 'Ike Hawai'i classroom equipped with devices and Internet access designed to supplement curriculum to the students of Moloka'i.	https://www.digitalbus.org/	

Moloka'i	Moloka'i High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Hana-Lahainaluna-Lāna'i-Moloka'i complex area.	https://www.molokaihighschool.org	2140 Farrington Avenue, Hoolehua, HI 96729
Moloka'i	Moloka'i Homestead Farmers Alliance	Non-profit	Digital Literacy for Farming	x					x	x			The Alliance provides opportunities for farmers to learn about farming and expand their homestead knowledge, including marketing, networking, media technology, and distribution, among others.	https://www.Moloka'ihfa.com/	2200 Farrington Avenue Hoolehua, HI 96729
Moloka'i	Moloka'i Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Hana-Lahainaluna-Lāna'i-Moloka'i complex area.	https://www.molokaimiddle.org	2175 Lihipali Avenue, Hoolehua, HI 96729
Moloka'i	Moloka'i Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawai'i State Public Library System. Offers connectivity to devices and the	https://www.librarieshawaii.org/	15 Ala Malama Ave, Kaunakakai, HI 96748, United States

													Description	URL	Address
													Internet and opportunities for the digital literacy skills they need to be successful.		
Moloka'i	Moloka'i Rural Health Community Association	Health Center	Device Availability & Affordability; Digital Literacy	■	■		x	x	x	x	■	x	Provides devices and digital literacy training for kūpuna on Moloka'i.	https://Moloka'ichc.org/	30 Oki Place Kaunakakai, HI 96748
Moloka'i	State of Hawai'i Department of Vocational Rehabilitation - Moloka'i Section Field Office	State Agency	Device Availability & Affordability; Broadband Availability; Digital Literacy	x		x	x	■	x		x	x	Program for persons with disabilities who require assistance to prepare for, secure, retain or regain employment. Provides a rehabilitation worker who specializes in job training and job placement. May provide assistive technology and training depending on the skills needed for employment.	https://humanservices.hawaii.gov/vr/contact-vr/	55 Makaena St., Rm 3 Kaunakakai, HI 96748
Moloka'i	UHMC Moloka'i campus	Higher Education	Broadband Availability & Affordability	x	x	x	x	x	x	x	■	x	Public wifi network available with password.	https://maui.hawaii.edu/Moloka'i/	310 W. Ka'ahumanu Ave Kahului, Hawai'i 96732-1617

Niihau	Niihau High and Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kapaa-Kaua'i-Waime a complex area.	Tbd	c/o Waimea High School 9707 Tsuchiya Road, Waimea, HI 96796
O'ahu	Ahrens Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	x	x	Serves the Pearl City-Waipahu complex area.	https://www.augustahrens.org/	94-1170 Waipahu Street, Waipahu, HI 96797
O'ahu	Ahuimanu Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Castle-Kahuku complex area.	https://www.ahuimanu.k12.hi.us/	47-470 Hui Aeko Place, Kaneohe, HI 96744
O'ahu	Aiea Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Aiea Moanalua-Radford complex area.	https://www.aieael.k12.hi.us/	99-370 Moanalua Road, Aiea, HI 96701
O'ahu	Aiea High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Aiea Moanalua-Radford complex area.	https://www.aieahs.org/	98-1276 Ulune Street, Aiea, HI 96701

Island	Name	Type	Programs										Description	URL	Address
Oʻahu	Aiea Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Aiea Moanalua-Radford complex area.	https://www.aieais.k12.hi.us/	99-600 Kulawea Street, Aiea, HI 96701
Oʻahu	Aiea Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	99-374 Pohai Place, Aiea, HI 96701, United States
Oʻahu	Aikahi Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kailua-Kalaheo complex area.	https://www.aikahielementary.com/	281 Ilihau Street, Kailua, HI 96734
Oʻahu	Aina Haina Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Farrington-Kaiser-Kalani complex area.	http://www.ainahaina.k12.hi.us/	801 West Hind Drive, Honolulu, HI 96821

Island	Name	Type	Services										Description	Website	Address
Oʻahu	Aina Haina Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the Internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	5246 Kalanianaole Hwy, Honolulu, HI 96821, United States
Oʻahu	Ala Wai Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x		Serves the Kaimuki-McKinley-Roosevelt complex area.	https://www.alawaielementary.org/	503 Kamoku Street, Honolulu, HI 96826
Oʻahu	Aliamanu Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x		Serves the Aiea Moanalua-Radford complex area.	https://aliamanu.k12.hi.us/	3265 Salt Lake Blvd., Honolulu, HI 96818
Oʻahu	Aliamanu Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x		Serves the Aiea Moanalua-Radford complex area.	https://aliamanumiddleschool.org/	3271 Salt Lake Blvd., Honolulu, HI 96818

O'ahu	Aliiolani Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://www.aliiolanischool.com/	1240 7th Avenue, Honolulu, HI 96816
O'ahu	Barbers Point Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Campbell-Kapolei complex area.	https://barbers.k12.hi.us/	3001 Boxer Road, Kapolei, HI 96707
O'ahu	Campbell High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Campbell-Kapolei complex area.	https://www.campbellhigh.org/	91-980 North Road, Ewa Beach, HI 96706
O'ahu	Castle High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Castle-Kahuku complex area.	https://www.castlehs.k12.hi.us/about-us	45-386 Kaneohe Bay Drive, Kaneohe, HI 96744
O'ahu	Central Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://www.keelikolanimiddle.org/	1302 Queen Emma Street, Honolulu, HI 96813

Island	Organization	Type	Focus	C1	C2	C3	C4	C5	C6	C7	C8	C9	Description	Link	Address
Oʻahu	City Department of Community Services WorkHawaiʻi Division	County Agency	Device Availability & Affordability; Broadband Availability & Affordability; Digital Literacy	■	x	x	x	x	x	x	x	x	Designated by the Oʻahu Workforce Development Board to be the lead for the consortium that operates the American Job Centers Hawaiʻi. Serves Oʻahu residents who lack devices, software, training, and access to the Internet. Partnering with Lifeline to provide free cellular phones and tablets to qualified residents.	https://www.honolulu.gov/agencies/executive-branch/mainmenu-dcs/mainmenu-dcs-wh.html	680 Iwilei Road, Suite 700 Honolulu HI 96817
Oʻahu	Dole Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Farrington-Kaiser-Kalani complex area.	https://www.dolemiddleschool.org/	1803 Kamehameha IV Road, Honolulu, HI 96819
Oʻahu	East-West Center	Higher Education							x	■	x	x	This center promotes better understanding, connectivity, and leaderhsip amongst the United States, Asia, and the Pacific. Their equity pillar	https://www.eastwestcenter.org/	1601 East-West Road Honolulu, HI 96848

												focuses on dismantling barriers of access to information and education. This center also offers several programs to improve leadership and communication amongst nations.		
Oʻahu	Enchanted Lake Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kailua-Kalaheo complex area.	https://www.enchantedlakeelementary.org/	770 Keolu Drive, Kailua, HI 96734
Oʻahu	Ewa Beach Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Campbell-Kapolei complex area.	https://www.ewabeachelementary.org/	91-740 Papipi Road, Ewa Beach, HI 96706
Oʻahu	Ewa Beach Public and School Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the Internet and opportunities for the digital literacy skills they	https://www.librarieshawaii.org/	91-950 North Road, Ewa Beach, HI 96706, United States

Island	School	Type	Needs									Description	URL	Address
												need to be successful.		
Oʻahu	Ewa Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Campbell-Kapolei complex area.	https://www.ewa.k12.hi.us/	91-1280 Renton Road, Ewa Beach, HI 96706
Oʻahu	Ewa Makai Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Campbell-Kapolei complex area.	https://www.ewamakai.org/	91-6291 Kapolei Parkway, Kapolei, HI 96706
Oʻahu	Farrington High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Farrington-Kaiser-Kalani complex area.	https://www.farringtonhighschool.org/	1564 North King Street, Honolulu, HI 96817
Oʻahu	Fern Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Farrington-Kaiser-Kalani complex area.	https://www.fernschool.k12.hi.us/	1121 Middle Street, Honolulu, HI 96819
Oʻahu	Hahaione Elementary	Public School	Broadband Availability; Device Availability;	■			x	x	x		x	Serves the Farrington-Kaiser-Kalani complex area.	https://www.hahaionees.org/	595 Pepeekeo Street, Honolulu, HI 96825

Island	Organization	Type	Focus												Notes	Link	Address
			Digital Literacy; potential CAI														
Oʻahu	Hakipuu Learning Center PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x			Serves the Castle-Kahuku complex area.	https://www.hakipuu.org/	45-720 Keaahala Road, Kaneohe, HI 96744
Oʻahu	Halau Ku Mana PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x			Serves the Kaimuki-McKinley-Roosevelt complex area.	https://www.halaukumana.org/	2101 Makiki Heights Drive, Honolulu, HI 96822
Oʻahu	Hale Maluhia	Non-profit	Broadband Availability; Device Availability; Online Privacy; Digital Literacy	■				x	x	x		x			Affordable, permanent safe housing and support for victims of domestic violence. Have laptops with Internet available for clients to use. Enroll clients into online classes on pertinent topics like literacy. Goal to equip the survivors of domestic violence with the tools, skills and confidence to move forward from	Statewide Office on Homelessness and Housing Solutions (OHHS) | Changing Lives at Hale Maluhia – An Ohana Zones Project (hawaii.gov)	Confidential

											their abusers. Managed by Housing Solutions, Inc.		
O'ahu	Haleiwa Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Leilehua-Mililani-Wai alua complex area.	https://www.haleiwaelementary.com/	66-505 Haleiwa Road, Haleiwa, HI 96712
O'ahu	Hauula Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Castle-Kahuku complex area.	https://www.hauulaelementary.com/	54-046 Kamehameha Highway, Hauula, HI 96717
O'ahu	Hawai'i Technology Academy PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Pearl City-Waipahu complex area.	https://hi.myhta.org/	94-450 Mokuola Street, Waipahu, HI 96797
O'ahu	Hawai`i School for the Deaf and the Blind	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Farrington-Kaiser-Ka lani complex area.	https://www.hsdb.k12.hi.us/	3440 Leahi Avenue, Honolulu, HI 96815

Island	Organization	Type	Focus Area										Description	URL	Address
Oʻahu	Hawaiʻi Alliance of Pacific Islanders	Non-profit	Access to Information and Tools	x	x				■	x	x	x	Supports programs that invest in the social wellbeing of Pacific Islanders. It helps provide equitable tools and knowledge for Pacific Islanders to collaborate and thrive. They partner with organizations that assist with official documentation, translation services, and virtual workshops.	https://theofficialhapi.org/	48 N School Street, Unit 4 Honolulu, HI 96817
Oʻahu	Hawaiʻi Kai Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the Internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	249 Lunalilo Home Rd, Honolulu, HI 96825, United States

O'ahu	Hawai'i State Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawai'i State Public Library System. Offers connectivity to devices and the internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	478 S King St, Honolulu, HI 96813, United States
O'ahu	Hawai'i State Public Library System - Hawai'i Digital Navigators office hours	Public Library	Digital Literacy, Digital Navigators	■	■	■	■	■	■	■	■	■	Pilot program at select O'ahu libraries (5), hours limited to two days per month, four hours per day.	https://www.librarieshawaii.org/	
O'ahu	Hawai'i State Public Library System - Library for the Blind & Print Disabled	Public Library	Online Accessibility & Inclusivity	x	x			■					Provides access to reading materials and large type materials to those who are blind, visually impaired, or print disabled. Materials can be transferred to local libraries in HSPLS.	https://www.librarieshawaii.org/branch/library-for-the-blind-and-print-disabled/	402 Kapahulu Avenue Honolulu, HI 96815
O'ahu	Heeia Elementary	Public School	Broadband Availability; Device Availability;	■				x	x	x		x	Serves the Castle-Kahuku complex area.	https://www.heeiahawks.org/	46-202 Haiku Road, Kaneohe, HI 96744

O'ahu			Digital Literacy; potential CAI												
O'ahu	Helemano Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Leilehua-Mililani-Waialua complex area.	https://www.helemano.k12.hi.us/	1001 Ihi Ihi Avenue, Wahiawa, HI 96786
O'ahu	Hickam Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Aiea Moanalua-Radford complex area.	https://www.hickam.k12.hi.us/	825 Manzelman Circle, Honolulu, HI 96818
O'ahu	Highlands Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Pearl City-Waipahu complex area.	https://www.highlands.k12.hi.us/	1460 Hoolaulea Street, Pearl City, HI 96782
O'ahu	Hokulani Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://www.hokulani-elementary.com/	2940 Kamakini Street, Honolulu, HI 96816
O'ahu	Holomua Elementary	Public School	Broadband Availability; Device Availability;	■			x	x	x		x	Serves the Campbell-Kapolei complex area.	https://sites.google.com/k12.hi.us/holomua/home	91-1561 Keaunui Drive, Ewa Beach, HI 96706

			Digital Literacy; potential CAI													
Oʻahu	Honolulu Committee on Aging	County Agency	Kupuna Access to Information	x	x			x						The purpose of the Committee is to advise the Mayor and County Departments in matters of the elderly. They aim to prepare elderly, maximize opportunities for wellbeing, prevent social isolation, and provide resources for caregivers.	https://www8.honolulu.gov/dcs/dcs-ead-honolulu-committee-on-aging/	925 Dillingham Boulevard, Suite 200 Honolulu, HI 96817
Oʻahu	Honowai Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x		Serves the Pearl City-Waipahu complex area.	https://honowai.org/	94-600 Honowai Street, Waipahu, HI 96797
Oʻahu	Hookele Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x		Serves the Campbell-Kapolei complex area.	https://hookele.hidoe.us/	511 Kunehi Street, Kapolei, HI 96707

Location	Name	Type	Services								Description	Website	Address
Oʻahu	Hui o Hauʻula	Non-profit	Technology Training	x	x			x		x	x	Hui O Hauʻula promotes community resilience in Hauʻula with nonprofit partners by offering community events, cultural gatherings, rent assistance, wellness, and land stewardship among others. Notably, they provide a keiki STEM after school program.	https://www.huiohauula.org/	54-010 Kukuna Road Hauʻula, HI 96717
Oʻahu	Iliahi Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Leilehua-Mililani-Waialua complex area.	https://www.iliahiel.k12.hi.us/	2035 California Avenue, Wahiawa, HI 96786
Oʻahu	Ilima Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Campbell-Kapolei complex area.	https://www.ilimaintermediate.k12.hi.us/	91-884 Fort Weaver Road, Ewa Beach, HI 96706
Oʻahu	Inouye Elementary	Public School	Broadband Availability; Device Availability;	■			x	x	x		x	Serves the Leilehua-Mililani-Waialua complex area.	https://www.dkies.org/	1 Ayres Avenue, Wahiawa, HI 96786

O'ahu			Digital Literacy; potential CAI											
O'ahu	Institute for Human Services	Non-profit	Digital Literacy; Device Availability; Digital Navigators	x		x	■	x			x	IHS strives to assist those that are unhoused or on the verge of homelessnes by providing shelter, meals, medical help, and case management. Some of the shelters have computer labs and the case management is heavily focused on assistance with online applications and access to online resources.	https://ihshawaii.org	546 Kaaahi Street Honolulu, HI 96817
O'ahu	Iroquois Point Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	x	Serves the Campbell-Kapolei complex area.	https://www.iroquois.k12.hi.us/	5553 Cormorant Avenue, Ewa Beach, HI 96706
O'ahu	Jarrett Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://www.jmshi.org/	1903 Palolo Avenue, Honolulu, HI 96816

Oʻahu	Jefferson Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://www.jeffersonsurfers.k12.hi.us/	324 Kapahulu Avenue, Honolulu, HI 96815
Oʻahu	Ka Waihona O Ka Naauao PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	x	Serves the Nanakuli-Waianae complex area.	https://www.kawaihonapcs.org/	89-195 Farrington Highway, Wai'anae, HI 96792
Oʻahu	Kaaawa Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	x	Serves the Castle-Kahuku complex area.	https://www.kaaawaschool.k12.hi.us/	51-296 Kamehameha Highway, Kaaawa, HI 96730
Oʻahu	Kaahumanu Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://www.kaahumanu.k12.hi.us/	1141 Kinau Street, Honolulu, HI 96814
Oʻahu	Kaala Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	x	Serves the Leilehua-Mililani-Waialua complex area.	https://www.kaala.k12.hi.us/	130 California Avenue, Wahiawa, HI 96786

Oʻahu	Kaelepulu Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kailua-Kalaheo complex area.	https://www.kaelepulu.k12.hi.us/	530 Keolu Drive, Kailua, HI 96734
Oʻahu	Kaewai Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Farrington-Kaiser-Kalani complex area.	https://www.kaewaielementary.org/	1929 Kamehameha IV Road, Honolulu, HI 96819
Oʻahu	Kahala Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Farrington-Kaiser-Kalani complex area.	https://www.kes.k12.hi.us/	4559 Kilauea Avenue, Honolulu, HI 96816
Oʻahu	Kahaluu Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Castle-Kahuku complex area.	https://www.kahaluuelementary.com/	47-280 Waihee Road, Kaneohe, HI 96744
Oʻahu	Kahuku Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Castle-Kahuku complex area.	https://www.kahukuelementary.org/	56-170 Pualalea Street, Kahuku, HI 96731

Island	Name	Type	Services	1	2	3	4	5	6	7	8	9	Description	Website	Address
Oʻahu	Kahuku High and Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x		x	Serves the Castle-Kahuku complex area.	https://www.kahukuhigh.org/	56-490 Kamehameha Highway, Kahuku, HI 96731
Oʻahu	Kahuku Public and School Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	▪	▪	▪	▪	▪	▪	▪	▪	▪	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the Internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	56-490 Kamehameha Hwy, Kahuku, HI 96731
Oʻahu	Kahumana	Non-profit	Digital Literacy; Device Availability	x				▪			x	x	Kahumana is a holistic farm on the leeward coast of Oʻahu that has grown to house homeless families. They also provide wellness classes, activities for disabled individuals, teach farming methods, and host workshops in their learning center.	https://www.kahumana.org/	86-660 Lualualei Homestead Road Waianae, HI 96792

Island	Name	Type	Services										Notes	Link	Address
													Notably, they provide computer skills workshops in their learning center.		
O'ahu	Kailua Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kailua-Kalaheo complex area.	https://sites.google.com/k12.hi.us/kailua/home	315 Kuulei Road, Kailua, HI 96734
O'ahu	Kailua High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kailua-Kalaheo complex area.	https://www.kailuahighschool.com/	451 Ulumanu Drive, Kailua, HI 96734
O'ahu	Kailua Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kailua-Kalaheo complex area.	https://www.kis.k12.hi.us/	145 South Kainalu Drive, Kailua, HI 96734
O'ahu	Kailua Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawai'i State Public Library System. Offers connectivity to devices and the internet and opportunities	https://www.librarieshawaii.org/	239 Kuulei Rd, Kailua, HI 96734, United States

O'ahu	Kaimiloa Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI									for the digital literacy skills they need to be successful.		

O'ahu	Kaimiloa Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Campbell-Kapolei complex area.	https://www.kaimiloa.k12.hi.us/	91-1028 Kaunolu Street, Ewa Beach, HI 96706
O'ahu	Kaimuki High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://www.kaimukihigh.org/	2705 Kaimuki Avenue, Honolulu, HI 96816
O'ahu	Kaimuki Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Farrington-Kaiser-Kalani complex area.	https://www.kaimukimiddle.org/	631 18th Avenue, Honolulu, HI 96816
O'ahu	Kaimuki Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawai'i State Public Library System. Offers connectivity to devices and the Internet and opportunities	https://www.librarieshawaii.org/	1041 Koko Head Ave, Honolulu, HI 96816, United States

				■				x	x	x		x	for the digital literacy skills they need to be successful.		
Oʻahu	Kainalu Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kailua-Kalaheo complex area.	https://www.kainalu.org/	165 Kaiholu Street, Kailua, HI 96734
Oʻahu	Kaiser High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Farrington-Kaiser-Kalani complex area.	https://www.kaiserhighschoolhawaii.org/	511 Lunalilo Home Road, Honolulu, HI 96825
Oʻahu	Kaiulani Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://sites.google.com/k12.hi.us/kaiulanielementaryschool	783 North King Street, Honolulu, HI 96817
Oʻahu	Kalaheo High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kailua-Kalaheo complex area.	https://www.kalaheohigh.org/	730 Iliaina Street, Kailua, HI 96734
Oʻahu	Kalakaua Middle	Public School	Broadband Availability; Device	■				x	x	x		x	Serves the Farrington-Kaiser-Kalani complex area.	https://www.kalakauamiddle.org/	821 Kalihi Street, Honolulu, HI 96819

			Availability; Digital Literacy; potential CAI											
Oʻahu	Kalani High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Farrington-Kaiser-Kalani complex area.	https://www.kalanihighschool.org/	4680 Kalanianaole Highway, Honolulu, HI 96821
Oʻahu	Kaleiopuu Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Pearl City-Waipahu complex area.	https://www.kaleiopuues.k12.hi.us/	94-665 Kaaholo Street, Waipahu, HI 96797
Oʻahu	Kalihi Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Farrington-Kaiser-Kalani complex area.	https://www.kalihielementary.org/	2471 Kula Kolea Drive, Honolulu, HI 96819
Oʻahu	Kalihi Kai Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Farrington-Kaiser-Kalani complex area.	https://www.kalihikai.k12.hi.us/	626 McNeil Street, Honolulu, HI 96817
Oʻahu	Kalihi Uka Elementary	Public School	Broadband Availability; Device Availability;	■				x	x	x		x	Serves the Farrington-Kaiser-Kalani complex area.	https://www.ukaeagles.k12.hi.us/	2411 Kalihi Street, Honolulu, HI 96819

			Digital Literacy; potential CAI													
Oʻahu	Kalihi Waena Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x		x	Serves the Farrington-Kaiser-Kalani complex area.	https://www.kwes.org/	1240 Gulick Avenue, Honolulu, HI 96819
Oʻahu	Kalihi-Palama Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	▪	▪	▪	▪	▪	▪	▪	▪	▪	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	1325 Kalihi St, Honolulu, HI 96819, United States
Oʻahu	Kamaile Academy PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x		x	Serves the Nanakuli-Waianae complex area.	https://www.kamaile-academy.org/	85-180 Ala Akau Street, Waianae, HI 96792
Oʻahu	Kamiloiki Elementary	Public School	Broadband Availability; Device Availability;	▪				x	x	x		x	Serves the Farrington-Kaiser-Kalani complex area.	https://www.kamiloikielementary.org/	7788 Hawaiʻi Kai Drive, Honolulu, HI 96825

			Digital Literacy; potential CAI											
O'ahu	Kaneohe Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Castle-Kahuku complex area.	https://www.kaneohe-el.com/	45-495 Kamehameha Highway, Kaneohe, HI 96744
O'ahu	Kaneohe Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawai'i State Public Library System. Offers connectivity to devices and the Internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	45-829 Kamehameha Hwy, Kaneohe, HI 96744, United States
O'ahu	Kanoelani Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Pearl City-Waipahu complex area.	https://www.kanoelani.org/	94-1091 Oli Loop, Waipahu, HI 96797
O'ahu	Kapalama Elementary	Public School	Broadband Availability; Device Availability;	■				x	x	x		x	Serves the Farrington-Kaiser-Kalani complex area.	https://www.kapalama.k12.hi.us/	1601 North School Street, Honolulu, HI 96817

Island	Name	Type	Services										Description	URL	Address
			Digital Literacy; potential CAI												
Oʻahu	Kapiʻolani Community College	Higher Education	Digital Literacy	x	x	x	x	x	x	x	x	x	Offers a range of digital literacy classes for kūpuna through the Kupuna Education Center.	https://continuinged.kapiolani.hawaii.edu/kupuna-education-center/	4303 Diamond Head Road Kōpiko Bldg. Rm 123 Honolulu, Hawaiʻi 96816
Oʻahu	Kapolei Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x			x	Serves the Campbell-Kapolei complex area.	https://www.kapoleielementary.org/	91-1119 Kamaaha Loop, Kapolei, HI 96707
Oʻahu	Kapolei High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x			x	Serves the Campbell-Kapolei complex area.	https://www.kapoleihigh.org/	91-5007 Kapolei Parkway, Kapolei, HI 96707
Oʻahu	Kapolei Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x			x	Serves the Campbell-Kapolei complex area.	https://www.kapoleimid.k12.hi.us/	91-5335 Kapolei Parkway, Kapolei, HI 96707
Oʻahu	Kapolei Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawaiʻi State Public Library System.	https://www.librarieshawaii.org/	1020 Manawai St, Kapolei, HI 96707, United States

				■				x	x	x		x	Offers connectivity to devices and the internet and opportunities for the digital literacy skills they need to be successful.		
O'ahu	Kapunahala Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Castle-Kahuku complex area.	https://www.kapunahala.k12.hi.us/	45-828 Anoi Road, Kaneohe, HI 96744
O'ahu	Kauluwela Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://www.kauluwela.k12.hi.us/	1486 Aala Street, Honolulu, HI 96817
O'ahu	Kawananakoa Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://www.kawananakoa.k12.hi.us/	49 Funchal Street, Honolulu, HI 96813
O'ahu	Ke Kula 'o Samuel M. Kamakau LPCS	Public School	Broadband Availability; Device Availability;	■				x	x	x		x	Serves the Castle-Kahuku complex area.	https://www.kamakau.com/	46-500 Kuneki Street, Kaneohe, HI 96744

O'ahu			Digital Literacy; potential CAI										
O'ahu	Ke Kula Kaiapuni O Anuenue	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://www.anuenue.org/	2528 10th Avenue, Honolulu, HI 96816
O'ahu	Keolu Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Kailua-Kalaheo complex area.	https://keoluelementary.k12.hi.us/	1416 Keolu Drive, Kailua, HI 96734
O'ahu	Keoneula Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Campbell-Kapolei complex area.	https://keoneula.k12.hi.us/	91-970 Kaileolea Drive, Ewa Beach, HI 96706
O'ahu	KEY Project	Non-profit	Device Availability; Broadband Availability	x	x			x		■	x	The KEY project supports the cultural, environmental, social, economic, and recreational wellbeing of the Kualoa community. They provide programs for the youth and kupuna	https://www.keyproject.org/	47-200 Waihee Road Kaneohe, HI 96744

O'ahu																
														including a living library with community stories and a computer lab in their community center. They support digital training that is less focused on workforce development and more on social, cultural, and recreational purposes.		
O'ahu	King Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Castle-Kahuku complex area.	https://www.king.k12.hi.us/	46-155 Kamehameha Highway, Kaneohe, HI 96744
O'ahu	Kipapa Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Leilehua-Mililani-Waialua complex area.	https://www.kipapaelementary.org/	95-076 Kipapa Drive, Mililani, HI 96789
O'ahu	Koko Head Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Farrington-Kaiser-Kalani complex area.	https://sites.google.com/k12.hi.us/kokoheadschool/home	189 Lunalilo Home Road, Honolulu, HI 96825

Location	Name	Type	Focus Areas	C1	C2	C3	C4	C5	C6	C7	C8	Description	Website	Address
Oʻahu	Kōkua Kalihi Valley	Health Center; Non-profit	Online Accessibility & Inclusivity	x	x		x		x	x	x	Federally qualified health center and nonprofit with the mission to advance health and abundance in the valley. They also help with economic assistance including access to online resources. They've also piloted a virtual exercise program for kupuna.	https://www.kkv.net/	2239 N School Street Honolulu, HI 96819
Oʻahu	Kuhio Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://www.kuhioschool.k12.hi.us/	2759 South King Street, Honolulu, HI 96826
Oʻahu	Laie Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Castle-Kahuku complex area.	https://www.laie.k12.hi.us/	55-109 Kulanui Street, Laie, HI 96762
Oʻahu	Lanakila Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://sites.google.com/k12.hi.us/lanakila/home	717 North Kuakini Street, Honolulu, HI 96817

Region	Name	Type	Services										Description	URL	Address
Oʻahu	Lanikai Elementary PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kailua-Kalaheo complex area.	https://kaohaoschool.org/	140 Alala Road, Kailua, HI 96734
Oʻahu	Lehua Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Pearl City-Waipahu complex area.	https://www.lehua.k12.hi.us/	791 Lehua Avenue, Pearl City, HI 96782
Oʻahu	Leihoku Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Nanakuli-Waianae complex area.	https://sites.google.com/k12.hi.us/leihokuelementary/home	86-285 Leihoku Street, Waianae, HI 96792
Oʻahu	Leilehua High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Leilehua-Mililani-Waialua complex area.	https://www.leilehua.k12.hi.us/	1515 California Avenue, Wahiawa, HI 96786
Oʻahu	Library for the Blind and Print Disabled	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the	https://www.librarieshawaii.org/lbpd/	402 Kapahulu Avenue, Honolulu, HI 96815, United States

Island	Name	Type	Services										Description	Website	Address
													Internet and opportunities for the digital literacy skills they need to be successful.		
Oʻahu	Liholiho Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x			x	Serves the Farrington-Kaiser-Kalani complex area.	https://liholiho.k12.hi.us/	3430 Maunaloa Avenue, Honolulu, HI 96816
Oʻahu	Likelike Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x			x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://www.likelike.k12.hi.us/	1618 Palama Street, Honolulu, HI 96817
Oʻahu	Liliha Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	1515 Liliha St, Honolulu, HI 96817, United States

O'ahu	Linapuni Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Farrington-Kaiser-Kalani complex area.	TBD	1434 Linapuni Street, Honolulu, HI 96819
O'ahu	Lincoln Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://les.lincoln.k12.hi.us/	615 Auwaiolimu Street, Honolulu, HI 96813
O'ahu	Lunalilo Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://www.lunalilo.k12.hi.us/	810 Pumehana Street, Honolulu, HI 96826
O'ahu	Maemae Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://www.maemaeschool.com/	319 Wyllie Street, Honolulu, HI 96817
O'ahu	Maili Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Nanakuli-Waianae complex area.	https://sites.google.com/maili.k12.hi.us/maili-elementary/	87-360 Kulaaupuni Street, Waianae, HI 96792

O'ahu	Makaha Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	x	Serves the Nanakuli-Waianae complex area.	https://sites.google.com/k12.hi.us/makaha/home	84-200 Ala Naauao Place, Waianae, HI 96792
O'ahu	Makakilo Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	x	Serves the Campbell-Kapolei complex area.	https://www.makakiloelementary.k12.hi.us/	92-675 Anipeahi Street, Kapolei, HI 96707
O'ahu	Makalapa Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	x	Serves the Aiea Moanalua-Radford complex area.	https://www.makalapael.org/	4435 Salt Lake Blvd., Honolulu, HI 96818
O'ahu	Malama Honua PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	x	Serves the Kailua-Kalaheo complex area.	https://www.malamahonuapcs.org/	41-054 Ehukai Street, Waimanalo, HI 96795
O'ahu	Manana Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	x	Serves the Pearl City-Waipahu complex area.	https://www.manana.k12.hi.us/	1147 Kumano Street, Pearl City, HI 96782

Island	Name	Type	Services										Description	Website	Address
Oʻahu	Manoa Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://www.manoaschool.com/	3155 Manoa Road, Honolulu, HI 96822
Oʻahu	Manoa Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the Internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	2716 Woodlawn Dr, Honolulu, HI 96822, United States
Oʻahu	Mauka Lani Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Campbell-Kapolei complex area.	https://www.maukalani.k12.hi.us/	92-1300 Panana Street, Kapolei, HI 96707
Oʻahu	Maunawili Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kailua-Kalaheo complex area.	https://www.maunawili.k12.hi.us/	1465 Ulupii Street, Kailua, HI 96734

O'ahu	McCully-Moiliili Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawai'i State Public Library System. Offers connectivity to devices and the internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	2211 S King St, Honolulu, HI 96826, United States
O'ahu	McKinley High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://www.mckinley.k12.hi.us/	1039 South King Street, Honolulu, HI 96814
O'ahu	Mililani High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Leilehua-Mililani-Waialua complex area.	https://www.mililanihs.org/	95-1200 Meheula Parkway, Mililani, HI 96789
O'ahu	Mililani Ike Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Leilehua-Mililani-Waialua complex area.	https://www.milike.k12.hi.us/	95-1330 Lehiwa Drive, Mililani, HI 96789

Oʻahu	Mililani Mauka Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x		x		Serves the Leilehua-Mililani-Waialua complex area.	https://www.milmauka.k12.hi.us/	95-1111 Makaikai Street, Mililani, HI 96789
Oʻahu	Mililani Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x		x		Serves the Leilehua-Mililani-Waialua complex area.	https://sites.google.com/mililanimiddle.k12.hi.us/mms/home	95-1140 Lehiwa Drive, Mililani, HI 96789
Oʻahu	Mililani Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	▪	▪	▪	▪	▪	▪	▪	▪	▪		One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the Internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	95-450 Makaimoimo St, Mililani, HI 96789, United States
Oʻahu	Mililani Uka Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x		x		Serves the Leilehua-Mililani-Waialua complex area.	https://www.mililaniuka.org/	94-380 Kuahelani Avenue, Mililani, HI 96789

O'ahu	Mililani Waena Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Leilehua-Mililani-Waialua complex area.	https://www.mililaniwaena.org/	95-502 Kipapa Drive, Mililani, HI 96789
O'ahu	Moanalua Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Aiea Moanalua-Radford complex area.	https://www.moanaluaelementary.org/	1337 Mahiole Street, Honolulu, HI 96819
O'ahu	Moanalua High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Aiea Moanalua-Radford complex area.	https://www.moanaluahs.org/	2825 Ala Ilima Street, Honolulu, HI 96818
O'ahu	Moanalua Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Aiea Moanalua-Radford complex area.	https://www.moanaluamiddle.org/	1289 Mahiole Street, Honolulu, HI 96819
O'ahu	Mohala Mai	Housing Provider	Broadband Availability; Device Availability; Digital Navigator	■	x	■		x	x			x	Affordable housing for women coming out of incarceration. Apartments equipped with free Wi-Fi. Access to a shared laptop is		1936 Citron Street Honolulu, HI 96826

				■						provided. Facility manager functions as a digital navigator.		
Oʻahu	Mokapu Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x	x	Serves the Kailua-Kalaheo complex area.	https://moka pu.k12.hi.us/	1193 Mokapu Blvd. KMCB Bldg., Kailua, HI 96734
Oʻahu	Mokulele Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x	x	Serves the Aiea Moanalua-Radford complex area.	https://mokul ele.k12.hi.us/	250 Aupaka Street, Honolulu, HI 96818
Oʻahu	Momilani Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x	x	Serves the Pearl City-Waipahu complex area.	https://www. momilani.k12 .hi.us/	2130 Hookiekie Street, Pearl City, HI 96782
Oʻahu	Myron B. Thompson Academy	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x	x	Serves the Kaimuki-McKinley-R oosevelt complex area.	https://www. mbta.me/	1040 Richards St. Ste. 220, Honolulu, HI 96813
Oʻahu	Nanaikapono Elementary	Public School	Broadband Availability; Device	■			x	x	x	x	Serves the Nanakuli-Waianae complex area.	https://sites. google.com/	89-153 Mano Avenue, Waianae, HI 96792

Island	Name	Type	Services										Description	Website	Address
			Availability; Digital Literacy; potential CAI											k12.hi.us/npono/home/	
Oʻahu	Nanakuli Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Nanakuli-Waianae complex area.	https://nes.nwcomplex.org/	89-778 Haleakala Avenue, Waianae, HI 96792
Oʻahu	Nanakuli High and Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Nanakuli-Waianae complex area.	https://www.nanakuligoldenhawks.org/	89-980 Nanakuli Avenue, Waianae, HI 96792
Oʻahu	Nanakuli Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	89-070 Farrington Highway, Waianae, HI 96792, United States
Oʻahu	Nimitz Elementary	Public School	Broadband Availability; Device Availability;	■				x	x	x		x	Serves the Aiea Moanalua-Radford complex area.	https://sites.google.com/k12.hi.us/nim	520 Main Street, Honolulu, HI 96818

O'ahu			Digital Literacy; potential CAI												[itzeshawaii/home](#)	
O'ahu	Niu Valley Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x		Serves the Farrington-Kaiser-Kalani complex area.			https://niuvalleymiddle.org/	310 Halemaumau Street, Honolulu, HI 96821
O'ahu	Noelani Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x		Serves the Kaimuki-McKinley-Roosevelt complex area.			https://www.nes.k12.hi.us/	2655 Woodlawn Drive, Honolulu, HI 96822
O'ahu	Nuuanu Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x		Serves the Kaimuki-McKinley-Roosevelt complex area.			https://www.nuuanu.k12.hi.us/	3055 Puiwa Lane, Honolulu, HI 96817
O'ahu	O'ahu Community Correctional Center	State Agency	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■	■	■	■	■	■	■	■	■	OCCC is the largest jail facility in the State of Hawaii. The 950-bed facility houses pre-trial detainees. In addition to jail functions, provides reintegration programming for male-sentenced			https://dps.hawaii.gov/about/divisions/corrections/occc/	2199 Kamehameha Highway Honolulu HI 96819

													felons. iPads available for inmates to communicate with family. OCCC also manages and operates the Laumaka Work Furlough Center for inmates actively seeking employment or working in the community.		
Oʻahu	Oʻahu Digital Equity Coalition	County Initiative	Broadband Availability & Affordability; Device Availability; Digital Navigators; Online Privacy & Cybersecurity; Digital LIteracy; Device Availability & Affordability	■	■	■	■	■	■	■	■	■	A coalition of Oʻahu partners who strive to bridge the digital divide within the community, creating an island-wide network of of partners committed to achieving digital equity within the lāhui (community).		
Oʻahu	Ōlelo Community Media	Non-profit	Broadband Availability; Digital Literacy; potential CAI	■	■	■	■	■	■	■	■	■	Public, Educational, and Governmental (PEG) access non-profit organization that provides an avenue to create and	https://olelo.org/	1122 Mapunapuna St Honolulu, HI 96819 Also 6 media centers and hubs across Oʻahu

Island	Name	Type	Focus									Description	Website	Address
												cableast community access, educational, and governmental video content on cable TV. Offers workshops to advance digital literacy skills in video production. Also disseminates information through newsletter. Potential CAI		
O'ahu	Olomana School	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Kailua-Kalaheo complex area.	https://www.olomanaschoolhi.k12.hi.us/	42-522 Kalanianaole Highway, Kailua, HI 96734
O'ahu	Palama Settlement	Non-profit	Digital Literacy	■	x			x		■	x	Classes for youths in coding, animation, storytelling, robotics, graphic design. Classes for adults in basic digital literacy.	https://www.palamasettlement.org/	810 N Vineyard Boulevard Honolulu, HI 96817
O'ahu	Palisades Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Pearl City-Waipahu complex area.	https://www.palisades.k12.hi.us/	2306 Auhuhu Street, Pearl City, HI 96782

Oʻahu	Palolo Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x		x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://www.paloloelementary.k12.hi.us/	2106 10th Avenue, Honolulu, HI 96816
Oʻahu	Parker Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x		x	Serves the Castle-Kahuku complex area.	https://benjaminparkerschool.weebly.com/	45-259 Waikalua Road, Kaneohe, HI 96744
Oʻahu	Pauoa Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x		x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://pauoa.k12.hi.us/	2301 Pauoa Road, Honolulu, HI 96813
Oʻahu	Pearl City Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x		x	Serves the Pearl City-Waipahu complex area.	https://www.pearlcity-es.org/	1090 Waimano Home Road, Pearl City, HI 96782
Oʻahu	Pearl City High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x		x	Serves the Pearl City-Waipahu complex area.	https://www.pchs.k12.hi.us/	2100 Hookiekie Street, Pearl City, HI 96782

O'ahu	Pearl City Highlands Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Pearl City-Waipahu complex area.	https://www.pches.org/	1419 Waimano Home Road, Pearl City, HI 96782
O'ahu	Pearl City Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawai'i State Public Library System. Offers connectivity to devices and the Internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	1138 Waimano Home Rd, Pearl City, HI 96782, United States
O'ahu	Pearl Harbor Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Aiea Moanalua-Radford complex area.	https://www.pearlharborelementary.org/	1 Moanalua Ridge, Honolulu, HI 96818
O'ahu	Pearl Harbor Kai Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Aiea Moanalua-Radford complex area.	https://www.pearlharborkai.org/	1 C Avenue, Honolulu, HI 96818

Oʻahu	Pearl Ridge Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Aiea Moanalua-Radford complex area.	https://www.pearlrid.k12.hi.us/	98-940 Moanalua Road, Aiea, HI 96701
Oʻahu	Pohakea Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Campbell-Kapolei complex area.	https://www.pohakea.k12.hi.us/	91-750 Fort Weaver Road, Ewa Beach, HI 96706
Oʻahu	Pope Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kailua-Kalaheo complex area.	https://www.pope.k12.hi.us/	41-133 Huli Street, Waimanalo, HI 96795
Oʻahu	Puohala Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Castle-Kahuku complex area.	https://puohalaschool.weebly.com/	45-233 Kulauli Street, Kaneohe, HI 96744
Oʻahu	Puuhale Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Farrington-Kaiser-Kalani complex area.	https://www.puuhaleschool.com/	345 Puuhale Road, Honolulu, HI 96819

O'ahu	Radford High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Aiea Moanalua-Radford complex area.	https://www.radfordhs.org/	4361 Salt Lake Blvd., Honolulu, HI 96818
O'ahu	Red Hill Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Aiea Moanalua-Radford complex area.	https://www.redhillelementary.org/	1265 Ala Kula Place, Honolulu, HI 96819
O'ahu	Residential Youth Services & Empowerment - RYSE Connects!	Non-profit	Broadband Availability; Device Availability; Digital Navigators	■									Provides youth who are exiting homelessness with hosusing, on-site GED training, support re-enrolling in high school, driver's license help, college application support, peer outreach, and financial literacy, and vital social supports including positive adult influences. Access Center at Kawailoa provides hot showers, laundry facilities, hot meals,	https://www.rysehawaii.org/	42-470 Kalaniana'ole Highway Bldg 6 Kailua, HI 96734

												food pantry, WiFi, hygiene and toiletry supplies, clothing, and other products.		
O'ahu	Roosevelt High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://www.roosevelthigh.org/	1120 Nehoa Street, Honolulu, HI 96822
O'ahu	Royal School	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://www.royalschoolk5.org/	1519 Queen Emma Street, Honolulu, HI 96813
O'ahu	Salt Lake Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Aiea Moanalua-Radford complex area.	https://www.saltlakeeshawaii.org/	1131 Ala Lilikoi Street, Honolulu, HI 96818
O'ahu	Salt Lake-Moanalua Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawai'i State Public Library System. Offers connectivity to devices and the internet and opportunities	https://www.librarieshawaii.org/	3225 Salt Lake Blvd, Honolulu, HI 96818, United States

												for the digital literacy skills they need to be successful.		
O'ahu	Scott Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Aiea Moanalua-Radford complex area.	https://www.alvahscott.org/	98-1230 Moanalua Road, Aiea, HI 96701
O'ahu	SEEQS PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Farrington-Kaiser-Kalani complex area.	https://www.seeqs.org/	845 22nd Ave., Honolulu, HI 96816
O'ahu	Shafter Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Aiea Moanalua-Radford complex area.	https://www.shafterelementary.com/	2 Fort Shafter, Honolulu, HI 96819
O'ahu	Signs of Self	Non-profit	Device Availability & Affordability; Digital Literacy; Digital Navigators	x	x		■						Independent living skills training, information, referrals, assistive technology, peer advice, and pre-employment skills for people who are deaf,	http://www.signsofself.org/html/our_services.html	1953 South Beretania Street, Suite 5B Honolulu, HI 96826

Island	Name	Type	Category									Description	Website	Address
												hard-of-hearing, or deaf-blind.		
Oʻahu	Solomon Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	x	Serves the Leilehua-Mililani-Waialua complex area.	https://www.solomonelementary.org/	2875 Waianae Uka Avenue, Wahiawa, HI 96786
Oʻahu	SOUL Law Firm	Private	Advocacy & Outreach									Legal Empowerment Law Firm, focused on working to end violence against women and girls, building community with uncommon allies, elevating the voices of those who have been silenced, and enhancing service provision to underserved communities.	https://www.soul.law/option1656996584027165784 2587117	

| O'ahu | State Department of Vocational Rehabilitation - Ho'opono Services for the Blind | State Agency | Device Availability & Affordability; Broadband Availability; Digital Literacy | x | | x | x | ■ | x | | x | x | Comprehensive and specialized services that meet the varied needs of persons who are blind, both deaf and blind, or visually impaired. The Ho'opono Computer and Assistive Technology Class is a classroom laboratory where students learn how to use computers to do word processing, email, browse the Internet, scan, and read paper documents using specialized software. Students learn about how to use recorders, cell phones, note takers and other devices that help with personal organization, communication and taking notes. | https://humanservices.hawaii.gov/vr/hoopono/about/ | 1901 Bachelot Street Honolulu, HI 96817 |

| O'ahu | State of Hawai'i Department of Vocational Rehabilitation - O'ahu Branch | State Agency | Device Availability & Affordability; Broadband Availability; Digital Literacy | x | | x | x | ■ | x | | x | x | Program for persons with disabilities who require assistance to prepare for, secure, retain or regain employment. Provides a rehabilitation worker who specializes in job training and job placement. May provide assistive technology and training depending on the skills needed for employment. | https://humanservices.hawaii.gov/vr/contact-vr/ | 600 Kapiolani Blvd, #305 Honolulu, HI 96813 |
| O'ahu | State of Hawai'i Department of Vocational Rehabilitation - O'ahu Branch - Deaf Services Section | State Agency | Device Availability & Affordability; Broadband Availability; Digital Literacy | x | | x | x | ■ | x | | x | x | Program for persons with disabilities who require assistance to prepare for, secure, retain or regain employment. Provides a rehabilitation worker who specializes in job training and job placement. May provide assistive technology and training depending on the skills needed for employment. | https://humanservices.hawaii.gov/vr/contact-vr/ | 600 Kapiolani Blvd. #306 Honolulu, HI 96813 |

Island	Organization	Type	Categories	C1	C2	C3	C4	C5	C6	C7	C8	C9	Description	Website	Address
Oʻahu	State of Hawaiʻi Department of Vocational Rehabilitation - Oʻahu Branch - Kapolei Section	State Agency	Device Availability & Affordability; Broadband Availability; Digital Literacy	x		x	x	■	x		x	x	Program for persons with disabilities who require assistance to prepare for, secure, retain or regain employment. Provides a rehabilitation worker who specializes in job training and job placement. May provide assistive technology and training depending on the skills needed for employment.	https://humanservices.hawaii.gov/vr/contact-vr/	601 Kamokila Blvd., Rm 515 Kapolei, HI 96706
Oʻahu	Stevenson Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://www.rlsms.k12.hi.us/	1202 Prospect Street, Honolulu, HI 96822
Oʻahu	Sunset Beach Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Castle-Kahuku complex area.	https://www.sunset.k12.hi.us/	59-360 Kamehameha Highway, Haleiwa, HI 96712

Oʻahu	TRUE Initiative	Non-profit	Device Availability; Digital Literacy	x				x			x	E-Sports + tech lab at Waipahu Public Library will introduce Hawaiʻi's first community-based, competitive high school esports team with a dedicated coach to compete locally against other gaming teams. Community members can learn and earn a certification in foundational software game development and coding. The Lab will also serve as a resource for the community. Content is available free of charge for library members.	true.hec.org	
Oʻahu	University Laboratory	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://www.universitylaboratoryschool.org/	1776 University Avenue UHS Bldg 3 #121, Honolulu, HI 96822

O'ahu	Voyager PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://voyagerschool.com/splash/	2428 Wilder Avenue, Honolulu, HI 96822
O'ahu	Wahiawa Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Leilehua-Mililani-Waialua complex area.	https://www.wahiawaelementary.org/	1402 Glen Avenue, Wahiawa, HI 96786
O'ahu	Wahiawa Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Leilehua-Mililani-Waialua complex area.	https://www.wahiawamiddle.com/	275 Rose Street, Wahiawa, HI 96786
O'ahu	Wahiawa Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawai'i State Public Library System. Offers connectivity to devices and the internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	820 California Ave, Wahiawa, HI 96786, United States

Oʻahu	Waiahole Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x		Serves the Castle-Kahuku complex area.	https://www.waiahole.org/	48-215 Waiahole Valley Road, Kaneohe, HI 96744
Oʻahu	Waialae Elementary PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x		Serves the Farrington-Kaiser-Kalani complex area.	https://www.waialae.edu/	1045 19th Avenue, Honolulu, HI 96816
Oʻahu	Waialua Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x		Serves the Leilehua-Mililani-Waialua complex area.	https://www.waialuae.k12.hi.us/	67-020 Waialua Beach Road, Waialua, HI 96791
Oʻahu	Waialua High and Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x		Serves the Leilehua-Mililani-Waialua complex area.	https://www.whis.k12.hi.us/	67-160 Farrington Highway, Waialua, HI 96791
Oʻahu	Waialua Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■		One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the	https://www.librarieshawaii.org/	67-068 Kealohanui St, Waialua, HI 96791, United States

											Internet and opportunities for the digital literacy skills they need to be successful.		
Oʻahu	Waianae Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Nanakuli-Waianae complex area.	https://sites.google.com/waianaeelem.k12.hi.us/wes	85-220 McArthur Street, Waianae, HI 96792
Oʻahu	Waianae High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Nanakuli-Waianae complex area.	https://www.kaleoowaianae.com/	85-251 Farrington Highway, Waianae, HI 96792
Oʻahu	Waianae Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x	Serves the Nanakuli-Waianae complex area.	https://www.jrseariders.org/	85-626 Farrington Highway, Waianae, HI 96792
Oʻahu	Waianae Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the	https://www.librarieshawaii.org/	85-625 Farrington Hwy, Waiʻanae, HI 96792, United States

												Internet and opportunities for the digital literacy skills they need to be successful.		
O'ahu	Waiau Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Pearl City-Waipahu complex area.	https://www.waiauelementary.org/	98-450 Hookanike Street, Pearl City, HI 96782
O'ahu	Wai'anae Coast Comprehensive Health Center	Health Center	Device Availability; Broadband Availability; Digital Literacy; Telehealth	■	■	x	x	x	x	x	■	■	Provides access to computers and the Internet and helps people including kupuna develop the skills to use them. WCCHC helps to ensure that everyone has the opportunity to benefit from digital technologies. Offer telehealth services; set up kiosks in locations like Ewa and Tamura Grocery Stores, ensuring healthcare access even without high-speed Internet.	https://www.wcchc.com/	86-260 Farrington Highway Waianae, HI 96792

O'ahu	Wai'anae Coast Comprehensive Health Center - Elepaio Social Services	Non-profit	Device Affordability; Broadband Affordability; Digital Navigator; Outreach and Awareness	■	■	x	x	x	x	x	■	■	A grant awardee of the FCC's ACP Outreach Grant Program, works to promote Affordable Connectivity and bridge the broadband affordability gap in underserved communities. Conducts outreach and awareness programs to educate individuals about the ACP and provides one-on-one assistance to individuals, helping them sign up for free Internet services.	https://www.wcchc.com/	86-260 Farrington Highway Waianae, HI 96792
O'ahu	Wai'anae Economic Development Council			■	x	x	x	x	x	x	■	■	Works to expand economic opportunities for Native Hawai'ians and Wai'anae Coast residents.	https://voicesofwaianae.com/	

Location	Organization	Type	Services										Description	Website	Address
Oʻahu	Waiʻanae Moku Navigators	Non-profit		■	x	x	x	x	x	x	■	■	501(c)(3) community development corporation started by the Waianae Economic Development Council (WEDC), to serve the community from Kahe to Ka`ena, also known as the Waianae Moku	https://voicesofwaianae.com/	
Oʻahu	Waikele Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x		Serves the Pearl City-Waipahu complex area.	https://www.waikelees.org/	94-1035 Kukula Street, Waipahu, HI 96797
Oʻahu	Waikiki Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■			x	x	x		x		Serves the Farrington-Kaiser-Kalani complex area.	https://www.waikikischool.org/	3710 Leahi Avenue, Honolulu, HI 96815
Oʻahu	Waikiki-Kapahulu Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the Internet and opportunities	https://www.librarieshawaii.org/	400 Kapahulu Ave, Honolulu, HI 96815, United States

Island	Name	Type	Categories											Description	Website	Address
														for the digital literacy skills they need to be successful.		
Oʻahu	Waimalu Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x		Serves the Aiea Moanalua-Radford complex area.	https://www.waimaluelementary.org/	98-825 Moanalua Road, Aiea, HI 96701
Oʻahu	Waimanalo Elementary and Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x		Serves the Kailua-Kalaheo complex area.	https://www.waimanaloschool.org/	41-1330 Kalanianaole Highway, Waimanalo, HI 96795
Oʻahu	Waimanalo Health Center	Health Center		■	x	x	x	x	■	x	■	■		Rooted in Native Hawaiʻian values and devoted to improving the health and wellness of all people, regardless of ability to pay, by providing comprehensive primary and preventive health care services of the highest quality.	https://waimanalohealth.org/	41-1295 Kalanianaʻole Highway Waimānalo, HI 96795

Oʻahu	Waimanalo Public and School Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	41-1320 Kalanianaole Hwy, Waimanalo, HI 96795, United States
Oʻahu	Waipahu Community School for Adults - Wahiawa Campus	State Agency	Digital Literacy	■	■	■	■	■	■	■	■	■	WCSA is part of the Department of Education and offers basic skill development and digital literacy classes for individuals in the community to gain digital literacy skills to function in society and in the workplace. Additional class locations and information are available on the WCSA website.	https://www.wcsahawaii.org/	1515 California Ave A, Wahiawa, HI 96786

O'ahu	Waipahu Community School for Adults - Waipahu Campus	State Agency	Digital Literacy	■	■	■	■	■	■	■	■	■	WCSA is part of the Department of Education and offers basic skill development and digital literacy classes for individuals in the community to gain digital literacy skills to function in society and in the workplace. Additional class locations and information are available on the WCSA website.	https://www.wcsahawaii.org/	94-1211 Farrington Highway Waipahu, HI 96797
O'ahu	Waipahu Community School for Adults - Windward Campus	State Agency	Digital Literacy	■	■	■	■	■	■	■	■	■	WCSA is part of the Department of Education and offers basic skill development and digital literacy classes for individuals in the community to gain digital literacy skills to function in society and in the workplace. Additional class locations and	https://www.wcsahawaii.org/	730 Iliaina Street, Kailua, HI 96734

Island	Organization	Type	Focus									Description	Website	Address
												information are available on the WCSA website.		
Oʻahu	Waipahu Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x	x	Serves the Pearl City-Waipahu complex area.	https://www.waipahuelem.k12.hi.us/	94-465 Waipahu Street, Waipahu, HI 96797
Oʻahu	Waipahu High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x	x	Serves the Pearl City-Waipahu complex area.	https://www.waipahuhigh.org/	94-1211 Farrington Highway, Waipahu, HI 96797
Oʻahu	Waipahu High School Wayfinder Group	School	Digital Literacy	x				▪	▪	▪	x	Summer program for English Language teachers and students to gain skills to navigate in an online environment	https://thecanetassel.org/732/news/waipahu-wayfinders-multilingual-tech-support-breaks-language-barriers-for-online-learners/	94-1211 Farrington Highway Waipahu, HI 96797
Oʻahu	Waipahu Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x	x	Serves the Pearl City-Waipahu complex area.	https://www.waipahuintermediate.org/	94-445 Farrington Highway, Waipahu, HI 96797

Island	Name	Type	Services										Description	Website	Address
Oʻahu	Waipahu Public Library	Public Library	Broadband Availability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	One of the 51 branches of the Hawaiʻi State Public Library System. Offers connectivity to devices and the Internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	94-275 Mokuola St, Waipahu, HI 96797, United States
Oʻahu	Washington Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kaimuki-McKinley-Roosevelt complex area.	https://washingtonmiddleschool.org/	1633 South King Street, Honolulu, HI 96826
Oʻahu	Webling Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Aiea Moanalua-Radford complex area.	https://www.weblingpueo.org/	99-370 Paihi Street, Aiea, HI 96701
Oʻahu	Wheeler Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Leilehua-Mililani-Waialua complex area.	https://www.wheeler.k12.hi.us/	1 Wheeler Army Air Field, Wahiawa, HI 968000000

Location	Name	Type	Focus Area										Description	Website	Address
Oʻahu	Wheeler Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Leilehua-Mililani-Waialua complex area.	https://wheelermiddle.com/	2 Wheeler Army Air Field, Wahiawa, HI 968000000
Oʻahu	Wilson Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Farrington-Kaiser-Kalani complex area.	\	4945 Kilauea Avenue, Honolulu, HI 96816
Oʻahu	Women's Community Correctional Center - GTL/Viapath	Correctional Facility	Device Availability	x		■	x		x	x	x	x	Provides access to tablets, allows for for video visit from home, visit now on demand, messages (all facilities), photo sharing	https://dps.hawaii.gov/wccc/	42-477 Kalanianaʻole Highway Kailua, HI 96734
Oʻahu, Kaua'i, Maui	Pacific Gateway Center	Non-profit	Multilingual Workforce Development	x					x	x			Assists and empowers immigrants, refugees, and low income residents to achieve self sufficiency. They assist with translation, microloans, workforce development, education services,	https://www.pacificgatewaycenter.org/	723 Umi Street Honolulu, HI 96819

Location	Organization	Type	Focus										Description	Website	Address
													and entrepreneurship.		
Oʻahu; online	Olelo Community Media	Non-profit	Digital Literacy	x	x		x	x		x	x	x	Advanced (coding, website/graphic design, video editing), We do digital training but not focused on workforce preparedness, We provide tech visits, Basic Media Production courses, Mentorship, and media packages	https://olelo.org/	2705 Kaimuki Avenue Honolulu, HI 96816
Statewide	ʻAuamo Collaborative	Non-profit	Broadband Availability & Affordability, Device Availability	x	x			x	x			■	Helps connect minorities and underrepresented communities with resources such as free technlogy education as well as donating and refurbishing computers.	https://www.auamocollaborative.org/	407 Kaumana Drive Hilo, HI 96720
Statewide	AARP Hawaiʻi of the value of the Internet and connected devices	Non-profit	Digital Literacy; Online Privacy & Cybersecurity; Outreach & Awareness	■	■		x	■	x	■	■	x	Hosts webinars and virtual classes in digital literacy and cybersecurity in partnership with Senior Planet; publishes articles	https://states.aarp.org/hawaii/	1001 Bishop Street, Suite 625 Honolulu, HI 96813

												informing people about digital awareness, including the Hawaiʻi Digital Inclusion Roadmap to improve access to technology for Hawaiʻi's kūpuna.			
Statewide	Affordable Connectivity Program	Federal	Broadband Affordability, Device Affordability	▪	▪	▪	▪	▪	▪	▪	▪	▪	Financial support for monthly service for low-income households $30 per month; $70 per month for Hawaiʻian Homestead residents. Financial support for device purchase, $100	https://www.fcc.gov/acp	n/a
Statewide	Aloha Care	Non-profit	Telehealth; Outreach and Awareness	▪	▪	▪	▪	▪	▪	▪	▪	▪	AlohaCare is a community-led, non-profit health plan founded in 1994 by Hawaiʻi's community health centers and is the only health plan solely dedicated to serving those eligible for Hawaiʻi's QUEST Integration	https://www.alohacare.org/	

Region	Organization	Type	Service	1	2	3	4	5	6	7	8	9	Description	URL	Address
													(Medicaid) and Medicare program.		
Statewide	Aloha Independent Living TeleConnect Program	Non-profit	Broadband Affordability and Availability, Digital Literacy, Online Accessibility, Device Availability & Affordability, Digital Navigator	x	x		x	■	x	x	■	x	Personalized adaptive devices, software, accessories, Internet connectivity (via assistance with ACP enrollment and monthly payments) and digital literacy training and support provided to people with disabilities at no cost to the consumer.	https://alohailhawaii.org/ailhs-teleconnect-program/	94-909 Kau'olu Place Waipahu, HI 96797
Statewide	Aloha United Way	Non-profit	Outreach and Awareness	■	■	■	■	■	■	■	■	■	Publishes the ALICE Report (Asset Limited Income Constrained Employed). Created the 211 Statewide Resource Hotline statewide service that is regularly updated and directly connects people with more than 4,000 resources online and by phone, text, or email, the most	https://www.auw.org/about-auw	200 N Vineyard Boulevard, #700 Honolulu, HI 96817

												comprehensive database of its kind in the state.			
Statewide	Lead for America: American Connection Corps Fellowship Program (Americorps)	Non-profit	Broadband Affordability and Availability, Digital Literacy, Online Accessibility, Device Availability & Affordability, Digital Navigator	■	■	■	■	■	■	■	■	■	Bridging the digital divide is a core campaign of the American Connection Corps and is an issue that unites all ACC Members as they serve across fields related to Economic Opportunity, Health and Social Capital, and Agriculture and Natural Resources. Through ACC's training intensives and national support network, members are equipped with the tools to understand how they can channel these resources, and many more, to their local communities.	https://www.americanconnectioncorps.org/	100 S Market Street, Suite 2C Wichita KS 67202

Location	Organization	Type	Focus Areas										Description	Website	Address
Statewide	American Job Centers	Federal (WIOA)	Broadband Availability; Device Availability & Affordability; Digital Navigator	x		x	■		x		x	x	A collaborative workforce development system. Increase participant access and performance outcomes and encourage job seeker skill improvement. Services provided at no charge: public computer access for HireNet registration and resume updates; employment counselors; support services and training for qualified participants; job fairs, informational sessions, resource and outreach events	https://labor.hawaii.gov/wdc/american-job-centers/	680 Iwilei Road, #700 Honolulu, HI 96817
Statewide	Catholic Charities	Non-profit	Broadband Availability, Device Availability, Digital Literacy	x	■	■	x	x	x	x	■	x	Partners with various organizations to offer digital equity services including a Computer Lending Library where seniors have access to borrow devices	https://www.catholiccharitieshawaii.org/	1822 Keeaumoku Street Honolulu, HI 96822

														Description	Link	Address
														like computers and laptops.		
Statewide	Chaminade University	Higher Education	Broadband Availability & Affordability, Online Inclusivity & Accessibility; Device Availability, Digital Literacy	■	■	■	■	■	■	■	■	■		HPU offers 25 undergraduate (majors and minors) and graduate degree programs, and certifications obtained through both in-person and online courses. The array of programs support residents pursuing career pathways that require digital readiness.	https://chaminade.edu/	3140 Waialae Avenue Honolulu HI 96816
Statewide	Department of Human Services (DHS), SNAP	State Agency	Online Accessibility & Inclusivity	■	x	x	x	x	x	x	x	x		The Supplemental Nutrition Assistance Program (SNAP) is administered through DHS Benefit, Employment, & Support Services Division. This program provides supplemental funds for sustenance. It is processed on a digital platform with several options for	https://humanservices.hawaii.gov/bessd/snap/	1485 Linapuni Street, #122 Honolulu, HI 96819 Processing centers and First-To-Work Units: https://humanservices.hawaii.gov/blog/processing-centers-and-first-to-work-units/

											enrollment and available assistance when needed.		
Statewide	Department of Public Safety	State Agency	Online Accessibility & Inclusivity	■		■						The Department of Public Safety aims to uphold justice and public safety. Their Statewide Victim and Notification Systems utilizes digital device systems to provide critical updates to Hawaiʻi's citizens.	https://dps.hawaii.gov/wccc/	1177 Alakea Street Honolulu, HI 96813
Statewide	Digital Readiness Hawaiʻi	Non-profit	Device Availability & Affordability; Digital Literacy	■	■				x		■	x	Free in-person digital literacy classes for beginners.	https://digitalreadyhawaii.org/	
Statewide	Executive Office on Aging	State Agency	Information Access and Digital Support	x	■		x	x	x		x	x	The Office on Aging supports the wellbeing of elderly individuals in several ways including insurance assistance, information access, legal assistance, and case management, among others. They also provide federal funding to partner	https://health.hawaii.gov/eoa/	250 South Hotel Street, Suite 406 Honolulu, HI 96813

Statewide	Program	Type	Category										Description	Link	
													agencies for support services that has included digital literacy training historically.		
Statewide	FCC Lifeline	Federal	Broadband Affordability	■	■	x	x	x	x	x	x	x	Financial support for monthly phone or Internet service, $10 for low-income households	https://www.fcc.gov/general/lifeline-program-low-income-consumers	
Statewide	GenCyber Hawaiʻi	Non-profit	Digital Literacy; Cybersecurity	x				x			x	x	Summer cybersecurity camp experiences for students and teachers to help all students understand correct and safe on-line behavior, increase diversity and interest in cybersecurity and careers in the cybersecurity workforce of the Nation, and improve teaching methods for delivering cybersecurity content in K-12 computer science curricula.	https://gencyber-hi.org/	

Statewide	Hawaiʻi Broadband Hui	n/a	Advocacy; Outreach and Awareness	■	■	■	■	■	■	■	■	■	Weekly forum of individuals representing wireline and wireless carriers, federal, state and county legislative and administrative leaders, local, national, and international non-profits, public and private schools, universities, and private businesses. Hawaiʻi Broadband and Digital Equity Office and Hawaiʻi Island Digital Equity Coalition cohost the meeting that highlights challenges, needs, opportunities and solutions affecting the expansion of broadband for the wellbeing of Hawaiʻi's residents in all aspects of their lives.	https://www.broadbandhui.org/	

| Statewide | Hawaiʻi Coalition for Immigrant Rights | Coalition | Online Inclusivity & Accessibility; Digital Literacy | x | x | | | | ■ | ■ | | | The Coalition advocates for multi-lingual resources and legislative action by participating in bills and providing resources for immigrants. Provides multi-lingual translation and access to Resources | https://www.hicir.org/about | |
| Statewide | Hawaiʻi Department of Education | State Agency | Broadband Availability & Affordability, Digital Literacy, Device Availability & Affordability | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | During the school year, laptops and hotspots provided at no charge for students and faculty who do not have access to these at home. Digital literacy resources offered to those who need support. | https://www.hawaiipublicschools.org/Pages/Home.aspx | Office of the Superintendent P.O. Box 2360 Honolulu, HI 96804 |

Statewide	Hawai`i Disabilities and Healthcare Coalition	Coalition	Online Accessibility & Inclusivity, Digital Literacy	■	■	■	■	■	■	■	■	■	HDHC is organized and supported by the Pacific Disabilities Center of the University of Hawai`i, John A. Burns School of Medicine, the Aloha Independent Living Hawai`i, and the Pacific Basin Telehealth Resource Center as core members. Goal is to improve the lives of persons with disabilities by integrating culturally-based, community-engaged and technologically innovative solutions.	https://pdc.jabsom.hawaii.edu/	651 Ilalo Street, Suite 104 Honolulu HI 96813
Statewide	Hawai'i Food Bank	Non-profit	Online Accessibility & Inclusivity	x	x	x	x	x	x	x	x	x	The food bank strives to improve food access throughout Hawai'i by utilizing digital platforms and call centers to connect with families in need.	https://hawaiifoodbank.org/	2611 Kilihau Street Honolulu, HI 96819

| Statewide | Hawaiʻi Kids CAN | Non-profit | Broadband Availability, Digital Literacy | x | | | | x | ■ | x | Offers programs for local keiki with the digital skills to be ready for the workforce. Partnering with communities to bring access to Wi-Fi in places where families either cannot afford it, or have no access to the internet. Began a Wi-Fi on Wheels mobile bus pilot in Waianae, working with Molokaʻi to outfit a school bus and a community hub, and beginning efforts in West Hawaiʻi Island. | https://hawaiikidscan.org/ | |

| Statewide | Hawai'i Literacy | Non-profit | Digital Literacy | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | Empowers Hawai'i's children and adults with essential reading, writing, and lifelong learning skills to strengthen themselves, families and communities. Provides services to over 4000 underserved youth and adults, especially the 1 in 6 adults with low levels of literacy, through proven English Language Learner classes, Digital Literacy classes, 1:1 Adult Literacy tutoring, and after-school and weekend youth literacy program activities through Bookmobiles and Family Literacy Libraries. | https://www.hawaiiliteracy.org/ | 245 N Kukui Street, #202 Honolulu, HI 96817 |

Statewide	Hawaiʻi Pacific University	Higher Education	Broadband Availability & Affordability, Online Inclusivity & Accessibility; Device Availability, Digital Literacy	■	■	■	■	■	■	■	■	■	Through its centralized urban campus, HPU offers undergraduate and graduate degree programs, and certifications obtained through both in-person and online courses. The array of programs support residents pursuing career pathways that require digital readiness.	https://www.hpu.edu/index.html	1 Aloha Tower Drive Honolulu HI 96813
Statewide	Hawaiʻi Primary Care Association	Non-profit	Telehealth; Outreach and Awareness	■	x	x	x	x	x	x	■	x	This association is working within the health network to improve access, including telehealth.	www.hawaiipca.net	1003 Bishop Street Pauahi Tower Suite 1810 Honolulu, HI 96813
Statewide	Hawaiʻi Public Health Institute	Health Center	Kupuna Digital Literacy & Workforce Development	x	■		x	x	x	x	x	x	The Institute provides dozens of programs relating to food access, covid resources, drug-free support, and kupuna services, among others. Their Kupuna Digital Inclusion Workgroup provides digital	https://www.hiphi.org/	707 Richards Street, Suite 300 Honolulu, HI 96813

													Description	Website	Address
													access and literacy programs that are age-friendly.		
Statewide	Hawai'i Public Housing Authority	State Agency	Online Accessibility & Inclusivity	x	x	x	x	x	x	■	x	x	The Hawai'i Public Housing Authority provides equitable access to housing. They provide substantial multilingual resources to dismantle language barriers. They have upgraded their online system to allow access to resources online.	www.hpha.hawaii.gov	1002 North School Street Honolulu, HI 96819
Statewide	Hawai'i State Council on Developmental Disabilities	State Agency	Broadband Availability & Affordability; Device Availability & Affordability; Digital Literacy; Online Privacy & Cybersecurity	x	x	x	x	■	x	x	x	x	Focuses on supporting the disability community with Internet and computer access, referrals for job coaching, pre-recorded training, and referrals for connectivity training. They are forming an Association of People Supporting	https://hiddcouncil.org/	Kamamalu Building, 1010 Richards Street Suite 122 Honolulu, HI 96813

													Description	Link	Address
													Employment First chapter for Hawai'i and they are almost active statewide.		
Statewide	Hawai'i State Department of Education - Computer Science	State Agency	Broadband Availability & Affordability; Device Availability & Affordability; Digital Literacy	x			x	x	x	x	x		A statewide program that supports public school students ages K-12. They provide access to computers and Internet for students as well as basic entry-level and intermediate skills and software training. They conduct virtual and in person training with equipment available for use in class and at home.	https://www.hawaiipublicschools.org/TeachingAndLearning/StudentLearning/CSforHI/Pages/default.aspx	
Statewide	Hawai'i State Department of Health	State Agency	Broadband Availability, Digital Literacy	■	■	■	■	■	■	■	■	■	Working on developing digital navigators and is also seeking provider participation to create a pathway for Hawai'i to be more digitally equitable.	https://health.hawaii.gov/	1250 Punchbowl Street Honolulu, HI 96813

Statewide	Hawai'i State Public Library System - Hawai'i Digital Navigators hotline	Public Library	Digital Literacy, Digital Navigators	■	■	■	■	■	■	■	■	■	Statewide hotlines to reach digital navigators open Monday through Saturday.	https://www.librarieshawaii.org/hawaii-digital-navigators/	
Statewide	Hawai'i State Public Library System - Local branches	Public Library	Broadband Availability, Digital Literacy, Device Availability, Online Accessibility	■	■	■	■	■	■	■	■	■	The Hawai'i State Public Library System, with 51 branches on 6 islands, is the only single statewide library system in the United States. The mission of HSPLS is to inspire curiosity and create opportunities for everyone to read, learn and connect. Communities across the state have access to computers, broadband connectivity, free WIFI, and opportunities to learn digital literacy skills through online resources, and upcoming in person classes.	https://www.librarieshawaii.org/	

														Description	URL	Address
Statewide	Hawai'i State Public Library System - Workforce Resiliency Initiative	Public Library	Digital Literacy, Digital Navigators	■	■	■	■	■	■	■	■	■		In-person basic computer instruction and digital literacy training, connect to online resources, and upskill with problem-solving skills.	https://www.librarieshawaii.org/	
Statewide	Hawai'i Technology Academy	School	Device Availability & Affordability	x					x		x	x		Public charter school providing financial, human resource, and community support for those who are of lower income and unable to purchase school materials. Has a computer loan program. Conducts hybrid learning.	https://hi.myhta.org/	94-450 Mokuola Street, #200 Waipahu, HI 96797
Statewide	Hawai'i UTelehealth	Non-profit	Digital Literacy	■	■	x	x	x	x	x	■	■		Free Behavioral Telehealth Services appointments with a psychologist, psychiatrist, family medicine specialist, mental health counselor, or substance use counselor for all	https://hawaiiutelehealth.org/	651 Ilalo Street, MEB 224 Honolulu, HI 96813

												individuals in the State of Hawaiʻi through 2026. Supported by the University of Hawaiʻi John A. Burns School of Medicine (JABSOM), and the Hawaiʻi/Pacific Basin Area Health Education Center (AHEC). Telepsych visits for those who are suffering from stress, anxiety, depression, self-harm concerns, or substance abuse issues.		
Statewide	Hawaiʻian Hope	Non-profit	Device Availability & Affordability; Digital Literacy	■				x		x	x	A technology-based organization that provides computers to low-income children. Their philosophy is that by providing these computers, they are able to provide children and students with the education to succeed. Program to make available	http://www.hawaiianhope.org/	P. O. Box 17948 Honolulu, HI 96817

													refurbished laptops to needy families.		
Statewide	Hawaiʻian Telcom	Internet Service Provider	Broadband Availability & Affordability; Device Availability; Digital Literacy	■	■	■	■	■	■	■	■	■	Internet and device service provider. Spectrum offers an option to purchase 30 to 60 minutes of Internet service for $1.99. Download an app, set a password, and purchase fractions of time. (per Kauaʻi focus group)	https://www.hawaiiantel.com/	
Statewide	Hilopaʻa	Non-profit	Device Availability & Affordability; Digital Literacy				■	■					provides free aids and services to people with disabilities to communicate effectively with us,	www.hilopaa.org	
Statewide	Hotel and Restaurant Industry Employment & Training Trust	Non-profit	Digital Literacy; Online Safety		x				x				Provides digital literacy classes for job training: safely browsing (searching the Internet); sending/receiving email; and creating, saving and printing simple documents. Entry-level (basic skills and software/hardware	http://www.hariett.com/	1035 University Avenue, Suite 202 Honolulu, HI 96826

														Description	Website	Address
														introduction), Intermediate (Google suite, commonly used platforms).		
Statewide	Kamehameha Schools	Private	Broadband Availability & Affordability, Device Availability, Digital Literacy	x	■				x		x	■		KS partners with the Kuauli Digital Opportunities Initiative to provide refurbished computers to families who need devices and advocates for state legislation to provide broadband infrastructure to underrepresented communities.	https://www.ksbe.edu/	1887 Makuakane Street Honolulu, HI 96817
Statewide	Kūpuna Collective	Coalition	Digital Literacy		■									Digital literacy train the trainer program to develop a cadre of digital navigators to support kupuna	https://www.hiphi.org/kupuna/	707 Richards Street, Suite 300 Honolulu, HI 96813
Statewide	Lanakila Pacific	Non-profit	Device Availability, Digital Literacy	x	■			■	■		x	x		Offers digital literacy classes developed specifically for seniors. Provides training for seniors and individuals with disabilities on how	https://www.lanakilapacific.org/	1809 Bachelot Street Honolulu, HI 96817

												to use devices and/or applications tailored to participants' learning styles.			
Statewide	Maui Economic Opportunity, Inc.	Non-profit	Broadband Availability; Digital Literacy	x	x		x	x		x	x	x	Provides Internet access onsite; space available for hosting digital literacy classes	https://www.meoinc.org/	380 Kolapa Place Kaunakakai, HI 96748
Statewide	Nation of Hawai'i	Independent Government	Broadband Availability	x	x	x	x	x	x	x	x	■	Fixed wireless network distributor, 20 households	https://www.nationofhawaii.org/	
Statewide	Office of Homeland Security Planning & Operations Branch	Federal	Cybersecurity								x		Manages Hawai'i's Cybersecurity Program and maintains close collaborative relationships with Federal partners and can assist in accessing federal resources related to cybersecurity. It is envisioned that the Hawai'i Cybersecurity Program Plan will address Governance, Preparation and Protection, and	https://dod.hawaii.gov/ohs/cyber	3949 Diamond Head Road Honolulu, HI 96816

Statewide	Pacific Basin Telehealth Resource Center	Coalition	Outreach & Awareness; Online Inclusivity & Accessibility; Digital Literacy	■	■	■	■	■	■	■	■	■	Workforce Development.		
Statewide	Pacific Basin Telehealth Resource Center	Coalition	Outreach & Awareness; Online Inclusivity & Accessibility; Digital Literacy	■	■	■	■	■	■	■	■	■	An affiliation of the 14 Telehealth Resource Centers funded individually through a cooperative agreement from the Health Resources & Service Administration, Office for the Advancement of Telehealth. Provides free consultation and resources for medical professionals and organizations to implement telehealth programs in rural and under-served communities across the Pacific. Offers six-video technology training series including assistive technology.	https://www.pbtrc.org/	

Statewide	Pacific Center for Advanced Technology Training (PCATT)	Non-profit	Digital Literacy		x							x	Leadership and training in advanced technologies to enhance economic and workforce development initiatives within the state and around the Pacific Rim. Offers the latest in advanced technology curriculum from cyber security, routing/switching to virtualization; IT and training geared toward industry certifications	https://pcatt.org/	874 Dillingham Boulevard Honolulu, HI 96817
Statewide	Pacific Disaster Center	Consortium	Data	x	x	x	x	x	x	x	x	x	Applied research center that helps governments and NGOs enhance disaster management capacity, save lives, and reduce disaster losses through the application of advanced tools and technologies, evidence-based research, and	https://www.pdc.org/about/	1305 North Holopono Street, Suite 2 Kihei, HI 96753

													analytical information.		
Statewide	Pacific International Center for High Technology Research (PICHTR)	Non-profit	Online Accessibility & Inclusivity; Digital Literacy	x	x	x	x	x	x	x	x	x	Supported numerous projects aimed at increasing accessibility to healthcare in Hawai'i, and bringing innovative healthcare solutions to market. Established the Hawai'i Health Information Exchange (Hawai'i HIE), a non-profit initiative that brought together healthcare stakeholders in Hawai'i to improve healthcare delivery throughout the state through a seamless and safe health information exchange.	https://www.pichtr.org/	1440 Kapiolani Boulevard, #1225 Honolulu, HI 96814
Statewide	Papa Ola Lōkahi	Non-profit	Digital Literacy	■	■	x	x	x	x	x	■	■	Works to strengthen the network of community health workers that serve Hawai'ian	https://www.papaolalokahi.org/	894 Queen Street Honolulu, HI 96813

Statewide														
												communities through education, training and ongoing professional development.		
Statewide	Pear Suite, Inc.	Private	Digital Literacy	■	■	■	■	■	■	■	■	■	Evaluates current needs and interests of older adults around technology literacy and telehealth. Works with community groups and federally qualified health centers to onboard older adults to EBB and telehealth; increases access to health and social services as well as other online resources and services. Utilizes Northstar Digital Literacy training and community health workers to enable older adults to be ready for telehealth.	https://www.pearsuite.com/	
Statewide	Purple Mai'a	Non-profit	Digital Literacy	x		■			■		x	■	Digital literacy courses for youths,	https://purplemaia.org/	

Location	Name	Type	Focus	1	2	3	4	5	6	7	8	9	Description	URL	Address
													entrepreneurs, and workforce development.		
Statewide	Rural Equity for Advancing Community Health	Health Center	Broadband Availability; Device Availability; Digital Literacy	x	x	x	x	x	x	x	■	x	An evidence-based telehealth network that will address poor Internet connectivity; limited user training; and lack of devices for connecting. Community Health Workers and trainers will provide large groups and one on one computer and telehealth training. Will provide a renovated computer and hot spot for telehealth access and a large print step-by-step instruction manual for those without.		
Statewide	Salvation Army	Non-profit	Digital Literacy	■	x			x			■		Assesses the needs of each community in which they serve to understand the obstacles, hardships and challenges, build local programs	https://hawaii.salvationarmy.org/hawaii_2/	2950 Manoa Road Honolulu, HI 96822

Region	Organization	Type	Focus	Markers	Description	Website	Address
					to offer relief, then offer local programs to optimize their efficacy.		
Statewide	Spectrum	Internet Service Provider	Broadband Availability & Affordability; Device Availability; Digital Literacy	▪ ▪ ▪ ▪ ▪ ▪ ▪ ▪ ▪	offers free Out-Of-Home Wifi access points throughout the state. Spectrum customers have access to unlimited usage, and non-customers get a free 30-minute trial per day. A map of these hotspots is available online. All 8,000 of these wifi access points throughout the state were temporarily opened up for unlimited free access immediately following the fires in Lāhainā.	https://www.spectrum.com/internet/wifi-access-points	
Statewide	State of Hawaiʻi Department of Vocational Rehabilitation - Administrative Office	State Agency	Device Availability & Affordability; Broadband Availability; Digital Literacy	x x x ▪ x x x	Program for persons with disabilities who require assistance to prepare for, secure, retain or regain employment.	https://humanservices.hawaii.gov/vr/contact-vr/	1010 Richards Street, Suite 217 Honolulu, HI 96813

													Description		
													Provides a rehabilitation worker who specializes in job training and job placement. May provide assistive technology and training depending on the skills needed for employment.		
Statewide	State of Hawai'i Dept. of Labor and Industrial Relations	State Agency	Device Avilability & Affordability; Broadband Availability; Digital Literacy	x	x	x	x	x	x	x	x	x	Provides Internet or computer access, entry-level literacy training(basic skills and software/hardware introduction), intermediate-level literacy training (Google suite, commonly used platforms), advanced-level digital literacy training (coding, website/graphic design, video editing), and specialized (e.g. UX/UI design, AI, GIS, industry specific programs)	labor.hawaii.gov	830 Punchbowl Street, # 321 Honolulu, HI 96813

Location	Name	Type	Focus Area	1	2	3	4	5	6	7	8	9	Description	URL	Address
Statewide	Sun Global Broadband	Internet Service Provider	Broadband Availability & Affordability	■	x	x	x	x	x	x	x	x	Long-range Wi-Fi solutions with a private, state-of-the-art network. Low-cost networks provide continuous coverage for users who want to access data, video, text and voice capabilities on their mobile devices.	http://www.sunglobalbroadband.com/	2800 Woodlawn Drive, # 149 Honolulu, HI 96822
Statewide	Technology Outreach Hawaiʻi (TORCH)	Non-profit	Digital Literacy	x	x			x		x	x		Projects that can promote technology education, make resources accessible, and empower our youth to be skilled technology users, creators, and leaders of change.	https://hitorch.org/	
Statewide	UH JABSOM Area Health Education Center and Hawaiʻi State Rural Health Association	Higher Education	Digital Literacy		x								Entry-level (basic skills and software/hardware introduction), so they can access telehealth		2500 Campus Road Honolulu, HI 96822

Statewide	US Vets - Barbers Point	Non-profit	Broadband Availability & Affordability, Online Inclusivity & Accessibility; Device Availability, Digital Literacy	x	x	x	■	x	x	x	x	x	On-site transitional, long-term and permanent housing; home to U.S.VETS' signature program, Veterans in Progress, assisting homeless veterans gain residential stability, increase their skill levels and income, and achieve a greater level of self-determination through employment.	https://usvets.org/	
Statewide	US Vets - Wai'anae Civic Center	Non-profit	Broadband Availability & Affordability, Online Inclusivity & Accessibility; Device Availability, Digital Literacy	x	x	x	■	x	x	x	x	x	Only U.S.VETS site in the nation that provides services to both veteran and civilian families. In 2007, the State of Hawai'iasked U.S.VETS to extend its program to include the civilian homeless population with shelter services, providing comprehensive care to nearly 200 men,	https://usvets.org/	

												women and children each day.		
Statewide	University of Hawaii	Higher Education	Broadband Availability & Affordability, Online Inclusivity & Accessibility; Device Availability, Digital Literacy	■	■	x	■	■	■	■	■	■	Through campuses and facilities statewide including remote and rural locations, UH offers undergraduate (majors and minors) and graduate degree programs, and certifications obtained through both in-person and online courses. The array of programs support residents pursuing career pathways that require digital readiness. Multiple workforce development programs and services include the current EDA Good Jobs Hawaiʻiproject, out-of-the-box, and innovative approaches to preparing residents for careers in sectors requiring digital	https://www.hawaii.edu/	2444 Dole Street Honolulu HI 96822

Location	Name	Type	Focus Areas										Description	Website	Address
													capabilities. Digital literacy classes are regular offerings of the Continuing Education program.		
Statewide	We Are Oceania	Non-profit	Broadband Availability & Affordability, Online Inclusivity & Accessibility; Device Availability, Digital Literacy	■					■	■	x	x	Micronesian center that aims to support their community by utilizing existing programs and introducing new services to empower Micronesian residents. Their services include educational opportunity, workforce development, and language translation.	https://www.weareoceania.org/	720 North King Street Honolulu, HI 96817
Statewide	Workforce Development Council	State Agency	Broadband Availability & Affordability, Device Availability, Digital Literacy	x	x	x	x	x	x	x	x	x	Provide free "Introduction to Computers and the Internet" classes at public libraries and community college campuses, as well as free computers (Chromebooks) to those who do not	https://labor.hawaii.gov/wdc/	

Region	Organization	Type	Category										Description	URL	Address
													have personal computers.		
Statewide	Assistive Technology Resource Center	Non-profit	Device Availability & Affordability	x	x		x	■	x	x	x	x	Links people with technology and empowers individuals through its use. Has been the State of Hawai'i's designated Assistive Technology Act agency since 1991. Its primary role is as a resource center to meet the needs of an individual with disabilities, family members, employers, and educators.	https://atrc.org/	200 N Vineyard Boulevard, #430 Honolulu, HI 96817
Statewide	Hawai'i Aging & Disability Resource Center		Device Availability & Affordability		■			■					Helps older adults, individuals with disabilities, family caregivers, individuals with disabilities or those with families, businesses, and other individuals who interact with persons with disabilities to find options for long	https://www.hawaiiadrc.org/	250 South Hotel Street, Suite 406 Honolulu, HI 96813

												term support and services available to them in the State of Hawai'i. Provides helpful information definitions of the different types of impairments, laws that apply to persons with disabilities, and resources for persons with disabilities.		
Statewide, Online	Banyan Networks	Private	Broadband Availability; Digital Literacy									Offers Internet or computer access at your location, specialized digital literacy training (e.g. UX/UI design, AI, GIS, industry specific programs)	https://www.banyannetworks.com/	1150 N Nimitz Highway Unit 6 Honolulu, HI 96817