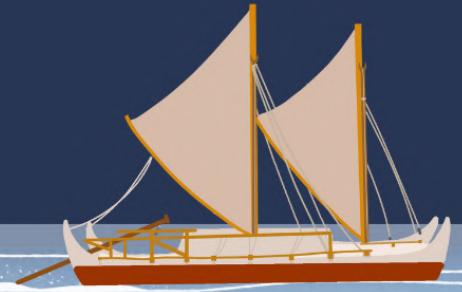




HAWAI'I DIGITAL EQUITY PLAN

DRAFT FOR PUBLIC COMMENT
SEPTEMBER 2023





for Public Comment

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EXECUTIVE SUMMARY



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

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

– Native Hawaiian Proverb



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.



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In 1824, King Kamehameha III declared, “He aupuni palapala ko‘u” roughly translated to, “mine is a Kingdom of literacy,” ushering in an era where Hawai‘i birthed over 100 newspapers in various languages and experienced one of the highest literacy rates in the world. Once again in 2023, Hawai‘i 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 Hawai‘i, approximately 1.25 million residents (85.8%) identified themselves as being a part of an ethnic minority, and many trace their ancestors outside Hawai‘i, including many of those indigenous to Hawai‘i. Yet, despite the diversity of origins, the people of Hawai‘i 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, Hawai‘i 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 Hawai‘i 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 Hawai‘i.

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 Hawai‘i—each experiencing their own set of barriers—that lack one or more of these access points. Digital inequity in Hawai‘i 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 Hawai‘i has been actively engaged in the work of identifying and seeking to close the digital divide since the formation of the Hawai‘i Broadband Task Force in 2007. The onset of the COVID-19 pandemic in 2020 revealed and deepened the digital divide experienced by communities throughout Hawai‘i that were already vulnerable to inequalities and hardships. The Hawai‘i 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 Hawai‘i 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 480 participants engaged during the primary data collection phase of this plan, 51 interviews, and 37 focus groups with members of covered populations across Hawai‘i, the Digital Equity Plan seeks to center the voices of Hawai‘i’s diverse community. This deeply rooted outreach into Hawai‘i’s digital divide lays the foundation for our collective movement towards a digitally equitable future for all of our kama‘āina (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 Hawai‘i. Together, we will embark on a journey to bridge the digital divide and steer Hawai‘i into a future where digital equity is achieved and all of those who call Hawai‘i 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 and enable systems that perpetually empower our people through access to digital resources.



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“The world will turn to Hawai‘i as they search for world peace because Hawai‘i has the key . . . and that key is aloha!”

- AUNTY PILAHI PAKI

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 Hawai‘i that it is enshrined as the Aloha Spirit Law: Hawai‘i Revised Statute §5-7.5.

ALOHA

Akahai	kindness, to be expressed with tenderness
Lōkahi	unity, to be expressed with harmony
‘Olu‘olu	agreeable, to be expressed with pleasantness
Ha‘aha‘a	humility, to be expressed with modesty
Ahonui	patience, to be expressed with perseverance

Hawai‘i Revised Statute §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 Hawai‘i 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.

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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

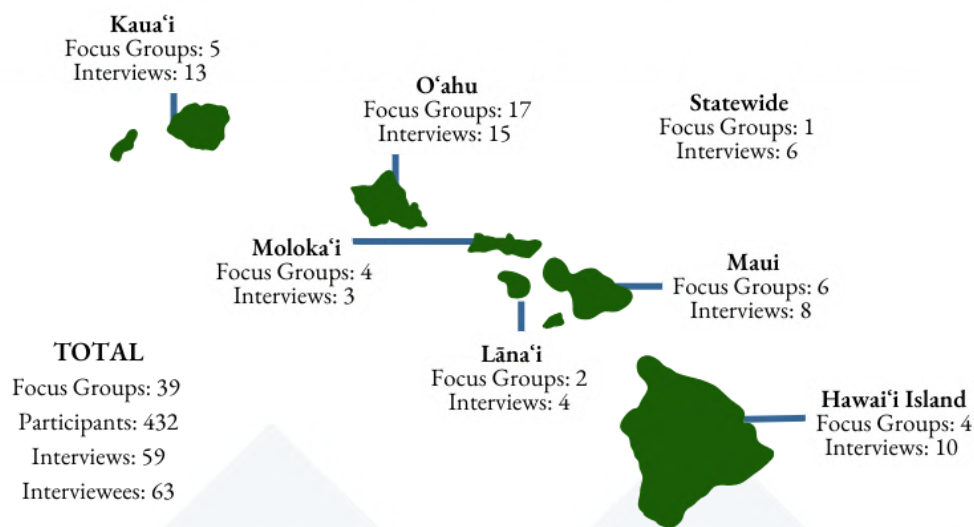
Data drawn from previously published federal, state, and county government sources, subject matter experts and community leaders in broadband, pilot projects, studies, plans, and models helped to set the foundation to preliminarily identify barriers, objectives, and strategies surrounding digital equity.

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 480 participants were reached through 39 focus groups and 59 interviews held on six islands across the pae ‘āina.

Outreach Across the Islands



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 Hawai'i**



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**



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**



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



16 Focus Groups included **NATIVE HAWAIIANS: Individuals who trace their ancestry to those who inhabited Hawai'i prior to 1778**



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 NTIA

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

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CURRENT STATE OF DIGITAL EQUITY IN HAWAI‘I

To understand the digital landscape of Hawai‘i, we must first understand the geographic, cultural, and 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. Knowledge barriers like the lack of 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.

STRATEGIES



1



Inspire and welcome all residents to become lifelong digital learners

2



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

3



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

4



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

5



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

6



Create a community-based digital navigator program

7



Strengthen disaster response capabilities and community resiliency through broadband

8

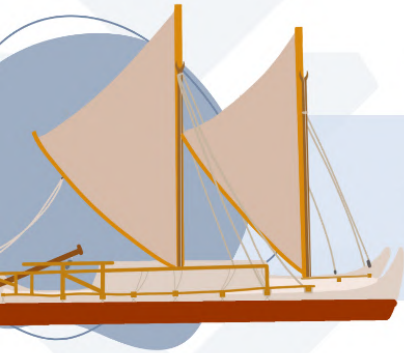


Prioritize funding and investment policies that advance digital equity

9



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



IMPLEMENTATION PLAN

STRATEGIES

OBJECTIVES

STRATEGY 1

Inspire and welcome all residents to become lifelong digital learners

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

STRATEGY 2

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

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

STRATEGY 3

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

1. Increase access to affordable devices with software, accessories, and affordable Internet service plans that meet the needs of individuals in Hawai'i's covered populations
2. Establish free or low-cost Wi-Fi and community spaces equipped with computers and printers at all public housing, publicly funded affordable housing, and transitional housing projects.
3. Make refurbished devices with basic software and cybersecurity protections available to covered populations as a low-cost option
4. Allocate public resources to provide cybersecurity and online privacy measures for covered populations.
5. Establish device service hubs that can provide free or low-cost troubleshooting, repair, upgrades, and replacements of devices for remote and rural communities with concentrations of minorities and Native Hawaiians.
6. Develop programs that enable incarcerated individuals to have access to devices while incarcerated to prepare for reintegration by learning basic digital skills, obtaining necessary ID, and accessing telehealth services such as mental health treatment.

STRATEGY 4

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

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

STRATEGIES

OBJECTIVES

STRATEGY 5 **Provide affordable lifelong digital literacy training and mentoring tailored to needs of covered populations**

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

STRATEGY 6 **Create a community-based digital navigator program**

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

STRATEGY 7 **Strengthen disaster response capabilities and community resiliency through broadband**

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

STRATEGY 8 **Prioritize funding and investment policies that advance digital equity**

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

STRATEGY 9 **Integrate evaluation and data collection throughout implementation to measure progress and inform strategy development**

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

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 Hawai‘i.
- 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 5-year plan is intended for all sectors of Hawai‘i’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 Hawai‘i’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 Hawai‘i and her people closer to an equitable digital future for all. This Plan is for everyone that calls Hawai‘i home, as everyone on the canoe has an important and active role to play in moving the needle towards a better future for Hawai‘i, 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 Hawai‘i today, for the next five years, and for the next seven generations.

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METHODOLOGY



‘O ke kahua ma mua, ma hope ke kūkulu.

The foundation first, then the building.

– Native Hawaiian Proverb



The gaps in digital equity were starkly evident during COVID-19 and prompted a concerted effort to close the digital divide. The Hawai‘i 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 ‘āina. 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.

HBDEO contracted with a team of three firms whose diverse network throughout Hawai‘i 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 Hawai‘i. An equally dedicated Steering Committee of community-based leaders from Kaua‘i, Hawai‘i Island, and O‘ahu 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 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 outreach process.

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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
Racial or Ethnic Minorities	Individuals whose race or ethnicity is non-dominant within Hawai‘i
Rural Residents	Any town with less than 50,000 residents and not an urbanized area next to a town with 50,000 or more residents
Native Hawaiians	Individuals who trace their ancestry to those who inhabited Hawai‘i prior to 1778



for Public Comment

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 Hawai‘i 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 Hawai‘i sources (with hyperlinks retained) included:

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

- [Hawai‘i Broadband Strategic Plan, 2012 and 2020](#)
- [Hawai‘i Department of Education 2020 Distance Learning Survey](#)
- [Hawai‘i Digital Equity Declaration](#)
- [Hawai‘i Digital Equity Ecosystem Map](#)
- [Hawai‘i Digital Literacy and Readiness Study](#)
- 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 Hawai‘i](#)
- [Vibrant Hawai‘i Digital Literacy Project](#)

The weekly forum of the Hawai‘i 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 Pu‘uhonua o Wai‘anae, the Aloha Independent Living TeleConnect program, or Hawai‘i 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 Hawai‘i. 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 Hawai‘i achieve the goals of digital equity. To our great benefit, one door often opened others. The Kaua‘i 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 Hawai‘i Island. A Lāna‘i 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.

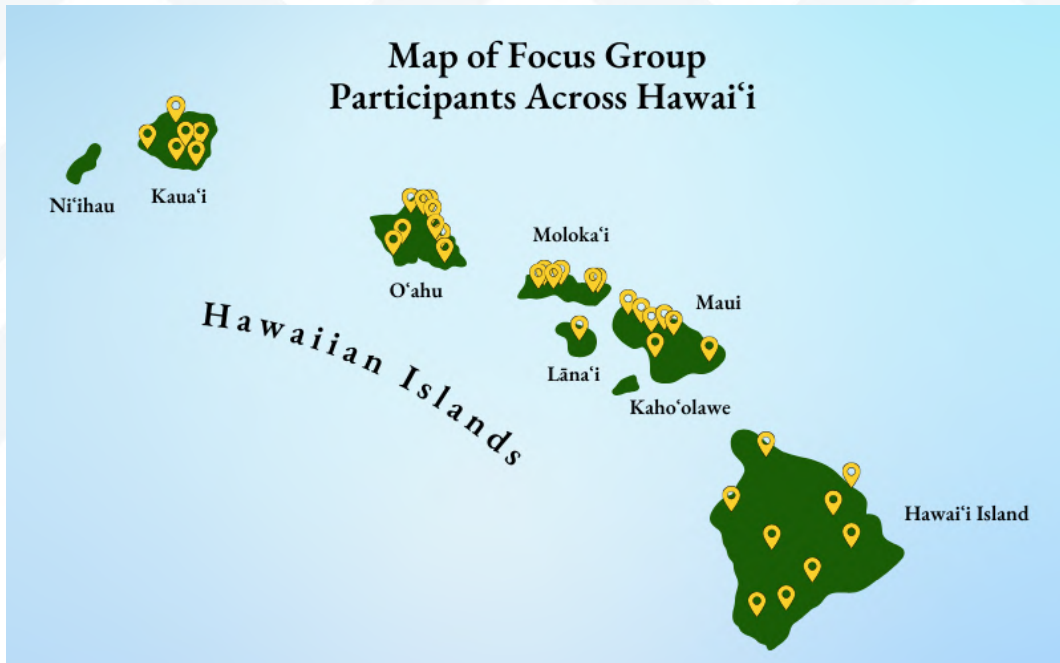
The majority of focus group participants drew from covered populations, while most interviews tended to be with service providers who may have been members of the covered population, but were able to offer strategic, overarching perspectives about those populations and programs that may have existed. 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 [Hawai'i 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.

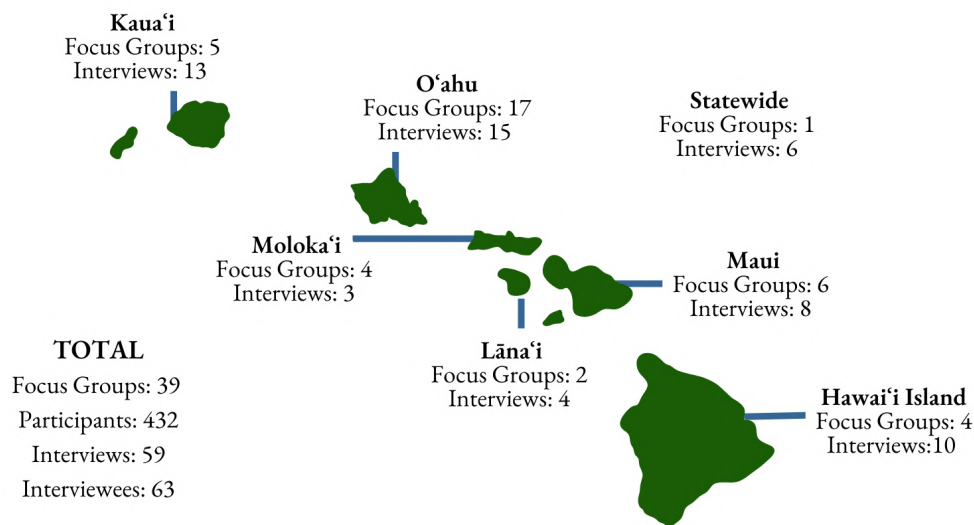
When this phase of the outreach concluded in August, our team had been welcomed into homes, offices, classrooms, community centers, church halls, and virtual forums across all major islands to hear from all covered populations in rural and urban communities on all major islands. The perceptions and perspectives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



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.

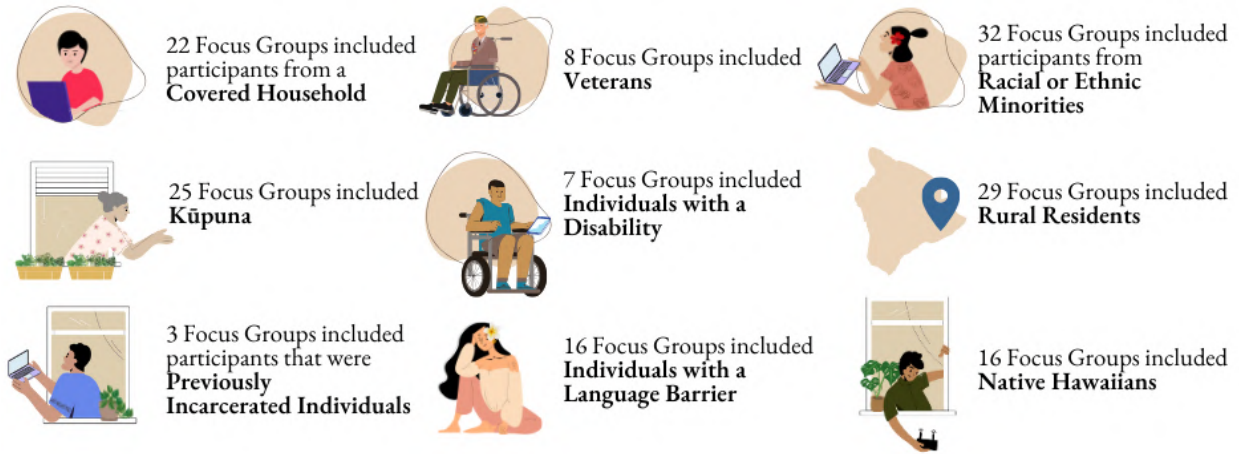
Outreach Across the Islands



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



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 Lānaʻi 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 of the Digital Equity Plan was issued broadly in September to invite Public Comment throughout October. The announcement of the 30-day comment period goes beyond simple awareness. It is Hawai‘i’s next leap toward establishing a culture of digital equity. It is a call to action to individuals, organizations, and communities across Hawai‘i to join together in achieving the collective vision for generations to come.

[prospective] The comment period launched with Hawai‘i’s first in-person Broadband Hō‘ike (demonstration or exhibition) hosted on Kaua‘i 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 to provide an overview of the key elements of the Plan and solicit feedback.

DRAFT

for Public Comment

A multimedia approach in the publicity plan was essential for HBDEO to penetrate a range of partners and other audiences. Following a press release and online and social media outreach, an online comment form was created to collect input and reach audiences across Hawai‘i. In addition, printed copies were made available at all public libraries together with printed comment forms. The hundreds of BBHui members received a presentation on the Plan at a weekly meeting of the Hui. Many of the individuals who gave generously of their time to join focus groups and interviews representing the covered populations were encouraged to provide input via a follow-up email. Comments received were carefully reviewed, synthesized, and incorporated as appropriate to enrich the final Digital Equity Plan.

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 Lana‘i; bottom right is from a k̄upuna group in rural O‘ahu.





CURRENT STATE OF DIGITAL EQUITY IN HAWAI‘I

OVERVIEW OF HAWAI‘I’S COVERED POPULATIONS

To understand the digital landscape of Hawai‘i, we must first understand the geographic, cultural, and social landscape of our island state. While our pae ‘āina (islands that comprise Hawai‘i) 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 Hawai‘i 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 Hawai‘i. 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, ahupua‘a) 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.
— Lāna‘i Senior Citizen
”

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 Hawai‘i, 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 Hawai‘i. Over 50% of Hawai‘i’s veterans are seniors. Over 20% of Hawai‘i’s veterans have household incomes less than \$50,000, and 5.7% live in poverty.⁶ As of 2020, 30,380 Hawai‘i veterans (31%) were receiving disability compensation.⁷

County	Civilian Population	Civilian Veterans	
		Amount	% of Total Population
Hawai‘i County	156,962	13,812	8.8%
Honolulu County	752,958	71,239	9.5%
Kalawao County	47	1	2.1%
Kaua‘i 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.** Hawai‘i’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.

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.

⁸ <https://www.migrationpolicy.org/data/state-profiles/state/language/HI>

Top 25 Languages Other Than English Spoken at Home in Hawai'i

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 Hawaii, Research Economic Analysis Division, Department of Business, Economic Development & Tourism, March 2016.

DRAFT

for Public Comment

- **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.

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



Island	Total Population	Rural Residents	
		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 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



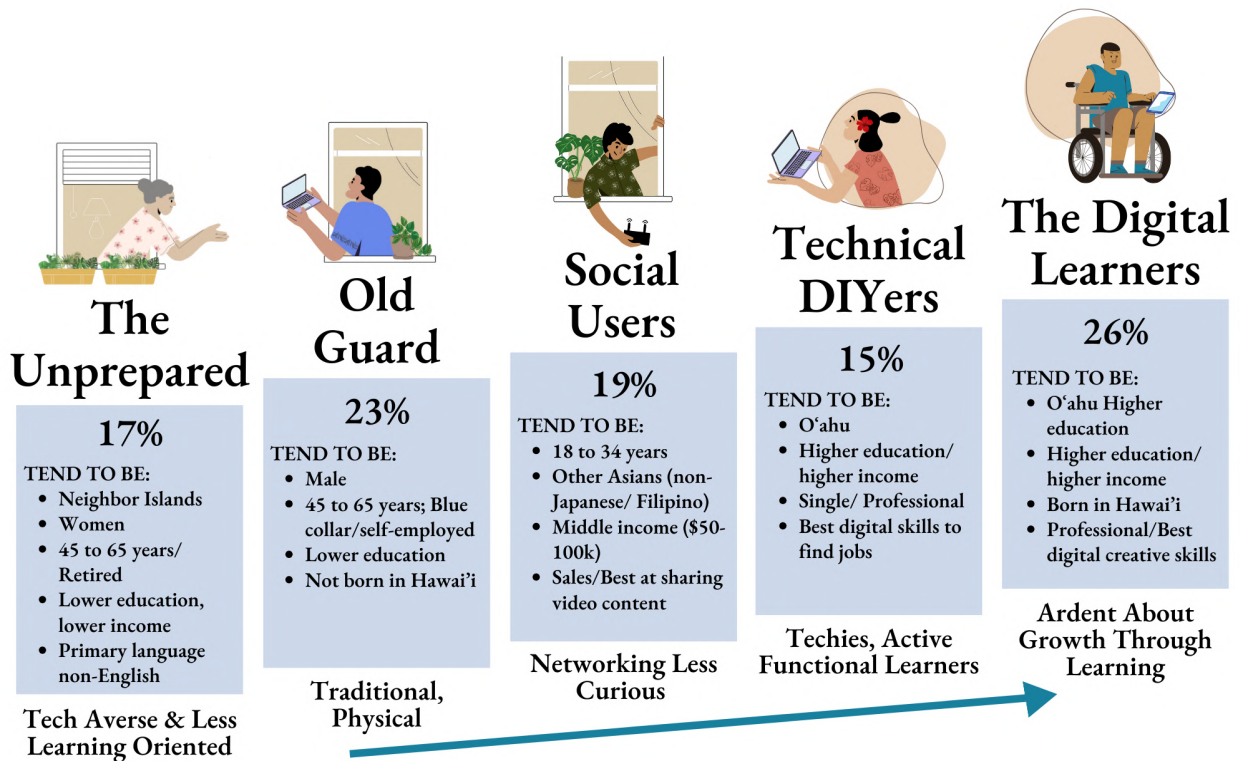
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for Public Comment

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



“ From the employer standpoint...I think we have to have an employer commit to training and devices. — Senior Vice President of a Major Employer ”



for Public Comment

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 measurement 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 the more digitally ready groups are more likely to be 18 to 34 years of age, in professional jobs, in higher income households earning \$100,000 and more, of Japanese ancestry, and living on the island of O'ahu. Less digitally ready groups are differentiated by age (35 to 54 years of age); have education levels short of a college degree; have lower household income, and were born outside of 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 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 Hawai‘i has already been laid over the last 15 plus years by the state, counties, non-profits, grassroots community organizations, and motivated individuals across the pae ‘āina. The following are groundbreaking milestones in Hawai‘i’s digital equity journey thus far:

- In 2007, the state legislature took initial action by forming the Hawai‘i Broadband Task Force 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 Hawai‘i.
- In 2008, the Hawai‘i Broadband Task Force issued its final report to the Governor and to the Legislature, recommending strategic actions to meet Hawai‘i’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 Hawai‘i Broadband Initiative (HBI) was launched with the goal of ubiquitous gigabit connectivity throughout Hawai‘i, and the ultimate purpose of ensuring that all of Hawai‘i’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 Hawai‘i 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 170 weekly meetings later, the BBHui following today is numbered in the hundreds 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 Hawai‘i’s Office of Planning and Sustainability published the [2020 Hawai‘i 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 Hawai‘i [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



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



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.
- In June 2021 the [Hawai'i Broadband and Digital Equity Office](#) (HBDEO) was created 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 BBH 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 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 Hawai'i nationally recognized as a “digital trailblazer” by the NDIA (National Digital Inclusion Alliance). The counties of O‘ahu, Kaua‘i, and Maui have followed suit, each creating their own Digital Equity Coalition modeled after HIDEC.

- In May 2023, the HBDEO officially launched the [Hawai‘i Digital Equity Project Survey](#) to document and track all digital equity activities that are undertaken across the state. 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.
- 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 pae ‘āina while building capacity for expertise in the key digital equity pillar of affordability.
- In July 2023, the five-year [Broadband Equity, Access, and Deployment \(BEAD\) Plan](#) was published by the University of Hawai‘i. Working in parallel with this Digital Equity Plan, the BEAD Plan identifies unserved and underserved locations around the state and recommends actions for deploying broadband infrastructure to provide reliable Internet service to these communities.

Intangible Assets

Beyond the quantifiable plans, programs, and facilities that contribute to digital equity in Hawai‘i are a range of intangible assets and qualities that will serve to advance the goals of this Digital Equity Plan. These assets 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 Hawai‘i 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

- Across the board, focus group participants expressed a strong **motivation** to better their lives despite the challenges they face. Some individuals from covered populations such as individuals leaving incarceration, houseless individuals, recovering addicts, and those in public housing are often stigmatized by society and viewed as unmotivated, incapable, or beyond rehabilitation, yet 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.





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



- There is **widespread recognition** among Hawai‘i’s covered populations of the value of the Internet and connected devices. 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, Hawai‘i’s covered populations can be quick to utilize devices and the Internet to pursue their goals.



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



- Hawai‘i’s local communities exemplify a **culture of kuleana**—responsibility for self, for ‘ohana, for kaiāulu (community), the lāhui, and the pae ‘āina—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 Hawai‘i 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. FEMA personnel from the US mainland remarked they had never seen such an extensive community response as that on Maui in 2023.

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- 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 get 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 that exemplify these efforts and offer models that can be bolstered, scaled up, or replicated across our island communities.

¹¹ <https://www.governing.com/archive/gov-nonprofits.html#data>

¹² <https://www.nonprofitimpactmatters.org/states/hawaii/>

- **Hawai‘i State Public Library System:** The Hawai‘i State Public Library System (HSPLS) has 51 branches on six islands, including the Library for the Blind and Print Disabled. While HSPLS branches provide access to broadband and devices, they also provide a place for people to connect with learning opportunities to improve the digital literacy skills they need to thrive in the 21st Century. As designated by the 2022 Act 232, public libraries were solidified as a place for anyone to start and connect to digital literacy opportunities. In 2021, HSPLS incorporated the Northstar Digital Literacy curriculum into its public offerings, and both librarians and the general public are encouraged to make use of this free resource. In 2023, 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 O‘ahu. The ultimate goal is for a digital navigator to be stationed at every library across the state. Additionally, most branches provide free public Wi-Fi access, some for up to 24 hours each day.



The Molokai 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 Molokai Public Library with a yellow “Wi-Fi Zone” sign posted prominently.

- **Maui Holoholo Bookmobile, The Digital Bus, and Mobile Wi-Fi.**

Maui County has a few examples of mobile platforms bringing services to remote and rural communities across the three islands of Maui, Molokai, and Lanai, all 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 Hawaii 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. We note that the local non-profit Hawai‘i Literacy also has a bookmobile program, described further below.

- **The Maui Digital Bus and Moloka‘i Digital Bus.** The Digital Bus is a mobile science, technology, and ‘ike Hawai‘i classroom designed to supplement curriculum to the students of Maui and Moloka‘i 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 kupuna while also 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 Waihe‘e. The Moloka‘i Digital Bus allows participants to have meaningful science-based outdoor experiences in ahupua‘a from which they can directly learn and observe their own community's resiliency and ecosystems.

- **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.



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 Hawai‘i (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:

0. Referrals come from source organizations who are on-the-ground partners with established relationships.
1. 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.
2. 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.
3. Provide in-person training for as long as needed, from one lesson to a series of sessions, to ensure new skills are ingrained.**
4. 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 growing 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 Hawai‘i 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



- **Ma Ka Hana Ka ‘Ike Hāna Build program**. While Hāna Build is focused on workforce development in the construction field, focus group participants from Hāna highlighted the program as a successful model that could be replicated to serve the digital literacy and technical support needs of the local community while cultivating a homegrown digital workforce. Hāna Build has three components: in-school woodshop classes, after-school and intersession employment, and post-high graduate apprenticeships. Each year, approximately 40 high school students and 10 graduate apprentices are engaged through hands-on training

in construction projects that include handicap improvements for those in need, kūpuna cottages, alternative energy systems, educational facilities for Hāna High and Elementary School and local non-profits, and urgent community needs as they arise. While such a program could be built in any community, it could be especially valuable for small, remote communities across the islands.

DIGITAL EQUITY ASSET INVENTORY

The Asset Inventory table located in Appendix B identifies a growing list of organizations, agencies, and entities statewide—assets—that advance digital equity for one or more of Hawai‘i’s covered populations. Also included are sites and entities that have the potential to advance 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 Hawai‘i’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 Hawai‘i 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.

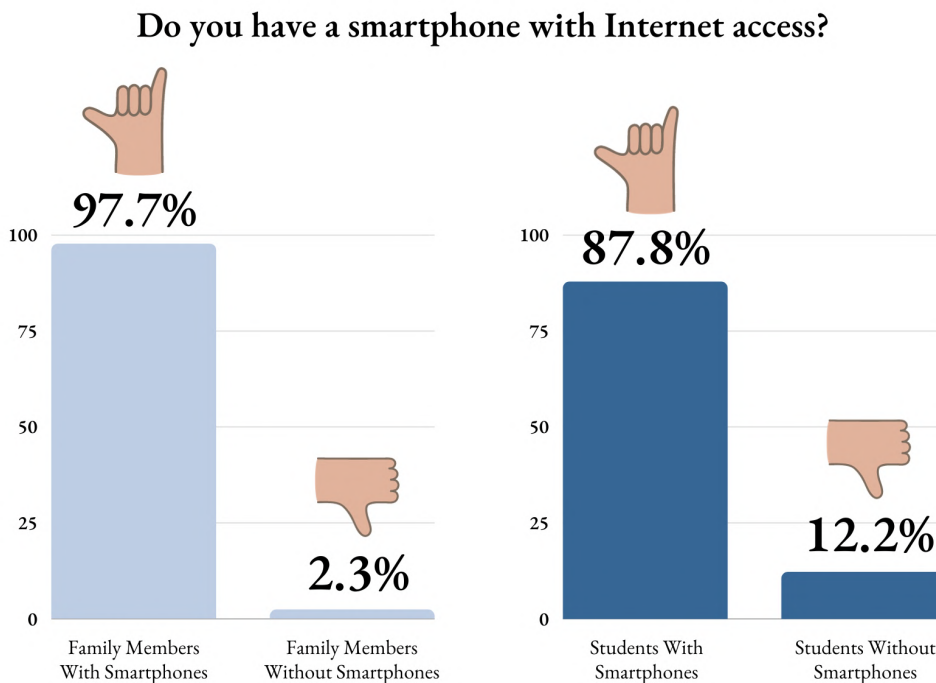
The agencies and community organizations who interface directly with covered populations are recognizing that connected devices in the hands of their clients are critical for the success of the services they provide. Broadband adoption impinges on the availability of devices and Internet connectivity, 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



Source: 2020 HIDOE Distance-Learning Survey

- **DCCA Designated Wi-Fi Hotspots.** The DCCA has designated the location of 100 new Spectrum Wi-Fi hotspots at public parks, civic centers, community centers, and other public open areas and gathering places across the pae ‘āina as part of its approval of the transfer of the Oceanic Time Warner Cable franchises in the state from Time Warner Cable to Charter Communications. These designated locations offer one hour of free Wi-Fi service per

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device, per day. There are 33 on Hawai‘i Island, 20 on Kaua‘i, 10 on O‘ahu, two on Lāna‘i, 15 on Maui including eight in Hāna, and 18 on Moloka‘i including 10 in Kalaupapa (Kalawao County). Maps of hotspot locations are available on the DCCA website.¹³

- **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. Qualifying households can also receive \$100 towards the purchase of a laptop, desktop, or tablet if they contribute more than \$10 and less than \$50 toward the purchase price. As of September 25, 2023, out of an estimated 100,000 eligible households, 51,577 households in Hawai‘i are enrolled in ACP.

In June 2023 it was announced that DBEDT received a grant from the FCC to conduct in-person outreach and application assistance for the ACP as part of a campaign to close the digital divide. 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.

¹³ <https://cca.hawaii.gov/broadband/dcca-designated-wi-fi-hotspots/>

¹⁴ <https://www.fcc.gov/general/lifeline-program-low-income-consumers>

- **Affordable and public housing projects.** Some public housing facilities have received funding 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 they serve. Those that the project team engaged through the 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 Hawai‘i State Public Library System and can be a tool to provide literacy training for communities across the pae ‘āina. 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 like the Kaunoa Senior Center on Maui hold classes specifically for cybersecurity and online safety. More broadly, public agencies play a role in raising awareness about scams that target vulnerable populations. On another vein, treatment programs, shelters, and transitional housing facilities that serve sensitive individuals such as victims of domestic violence and victims of human trafficking must take steps to ensure the confidentiality, privacy, and exposure of the individuals they serve while maintaining the ability to reach out and communicate with them as needed.


 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 Hawai'i ADRC.¹⁶

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/Disability/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 has been a pressing community issue in Hawai‘i for many years now, intersecting with other community disparities that widen impacts for unique populations and extend beyond mere access into a divide 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.

– Moloka‘i Service Provider



DRAFT

for Public Comment

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.

- 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, especially some 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 ‘āina.

— Moloka‘i 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 O‘ahu-centric”** is a common sentiment expressed by residents of the “outer islands” or “neighbor islands,” i.e., Hawai‘i Island, Maui, Moloka‘i, Lāna‘i, Kaho‘olawe, Kaua‘i, and Ni‘ihau. 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. Hawai‘i’s two congressional districts reflect the uneven population distribution across the pae ‘āina: one for urban Honolulu and a second for rural O‘ahu 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 O‘ahu and populations on other islands have less access; and while it can appear that programs are happening, they are not accessible to many.

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, while others do so 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. Maintaining these functions is especially critical for parents who can lose their children to Child Protective Services if their homes are found to have inadequate refrigeration for food. Consequently, computers, smartphones, and Internet connections—all of which require electricity—are luxuries that are difficult to accommodate in off-grid households.

DRAFT

for Public Comment

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 Hawai‘i did not have a broadband subscription, and 20.8% of the population did not use the Internet¹⁷. 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 Total Population	Amount	% of Total Population
Hawai‘i 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%
Kaua‘i 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

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



- Free public Wi-Fi has been identified as a critical lifeline for covered populations. Public libraries across the state offer free Wi-Fi and therefore are a significant resource to those who cannot afford a 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 some neighborhoods about loitering, however, have led to libraries regretfully having had to limit the hours of **Wi-Fi availability**.
- Other public facilities that incorporate free public Wi-Fi include schools and some civic centers. The County of Hawai‘i has an initiative currently underway to expand Wi-Fi in public parks and recreation facilities. Discussions over the years have included providing broadband in downtown Honolulu and other highly trafficked corridors. Expanding the number of free Wi-Fi sites or extending the hours available at places such as community anchor institutions and schools has been met with resistance about both costs and **security concerns** that these sites may attract undesirable activities.
- The Hawai‘i 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 trainings or classes outside the school year.

_____ “ _____
 The only reason I don’t provide Internet at
 my other buildings is because we can’t
 afford it because the rents are so low.
 — Affordable Housing Developer
 _____ ” _____

- The cost of including **Internet access in public housing** is unaffordable for the developer who cannot recover it at the prescribed rental rates. Public housing and public subsidized housing, including pursuing federal funding opportunities, 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 Hawai‘i 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 Hawai‘i is the highest in the nation at 181.5, with the cost of utilities at 140.3, just behind Alaska and Puerto Rico.¹⁹ 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.



If there would be a way for low-income buildings to provide WiFi at a lower cost or for free to these tenants. Goodness, yes.

— Affordable Housing Provider



- **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.

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>

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.



Because it's one thing to hand them a phone, and it's another thing for them to be able to afford it on a monthly basis.

— Transitional Housing Manager



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.

²⁰ <https://www.prisonspolicy.org/reports/outofwork.html#appendix>

- **Individuals with Disabilities.** The Aloha Independent Living Hawai‘i 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 Hawai‘i living in poverty, or 11% of the population, and nearly 30% considered ALICE. Among the financial constraints that Hawai‘i 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 Hawai‘i 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



- **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 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.

Moloka‘i 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 O‘ahu to get a signal.

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



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.

— Moloka'i Resident



Although efforts have been made to erect **additional towers** on Moloka'i, residents and providers have not been able to reach an agreement on tower locations. The 200 Hawaiian Homestead lots in Ho'olehua are generally off-grid without Internet connection.

With poor cell coverage, Moloka'i **relies heavily on Wi-Fi in the community**; however, Internet service tends to fail with some frequency. To ensure reliable connectivity for their operations, e.g. meeting procurement, payroll, or government deadlines, Moloka'i businesses commonly **invest in two or three different Internet plans simultaneously** so that they have a back-up connection. While paying for multiple plans is already a financial burden, residents of Moloka'i and Lāna'i alike report that their plans cost as much or more as those on the larger, more populated islands, yet they are receiving lower levels of service quality that many argue are inadequate. Additionally, although Internet service providers advertise special discounts and lower rates, such deals are typically not available for these smaller islands.

The islands of Moloka'i and Lāna'i and isolated towns like Hāna on Maui do not have adequate **on-the-ground support** to serve the technical repair and maintenance needs for devices and applications. Likely due to their small populations, none of these communities have any shops offering device repair or maintenance services

- **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 Hawai'i. 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.

DEVICE AVAILABILITY AND AFFORDABILITY BARRIERS AND NEEDS

County	Total Households	Households with a Computer		Households without a Computer	
		Amount	% of Total Population	Amount	% of Total Population
Hawai‘i 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%
Kaua‘i 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. Although Census data show that most households in Hawai‘i 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 HIDEOE 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.

“

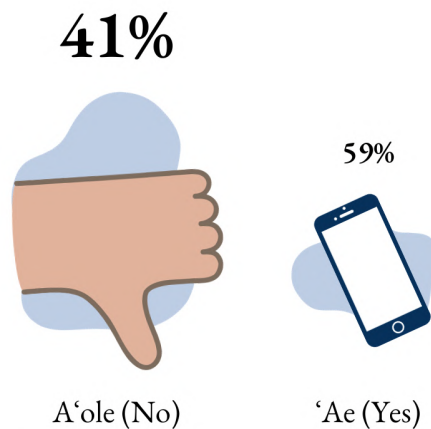
One of the guys here, he's got six, seven kids plus him, his wife, an uncle who is staying with them, and sometimes his mom...so like, you're going home, you don't have a place to just sit down and do your work.

— Pastor of Immigrant Congregation

”



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



Source: 2020 HIDOE Distance-Learning Survey

- 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.
- 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.
- 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 Hawai‘i. As these devices are purchased with public funds, they represent a large, untapped resource for low-cost solutions, should regulations allow for their refurbishment.

“
A computer would be a big thing
for me. For real, big time.

— Resident of a Transitional Home

”

- **Unique Situations**

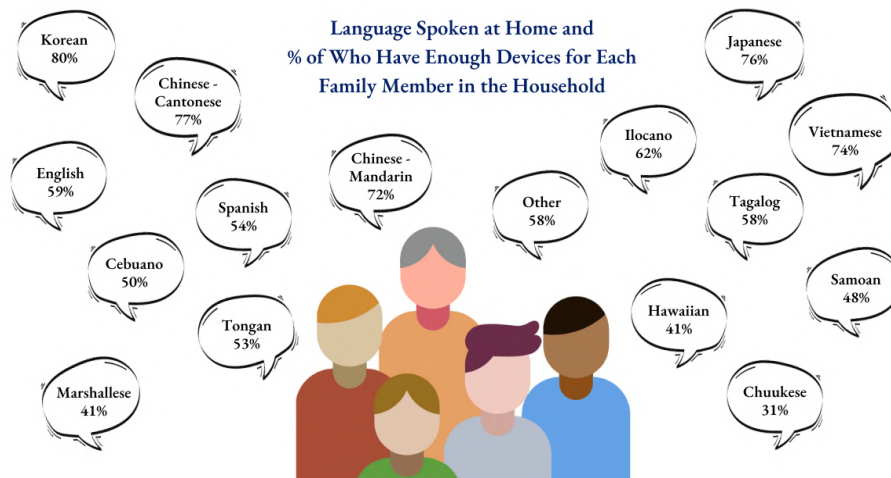
- **Covered Households.** Families are responsible to pay for any missing or broken parts of devices loaned to them by the Department of Education during the school year. This expense puts a strain on covered households who cannot afford unanticipated costs.

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.

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 HDOE 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 HDOE 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 Marshallse 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.** The island of Lāna‘i does not have USPS mail delivery service to homes, and FedEx and UPS do not ship to the island. Residents must travel off-island to purchase devices or spend hours on the phone to make alternative shipping arrangements.
- **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.

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

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

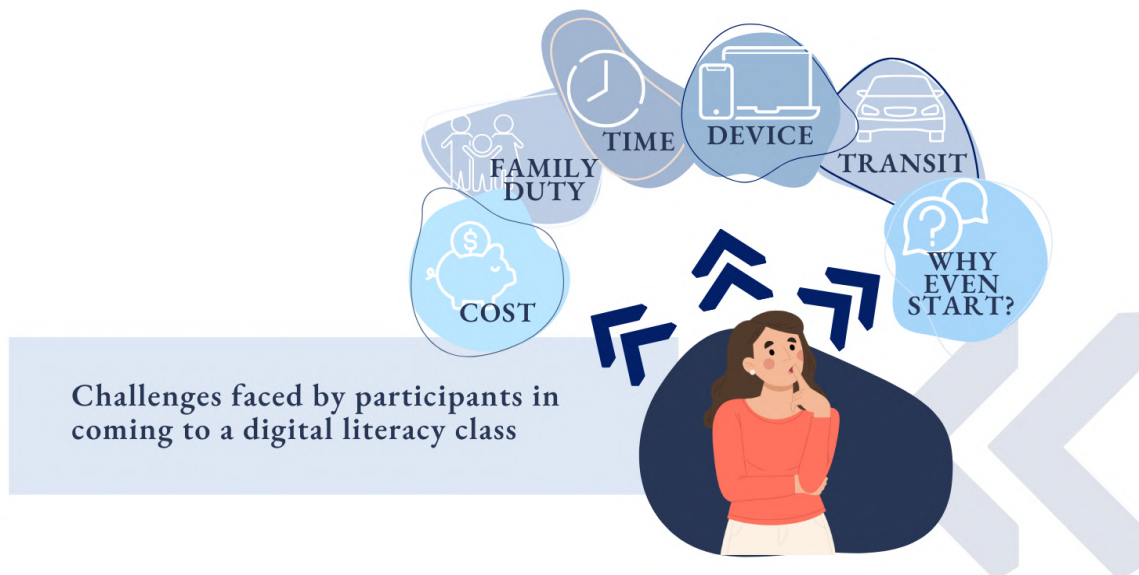


This thing is like a gold mine. But I don't know how to use it.

— 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.

- **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 Hawai‘i 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.
- 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.
 - Trainers may not have the cultural competency, language skills, or training 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.

- **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.
- **Individuals with Disabilities:** Through their experience in implementing the TeleConnect program, Aloha Independent Living Hawai'i 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.

- **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 a third of the Lahaina population being foreign-born.

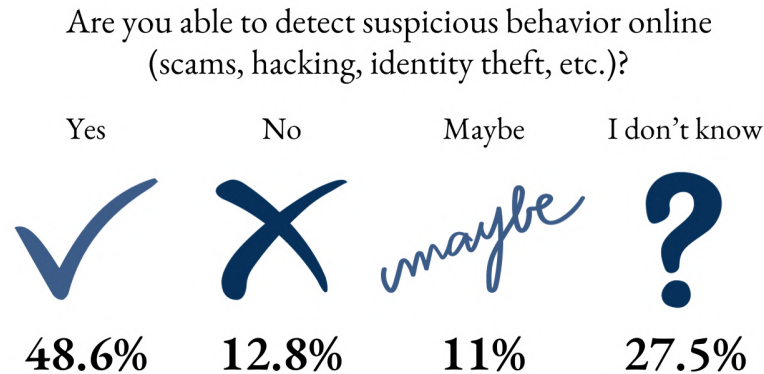
Note that for some communities, the use of the word “literacy” has negative connotations, implying illiteracy.

- **Rural Residents.** For many rural residents, the time and transportation barriers to attending classes can be significant. Even within Maui County, residents on Moloka‘i and Lāna‘i 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 Hawai‘i 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 inmates²⁴, 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.

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.



Data based on 218 responses from focus group participants.



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.

- **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 Kaua‘i 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 Lāna‘i 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.

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.

DRAFT

for Public Comment

“

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 Lāna‘i 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 Hawai‘i, 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 Kaua‘i 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.

- **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.

25

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

- **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 O‘ahu 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 O‘ahu. O‘ahu and Hawai‘i Island each have two Veterans Centers; Kaua‘i and Maui each have one; Lāna‘i and Moloka‘i have none.²⁶
- **Rural residents.** Compounding the problem of social services migrating online is that residents who live in more remote and rural areas like Moloka‘i and Hāna 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 Moloka‘i and Lāna‘i 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


- **Individuals with Language Barriers.** Language is a significant barrier that is compounded by the fact that many of the foreign languages common in Hawai‘i are uncommon throughout the rest of the United States. For example, while Hawai‘i 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

²⁶ <https://www.datahub.va.gov/stories/s/8jnp-dq5n>

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

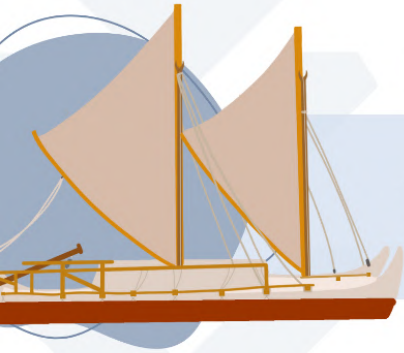


The **Strategies** outlined below articulate the ways in which the State of Hawai‘i and its partners will seek to achieve the overall goals of digital equity in Hawai‘i. Identified within each Strategy are the NTIA **Pillars** that are addressed through the Strategy as well as a description explaining 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.



for Public Comment



IMPLEMENTATION PLAN

STRATEGIES

OBJECTIVES

STRATEGY 1

Inspire and welcome all residents to become lifelong digital learners

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

STRATEGY 2

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

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

STRATEGY 3

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

1. Increase access to affordable devices with software, accessories, and affordable Internet service plans that meet the needs of individuals in Hawai'i's covered populations
2. Establish free or low-cost Wi-Fi and community spaces equipped with computers and printers at all public housing, publicly funded affordable housing, and transitional housing projects.
3. Make refurbished devices with basic software and cybersecurity protections available to covered populations as a low-cost option
4. Allocate public resources to provide cybersecurity and online privacy measures for covered populations.
5. Establish device service hubs that can provide free or low-cost troubleshooting, repair, upgrades, and replacements of devices for remote and rural communities with concentrations of minorities and Native Hawaiians.
6. Develop programs that enable incarcerated individuals to have access to devices while incarcerated to prepare for reintegration by learning basic digital skills, obtaining necessary ID, and accessing telehealth services such as mental health treatment.

STRATEGY 4

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

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

STRATEGIES

OBJECTIVES

STRATEGY 5 **Provide affordable lifelong digital literacy training and mentoring tailored to needs of covered populations**

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

STRATEGY 6 **Create a community-based digital navigator program**

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

STRATEGY 7 **Strengthen disaster response capabilities and community resiliency through broadband**

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

STRATEGY 8 **Prioritize funding and investment policies that advance digital equity**

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

STRATEGY 9 **Integrate evaluation and data collection throughout implementation to measure progress and inform strategy development**

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



STRATEGY 1

Inspire and welcome all residents to become lifelong digital learners

PILLAR



Outreach & Awareness

DESCRIPTION

A consistent barrier faced across communities is the shame and fear associated with a lack of comfort with digital tools. Some populations expressed a lack of understanding of why these skills are needed. Covered households, for example, may be surviving in a job, whenre they could be earning more income with greater skills but do not have the time or resources to pursue them. Among seniors, participants expressed time and again that even when resources are available, there exists a fear or lack of confidence to even pursue available opportunities for digital literacy. Many covered populations face stereotypes that hamper those who experience disabilities, incarceration, assimilation as an immigrant, and houselessness, portraying them as unsavory, unworthy, or untouchable. To bridge this divide through an equity lens, a thoughtfully designed public awareness campaign can inspire compassion for the challenges that communities face, underscore the societal and economic importance of digital literacy for all, and promote acceptance of struggles with digital literacy.

OBJECTIVE 1.1

Establish and implement a **communications campaign** for covered populations to improve perceptions about the importance of digital literacy for their social, economic, and cultural well-being.

COVERED POPULATION

ALL Covered Populations

2024

- By 2024 develop a communications campaign and baseline survey.
 - **KPI:**
 - Campaign established.
 - Survey results of baseline survey compared to subsequent surveys

2025

- By 2025 implement pilot communications campaign within one organization or agency serving a covered population.
 - **KPI:**
 - Name of organization selected and implementation of communication campaign

2026

- By 2026, conduct post-pilot communications campaign survey to provide feedback on effectiveness of message testing, etc.
 - **KPI:**
 - Change in percentage of individuals who are aware of available resources.
 - Increase in number of individuals in covered populations who apply for digital equity resources
- After pilot program, implement three additional organizations or agencies each year, serving covered populations.
 - **KPI:**
 - Number of organizations enlisted to implement campaign
 - Number of organizations to implement campaign, list of their names, and communities they serve

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- By 2028, decrease the percentage of Unprepared in Hawai‘i by 10% from 17% to 7%. (Baseline data taken from the 2021 DLIR WDC Digital Literacy baseline)
 - **KPI:**
 - 10% decrease in the “Unprepared”
- By 2028, decrease the percentage of “Old Guard” in Hawai‘i by 10% from 23% to 13%. (Baseline data taken from the 2021 DLIR WDC Digital Literacy baseline)
 - **KPI:**
 - 10% decrease in the “Old Guard”

Potential Actions:

- Incorporate strategies to meet residents where they are at – geographically, culturally, linguistically, socially, financially – such as:
 - A system to regularly disseminate information to service providers about current initiatives and available resources related to digital equity benefits.
 - Information about digital equity initiatives and cybersecurity resources.
 - Strategies for working with disabled individuals, guided by advised best practices agencies who work with individuals with disabilities.
 - The tangible benefits of digital readiness, including increased wages, more time with family (remote work), fulfilling, creative/productive careers.
 - Hawai‘i’s historically high rates of literacy; normalize “Hawai‘i is Akamai,” that are tailored to reach different populations, industries, and age groups.
 - Role models/best practices across covered populations who have achieved success through digital equity and increased digital literacy.
 - Connect with local organizations like Purple Mai‘a to encourage creative types to expand on Polynesian futurism and uplift examples of culturally grounded digital excellence.
 - In coordination with the County Digital Equity Coalitions, curate virtual and physical maps of digital assets and resources that connect together: Why learn? What do I need to learn? Where do I learn?"
 - 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.

Potential Partners: Hawai‘i Broadband and Digital Equity Office; state and county agencies; Hawai‘i State Public Library System, Schools; County Digital Equity Coalitions, non-profits, communications teams; community hubs or anchor institutions; Aging and Disabilities Resource Center.

Develop and implement **training programs** for staff of public agencies on adopting digital equity in the organizational culture and applying best practices in serving new digital learners from covered populations with compassion and empathy.

ALL Covered Populations

2024

- By 2024, launch training in five county or state agencies.
 - **KPI:**
 - Training programs developed
 - Training programs implemented
 - Number of employees trained

2025

- By 2025, train an additional five county or state agencies.
 - **KPI:**
 - Training programs implemented
 - Number of employees trained

Potential Actions:

- Recruit trainers from within specific covered populations to guide efforts and help to build trust between institutions and individuals.
- 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

Potential Partners: State and county agencies; non-profit agencies and community organizations; service providers of covered populations for best practices.



STRATEGY 2

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

PILLAR



Online Accessibility & Inclusivity

DESCRIPTION

To achieve inclusivity and accessibility for all, the content and structure of online interfaces must be designed to accommodate the diverse 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 disabilities, language barriers, or limited technological literacy.

OBJECTIVE 2.1

Develop comprehensive **policies and regulations** that address issues such as net neutrality, affordable access, and fair competition.

COVERED POPULATION

ALL Covered Populations

2024

- By 2024, launch Digital Equity grant program, continue on annual basis.
 - **KPI:**
 - Grant program established

2025

- Starting in 2025, legislation is submitted to require policies and regulations.
 - **KPI:**
 - Number of bills created and passed

2026

- By 2026, begin implementation of policies and regulations.
 - **KPI:**
 - Number of bills created and passed

Potential Actions:

- Develop legislation that creates policies and regulations to advance digital equity through net neutrality, affordable access, and fair competition.
 - Work with relevant partners in the Hawai'i Broadband Hui to draft bills and advocate for passage.
 - Identify key legislators to champion passage of digital equity bills.
- Increase use of new technologies that cost-effectively enhance access (e.g., private 5G networks).

Potential Partners:

State legislature, county councils; Internet Service Providers who serve covered populations; Public Utilities Commission; Department of Commerce and Consumer Affairs; Department of Business, Economic Development, and Tourism; consumer advocate.

OBJECTIVE 2.2

Develop and institute digital equity best practices for accessibility and inclusivity into online interfaces with an **emphasis on mobile enabling and mobile integration** for the following entities: State and County departments, service providers, community organizations, and others that provide services to members of covered populations throughout Hawai'i.

COVERED POPULATION

ALL Covered Populations

2024

- In 2024, form a working group to initiate cross-departmental integration and identify candidate departments for participation.
 - **KPI:**
 - Formation of working group and list of members

2025

- In 2025, the working group will develop best practices and guidance for cross-departmental integration and begin implementation.
 - **KPI:**
 - Report of working group on cross-departmental integration and collaboration best practices
 - List of potential programs within agencies identified that can integrate digital support
 - Number of departments implementing cross departmental integration of digital skills and interfaces
- By 2025, establish a baseline of service providers that integrate best practices into online resources for covered populations, including mobile devices.
 - **KPI:**
 - Percent of service providers that integrate digital equity best practices into their interfaces for covered populations
 - Identification of potential programs within agencies that can integrate digital support

2028

- By 2028, all online interfaces between service providers and members of covered populations integrate digital equity best practices, including for mobile devices.
 - **KPI:**
 - Percent of service provider sites that are mobile-enabled
 - Percent of government funded sites that are mobile-enabled
 - Increased percentage of all sites that are mobile-enabled

Potential Actions:

- Convene candidate departments for commitment to cross-departmental integration.
 - Form working group consisting of department representatives and service providers to covered populations.
 - Determine management structure.
 - Develop best practices for cross-departmental integration for interfacing with covered populations.
 - Identify steps necessary for successful cross-departmental integration aligned with best practices for interfacing with covered populations, including POCs
- Increase accessibility on government websites for covered populations by providing culturally competent online outreach and communications in multiple formats for language translation and assistive technology.
 - Develop digital content and resources in multiple languages with culturally respectful messaging that resonates with the interests and needs of people with disabilities, minorities, immigrants, and non-English speaking communities.
 - Publish culturally competent outreach and communications to immigrants, minorities, and LEP communities on all government websites
 - Format websites to be translation-enabled and ADA accessible
- Support integration of digital equity best practices into all interfaces between service providers and members of covered populations including:
 - Offer an onramp to integrating digital skills by continuing to allow paper application submittals—such as GED, public services, etc.—until the population has full digital access and literacy.
 - 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.
 - Design communication channels to meet the unique needs of covered populations such as translating websites, documents, flyers, instructional materials, etc., into multiple languages.
 - Ensure that all communications are accessible in multiple languages, for the vision- and hearing-impaired, and for the physically disabled, including an online helpline for applicable services.
 - Design existing and new websites, online forms, and electronic documents to be mobile-friendly and tablet-friendly, understanding that many in covered populations only have online access via mobile phones.
 - 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.

Potential Partners: State and county departments and their IT departments; service providers to covered populations; Hawai‘i State Department of Health; Disability Communication and Access Board; County Disability Resource Centers; State Office of Enterprise Technology Services; network of community-based organizations serving covered households; including affordable housing development; private sector; disability service providers; Executive Office on Aging; Office of Language Access; Hawai‘i State Library for the Blind and Print Disabled.

OBJECTIVE 2.3

Integrate digital equity assets as identified in the **Digital Asset Inventory** into Aloha United Way 211 Helpline to make them accessible for the public.

COVERED POPULATION

ALL Covered Populations

2024

- By 2024 establish the baseline data in an open data format.
 - **KPI:**
 - **Baseline asset data established**
- By 2024 establish a governance structure to manage and maintain the data for 211 access going forward.
 - **KPI:**
 - **Partnership confirmed.**
 - **Governance structure established**
- By 2024 initial digital equity assets are integrated into 211 Helpline.
 - **KPI:**
 - **Integration into 211 system complete**

Potential Actions:

- Explore options for and establish governance structure, protocols, and process for integrating into 211 Helpline
- Pursue partnership with Aloha United Way
- Apply best practices for accessibility to 211 by covered populations

Potential Partners: State departments; Hawai‘i Broadband and Digital Equity Office; Hawai‘i Data Collaborative; non-profits like Maui United Way and Aloha United Way.

OBJECTIVE 2.4

Advocate for expanded access and **improvements to telehealth services** as a health care solution.

COVERED POPULATION

ALL Covered Populations

2025

- By 2025 submit legislation to promote the expansion of telehealth services to covered populations.
 - **KPI:**
 - Number of bills submitted and passed
- By 2025 assess telehealth portals for areas to improve and optimize.
 - **KPI:**
 - Number of providers who have the capability and capacity to use telehealth

2028

- By 2028 complete improvements to telehealth portals and electronic health record systems.
 - **KPI:**
 - Number of telehealth digital interfaces like HI-WITS (Hawai'i's Web Infrastructure for Treatment Services) redesigned
 - Number of telehealth facilities established by service

Potential Actions:

- Increase the use of and investment in telehealth and electronic records by for service providers and patients from covered populations
 - Support policy initiatives that expand access to telehealth services
 - Offer digital literacy training specific to use of telehealth services.
- Develop a how-to guide for accessing telehealth interfaces.
- Redesign HI-WITS (Hawai'i's Web Infrastructure for Treatment Services) and other telehealth portals to be more user-friendly and streamlined.
- Convene Department of Health and service providers to assess telehealth portals for areas to improve and optimize.
 - Systematically redesign interfaces according to feedback from service providers.

Potential Partners: Hawai'i Department of Health; service providers; veterans clinics; federally qualified health centers; health clinics.



STRATEGY 3

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

PILLARS



Device Availability & Accessibility

Online Privacy & Cybersecurity

DESCRIPTION

To ensure that all populations have a pathway into 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 all 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 3.1

Increase access to **affordable devices** with software, accessories, and affordable Internet service plans that meet the needs of individuals in Hawai'i's covered populations.

COVERED POPULATION

ALL Covered Populations

2024

- From 2024 onward, continue to fund Affordable Connectivity Program (ACP) outreach efforts in collaboration with entities that serve covered populations (pending renewal of ACP).
 - **KPI:**
 - Number and location of outreach events conducted.

2026

- By 2026, a statewide device discount program is established to bring the cost of devices down by \$500 per device.
 - **KPI:**
 - Date of establishment of statewide device discount program.

2028

- By 2028, 50% of eligible households in Hawai'i have obtained a device through the ACP and/or the statewide device discount program.
- By 2028, 75% of households have enough devices for each member as measured by follow up to HIDOE 2020 Distance-Learning Survey.
- By 2028, 90% of individuals from covered populations who want a connected device have received a free or low cost device as measured by results of Digital Readiness Study follow-up survey.
 - **KPI:**
 - Percent of eligible households have claimed devices through ACP.
 - Number of devices funded through the device discount program.
 - Percent of individuals from covered populations who want a connected device have received a free or low cost device as measured by results of Digital Readiness Study follow-up survey.

- Percent of households with enough devices for each member as measured by follow up to HIDOE 2020 Distance-Learning Survey.

Potential Actions:

- Support proven models such as the Aloha Independent Living Hawai‘i TeleConnect program and Vibrant Hawai‘i digital literacy program that provide individuals from covered populations with devices, connectivity, and basic literacy.
 - Include instruction in the basic use of the device, software, and accessories at the point of delivery tailored to the language, age, condition, culture, disability, or other condition of the recipient.
- Collaborate with Hawai‘i Department of Education to make devices freely available year-round for students from covered households and students with disabilities.
 - Solicit guidance from teachers regarding unique needs of particular students and families with respect to devices and training.
- Establish a statewide device discount program that provides individuals from covered populations with \$500 towards a device of their choice
- Advocate for the continuance of the ACP to provide subsidized devices of adequate quality and affordable plans and for covered populations.
- Continue ACP outreach to covered populations through State-funded efforts, digital navigators, community organizations, and non-profits that serve covered populations
- Advocate for devices to be subsidized per individual and not per household, recognizing that multiple devices are necessary for households, particularly multi-generational households.
- Work with Internet Service Providers (ISPs) and cell phone carriers to provide affordable unlimited data plans for low-income families.
- Advocate for the elimination of data caps for cell phone service.
- Eliminate credit as a necessity for purchasing basic devices and offer interest-free plans to expand the greatest accessibility.
- Partner with existing service providers to evaluate individual needs and connect individuals with the devices they need, such as:
 - Houseless individuals: accessories that enable devices to be concealed and kept safe from theft as well as hotspots and battery packs that enable transient connectivity.
 - Kūpuna: accessories and software that enable mobility, safety, telehealth, health monitoring, social connections, and other important functions.
 - Veterans: accessories and software that enable mobility, safety, telehealth, health monitoring, social connections, and other important functions.
 - Victims of domestic violence: software that ensures online privacy and security, devices that facilitate access to telehealth for therapy and support services.
 - Individuals with disabilities: assistive technology tailored to the condition and interests of the individual.

Potential Partners:

Department of Business, Economic Development, and Tourism; State Department of Commerce and Consumer Affairs; federal and state government; congressional delegation; state legislature; Hawai‘i Department of Education; foundations; non-profits and community organizations that serve covered populations; Internet Service Providers; device providers.

OBJECTIVE 3.2

Establish **free or low-cost Wi-Fi and community spaces** equipped with computers and printers at all public housing, publicly funded affordable housing, and transitional housing projects.

COVERED POPULATION

**Covered Households
Kūpuna**

2024

- Effective 2024, all new public housing and affordable housing projects approved in 2024 and beyond will provide free or low-cost Wi-Fi and will have community spaces equipped with computers and printers.
 - **KPI:**
 - Percent of new public housing, affordable housing, and transitional housing projects approved in 2024 and beyond that provide free or low-cost Wi-Fi and that have community spaces equipped with computers and printers.

2028

- By 2028, five community spaces are created in public housing and affordable housing projects (in existence as of 2024) that have free or low-cost Wi-Fi and are equipped with computers and printers.
 - **KPI:**
 - Location, opening date, and capacity of five new community spaces that are equipped with computers, free or low-cost Wi-Fi, and printers.

Potential Actions:

- Integrate requirements for housing resource centers via legislation and policies regarding affordable and public housing.
- Community spaces should be equipped with the following (but not limited to): computers, high-speed Internet connection, printers, etc.
- Leverage federal funding opportunities such as Broadband Equity, Access and Deployment (BEAD) and Housing and Urban Development (HUD) infrastructure funding to provide free broadband and Wi-Fi to all public housing, publicly-owned affordable housing, and transitional housing programs.
- Subsidize the cost of IT support, antivirus software, and security measures for public housing, publicly funded affordable housing, and transitional housing projects.
- Provide periodic informational sessions for case managers and property managers of housing projects to learn about programs and resources available to assist their residents with affordable access to devices, Internet connectivity, training and support.

Potential Partners: Hawai'i Pacific Housing Authority; public and affordable housing developers and managers; congressional delegation; state legislature; foundations; digital equipment companies.

OBJECTIVE 3.3

Make **refurbished devices** with basic software and cybersecurity protections available to covered populations as a low-cost option.

COVERED POPULATION

ALL Covered Populations

2024

- From 2024 through 2028, funding is awarded to support device refurbishment and redistribution programs.
 - **KPI:**
 - Number of device refurbishment and redistribution programs funded each year.
 - Number of refurbished devices distributed to people from covered populations each year.

2025

- By 2025, state and county policies are changed to allow for government devices to be refurbished and redistributed.
 - **KPI:**
 - New state policy.
 - New county policy.

2028

- By 2028, a total of 5,000 refurbished devices with basic software and cybersecurity protections are distributed to people from covered populations.
 - **KPI:**
 - Number of refurbished devices with basic software and cybersecurity protections are distributed to people from covered populations.

Potential Actions:

- Partner with public and private entities who serve covered populations to support device refurbishment and redistribution programs.
- Enlist the support of employers to help identify and meet affordability needs of their employees to support a telework environment.
- Provide year-round use of a laptop or tablet-like device as an integral part of the learning environment for Hawai‘i’s K-12 public and charter school students as well as higher education students.
- Require that devices provided to covered populations are pre-loaded with software, accessories, cybersecurity protections, and basic instructions at the point of delivery that meet their specific needs.

Potential Partners: State government; county government; University of Hawai‘i; Hawai‘i Department of Education; digital literacy class providers; nonprofits and community organizations that serve covered populations; device providers; software developers.

OBJECTIVE 3.4

Allocate public resources to provide cybersecurity and online privacy measures for covered populations.

COVERED POPULATION

ALL Covered Populations

2025

- By 2025, submit legislation to promote privacy, safety, and security in digital systems and policies to protect covered populations.
 - **KPI:**
 - Number of bills submitted

2027

- By 2027, all county governments enact online privacy and cybersecurity policies.
 - **KPI:**
 - Successful passage and adoption of comprehensive cybersecurity policy.

2028

- By 2028, state government enacts online privacy and cybersecurity policies.
 - **KPI:**
 - Successful passage and adoption of comprehensive cybersecurity policy.

Potential Actions:

- Require the pre-installation of cybersecurity and antivirus software in subsidized devices that are provided to covered populations and incorporate awareness of forms of cybersecurity threats.
- 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.

Potential Partners: Congressional delegation; state legislature; county councils; Hawai‘i State Public Library System; American Association of Retired Persons (AARP) Hawai‘i; Internet Service Providers; covered populations service providers.

OBJECTIVE 3.5

Establish **device service hubs** that can provide free or low-cost troubleshooting, repair, upgrades, and replacements of devices for remote and rural communities with concentrations of minorities and Native Hawaiians.

COVERED POPULATION

**Rural Residents
Racial or Ethnic Minorities
Native Hawaiians**

2028

- By 2028, the rural areas of Hāna (Maui), Ocean View (Hawai‘i Island), Kekaha (Kaua‘i), Wai‘anae (O‘ahu) and the islands of Lāna‘i and Moloka‘i will each have a digital service hub.
 - **KPI:**
 - Locations of digital service hubs, dates of establishment.

Potential Actions:

- Develop programs that empower students to provide technical assistance for their communities (e.g. Ma Ka Hana Ka ‘Ike model in Hāna).
- Develop repair and maintenance curricula and programs in high schools that support the technical assistance needs in remote communities.
- Partner with companies to supply centers that provide necessities for devices such as replacement parts, accessories, and chargers.

Potential Partners: Hawai‘i Department of Education, private schools, non-profits and community organizations, digital equipment companies.

OBJECTIVE 3.6

Develop programs that enable incarcerated individuals to have **access to devices while incarcerated** to prepare for reintegration by learning basic digital skills, obtaining necessary ID, and accessing telehealth services such as mental health treatment.

COVERED POPULATION

Incarcerated Individuals

2028

- By 2028, all of Hawai'i prisons provide access to computers for inmates to utilize for select purposes aside from education.
 - **KPI:**
 - Percent of prisons that provide access to computers for inmates to use for select purposes.

Potential Actions:

- Collaborate with the Department of Public Safety (DPS) to provide computers in prisons for incarcerated individuals to access for specific purposes such as learning digital skills, obtaining government ID, and accessing telehealth services.
- Advocate for funding to be allocated to DPS for computers in prisons.

Potential Partners: Department of Public Safety; state legislature; device providers; software providers.



STRATEGY 4

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

PILLAR



Broadband Availability & Accessibility

DESCRIPTION

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 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 4.1

Expand the network and **strengthen the capabilities of Community Anchor Institutions (CAIs)** on every island to broaden free access to broadband for residents in all covered populations.

COVERED POPULATION

ALL Covered Populations

2024

- By 2024, candidate CAIs are inventoried and the digital capacity of each is assessed.
 - **KPI:**
 - Inventory and assessment of digital capacity of CAIs.

2028

- By 2028, 12 new CAIs on at least four islands offer free public Wi-Fi and charging stations.
 - **KPI:**
 - Number of new CAIs that offer free public Wi-Fi and charging stations.

Potential Actions:

- 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 open from morning to evening, at least five days per week.
 - Provide the funding necessary for Wi-Fi and charging stations at library sites to be available 24/7.
 - Where feasible, establish and staff computer rooms with staff at community centers to support community use and digital literacy classes.
- 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 Community Anchor Institutions, understanding that this is where many underserved community members go as a primary place to connect into other parts of society.

- Where possible, assist with establishing computer rooms to support community use and digital literacy classes.

Potential Partners: Federal, state and county governments; universities and colleges; public schools; hospitals; state and county parks departments; private sector; Internet Service Providers; Community Anchor Institutions; counties; Hawai‘i State Public Library System; places of worship.

OBJECTIVE 4.2

Install **free Wi-Fi and charging stations** in public spaces with public facilities to broaden connectivity for all covered populations.

COVERED POPULATION

ALL Covered Populations

2024

- By 2024 candidate sites are identified and assessed.
 - **KPI:**
 - Identification and assessment of all candidate sites.

2025

- By 2025, feasibility of siren co-location is assessed.
 - **KPI:**
 - Identification and assessment of all candidate sites.

2028

- By 2028, free public Wi-Fi and charging stations are offered at all candidate sites.
 - **KPI:**
 - Funding appropriated for installations.
 - Number and location of sites installed with free public Wi-Fi and charging stations each year.
 - Percentage of candidate sites offering free public Wi-Fi and charging stations.

Potential Actions:

- Support HBDEO's kuleana to increase access to Wi-Fi in public parks throughout the state under SCR74.
- Pursue colocation opportunities where emergency alert sirens are situated.
- Install charging stations at strategic public locations such as bus stops, libraries, and community centers.
- Support the continuance and, where possible, expand the provision of free public Wi-Fi access on County buses and public transit.
- Extend the hours of free public Wi-Fi availability at all public school campuses to support the connectivity of youths and families.
- Install security measures, where appropriate, at free public Wi-Fi and charging points to allay concerns about and deter unsavory loiterers.
- Support the network of bus stops equipped with free public Wi-Fi on each island.

Potential Partners: Federal, state and county governments; public transit systems; emergency management agencies; universities and colleges; public schools; hospitals; state and county parks departments; private sector; Internet Service Providers; Community Anchor Institutions; counties; Hawai'i State Public Library System.

OBJECTIVE 4.3

Establish **digital resource hubs** across the islands to meet residents from all covered populations where they are.

COVERED POPULATION

ALL Covered Populations

2025

- By 2025, digital resource hub locations are identified and selected in consultation with covered populations.
 - **KPI:**
 - Selected locations of digital resource hubs.

2028

- By 2028, five digital resource hub sites are established in select locations.
 - **KPI:**
 - Number and locations of established digital resource hubs.

Potential Actions:

- Support the establishment of phone card distributors in rural and remote communities like Hāna, Maui and Ka'ū, Hawai'i.
- Create digital resource hubs with computer devices, Wi-Fi, charging stations, and technical support staff in remote communities across the pae 'āina like Kipahulu on Maui and Puna on Hawai'i Island, as well as on the islands of Lāna'i and Moloka'i.
- 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 like the Holoholo Bookmobile and the Digital Bus to bring Wi-Fi and computer access into neighborhoods that lack physical facilities.
- Support diverse initiatives such as fixed wireless and satellite technologies to expand connectivity options for the most isolated regions.

Potential Partners: Counties; non-profits and community organizations that serve covered populations; resource suppliers; private sector; Internet Service Providers (ISPs); digital navigators.

OBJECTIVE 4.4

Collaborate with Hawai'i's business community and non-profit sector to **facilitate broadband connectivity** for employees and clients.

COVERED POPULATION

ALL Covered Populations

2026

- By 2026, incentives will be enacted for private and non-profit entities to provide connectivity for their employees, clients, and customers.
 - **KPI:**
 - Number of private and non-profit entities in each county that provide connectivity for their employees to work remotely.
 - Number of private entities that offer public Wi-Fi access on each island.

2028

- By 2028, 80% of eligible households in Hawai'i are enrolled for ACP monthly benefits.
 - **KPI:**
 - Percent of eligible households that are enrolled in the ACP for monthly service.

Potential Actions:

- Incentivize employers to provide high-speed Wi-Fi to support remote work opportunities for their employees.
- Collaborate with businesses to provide free public access to Wi-Fi where feasible and appropriate.
- Collaborate with service providers such as health centers, offices on aging, mental health and behavioral health providers, and others with brick-and-mortar facilities to identify and secure the resources necessary to meet the needs of their clients.

Potential Partners: Department of Business, Economic Development, and Tourism; Chambers of Commerce and other business assistance organizations; county offices of Economic Development; Economic Development Boards; Continuing Action Programs.

OBJECTIVE 4.5

Require Internet service providers and cell phone carriers to provide a basic level of service for rural and remote communities.

COVERED POPULATION

ALL Covered Populations

2025

- By 2025, submit legislation to require Internet Service Providers (ISPs) and cell phone carriers to provide a basic level of service for rural and remote communities and to ensure that rural communities do not pay higher rates for lower levels of service.
 - **KPI:**
 - Bills submitted.

2028

- By 2028, legislation is enacted to require ISPs and cell phone carriers to provide a basic level of service for rural and remote communities and to ensure that rural and remote communities do not pay higher rates for lower levels of service.
 - **KPI:**

- Successful passage and adoption legislation.

Potential Actions:

- Explore cost-sharing arrangements with Internet service providers and cell phone carriers to ensure that remote communities do not pay higher rates for lower levels of service.
- Support the expansion of private cellular 5G networks as appropriate to and through community anchor institutions, government entities, and hubs.

Potential Partners: Department of Business, Economic Development, and Tourism; Internet Service Providers; Federal Communications Commission; federal government; congressional delegation; state government; county government.



STRATEGY 5

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

PILLARS



Digital Literacy

Online Privacy & Cybersecurity

DESCRIPTION

A digitally literate populace is critical for Hawai'i's future. Because different 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. By considering these factors, organizations and stakeholders can work together to overcome barriers, bridge the digital divide, and empower individuals to fully participate in the digital world. The following objectives are designed to thoughtfully build a foundation of digital knowledge that can equip current and future generations with the skills necessary to thrive in a digital society.

OBJECTIVE 5.1

Implement best practices for providing **ongoing digital literacy training** tailored to the culture, language, and other unique characteristics of covered populations.

COVERED POPULATION

ALL Covered Populations

2024

- By 2024 establish best practices for digital literacy classes for each covered population.
 - **KPI:**
 - Best practices determined for each covered population.

2026

- By 2026 all entities that provide digital literacy training have adopted best practices.
 - **KPI:**
 - Number of service providers offering digital literacy classes on each island.
 - Number of classes held for each covered population on each island.

2028

- Evaluate effectiveness of digital literacy training best practices by the end of 2028.
 - **KPI:**
 - Attendance rates of attendees in classes.
 - Percent of attendees who complete courses.
 - Percent of scheduled classes held and canceled due to low attendance.
 - Number of individuals engaged in training programs.
 - Feedback surveys from participants.

Potential Actions:

- Build capacity within existing service providers for covered populations to provide digital literacy training for clients they serve.
- Leverage the reach and efforts of the Hawai'i 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.

- 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, resources, apply to jobs, 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: 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.
- Design programs to build confidence and encourage continued practice, striving towards advanced learning and skillbuilding.

Potential Partners: Hawai‘i Broadband and Digital Equity Office; digital literacy trainers; Hawai‘i Department of Education; Office of Language Access; Hawai‘i State Public Library System; University of Hawai‘i; private sector; service providers; public agencies; non-profits and community organizations; foundations.

OBJECTIVE 5.2

Develop and expand **cadre of digital literacy trainers and instructors** with cultural, language, and experiential competencies, allowing hire based on innovation and experience vs solely educational background.

COVERED POPULATION

ALL Covered Populations

2026

- By 2026 define minimum qualifications for staff positions (to allow for innovation and experience vs solely on educational background).
 - **KPI:**
 - Minimum qualifications defined based on innovation and experience.

2027

- By 2027 there is at least one digital literacy trainer serving each covered population on every island.
 - **KPI:**
 - Number of trainers, instructors, and organizations engaged in training programs.
 - Number of trainers or instructors serving each covered population on each island.
 - Feedback evaluations from participants regarding the effectiveness of training program.
 - Number of locations offering digital literacy training classes.

Potential Actions:

- 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.
- 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.

Potential Partners: Department of Human Resources Development; public sector unions; state agencies; digital literacy trainers; Hawai'i Department of Education; Office of Language Access; Hawai'i State Public Library System; University of Hawai'i; private sector; service providers; public agencies; non-profits and community organizations.

OBJECTIVE 5.3

Design and offer **digital literacy training** to support job seeking, entrepreneurial goals, and career pathways of covered populations.

COVERED POPULATION

ALL Covered Populations

2024

- By 2024, assess the status of implementation of 2022 Digitally Ready Workforce Strategic Plan.
 - **KPI:**
 - Implementation assessment completed, next steps identified.

2026

- By 2026, establish partnerships with Workforce Development Boards and American Job Centers.
 - **KPI:**
 - Partnerships established.

2027

- By 2027, complete implementation of the 2022 Digitally Ready Workforce Strategic Plan.
 - **KPI:**
 - Referencing the 2021 DLIR WDC Digital Literacy baseline, increase Technical DIYers and Digital Learners.

Potential Actions:

- Support the implementation of the state-adopted 2022 State of Hawai‘i 5-Year Strategic Plan For a Digitally Ready Workforce.
 - Support the Digital Readiness Program to lead and coordinate digital workforce skill development so Hawai‘i can build the foundations for the long game on continuous support of our workforce.
- 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.
- Collaborate with the Workforce Development Council and Boards to support broadband initiatives that expand opportunities for job seekers from covered populations.

Potential Partners: Department of Labor and Industrial Relations; American Job Centers; county governments; workforce development boards; chambers of commerce (regional and ethnic); private sector; Hawai‘i Broadband Hui.

OBJECTIVE 5.4

Disseminate guidance and updates quarterly on privacy, safety, and cybersecurity tailored to covered populations.

COVERED POPULATION

ALL Covered Populations

2024

- By 2024, identify threats or examples of threats to security and safety.
- By 2024, develop system for disseminating information tailored as needed to the communication channels of each covered population.
 - **KPI:**
 - Number and content of materials assembled, tailored as needed to the language, etc. of each covered population.
 - Number and description of materials disseminated, tailored as needed to the communication channels of each covered population.
 - Number and list of distribution points.

Potential Actions:

- Establish regulations and practices that safeguard personal information, protect individuals from cyber threats, and preserve digital rights.
- 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.
- Equip HBDEO to collect and notify the public about current online threats such as scams, security breaches, phishing, etc.
- Air short public service announcement-type ads on basic computer skills, online safety, and cybersecurity on local public access TV.
- Educate parents about how to monitor and put guardrails on harmful content online that is accessible and appealing to children.
- Enlist the support of workplaces to build awareness and disseminate information about cybersecurity threats.

Potential Partners: Hawai‘i Broadband and Digital Equity Office; health offices; Internet Service Providers (ISPs); veterans organizations; community anchor institutions; public and affordable housing managers; senior centers; community networks like the Kūpuna Collective; CyberHawaii; County Offices on Aging; State Executive Office on Aging; retail stores; private sector; Hawai‘i Broadband Hui.

OBJECTIVE 5.5

COVERED POPULATION

Integrate **digital literacy in K-12 schools** as foundational to career paths and to create cadres of students to serve in digital navigator programs, digital literacy training, and community-based digital hubs.

ALL Covered Populations

2024

- By 2024, assess digital literacy offerings in all K-12 public schools, with priority on rural schools.
 - **KPI:**
 - Results of digital literacy assessment of K-12 public schools.

2026

- By 2026, digital literacy pathway programs exist within all DOE public schools.
 - **KPI:**
 - Percent of K-12 schools with digital career pathway programs.
 - Number of students enrolled in digital literacy classes.
 - Student proficiency in digital literacy.
 - Number of teachers who have completed digital literacy training.
 - Number of students participating in digital navigator cadre.

Potential Actions:

- Develop 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.
- Develop 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 such as The Digital Bus.
- Support STEM education and project-based curricula that seek innovations to address community challenges and provide digital resources and technical assistance for communities (e.g. Lāna‘i high school student deploying a mobile Wi-Fi van).
- Empower students to provide digital literacy training and technical assistance for their communities (e.g. Ma Ka Hana Ka ‘Ike model in Hāna) including troubleshooting skills.
- Leverage advanced technology to support e-learning and distance education.
- Work with DOE to target adolescents and adult education programs in multiple languages.

Potential Partners: Hawai‘i Department of Education; Hawaiian immersion schools; digital literacy instructors, community organizations.

OBJECTIVE 5.6

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

COVERED POPULATION

**Incarcerated Individuals
Post-incarcerated Individuals**

2024

- By 2024 conduct assessment of digital literacy training programs available for incarcerated.
 - **KPI:**
 - Results of the assessment of available digital literacy training programs for incarcerated individuals.

2025

- By 2025, based on 2024 assessment, create or add digital literacy training opportunities.
- In 2025, identify instructor(s) with digital literacy competencies to provide training for incarcerated people.
- In 2025, implement training.
 - **KPI:**
 - Number of county correctional facilities offering digital literacy training sessions for inmates.
 - Number of digital literacy instructors conducting training sessions for incarcerated individuals.

Potential Actions:

- Assess the landscape of programs that provide digital literacy training in prisons and expand digital literacy programs for post-incarcerated individuals.

- Incorporate digital literacy training into reentry programs to ensure that post-incarcerated individuals have personalized teaching and support.
- Build capacity within existing programs and service providers to include digital literacy trainers on staff.
- Recruit trainers who understand the challenges faced by justice-involved individuals as they reintegrate into society.
- Design digital literacy training courses to rebuild self-esteem and encourage continued advancement.

Potential Partners: Department of Public Safety; re-entry programs.

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.

**HELP**

STRATEGY 6

Create a community-based digital navigator program

PILLARS

Digital Literacy
Online Privacy & Cybersecurity
Broadband Availability
Device Availability
Outreach & Awareness

DESCRIPTION

Digital navigators are, and will continue to be, instrumental in encouraging dialogue and building trust among traditionally unserved and underserved communities. They should be seen as trusted guides to empower all residents, wherever they are, to navigate their digital ecosystem and shape their digital future. To ensure effective connectivity with target populations, navigators should be recruited from within those populations where possible and/or associated with trusted community facilities. This approach will engender trust with participants, alleviate feelings of fear and shame, and bring innate understanding of the complex factors that might hinder participant participation. Where that is not feasible, navigators should be well-trained as empathetic and customer service-oriented.

OBJECTIVE 6.1

Recruit and empower digital navigators from within covered populations or who understand the unique challenges faced by covered populations.

COVERED POPULATION

ALL Covered Populations

2025

- By 2025, there is at least one digital navigator serving each covered population on every island.
 - **KPI:**
 - Number of digital navigators recruited statewide.
 - Number of digital navigators serving each covered population on each island.

Potential Actions:

- Build upon existing community networks and form new partnerships to foster community participation and collaboration in digital navigator program, including:
 - Bilingual or multilingual digital navigators from within 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.
- Invite and encourage regular participation in the Hawai'i Broadband Hui including

information on how to attend.

- Structure digital navigator program to focus on populations that are most in need rather than communities that are easier to reach and require less resources to help.
 - Provide background check services to ensure the safety of household members and facilitate the employment of digital navigators who provide in-home services.
 - 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.

Potential Partners: Hawai‘i Broadband and Digital Equity Office; Hawai‘i State Public Library System; Hawai‘i Department of Education; state and county agencies that directly interface with covered populations; community organizations and non-profits that serve covered populations; transitional housing and treatment programs; public housing and affordable housing managers; veterans centers; Hawai‘i Broadband Hui.

OBJECTIVE 6.2

Build capacity among public agencies, nonprofits, and community groups across the state for existing or new staff to serve as digital navigators who are equipped to address the unique digital needs of covered populations.

COVERED POPULATION

ALL Covered Populations

2024

- By 2024, training courses are developed and offered for digital navigators on every island.
 - **KPI:**
 - Number of employees trained and working as digital navigators for each covered population on each island.
 - Number grants awarded for digital navigator capacity building.

2026

- By 2026, every island has at least one entity for every covered population with a digital navigator on staff.
 - **KPI:**
 - Number of agencies, non-profits, and community groups with digital navigators on staff.
 - Reports from grantees on digital navigator outcomes.
 - Pay schedule of digital navigators within agencies and organizations.

Potential Actions:

- Staff public libraries with digital navigators to support library patrons.
 - 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.
 - Support monthly introductory classes at the library taught by traveling trainers or IT student support with a focus on encouraging peer learning and teaching.
- 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.

- 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 Hawai‘i Broadband Hui including information on how to attend.

Potential Partners: Hawai‘i Broadband and Digital Equity Office; Hawai‘i State Public Library System; Hawai‘i Department of Education; state and county agencies that directly interface with covered populations; community organizations and non-profits that serve covered populations; transitional housing and treatment programs; public housing and affordable housing managers; veterans centers.

OBJECTIVE 6.3

Establish a **Digital Navigator Hui** to foster networking, partnerships, lessons learned, and the sharing of resources between digital navigators that serve covered populations across Hawai‘i.

COVERED POPULATION

ALL Covered Populations

2025

- By 2025, Digital Navigator Hui is established, quarterly meetings ongoing.
 - **KPI:**
 - Roster of Hui members.
 - Quarterly meetings held, attendance of partners.
 - Meeting summaries and resources shared by Hui members.
 - Annual report on accomplishments of Digital Navigator Hui program.

Potential Actions:

- Collaborate with individuals across the state from state and county agencies, business, academia, and the community at large to support the digital navigators program.
- 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.

Potential Partners: Hawai‘i Broadband and Digital Equity Office; non-profits; community groups; state and county agencies; chambers of commerce and other business assistance organizations; Economic Development Boards; continuing action programs; private sector.

OBJECTIVE 6.3

Establish a **Digital Navigator Hui** to foster networking, partnerships, lessons learned, and the sharing of resources between digital navigators that serve covered populations across Hawai'i.

COVERED POPULATION

ALL Covered Populations

2024

- By 2024, develop strategy for seeking funding.
- By 2024, establish partnerships to seek funding where appropriate.
- By end of 2024 and annually, apply for multiple grants tailored to specific initiatives within the digital navigator program.
 - **KPI:**
 - Number and amount of requests funded.
 - Amount of funding allocated by Federal, State, and County budgets.
 - Amount of contributions private sector, non-profits, or foundations.
 - Amount of in-kind support.

Potential Actions:

- 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 Hawai'i-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.

Potential Partners: Hawai'i Broadband and Digital Equity Office; federal, state and county agencies; non-profits; Hawai'i Association of Nonprofit Organizations; Hawai'i foundations; University of Hawai'i; congressional offices; community (in-kind).



STRATEGY 7

Strengthen disaster response capabilities and community resiliency through broadband

PILLARS



Broadband Availability

Device Availability

DESCRIPTION

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 7.1

Establish and annually update **best practices framework for digital equity in community resilience** with a team that includes: island-based, collaborative planning teams from public, private, and nonprofit sectors.

COVERED POPULATION

ALL Covered Populations

2024

- By 2024, island-based collaborative planning teams established; first annual meeting conducted.
- Starting in 2024, annual convenings and reports ongoing to determine systemic improvements to emergency response.
 - **KPI:**
 - List of agencies and community leaders from recent disasters engaged.
 - Annual report of convening of planning teams, including list of areas to improve emergency response systems.

2025

- By 2025, best practices developed.
 - **KPI:**
 - List of best practices.

Potential Actions:

- Annually convene debriefing with agencies and community leaders from recent disasters such as Hanalei floods, Hawai‘i Island lava flows, and Maui wildfires to identify and recommend best practices for improving resiliency for individuals from covered populations.
- 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, 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.

Potential Partners: State and County Emergency Management Agencies; Federal Emergency Management Agency; Community Anchor Institutions; Internet service providers; Pacific Disaster Center; Community Emergency Response Teams; community leaders and community-based organizations, private sector.

OBJECTIVE 7.2

Incorporate **digital equity emergency response/hazard mitigation checklists** to address preparedness, response, and the recovery needs of covered populations in Emergency Support Functions (ESF), the Comprehensive Emergency Management Plan, the Emergency Operations Plan (EOP), and all hazards mitigation planning.

COVERED POPULATION

ALL Covered Populations

2024

- By Q1 2024, digital equity checklist developed.
 - **KPI:**
 - Digital equity checklist.

2026

- By 2026, digital equity checklist incorporated in all resilience plans for each island.
 - **KPI:**
 - Percentage of emergency shelters equipped with connectivity.
 - Number of plans and checklists which contain procedures that support digital equity best practices.
 - Hazard mitigation plans updated.
 - Identification of Community Emergency Response Teams (CERTs) engaged.
 - Funding awarded to CERTs.
 - Inclusion of broadband in ESF#2 Communications Annex.
 - Inclusion of broadband strategy in State Comprehensive Emergency Management Plan, EOP, and other planning manuals.

Potential Actions:

- Develop digital equity checklist for incorporation in community resilience planning:
 - Include components such as public awareness, training, hotspots, devices, and partners for each island.

- Establish and annually convene island-based collaborative planning teams of public, private, and non-profit stakeholders to address broadband resilience framework.
- Annually assess current geographically specific conditions and risks and update strategies that relate to broadband infrastructure including communications, carrier/provider capabilities, recovery priorities.
- 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 CERTs and other community leaders activated during disasters.
- Expand broadband capabilities to address preparedness, response, and recovery needs of covered populations.
 - Leverage broadband capabilities to aid first responders, to coalesce community networks, mobilize volunteer engagement, and facilitate relief and recovery efforts.
 - Invest in wireless connectivity options that provide communities impacted by disasters with an option when the grid fails.
 - Establish agreements with ISPs and satellite communications companies to ensure the rapid deployment of Internet connectivity to communities impacted by disasters.
 - Equip emergency shelters with free public Wi-Fi and charging stations, including the integration of wireless solutions, solar generators, and other emergency needs.
 - Create “universal” intake processing across agencies that simplifies assistance applications for those impacted by disaster.
 - Create "disaster navigator" units who are trained in digital literacy and sensitivity to covered populations and can be tapped to volunteer in times of disaster.
 - Evaluate potential for digital infrastructure to be combined with alert system infrastructure.

Potential Partners: Hawai‘i Broadband and Digital Equity Office; state and county Emergency Management Agencies (EMAs); Federal Emergency Management Agency; Community Anchor Institutions; Internet Service Providers; Pacific Disaster Center; Community Emergency Response Teams (CERTs); community leaders and community-based organizations, private sector.



STRATEGY 8

Prioritize funding and investment in policies that advance digital equity

PILLAR

Digital Literacy
Online Privacy & Cybersecurity
Broadband Availability & Affordability
Device Availability & Affordability
Outreach & Awareness
Online Accessibility & Inclusivity

DESCRIPTION

The achievement of Hawai'i'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 8.1

Invest in **scaling and capacity building** of existing effective programs and models, including those identified in the asset inventory, and new promising concepts that enhance the digital equity ecosystem.

COVERED POPULATION

ALL Covered Populations

2024

- By 2024, establish and publish grant opportunities for existing or new digital equity program initiatives.
- Starting in 2024, ongoing grant opportunities published annually.
 - **KPI:**
 - Number and amount of grants awarded to existing and to new initiatives.

2025

- From 2025 onward, publish annual reports on project outcomes for grants awarded.
 - **KPI:**
 - Reports from grantees on digital equity outcomes.

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 upfront resources to community-based, grassroots organizations, understanding that those with greatest community connectivity often lack the resources to front programmatic expenses.
- Create funding models to foster increased community involvement.
- Support joint programs like the digital literacy programming provided by Workforce Development and the Hawai'i State Public Library System.

Potential Partners: State and county agencies; non-profits and community organizations; Hawai‘i Association of Nonprofit Organizations; community initiatives.

OBJECTIVE 8.2

Establish and maintain **multi-agency capability and strategy to pursue federal resources** that support digital equity.

COVERED POPULATION

ALL Covered Populations

2024

- By 2024, develop a strategy for seeking federal funding.
- By 2024, establish partnerships with other state or county agencies, private sector, and/or philanthropic interests to support digital equity.
- By the end of 2024 and annually, apply for 3-5 federal grants to support digital equity initiatives.
 - **KPI:**
 - Partnerships secured.
 - Strategy developed.
 - List of federal funding opportunities pursued.
 - Number of awards and amount of funding secured.

Potential Actions:

- Secure support of Hawai‘i-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 state, county, or other sources.

Potential Partners: State and county agencies; non-profits; Hawai‘i Association of Nonprofit Organizations; Hawai‘i foundations; University of Hawai‘i; congressional offices.



STRATEGY 9

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

PILLARS

Digital Literacy

Online Privacy & Cybersecurity

Broadband Availability & Affordability

Device Availability & Affordability

Outreach & Awareness

Online Accessibility & Inclusivity

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 9.1

Invest in **qualitative and quantitative tracking studies** by organizations with deep experience in Hawai'i that measure overall statewide progress on digital equity objectives and goals.

COVERED POPULATION

ALL Covered Populations

2024

- Beginning in 2025, conduct qualitative and quantitative tracking studies at least every three years.
 - **KPI:**
 - Results of quantitative studies (every three years) compared against baseline ecosystem, employment, access data, and measures established by the 2020 Census Data, 2021 and 2022 American Community Survey Data, Hawai'i Digital Readiness Study, digital economy studies, employer studies, and Digital Equity Plan data.
 - Qualitative results of focus groups and interviews with covered populations (every three years) compared against baseline 2023 Digital Equity Plan data.
 - List of stakeholder groups serving covered populations who commit to tracking qualitative results.
 - Summary of feedback and recommendations received from stakeholders.
 - List of organizations and agencies that participate in data collection.

Potential Actions:

- Ensure data collection is done by organizations or agencies with deep experience in Hawai'i who have an understanding of how to engage and receive input from covered populations in a way that centers the lived-experiences and voices of community members to provide in-depth understanding around how statewide efforts are impacting the equity they are experiencing.
- Empower educational institutions to measure the efficacy of programs that provide devices, connectivity, and digital literacy.

- Support Department of Education efforts to collect data to follow up on the 2020 Distance Learning Survey.
- Create stakeholder group of entities that serve covered populations and maintain engagement with the group to receive feedback and recommend iterations.
- Develop tools and regular intervals for quantitative and qualitative studies that balances level of effort against value of regular tracking data to determine overall statewide program efficacy.
 - 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 Hawai‘i Broadband Hui and other forums that center and solicit input from organizations serving covered populations.
 - Conduct quantitative studies every three years to compare against baseline ecosystem, employment, and access data.
 - Conduct focus groups or interviews with covered populations every three years to compare against baseline planning data.
 - Invest in user-friendly systems that minimize barriers for grantees in implementation.

Potential Partners: Hawai‘i Department of Business, Economic Development & Tourism; 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.

OBJECTIVE 9.2

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

COVERED POPULATION

ALL Covered Populations

2024

- By 2024, platform developed.
- By 2024, all grantees onboarded to platform and DE Project Tracker.
- Annual updates ongoing.
 - **KPI:**
 - Data collection platform developed.
 - Percent of grantees who participate in tracking key outputs on the platform.
 - Annual summary of data reported by grantees.

Potential Actions:

- Develop 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.

- Continue to employ the Digital Equity Project Tracker as a long-term data tracking and evaluation tool.

Potential Partners: Hawai‘i Department of Business, Economic Development & Tourism; 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.

OBJECTIVE 9.3

Conduct **annual review** of State's Digital Equity Implementation Plan using data from Objectives 9.1 and 9.2 to improve each of the other Objectives.

COVERED POPULATION

ALL Covered Populations

2024

- By 2025, complete first annual review.
- Annual reviews ongoing.
 - **KPI:**
 - Results of annual review of Strategies, Objectives, and Implementation Plan, including lessons learned.
 - Summary of planned updates based on feedback.

Potential Actions:

- Conduct annual review of Strategies, Objectives, and Implementation Plan.
- Integrate the evaluation and lessons learned through Objectives 9.1 and 9.2 into each of the other Strategies and Objectives.

Potential Partners: Hawai‘i Department of Business, Economic Development & Tourism; Hawai‘i Workforce Development Council; University of Hawai‘i; Hawai‘i Housing Finance & Development Corporation; Hawai‘i Department of Health; State Office of Planning.

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. This Digital Equity Plan directly aligns with these objectives and calls for many of the same action items such as: enabling 24-hr community access to connectivity at community anchor institutions; supporting public, private, and community digital literacy training programs; collaborating with libraries; and tailoring public awareness and outreach to least served populations and geography with consideration for linguistic, cultural, generational, and literacy challenges. 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 Hawaii home 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 Hawai'i's workforce.

Arising from these Digital Equity Declaration goals were the [Hawai'i Digital Literacy and Readiness Study](#), which was published in 2021, and the [Hawai'i 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 Hawai'i 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 Hawai'i residents. The study population of 1,200 residents was designed to be representative of the Hawai'i 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 Hawai'i residents.

The 2022 Plan for a Digital Ready Workforce, prepared by the Digital Skills for Workforce Hui examined what it would require from the state of Hawai‘i 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 Hawai‘i 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.

Comprehensive Economic Development Strategies The Comprehensive Economic Development Strategy (CEDS), mandated by the Economic Development Administration (EDA) of the U.S. Department of Commerce, is an economic roadmap to diversify and strengthen regional economies. Regions must conduct a CEDS process at least every five years to qualify for EDA funding; in Hawai‘i, each county organizes and develops a CEDS as does the State of Hawai‘i following steps prescribed by EDA that ensures diverse, broad, and inclusive participation by residents. Each CEDS examines the past, present, and future conditions, activity, and assets of a region and entails identifying the sectors within the economy that show the most promise for achieving resiliency. These CEDS were particularly timely, having occurred in 2022 as our state and counties sought pathways to rethinking and rebuilding their economic underpinnings post-pandemic over the next five years. The conclusions in all the reports have explicit implications for the skills and training required for those sectors to thrive and for residents to fully benefit from the opportunities the sectors create.

- [County of Maui CEDS](#) Organized by the Maui Economic Development Board (MEDB) in 2022, a total of 212 participants provided input regarding nine main economic clusters through eleven county-wide focus groups. A strategy relating to digital equity was to develop online tools to make finding local tech talent easier with an action item to improve and update broadband and ensure equity of access to high-speed Internet. This was recognized as a challenge that must be addressed to support economic development goals and priorities. 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.

- [Kaua'i CEDS - Strategic Plan 2022-2026](#) Kaua'i's CEDS update maintains the focus on diversifying the island's economy by focusing on six industry clusters. An extensive community engagement process identified various challenges which included aging and inadequate broadband infrastructure and substandard connectivity. A strategy that stemmed from this was 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.
- [Hawai'i County - 2022 CEDS](#) In 2022, the Hawai'i Island Economic Development Board (HIEDB) led the development of the CEDS for Hawai'i County guided by a 27-member steering committee and months of focus groups. Increase the resilience, equity, and sustainability of critical infrastructure, including energy, water, waste, broadband Internet, and financial services. The Digital Equity Plan strategies regarding resilience through broadband and equitable access to digital resources will support this objective.
- [2022-2026 O'ahu CEDS](#) Organized by the O'ahu Economic Development Board (OEDB), nearly 1,000 residents participated in community meetings, partner meetings, and surveys to inform the O'ahu process and development of their CEDS. A strategy that arose was to "invest in broadband capacity, digital economy" with 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 Hawai'i'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.
- [2022 State of Hawai'i CEDS](#) The Economic Development Alliance of Hawai'i led the CEDS development process for the State of Hawai'i through the Office of Planning and Sustainable Development. Stakeholder participation in the process included creating a Hawai'i State CEDS Strategic Advisory Committee to help guide the CEDS process and a 30-day public review and comment period. Importantly, the State CEDS recognized that, "Broadband is the critical infrastructure of the 21st century and as such needs to be a public and private sector priority." Three objectives in particular speak to digital equity initiatives, and the Digital Equity Plan strategies, objectives, and actions directly align with these objectives:
 - Increase broadband Internet access with continued subsidized payments for low-income households to access digital-learning opportunities and 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.

- **Education goals**

One of the many lessons that the COVID-19 pandemic illustrated is that those who are capable of making the transition to remote work or who were able to afford fast Internet and devices for all their school-age children, were able to keep working while keeping their children learning, while those without access to 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 HODOE 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 HODOE 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 Hawai'i 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 telehealth.

- **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 Hawai'i's significant cultural and artistic collections are made available to students and the public online, such that the knowledge, inspiration, identity, and values of Hawai'i'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.

- **Kūpuna care**



I thought, 'Wow, they're doing these workshops, but not everybody knows how to use Zoom.'

— College Instructor



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The AARP Hawai‘i Chapter published the [Hawai‘i’s Digital Inclusion Roadmap: Improving Access to Technology For Hawai‘i’s Kūpuna](#) in June 2022. This roadmap identified recommendations to be carried out through the state and county, community partners, and a newly formed Kūpuna Digital Inclusion Group within the Hawai‘i Broadband Hui. The Digital Equity Plan will advance the following recommendations from the 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 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 Hawai‘i, 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, our Plan involves extensive coordination with county governments, community organizations, stakeholders, and residents across Hawai‘i 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 funding, and our coalition is prepared to utilize federal support to realize our shared vision for equitable broadband access in Hawai‘i.



CONCLUSION

Across our islands, in all of our communities, for all residents who call Hawai‘i 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 Hawai‘i Island accessing his benefits counseling. It’s a single mother seeking a job that requires an online application. It’s a student on Lāna‘i 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 Hawai‘i 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 wa‘a. With a smartphone and monthly service a father leaving prison on Kaua‘i can find a job and get back on his feet. With an iPad and an Internet connection, a disabled woman on Moloka‘i 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 Hawai‘i.

We are all on this wa‘a 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.



Mahalo

A special thanks to the National Telecommunication and Information Association (NTIA) for providing resources to invest in this planning process, to the leadership of the Hawai‘i Broadband and Digital Equity Office (HBDEO) and to the Hawai‘i Broadband Hui for being an innovative collaboration of partners that continue to move Hawai‘i into the digital future.

Mahalo to those across our state that are doing the hard work every day to empower our community with digital skills and tools. Many people across the pae ‘āina provided their time, expertise, and passion to bring forward the elements that comprise this plan. Many others were invaluable connectors to those whose stories were core to understanding conditions. Many families, neighbors, communities across Hawai‘i invested their time between jobs or away from their families or in the throes of immense personal challenges to share their experiences and enrich this work. We thank them most of all.

Finally, mahalo to all of the many organizations and individuals who we hope will see this Plan as a call to action to fully realizing digital equity in Hawai‘i.

Mahalo for reading the Draft Hawai‘i Digital Equity Plan.

If you have any comments or feedback on this draft, please share them through our public comment form before October 31, 2023 at: bit.ly/hidepcomments or scan the QR code.



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APPENDICES

Appendix A: Glossary

Appendix B: Asset Inventory List

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APPENDIX A: GLOSSARY

Community Anchor Institution: While there is no unified definition, a community anchor institution is traditionally considered locations such as schools, libraries, medical and healthcare providers, public safety entities, community colleges, and other institutions of higher education. It is a space where the public, especially vulnerable populations such as low-income, the unemployed, and the aged, can access broadband service.

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).

Mana‘o: 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 Hawai‘i prior to 1778.

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‘Ohana: Family.

Pae ‘āina: 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.

Wa‘a: 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: Hawai‘i 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

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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: Hawai‘i Association of Nonprofit Organizations

HBDEO: Hawai‘i Broadband and Digital Equity Office

HIDEC: Hawai‘i Island Digital Equity Coalition

HIDOE: Hawai‘i Department of Education

HDOH: Hawai‘i Department of Health

HSPLS: Hawai‘i 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: O‘ahu Digital Equity Coalition

STEM: Science, Technology, Engineering, and Mathematics

UH: University of Hawai‘i

WIOA: Workforce Innovation and Opportunity Act

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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 Hawai‘i’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 Hawai‘i 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. Because of the great overlap between Hawai‘i’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

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Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians			
Hawai'i	Connections PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Hilo-Waiakea complex area.		174 Kamehameha Avenue, Hilo, HI 96720
Hawai'i	DeSilva Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Hilo-Waiakea complex area.		278 Ainako Avenue, Hilo, HI 96720
Hawai'i	Haaheo Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Hilo-Waiakea complex area.		121 Haaheo Road, Hilo, HI 96720
Hawai'i	Hawai'i Academy of Arts and Science PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Kau-Keaaupaho complex area.		15-1397 Homestead Road, Pahoa, HI 96778
Hawai'i	Hilo High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Hilo-Waiakea complex area.		556 Waianuenue Avenue, Hilo, HI 96720
Hawai'i	Hilo Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Hilo-Waiakea complex area.		587 Waianuenue Avenue, Hilo, HI 96720
Hawai'i	Hilo 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/	300 Waianuenue Ave, Hilo, HI 96720, United States
Hawai'i	Hilo Union Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Hilo-Waiakea complex area.		506 Waianuenue Avenue, Hilo, HI 96720
Hawai'i	Holualoa Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.		76-5957 Mamalahoa Highway, Holualoa, HI 96725
Hawai'i	Honaunau Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.		83-5360 Mamalahoa Highway, Captain Cook, HI 96704
Hawai'i	Honokaa Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.		45-534 Pakalana Street, Honokaa, HI 96727
Hawai'i	Honokaa High and Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.		45-527 Pakalana Street, Honokaa, HI 96727
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.		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.		75-5815 Queen Kaahumanu Highway, Kailua-Kona, HI 96740

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians			
Hawai'i	Ka Umeke Kaeo PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Hilo-Waiakea complex area.		222 Desha Avenue, Hilo, HI 96720
Hawai'i	Kahakai Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.		76-147 Royal Poinciana Drive, Kailua-Kona, HI 96740
Hawai'i	Kailua-Kona 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/	75-138 Hualalai Rd, Kailua-Kona, HI 96740, United States
Hawai'i	Kalaniana'ole Elementary and Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Hilo-Waiakea complex area.		27-330 Old Mamalahoa Highway, Papaikou, HI 96781
Hawai'i	Kanu O Ka Aina PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.		64-1043 Hi'iaka St., Kamuela, HI 96743
Hawai'i	Kapiolani Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Hilo-Waiakea complex area.		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.		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.		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.		1710 Kaumana Drive, Hilo, HI 96720
Hawai'i	Ke Ana Laahana PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Hilo-Waiakea complex area.		162 Baker Avenue, Hilo, HI 96720
Hawai'i	Ke Kula 'o Nawahiokalani'opu'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.		16-120 Opukahaia Street Suite 2, Keaau, HI 96749
Hawai'i	Ke Kula O Ehunuiakimalino	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.		81-1041 Konawaena School Road, Kealakekua, HI 96750
Hawai'i	Keaau Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Kau-Keaau-Pahoa complex area.		16-680 Keaau-Pahoa Road, Keaau, HI 96749
Hawai'i	Keaau High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Kau-Keaau-Pahoa complex area.		16-725 Keaau-Pahoa Road, Keaau, HI 96749
Hawai'i	Keaau Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Kau-Keaau-Pahoa complex area.		16-565 Keaau-Pahoa Road, Keaau, HI 96749

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address	
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians				
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 Pahoia 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.		74-5118 Kealakehe 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.		74-5000 Puohuluhuli Street, Kailua-Kona, HI 96740	
Hawai'i	Kealakehe Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.		74-5062 Onipaa Street, Kailua-Kona, HI 96740	
Hawai'i	Kealakekua 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/	81-6619 Mamalahoa Hwy, Kealakekua, HI 96750, United States	
Hawai'i	Keaukaha Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Hilo-Waiakea complex area.		240 Desha Avenue, Hilo, HI 96720	
Hawai'i	Keonepoko Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Kau-Keaau-Pahoia complex area.		15-890 Kahakai Boulevard, Pahoia, HI 96778	
Hawai'i	Kohala Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.		54-3609 Akoni Pule Highway, Kapaa, HI 96755	
Hawai'i	Kohala High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.		54-3611 Akoni Pule Highway, Kapaa, HI 96755	
Hawai'i	Kohala Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.		53-4155 Akoni Pule Highway, Kapaa, HI 96755	
Hawai'i	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.		79-7595 Mamalahoa Highway, Kealakekua, HI 96750	
Hawai'i	Konawaena Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.		81-901 Onouli Road, Kealakekua, HI 96750	
Hawai'i	Konawaena High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.		81-1043 Konawaena School Road, Kealakekua, HI 96750	
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.		81-1045 Konawaena School Road, Kealakekua, HI 96750	
Hawai'i	Kua O Ka La NCPSCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Kau-Keaau-Pahoia complex area.		345 Makalika St, Hilo, HI 96720	

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians			
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.		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 need to be successful.	https://www.librariesHawai'i.org/	35-2065 Old Mamalahoa Hwy, Laupahoehoe, HI 96764, USA
Hawai'i	Mountain View Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Kau-Keaau-Pahoa complex area.		18-1235 Volcano Highway, Mountain View, HI 96771
Hawai'i	Mountain View 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.librariesHawai'i.org/	18-1235 Volcano Hwy, Mountain View, HI 96771
Hawai'i	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.		18-1355 Volcano Highway P. O. Box 711539, Mountain View, HI 96771
Hawai'i	Naalehu Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Kau-Keaau-Pahoa complex area.		95-5545 Mamalahoa Highway, Naalehu, HI 96772
Hawai'i	Naalehu 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.librariesHawai'i.org/	95-5669 Mamalahoa Hwy, Naalehu, HI 96772, United States
Hawai'i	North Kohala 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.librariesHawai'i.org/	54-3645 Akoni Pule Hwy, Kapaau, HI 96755, United States
Hawai'i	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.		43-1497 Old Main Road, Paauilo, HI 96776

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address	
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians				
Hawai'i	Pahala 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.librariesHawai'i.org/	96-3150 Pikake St, Pahala, HI 96777, United States
Hawai'i	Pahoa Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Kau-Keaau-Pahoa complex area.		15-3030 Pahoa Village Road, Pahoa, HI 96778	
Hawai'i	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.		15-3038 Puna Road, Pahoa, HI 96778	
Hawai'i	Pahoa 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.librariesHawai'i.org/	15-3070 Pahoa Kalapana Rd, Pahoa, HI 96778	
Hawai'i	Thelma Parker Memorial 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.librariesHawai'i.org/	67-1209 Mamalahoa Hwy, Kamuela, HI 96743, USA	
Hawai'i	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.		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.		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.		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.		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.		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.		68-1730 Hooke Street, Waikoloa, HI 96738	
Hawai'i	Waimea Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.		67-1225 Mamalahoa Highway, Kamuela, HI 96743	
Hawai'i	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.		67-1229 Mamalahoa Hwy., Kamuela, HI 96743	

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address	
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians				
Hawai'i	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.wcsaHawai'i.org/	155 W Kawili Street, Hilo, HI 96720
Hawai'i	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.wcsaHawai'i.org/	74-5062 Onipa'a Street, Kailua-Kona, HI 96740
Hawai'i	West Hawai'i Explorations PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Honokaa-Kealakehe-Kohala-Konawaena complex area.		73-4500 Kahilihili St, Kailua-Kona, HI 96740	
Hawai'i 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 Haleki'i Street, Suite #150 Kealakekua, HI 96750	
Hawai'i Island	Friends of the Future	Non-profit			x							x	Internet and computer access; individual support based on person's need.	fofHawai'i.org	64-1032 Mamalahoa Highway Kamuela, HI 96743	
Hawai'i Island	Hawai'i Digital Equity Coalition	County Agency	Broadband Availability & Affordability; Device Availability; Digital Navigators; Online Privacy & Cybersecurity; Digital Literacy	■	■	■	■	■	■	■	■	■	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 of	https://www.rd.Hawai'icounty.gov/economic-development/broadband	25 Aupuni Street, Suite 1301 Hilo, HI 96720	
Hawai'i Island	Ocean View Community Association Community Center	Non-profit	Broadband Availability; Device Availability; Digital Literacy	■	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	
Hawai'i Island	St. Jude Episcopal Church	Church	Broadband Availability; Device Availability	■	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 (wraparound services).	http://www.stjudesHawai'i.org	92-8606 Paradise Circle Ocean View, HI 96731	

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address	
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians				
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	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 on the skills needed for employment.	https://humanservices.hawaii.gov/vr/contact-vr/	75-5722 Kuakini Hwy., Room 213 Kailua-Kona, HI 96740
Hawai'i Island	Vibrant Hawai'i 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 Kekūānoa'a Street Hilo, HI 96720
Hawai'i Island	Hawai'i Community College	Higher Education	Broadband Availability; Device Availability; Digital Literacy	x	x	x	x	x	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 Agency	Broadband Availability; Device Availability; Digital Literacy	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.		
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.		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.		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 internet and opportunities for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	4490 Kona Road, Hanapepe, HI 96716, United States
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.		4400 Maka Road, Kalaheo, HI 96741

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served										Description of Services	Website	Street Address
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians				
Kaua'i	Kamakahahelei Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x	■	x	Serves the Kapaa-Kaua'i-Waimea complex area.		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.		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.		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.		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.		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, Kapa *a, 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 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-entry into community.		3-5351 Kuhio Highway Lihue, HI 96766	
Kaua'i	Kaua'i Digital Equity Coalition	County Agency	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 partners committed to achieving digital equity within the lāhui (community).	www.kedb.com	9565 Kaunualii 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 platforms). KDEC member.	www.kedb.com	9565 Kaunualii Highway, Waimea, HI 96796	

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served										Description of Services	Website	Street Address	
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians					
Kaua'i	Kaua'i High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x				Serves the Kapaa-Kaua'i-Waimea complex area.		3577 Lala Road, Lihue, HI 96766
Kaua'i	Kaua'i Neighborhood Centers	County Agency	Broadband Availability & Affordability	x	x	x	x	x	x	x	x	x	x		Existing neighborhood centers throughout Kaua'i all provide free public Wifi access in efforts to improve digital equity.	https://www.kauai.gov/Government/Departments-Agencies/Parks/Neighborhood-Centers	4444 Rice Street Lihue, HI 96766
Kaua'i	Kaua'i Veterans Council	Federal	Digital Literacy	x	x	x	■	x	x	x	x	x	x		A gathering space for the Veteran community; provides conference rooms, event rooms, workforce development, and training to Veterans.	https://www.kauaiveteranscenter.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				Serves the Kapaa-Kaua'i-Waimea complex area.		4380 Hanamaulu Road, Lihue, HI 96766
Kaua'i	Kawaikini NCPCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x				Serves the Kapaa-Kaua'i-Waimea complex area.		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				Serves the Kapaa-Kaua'i-Waimea complex area.		8135 Kekaha Road, Kekaha, HI 96752
Kaua'i	Kekaha Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x				Serves the Kapaa-Kaua'i-Waimea complex area.		8140 Kekaha Road, Kekaha, HI 96752
Kaua'i	Kilauea Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x				Serves the Kapaa-Kaua'i-Waimea complex area.		2440 Kolo Road, Kilauea, HI 96754
Kaua'i	Koloa Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x				Serves the Kapaa-Kaua'i-Waimea complex area.		3223 Poipu Road, Koloa, HI 96756
Kaua'i	Koloa 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/	3451 Poipu Road, Koloa, HI 96756, United States
Kaua'i	Kula Aupuni Niihau PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x				Serves the Kapaa-Kaua'i-Waimea complex area.		8315 Kekaha Road Suite P, Kekaha, HI 96752
Kaua'i	Life's Choices Kaua'i	County Agency		x		■									Lifes Choices Kaua'i 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 Kaua'i - Kaua'i County, HI	County of Kaua'i, Office of the Prosecuting Attorney 3990 Kā'ana Street, Suite 210 Lihue, HI 96766

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address		
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians					
Kaua'i	Lihue 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.librariesHawai'i.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.mhkHawai'i.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 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.librariesHawai'i.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	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.Hawai'i.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.		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.		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.librariesHawai'i.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.		4319 Hardy Street, Lihue, HI 96766	
Kaua'i	Women In Need	Non-profit	Broadband Availability; Device Availability; Digital Literacy	■		■				x	x	x	x	This nonprofit empowers women to restart an independent and productive life by helping clients develop life skills through workforce development, case management services, and community resource support for community programs.	https://winhi.org/	3136 Elua Street Lihue, HI 96766	

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address			
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians						
Kaua'i, Maui, O'ahu	Hawai'i and Pacific Basin Area Health Education Center	Higher Education	Telehealth	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 (e.g. UX/UI design, AI, GIS, industry specific programs)	http://Kaua'i.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	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
Lāna'i	Lāna'i Community Health Center	Health Center	Digital Literacy	x	x	x	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://Lana'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.		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 for the digital literacy skills they need to be successful.	https://www.librarieshawaii.org/	555 Fraser Ave, Lāna'i City, HI 96763, United States
Lāna'i	Pūlama Lāna'i	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://pulama.lana'i.com/	1311 Fraser Avenue Lāna'i City, HI 96763
Lāna'i	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/Lana'i-union-ucc/	751 Fraser Avenue Lāna'i City, HI 96763
Maui	Baldwin High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x					x	Serves the Baldwin-Kekaulike-Maui complex area.		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.		105 Pauwela Road, Haiku, HI 96708

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address		
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians					
Maui	Hana Business Council	Non-profit	Broadband Availability & Affordability; Device Availability; Digital Navigators; Outreach & Awareness	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 members able to dedicate time and effort to assist residents with tech support.	www.hanamaui.com	Hana, HI 96713
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					Serves the Hana-Lahainaluna-Lāna'i-Moloka'i complex area.		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 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/	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 telehealth appointments.	https://handsonmaui.galaxydigital.com/	200 S High Street Wailuku, HI 96793
Maui	Iao Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x					Serves the Baldwin-Kekaulike-Maui complex area.		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					Serves the Baldwin-Kekaulike-Maui complex area.		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					Serves the Baldwin-Kekaulike-Maui complex area.		120 Makani Road, Makawao, HI 96768

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address	
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians				
Maui	Kamalii Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Baldwin-Kekaulike-Maui complex area.		180 Alanui Kealii Dr, Kihei, HI 96753
Maui	Kamehameha III Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Hana-Lahainaluna-Lāna'i-Moloka'i complex area.		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				Serves the Baldwin-Kekaulike-Maui complex area.		121 Kula Highway, Pukalani, HI 96768
Maui	Kihei Charter School	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Baldwin-Kekaulike-Maui complex area.		650 Lipoa Pkwy, Kihei, HI 96753
Maui	Kihei Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Baldwin-Kekaulike-Maui complex area.		250 E. Lipoa Street, Kihei, HI 96753
Maui	Kihei 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.librariesHawai'i.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				Serves the Baldwin-Kekaulike-Maui complex area.		5000 Kula Highway, Kula, HI 96790
Maui	Lahaina Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Hana-Lahainaluna-Lāna'i-Moloka'i complex area.		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 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.librariesHawai'i.org/	680 Wharf St, Lahaina, HI 96761, United States
Maui	Lahainaluna High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Hana-Lahainaluna-Lāna'i-Moloka'i complex area.		980 Lahainaluna Road, Lahaina, HI 96761
Maui	Lihikai Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Baldwin-Kekaulike-Maui complex area.		335 South Papa Avenue, Kahului, HI 96732
Maui	Lokelani Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Baldwin-Kekaulike-Maui complex area.		1401 Liloa Drive, Kihei, HI 96753
Maui	Makawao Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Baldwin-Kekaulike-Maui complex area.		3542 Baldwin Avenue, Makawao, HI 96768

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address	
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians				
Maui	Makawao 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/	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	Federally qualified health center that provides primary care, vision, dental, and behavioral health services.		1881 Nani St, Wailuku, HI 96793	
Maui	Maui County Workforce Development	County Agency	Broadband Availability; Device Availability; Digital Literacy	x	x		x	x		x		x	Offers Internet or computer access, digital literacy training at multiple levels: 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	200 S. High Street, Wailuku, HI 96793	
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/	1305 North Holopono Street, Suite 1 Kihei, Hawaii 96753
Maui	Maui Digital Equity Coalition	County Agency	Broadband Availability & Affordability; Device Availability; Digital Navigators; Online Privacy & Cybersecurity; Digital Literacy; Device Availability & Affordability	■	■	■	■	■	■	■	■	■	A collection of Maui County partners who strive to bridge the digital divide across the three islands of the county, creating a network of partners committed to achieving digital equity within the lāhui (community).		200 S. High Street, 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; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Baldwin-Kekaulike-Maui complex area.		660 South Lono Avenue, Kahului, HI 96732	
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.		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-Lāna'i-Moloka'i complex area.		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.		955 Baldwin Avenue, Paia, HI 96779	

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address	
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians				
Maui	Pomaikai Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Baldwin-Kekaulike-Maui complex area.		4650 S. Kamehameha Avenue, Kahului, HI 96732
Maui	Pukalani Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Baldwin-Kekaulike-Maui complex area.		2945 Iolani Street, Pukalani, HI 96768
Maui	Puu Kukui Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Baldwin-Kekaulike-Maui complex area.		3700 Kehalani Mauka Parkway, Wailuku, HI 96793
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 placement. May provide assistive technology and training depending on the skills needed for employment.	https://humanservices.hawaii.gov/vr/contact-vr/	54 So. High St., #309 Wailuku, HI 96793
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				Serves the Baldwin-Kekaulike-Maui complex area.		2125 Kahekili Highway, Wailuku, HI 96793
Maui	Wailuku Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Baldwin-Kekaulike-Maui complex area.		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 digital literacy skills they need to be successful. Operates the Maui Holoholo Bookmobile which provides free mobile Wi-Fi across the island.	https://www.librarieshawaii.org/	251 S High St, Wailuku, HI 96793, United States
Maui	Nā Moku Aupuni O Ko'olau Hui	Non-profit	Broadband Availability	x	x				■			■	■	To educate, perpetuate, serve and protect historical, spiritual, traditional, & environmental well being of Ke'anae/Wailuanui. Members are lineal descendants/current residents, provides WiFi hub in Keanae	https://www.namoku.net/what-we-do	Keanae, HI 96708
Moloka'i	Kaunakakai Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Hana-Lahainaluna-Lāna'i-Moloka'i complex area.		30 Ailoa St, Kaunakakai, HI 96748
Moloka'i	Kilohana Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Hana-Lahainaluna-Lāna'i-Moloka'i complex area.		7253 Kamehameha V Hwy, Kaunakakai, HI 96748
Moloka'i	Kualapuu Elementary PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Hana-Lahainaluna-Lāna'i-Moloka'i complex area.		260 Farrington Avenue, Kualapuu, HI 96757

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians			
Moloka'i	Maui County Area Health Education Center	Health Center	Broadband Availability; Device Availability	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.		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/	Kaunakakai, HI 96748
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.		2140 Farrington Avenue, Hoolehua, HI 96729
Moloka'i	Moloka'i Homestead Farmers Alliance	Non-profit	Digital Literacy for Farming	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'i.hifa.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.		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 internet and opportunities for the digital literacy skills they need to be successful.	https://www.librariesHawaii.org/	15 Ala Malama Ave, Kaunakakai, HI 96748, United States
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'i.chc.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	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-Waimea complex area.		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	Serves the Pearl City-Waipahu complex area.		94-1170 Waipahu Street, Waipahu, HI 96797

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address	
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians				
O'ahu	Ahuimanu Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Castle-Kahuku complex area.		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				Serves the Aiea Moanalua-Radford complex area.		99-370 Moanalua Road, Aiea, HI 96701
O'ahu	Aiea High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Aiea Moanalua-Radford complex area.		98-1276 Ulune Street, Aiea, HI 96701
O'ahu	Aiea Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Aiea Moanalua-Radford complex area.		99-600 Kulawea Street, Aiea, HI 96701
O'ahu	Aiea 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.librariesHawai'i.org/	99-374 Pohai Place, Aiea, HI 96701, United States
O'ahu	Aikahi Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Kailua-Kalaheo complex area.		281 Iliha Street, Kailua, HI 96734
O'ahu	Aina Haina Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Farrington-Kaiser-Kalani complex area.		801 West Hind Drive, Honolulu, HI 96821
O'ahu	Aina Haina 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.librariesHawai'i.org/	5246 Kalaniana'ole Hwy, Honolulu, HI 96821, United States
O'ahu	Ala Wai Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Kaimuki-McKinley-Roosevelt complex area.		503 Kamoku Street, Honolulu, HI 96826
O'ahu	Aliamanu Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Aiea Moanalua-Radford complex area.		3265 Salt Lake Blvd., Honolulu, HI 96818
O'ahu	Aliamanu Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Aiea Moanalua-Radford complex area.		3271 Salt Lake Blvd., Honolulu, HI 96818
O'ahu	Aliiolani Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Kaimuki-McKinley-Roosevelt complex area.		1240 7th Avenue, Honolulu, HI 96816
O'ahu	Barbers Point Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Campbell-Kapolei complex area.		3001 Boxer Road, Kapolei, HI 96707
O'ahu	Campbell High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Campbell-Kapolei complex area.		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				Serves the Castle-Kahuku complex area.		45-386 Kaneohe Bay Drive, Kaneohe, HI 96744

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address	
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians				
O'ahu	Central Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Kaimuki-McKinley-Roosevelt complex area.		1302 Queen Emma Street, Honolulu, HI 96813
O'ahu	City Department of Community Services WorkHawai'i Division	County Agency	Device Availability & Affordability; Broadband Availability & Affordability; Digital Literacy	■	x	x	x	x	x	x	x	x		Designated by the O'ahu Workforce Development Board to be the lead for the consortium that operates the American Job Centers Hawai'i. Serves O'ahu 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-wh.html	680 Iwilei Road, Suite 700 Honolulu HI 96817
O'ahu	Dole Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Farrington-Kaiser-Kalani complex area.		1803 Kamehameha IV Road, Honolulu, HI 96819
O'ahu	East-West Center	Higher Education								x	■	x	x	This center promotes better understanding, connectivity, and leadership amongst the United States, Asia, and the Pacific. Their equity pillar focuses on dismantling barriers of access to information and education. This center also offers several programs to improve leadership and communication amongst nations.	https://www.eastwestcenter.org/	1601 East-West Road Honolulu, HI 96848
O'ahu	Enchanted Lake Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Kailua-Kalaheo complex area.		770 Keolu Drive, Kailua, HI 96734
O'ahu	Ewa Beach Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Campbell-Kapolei complex area.		91-740 Papipi Road, Ewa Beach, HI 96706
O'ahu	Ewa Beach 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.librariesHawai'i.org/	91-950 North Road, Ewa Beach, HI 96706, United States
O'ahu	Ewa Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Campbell-Kapolei complex area.		91-1280 Renton Road, Ewa Beach, HI 96706
O'ahu	Ewa Makai Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Campbell-Kapolei complex area.		91-6291 Kapolei Parkway, Kapolei, HI 96706
O'ahu	Farrington High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Farrington-Kaiser-Kalani complex area.		1564 North King Street, Honolulu, HI 96817
O'ahu	Fern Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Farrington-Kaiser-Kalani complex area.		1121 Middle Street, Honolulu, HI 96819
O'ahu	Hahaione Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Farrington-Kaiser-Kalani complex area.		595 Pepeekeo Street, Honolulu, HI 96825

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served										Description of Services	Website	Street Address
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians				
O'ahu	Hakipuu Learning Center PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Castle-Kahuku complex area.		45-720 Keeahala Road, Kaneohe, HI 96744
O'ahu	Halau Ku Mana PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Kaimuki-McKinley-Roosevelt complex area.		2101 Makiki Heights Drive, Honolulu, HI 96822
O'ahu	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 their abusers. Managed by Housing Solutions, Inc.	Statewide Office on Homelessness and Housing Solutions (OHHS) Changing Lives at Hale Maluhia – An Ohana Zones Project (Hawai'i.gov)	Honolulu, HI 96822
O'ahu	Haleiwa Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Leilehua-Mililani-Waipahu complex area.		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.		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.		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-Kalani complex area.		3440 Leahi Avenue, Honolulu, HI 96815
O'ahu	Hawai'i 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 collaborative 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
O'ahu	Hawai'i Kai 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/	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/	44 Merchant Street Honolulu, Hawaii 96813

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address	
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians				
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; Digital Literacy; potential CAI	▪				x	x	x				Serves the Castle-Kahuku complex area.		46-202 Haiku Road, Kaneohe, HI 96744
O'ahu	Helemano Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x				Serves the Leilehua-Mililani-Waialua complex area.		1001 Ihi Ihi Avenue, Wahiawa, HI 96786
O'ahu	Hickam Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x				Serves the Aiea Moanalua-Radford complex area.		825 Manzelman Circle, Honolulu, HI 96818
O'ahu	Highlands Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x				Serves the Pearl City-Waipahu complex area.		1460 Hoolaula Street, Pearl City, HI 96782
O'ahu	Hokulani Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x				Serves the Kaimuki-McKinley-Roosevelt complex area.		2940 Kamakini Street, Honolulu, HI 96816
O'ahu	Holomua Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x				Serves the Campbell-Kapolei complex area.		91-1561 Keaunui Drive, Ewa Beach, HI 96706
O'ahu	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
O'ahu	Honowai Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x				Serves the Pearl City-Waipahu complex area.		94-600 Honowai Street, Waipahu, HI 96797
O'ahu	Hookele Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x				Serves the Campbell-Kapolei complex area.		511 Kunehi Street, Kapolei, HI 96707
O'ahu	Hui o Hau'ula	Non-profit	Technology Training	x	x					x				Hui O Hau'ula promotes community resilience in Hau'ula 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 Hau'ula, HI 96717
O'ahu	Iliahi Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x				Serves the Leilehua-Mililani-Waialua complex area.		2035 California Avenue, Wahiawa, HI 96786
O'ahu	Ilima Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x				Serves the Campbell-Kapolei complex area.		91-884 Fort Weaver Road, Ewa Beach, HI 96706

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address	
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians				
O'ahu	Inouye Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Leilehua-Mililani-Waiialua complex area.		1 Ayres Avenue, Wahiawa, HI 96786
O'ahu	Institute for Human Services	Non-profit	Digital Literacy; Device Availability; Digital Navigators	x		x	■	x						IHS strives to assist those that are unhoused or on the verge of homelessness 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				Serves the Campbell-Kapolei complex area.		5553 Cormorant Avenue, Ewa Beach, HI 96706
O'ahu	Jarrett Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Kaimuki-McKinley-Roosevelt complex area.		1903 Palolo Avenue, Honolulu, HI 96816
O'ahu	Jefferson Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Kaimuki-McKinley-Roosevelt complex area.		324 Kapahulu Avenue, Honolulu, HI 96815
O'ahu	Ka Waihona O Ka Naauao PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Nanakuli-Waianae complex area.		89-195 Farrington Highway, Wai'anae, HI 96792
O'ahu	Kaaawa Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Castle-Kahuku complex area.		51-296 Kamehameha Highway, Kaaawa, HI 96730
O'ahu	Kaahumanu Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Kaimuki-McKinley-Roosevelt complex area.		1141 Kinau Street, Honolulu, HI 96814
O'ahu	Kaala Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Leilehua-Mililani-Waiialua complex area.		130 California Avenue, Wahiawa, HI 96786
O'ahu	Kaelepulu Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Kailua-Kalaheo complex area.		530 Keolu Drive, Kailua, HI 96734
O'ahu	Kaewai Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Farrington-Kaiser-Kalani complex area.		1929 Kamehameha IV Road, Honolulu, HI 96819
O'ahu	Kahala Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Farrington-Kaiser-Kalani complex area.		4559 Kilauea Avenue, Honolulu, HI 96816
O'ahu	Kahaluu Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Castle-Kahuku complex area.		47-280 Waihee Road, Kaneohe, HI 96744
O'ahu	Kahuku Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Castle-Kahuku complex area.		56-170 Pualalea Street, Kahuku, HI 96731
O'ahu	Kahuku High and Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Castle-Kahuku complex area.		56-490 Kamehameha Highway, Kahuku, HI 96731

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address	
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians				
O'ahu	Kahuku 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/	56-490 Kamehameha Hwy, Kahuku, HI 96731
O'ahu	Kahumana	Non-profit	Digital Literacy; Device Availability	x				■				x	x	Kahumana is a holistic farm on the leeward coast of O'ahu 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. Notably, they provide computer skills workshops in their learning center.	https://www.kahumana.org/	86-660 Lualualei Homestead Road Waianae, HI 96792
O'ahu	Kailua Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Kailua-Kalaheo complex area.		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.		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.		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 for the digital literacy skills they need to be successful.	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	■				x	x	x			x	Serves the Campbell-Kapolei complex area.		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.		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.		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 for the digital literacy skills they need to be successful.	https://www.librariesHawaii.org/	1041 Koko Head Ave, Honolulu, HI 96816, United States
O'ahu	Kainalu Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Kailua-Kalaheo complex area.		165 Kaiholu Street, Kailua, HI 96734
O'ahu	Kaiser High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Farrington-Kaiser-Kalani complex area.		511 Lunalilo Home Road, Honolulu, HI 96825

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address	
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians				
O'ahu	Kaiulani Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Kaimuki-McKinley-Roosevelt complex area.		783 North King Street, Honolulu, HI 96817
O'ahu	Kalaheo High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Kailua-Kalaheo complex area.		730 Iliaina Street, Kailua, HI 96734
O'ahu	Kalakaua Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Farrington-Kaiser-Kalani complex area.		821 Kalihi Street, Honolulu, HI 96819
O'ahu	Kalani High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Farrington-Kaiser-Kalani complex area.		4680 Kalanianaʻole Highway, Honolulu, HI 96821
O'ahu	Kaleiopuu Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Pearl City-Waipahu complex area.		94-665 Kaaholo Street, Waipahu, HI 96797
O'ahu	Kalihi Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Farrington-Kaiser-Kalani complex area.		2471 Kula Kolea Drive, Honolulu, HI 96819
O'ahu	Kalihi Kai Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Farrington-Kaiser-Kalani complex area.		626 McNeil Street, Honolulu, HI 96817
O'ahu	Kalihi Uka Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Farrington-Kaiser-Kalani complex area.		2411 Kalihi Street, Honolulu, HI 96819
O'ahu	Kalihi Waena Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Farrington-Kaiser-Kalani complex area.		1240 Gulick Avenue, Honolulu, HI 96819
O'ahu	Kalihi-Palama 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/	1325 Kalihi St, Honolulu, HI 96819, United States
O'ahu	Kamaile Academy PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Nanakuli-Waianae complex area.		85-180 Ala Akau Street, Waianae, HI 96792
O'ahu	Kamiloiki Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Farrington-Kaiser-Kalani complex area.		7788 Hawai'i Kai Drive, Honolulu, HI 96825
O'ahu	Kaneohe Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Castle-Kahuku complex area.		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.		94-1091 Oli Loop, Waipahu, HI 96797

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address	
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians				
O'ahu	Kapalama Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Farrington-Kaiser-Kalani complex area.		1601 North School Street, Honolulu, HI 96817
O'ahu	Kapi'olani 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, Hawai'i 96816
O'ahu	Kapolei Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Campbell-Kapolei complex area.		91-1119 Kamaaha Loop, Kapolei, HI 96707
O'ahu	Kapolei High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Campbell-Kapolei complex area.		91-5007 Kapolei Parkway, Kapolei, HI 96707
O'ahu	Kapolei Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Campbell-Kapolei complex area.		91-5335 Kapolei Parkway, Kapolei, HI 96707
O'ahu	Kapolei 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/	1020 Manawai St, Kapolei, HI 96707, United States
O'ahu	Kapunahala Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Castle-Kahuku complex area.		45-828 Anoi Road, Kaneohe, HI 96744
O'ahu	Kauluwela Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Kaimuki-McKinley-Roosevelt complex area.		1486 Aala Street, Honolulu, HI 96817
O'ahu	Kawananakoa Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Kaimuki-McKinley-Roosevelt complex area.		49 Funchal Street, Honolulu, HI 96813
O'ahu	Ke Kula 'o Samuel M. Kamakau LPCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Castle-Kahuku complex area.		46-500 Kuneki Street, Kaneohe, HI 96744
O'ahu	Ke Kula Kaiapuni O Anuenue	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Kaimuki-McKinley-Roosevelt complex area.		2528 10th Avenue, Honolulu, HI 96816
O'ahu	Keolu Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Kailua-Kalaheo complex area.		1416 Keolu Drive, Kailua, HI 96734
O'ahu	Keoneula Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Campbell-Kapolei complex area.		91-970 Kaileolea Drive, Ewa Beach, HI 96706

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served								Description of Services	Website	Street Address			
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents				Native Hawaiians		
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 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.	https://www.keyproject.org/	47-200 Waihee Road Kaneohe, HI 96744
O'ahu	King Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				x	Serves the Castle-Kahuku complex area.		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-Waiialua complex area.		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.		189 Lunalilo Home Road, Honolulu, HI 96825
O'ahu	Kōkua Kalihi Valley	Health Center	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
O'ahu	Kuhio Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				x	Serves the Kaimuki-McKinley-Roosevelt complex area.		2759 South King Street, Honolulu, HI 96826
O'ahu	Laie Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				x	Serves the Castle-Kahuku complex area.		55-109 Kulanui Street, Laie, HI 96762
O'ahu	Lanakila Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				x	Serves the Kaimuki-McKinley-Roosevelt complex area.		717 North Kuakini Street, Honolulu, HI 96817
O'ahu	Lanikai Elementary PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				x	Serves the Kailua-Kalaheo complex area.		140 Alala Road, Kailua, HI 96734
O'ahu	Lehua Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				x	Serves the Pearl City-Waipahu complex area.		791 Lehua Avenue, Pearl City, HI 96782
O'ahu	Leihoku Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				x	Serves the Nanakuli-Waianae complex area.		86-285 Leihoku Street, Waianae, HI 96792
O'ahu	Leilehua High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				x	Serves the Leilehua-Mililani-Waiialua complex area.		1515 California Avenue, Wahiawa, HI 96786

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address	
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians				
O'ahu	Library for the Blind and Print Disabled	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.librariesHawai'i.org/lbpd/	402 Kapahulu Avenue, Honolulu, HI 96815, United States
O'ahu	Liholiho Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Farrington-Kaiser-Kalani complex area.		3430 Maunaloa Avenue, Honolulu, HI 96816
O'ahu	Likelike Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Kaimuki-McKinley-Roosevelt complex area.		1618 Palama Street, Honolulu, HI 96817
O'ahu	Liliha 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.librariesHawai'i.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.		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.		615 Auwailimu 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.		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.		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.		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.		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.		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.		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.		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.		1147 Kumano Street, Pearl City, HI 96782
O'ahu	Manoa Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Kaimuki-McKinley-Roosevelt complex area.		3155 Manoa Road, Honolulu, HI 96822

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address	
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians				
O'ahu	Manoa 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/	2716 Woodlawn Dr, Honolulu, HI 96822, United States
O'ahu	Mauka Lani Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Campbell-Kapolei complex area.		92-1300 Panana Street, Kapolei, HI 96707
O'ahu	Maunawili Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Kailua-Kalaheo complex area.		1465 Ulupii Street, Kailua, HI 96734
O'ahu	McCully-Moilili 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.		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.		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.		95-1330 Lehiwa Drive, Mililani, HI 96789
O'ahu	Mililani Mauka Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Leilehua-Mililani-Waialua complex area.		95-1111 Makaikai Street, Mililani, HI 96789
O'ahu	Mililani Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Leilehua-Mililani-Waialua complex area.		95-1140 Lehiwa Drive, Mililani, HI 96789
O'ahu	Mililani 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/	95-450 Makaimoimo St, Mililani, HI 96789, United States
O'ahu	Mililani Uka Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Leilehua-Mililani-Waialua complex area.		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.		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.		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.		2825 Ala Ilima Street, Honolulu, HI 96818

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address	
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians				
O'ahu	Moanalua Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Aiea Moanalua-Radford complex area.		1289 Mahiole Street, Honolulu, HI 96819
O'ahu	Mohala Mai	Housing Provider	Broadband Availability; Device Availability; Digital Navigator	■	x	■				x	x			Affordable housing for women coming out of incarceration. Apartments equipped with free Wi-Fi. Access to a shared laptop is provided. Facility manager functions as a digital navigator.		1936 Citron Street Honolulu, HI 96826
O'ahu	Mokapu Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Kailua-Kalaheo complex area.		1193 Mokapu Blvd. KMCB Bldg., Kailua, HI 96734
O'ahu	Mokulele Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Aiea Moanalua-Radford complex area.		250 Aupaka Street, Honolulu, HI 96818
O'ahu	Momilani Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Pearl City-Waipahu complex area.		2130 Hookiekie Street, Pearl City, HI 96782
O'ahu	Myron B. Thompson Academy	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Kaimuki-McKinley-Roosevelt complex area.		1040 Richards St. Ste. 220, Honolulu, HI 96813
O'ahu	Nanaikapono Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Nanakuli-Waianae complex area.		89-153 Mano Avenue, Waianae, HI 96792
O'ahu	Nanakuli Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Nanakuli-Waianae complex area.		89-778 Haleakala Avenue, Waianae, HI 96792
O'ahu	Nanakuli High and Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Nanakuli-Waianae complex area.		89-980 Nanakuli Avenue, Waianae, HI 96792
O'ahu	Nanakuli 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/	89-070 Farrington Highway, Waianae, HI 96792, United States
O'ahu	Nimitz Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Aiea Moanalua-Radford complex area.		520 Main Street, Honolulu, HI 96818
O'ahu	Niu Valley Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Farrington-Kaiser-Kalani complex area.		310 Halemaumau Street, Honolulu, HI 96821
O'ahu	Noelani Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Kaimuki-McKinley-Roosevelt complex area.		2655 Woodlawn Drive, Honolulu, HI 96822
O'ahu	Nuuanu Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Kaimuki-McKinley-Roosevelt complex area.		3055 Puiwa Lane, Honolulu, HI 96817

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address	
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians				
O'ahu	O'ahu Digital Equity Coalition	County Agency	Broadband Availability & Affordability; Device Availability; Digital Navigators; Online Privacy & Cybersecurity; Digital Literacy; Device Availability & Affordability	■	■	■	■	■	■	■	■	■	■	A coalition of O'ahu 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).		530 South King Street, Honolulu, Hawaii 96813
O'ahu	Olomana School	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kailua-Kalaheo complex area.		42-522 Kalaniana'ole 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.		2306 Auhuhu Street, Pearl City, HI 96782
O'ahu	Palolo Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Kaimuki-McKinley-Roosevelt complex area.		2106 10th Avenue, Honolulu, HI 96816
O'ahu	Parker Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Castle-Kahuku complex area.		45-259 Waikalua Road, Kaneohe, HI 96744
O'ahu	Pauoa Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Kaimuki-McKinley-Roosevelt complex area.		2301 Pauoa Road, Honolulu, HI 96813
O'ahu	Pearl City Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Pearl City-Waipahu complex area.		1090 Waimano Home Road, Pearl City, HI 96782
O'ahu	Pearl City High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Pearl City-Waipahu complex area.		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.		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.		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.		1 C Avenue, Honolulu, HI 96818
O'ahu	Pearl Ridge Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			x	Serves the Aiea Moanalua-Radford complex area.		98-940 Moanalua Road, Aiea, HI 96701

Geographic Area Served	Asset Name	Type of Entity	Digital Equity Pillars	Covered Populations Served									Description of Services	Website	Street Address	
				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians				
O'ahu	Pohakea Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Campbell-Kapolei complex area.		91-750 Fort Weaver Road, Ewa Beach, HI 96706
O'ahu	Pope Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Kailua-Kalaheo complex area.		41-133 Huli Street, Waimanalo, HI 96795
O'ahu	Puohala Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Castle-Kahuku complex area.		45-233 Kulauli Street, Kaneohe, HI 96744
O'ahu	Puuhale Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Farrington-Kaiser-Kalani complex area.		345 Puuhale Road, Honolulu, HI 96819
O'ahu	Radford High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Aiea Moanalua-Radford complex area.		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				Serves the Aiea Moanalua-Radford complex area.		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 housing, 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, food pantry, WiFi, hygiene and toiletry supplies, clothing, and other products.	https://www.ryseHawaii.org/	42-470 Kalaniana'ole Highway Bldg 6 Kailua, HI 96734
O'ahu	Roosevelt High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Kaimuki-McKinley-Roosevelt complex area.		1120 Nehoa Street, Honolulu, HI 96822
O'ahu	Royal School	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Kaimuki-McKinley-Roosevelt complex area.		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				Serves the Aiea Moanalua-Radford complex area.		1131 Ala Liliiko'i 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 for the digital literacy skills they need to be successful.	https://www.librariesHawaii.org/	3225 Salt Lake Blvd, Honolulu, HI 96818, United States
O'ahu	Scott Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Aiea Moanalua-Radford complex area.		98-1230 Moanalua Road, Aiea, HI 96701
O'ahu	SEEQS PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Farrington-Kaiser-Kalani complex area.		845 22nd Ave., Honolulu, HI 96816

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				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians				
O'ahu	Shafter Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			Serves the Aiea Moanalua-Radford complex area.		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, hard-of-hearing, or deaf-blind.	http://www.signsofself.org/html/our_services.html	1953 South Beretania Street, Suite 5B Honolulu, HI 96826	
O'ahu	Solomon Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x			Serves the Leilehua-Mililani-Waialua complex area.		2875 Waianae Uka Avenue, Wahiawa, HI 96786	
O'ahu	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/	Honolulu, HI 96822	
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

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				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents				Native Hawaiians	
O'ahu	State of Hawai'i Department of Vocational Rehabilitation - O'ahu 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
O'ahu	Stevenson Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Kaimuki-McKinley-Roosevelt complex area.		1202 Prospect Street, Honolulu, HI 96822
O'ahu	Sunset Beach Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Castle-Kahuku complex area.		59-360 Kamehameha Highway, Haleiwa, HI 96712
O'ahu	TRUE Initiative	Non-profit	Device Availability; Digital Literacy	x									x	E-Sports + tech lab at Waipahu Public Library will introduce Hawai'i'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	643 Ilalo Street Honolulu, Hawaii 96813
O'ahu	University Laboratory	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Kaimuki-McKinley-Roosevelt complex area.		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			Serves the Kaimuki-McKinley-Roosevelt complex area.		2428 Wilder Avenue, Honolulu, HI 96822
O'ahu	Wahiawa Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Leilehua-Mililani-Waiialua complex area.		1402 Glen Avenue, Wahiawa, HI 96786
O'ahu	Wahiawa Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Leilehua-Mililani-Waiialua complex area.		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
O'ahu	Waiahole Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Castle-Kahuku complex area.		48-215 Waiahole Valley Road, Kaneohe, HI 96744
O'ahu	Waiialae Elementary PCS	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■					x	x	x			Serves the Farrington-Kaiser-Kalani complex area.		1045 19th Avenue, Honolulu, HI 96816

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				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians				
O'ahu	Waialua Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Leilehua-Mililani-Waialua complex area.		67-020 Waialua Beach Road, Waialua, HI 96791
O'ahu	Waialua High and Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Leilehua-Mililani-Waialua complex area.		67-160 Farrington Highway, Waialua, HI 96791
O'ahu	Waialua 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/	67-068 Kealohanui St, Waialua, HI 96791, United States
O'ahu	Waianae Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Nanakuli-Waianae complex area.		85-220 McArthur Street, Waianae, HI 96792
O'ahu	Waianae High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Nanakuli-Waianae complex area.		85-251 Farrington Highway, Waianae, HI 96792
O'ahu	Waianae Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Nanakuli-Waianae complex area.		85-626 Farrington Highway, Waianae, HI 96792
O'ahu	Waianae 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/	85-625 Farrington Hwy, Waianae, HI 96792, United States
O'ahu	Waiau Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Pearl City-Waipahu complex area.		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

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				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians			
O'ahu	Wai'anae Economic Development Council	Non-profit	Digital Literacy; Outreach & Awareness	■	x	x	x	x	x	x	■	■	Works to expand economic opportunities for Native Hawaiians and Wai'anae Coast residents.	https://thewedc.com/	Waianae, HI 96792
O'ahu	Wai'anae Moku Navigators	Non-profit	Digital Literacy; Outreach & Awareness	■	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/	Waianae, HI 96792
O'ahu	Waikele Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Pearl City-Waipahu complex area.		94-1035 Kukula Street, Waipahu, HI 96797
O'ahu	Waikiki Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Farrington-Kaiser-Kalani complex area.		3710 Leahi Avenue, Honolulu, HI 96815
O'ahu	Waikiki-Kapahulu 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/	400 Kapahulu Ave, Honolulu, HI 96815, United States
O'ahu	Waimalu Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Aiea Moanalua-Radford complex area.		98-825 Moanalua Road, Aiea, HI 96701
O'ahu	Waimanalo Elementary and Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x		x	Serves the Kailua-Kalaheo complex area.		41-1330 Kalaniana'ole Highway, Waimanalo, HI 96795
O'ahu	Waimanalo Health Center	Health Center	Telehealth; Outreach and Awareness	■	x	x	x	x	■	x	■	■	Rooted in Native Hawaiian 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 Kalaniana'ole Highway Waimanalo, HI 96795
O'ahu	Waimanalo 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/	41-1320 Kalaniana'ole Hwy, Waimanalo, HI 96795, United States
O'ahu	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

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				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians			
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 information are available on the WCSA website.	https://www.wcsaHawaii.org/	730 Iliaina Street, Kailua, HI 96734
O'ahu	Waipahu Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x			Serves the Pearl City-Waipahu complex area.		94-465 Waipahu Street, Waipahu, HI 96797
O'ahu	Waipahu High	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x			Serves the Pearl City-Waipahu complex area.		94-1211 Farrington Highway, Waipahu, HI 96797
O'ahu	Waipahu High School Wayfinder Group	Public School	Digital Literacy	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
O'ahu	Waipahu Intermediate	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x			Serves the Pearl City-Waipahu complex area.		94-445 Farrington Highway, Waipahu, HI 96797
O'ahu	Waipahu 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/	94-275 Mokuola St, Waipahu, HI 96797, United States
O'ahu	Washington Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x			Serves the Kaimuki-McKinley-Roosevelt complex area.		1633 South King Street, Honolulu, HI 96826
O'ahu	Webling Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x			Serves the Aiea Moanalua-Radford complex area.		99-370 Paihi Street, Aiea, HI 96701
O'ahu	Wheeler Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x			Serves the Leilehua-Mililani-Waialua complex area.		1 Wheeler Army Air Field, Wahiawa, HI 96800
O'ahu	Wheeler Middle	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	▪				x	x	x			Serves the Leilehua-Mililani-Waialua complex area.		2 Wheeler Army Air Field, Wahiawa, HI 96800

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				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians				
O'ahu	Wilson Elementary	Public School	Broadband Availability; Device Availability; Digital Literacy; potential CAI	■				x	x	x				Serves the Farrington-Kaiser-Kalani complex area.		4945 Kilauea Avenue, Honolulu, HI 96816
O'ahu	Women's Community Correctional Center - GTL/Viopath	Correctional Facility	Device Availability	x		■	x		x	x	x			Provides access to tablets, allows for video visit from home, visit now on demand, messages (all facilities), photo sharing	https://dps.Hawaii.gov/wccc/	42-477 Kalaniana'ole Highway Kailua, HI 96734
O'ahu, 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, and entrepreneurship.	https://www.pacificgatewaycenter.org/	723 Umi Street Honolulu, HI 96819
O'ahu; online	Olelo Community Media	Non-profit	Digital Literacy	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	'Auamo Collaborative	Non-profit	Broadband Availability & Affordability, Device Availability	x	x			x	x		■			Helps connect minorities and underrepresented communities with resources such as free technology education as well as donating and refurbishing computers.	https://www.auamocolaborative.org/	407 Kaumana Drive Hilo, HI 96720
Statewide	AARP Hawai'i	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 informing people about digital awareness, including the Hawai'i Digital Inclusion Roadmap to improve access to technology for Hawai'i's kūpuna.	https://states.aarp.org/Hawai'i/	1001 Bishop Street, Suite 625 Honolulu, HI 96813
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 Hawaiian Homestead residents. Financial support for device purchase, \$100	https://www.fcc.gov/acp	250 S. Hotel Street Honolulu, HI 96813
Statewide	Aloha Care	Non-profit	Telehealth; Outreach and Awareness	■	■	■	■	■	■	■	■	■	■	AlohaCare is a community-led, non-profit health plan founded in 1994 by Hawai'i's community health centers and is the only health plan solely dedicated to serving those eligible for Hawai'i's QUEST Integration (Medicaid) and Medicare program.	https://www.alohacare.org/	1357 Kapi'olani Blvd., Suite G101 Honolulu, HI 96814
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

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				Covered Households	Kūpuna	Incarcerated/Post-Incarcerated Individuals	Veterans	Individuals with Disabilities	Minorities	English Language Learners	Rural Residents	Native Hawaiians				
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 comprehensive database of its kind in the state.	https://www.auw.org/about-auw	200 N Vineyard Boulevard, #700 Honolulu, HI 96817
Statewide	American Job Centers	Federal	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 like computers and laptops.	https://www.catholiccharitiesHawaii.org/	1822 Keeaumoku Street Honolulu, HI 96822	
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 enrollment and available assistance when needed.	https://humanservices.Hawaii.gov/bessd/snap/	1485 Linapuni Street, #122 Honolulu, HI 96819	
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 Hawai'i's citizens.	https://dps.Hawaii.gov/wccc/	1177 Alakea Street Honolulu, HI 96813	
Statewide	Digital Readiness Hawai'i	Non-profit	Device Availability & Affordability; Digital Literacy	■	■				x		■	x	Free in-person digital literacy classes for beginners.	https://digitalreadyHawaii.org/	Hawai'i	
Statewide	Executive Office on Aging	State Agency	Information Access and Digital Support	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 agencies for support services that has included digital literacy training historically.	https://health.Hawaii.gov/eoa/	250 South Hotel Street, Suite 406 Honolulu, HI 96813	

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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	Hawai'i
Statewide	GenCyber Hawai'i	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/	Hawai'i
Statewide	Hawai'i Broadband Hui	Coalition	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. Hawai'i Broadband and Digital Equity Office and Hawai'i Island Digital Equity Coalition cohost the meeting that highlights challenges, needs, opportunities and solutions affecting the expansion of broadband for the wellbeing of Hawai'i's residents in all aspects of their lives.	https://www.broadbandhui.org/	Hawai'i
Statewide	Hawai'i 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	Hawai'i
Statewide	Hawai'i 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.Hawai'ipublicschools.org/Pages/Home.aspx	Office of the Superintendent P.O. Box 2360 Honolulu, HI 96804
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://Hawai'ifoodbank.org/	2611 Kiliha Street Honolulu, HI 96819

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Statewide	Hawai'i 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 Moloka'i to outfit a school bus and a community hub, and beginning efforts in West Hawai'i Island.	https://Hawai'ikidscan.org/	Hawai'i
Statewide	Hawai'i Literacy	Non-profit	Digital Literacy; Broadband Availability	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	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 Family Literacy Libraries and Bookmobiles equipped with Wi-Fi and hotspots.	https://www.Hawai'iliteracy.org/	245 N Kukui Street, #202 Honolulu, HI 96817
Statewide	Hawai'i 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.Hawai'ipca.net	1003 Bishop Street Pauahi Tower Suite 1810 Honolulu, HI 96813	
Statewide	Hawai'i 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 access and literacy programs that are age-friendly.	https://www.hiphi.org/	707 Richards Street, Suite 300 Honolulu, HI 96813	
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 multi-lingual resources to dismantle language barriers. They have upgraded their online system to allow access to resources online.	www.hpha.Hawai'i.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 for job coaching, prerecorded trainings, and referrals for connectivity trainings. They are forming an Association of People Supporting Employment First chapter for Hawai'i and they are almost active statewide.	https://hiddcouncil.org/	Kamamalu Building, 1010 Richards Street Suite 122 Honolulu, HI 96813	

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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 trainings with equipment available for use in class and at home.	https://www.Hawai'ipublicschools.org/TeachingAndLearning/StudentLearning/CSforHI/Pages/default.aspx	Hawai'i
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.Hawai'i.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 hotline to reach digital navigators open Monday through Saturday.	https://www.librariesHawai'i.org/Hawai'i-digital-navigators/	Hawai'i
Statewide	Hawai'i Technology Academy	Public 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 individuals in the State of Hawai'i through 2026. Supported by the University of Hawai'i John A. Burns School of Medicine (JABSOM), and the Hawai'i/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.	https://Hawai'iutelehealth.org/	651 Ilalo Street, MEB 224 Honolulu, HI 96813
Statewide	Hawaiian 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 refurbished laptops to needy families.	http://www.Hawaiianhope.org/	P. O. Box 17948 Honolulu, HI 96817

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Statewide	Hawaiian 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 password, allows to purchase fractions of time. (per Kaua'i focus group)	https://www.Hawaiiantel.com/	Hawai'i
Statewide	Hilopa'a	Non-profit	Device Availability & Affordability; Digital Literacy				■	■							provides free aids and services to people with disabilities to communicate effectively with us,	www.hilopaa.org	Hawai'i
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 introduction), Intermediate (Google suite, commonly used platforms).	http://www.hariett.com/	1035 University Avenue, Suite 202 Honolulu, HI 96826
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 to use devices and/or applications tailored to participants' learning styles.	https://www.lanakilapacific.org/	1809 Bachelot Street Honolulu, HI 96817	
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.nationofHawai'i.org/	Hawai'i	
Statewide	Office of Homeland Security Planning & Operations Branch	Federal	Cybersecurity											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 Workforce Development.	https://dod.Hawai'i.gov/ohs/cyber	3949 Diamond Head Road Honolulu, HI 96816	

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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	https://www.pbtrc.org/	Hawai'i
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	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 analytical information.	https://www.pdc.org/about/	1305 North Holopono Street, Suite 2 Kihei, HI 96753
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	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 Hawaiian communities through education, training and ongoing professional development.	https://www.papaolalokahi.org/	894 Queen Street Honolulu, HI 96813

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Statewide	Pear Suite, Inc.	Private	Digital Literacy; Telehealth	■	■	■	■	■	■	■	■	■	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/	Hawai'i
Statewide	Purple Mai'a	Non-profit	Digital Literacy	x					x		x	x	Digital literacy courses for youths, entrepreneurs, and workforce development.	https://purplemaia.org/	Hawai'i
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 group 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.		Hawai'i
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 to offer relief, then offer local programs to optimize their efficacy.	https://Hawai'i.salvationarmy.org/Hawai'i_2/	2950 Manoa Road Honolulu, HI 96822
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	Hawai'i
Statewide	State of Hawai'i Department of Vocational Rehabilitation - Administrative Office	State Agency	Device Availability & Affordability; Broadband Availability; Digital Literacy	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/	1010 Richards Street, Suite 217 Honolulu, HI 96813

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Statewide	State of Hawai'i Dept. of Labor and Industrial Relations	State Agency	Device Availability & 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	
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 Hawai'i (TORCH)	Non-profit	Digital Literacy	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/	Hawai'i	
Statewide	UH JABSOM Area Health Education Center and Hawai'i 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	Non-profit		x	x	x	■	x	x	x	x	x			Hawai'i	
Statewide	We Are Oceania	Non-profit	Multilingual Workforce Development	■						■	■	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 have personal computers.	https://labor.hawaii.gov/wdc/	Hawai'i	
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 need of an individual with disabilities, family members, employers, and educators.	https://atrc.org/	200 N Vineyard Boulevard, #430 Honolulu, HI 96817	

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Statewide	Hawai'i Aging & Disability Resource Center	State Agency	Device Availability & Affordability	x	■	x	x	■	x	x	x	x	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 term supports 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.	https://www.Hawai'iadrc.org/	250 South Hotel Street, Suite 406 Honolulu, HI 96813
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