



DEPARTMENT OF BUSINESS, ECONOMIC DEVELOPMENT & TOURISM

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Statement of
MIKE MCCARTNEY
Director

Department of Business, Economic Development, and Tourism
before the

HOUSE COMMITTEE ON CONSUMER PROTECTION & COMMERCE

Thursday, April 15, 2021

2:00 PM

State Capitol, Conference Room 329

In consideration of

SCR219

**URGING THE EXECUTIVE OFFICE ON AGING TO FORM A WORKING
GROUP AND DEVELOP A PLAN FOR OUTREACH TO KUPUNA TO REMEDIATE A
LACK OF DIGITAL LITERACY, BROADBAND ACCESS, AND COMPUTER
EQUIPMENT.**

Chair Johanson, Vice Chair Kitagawa, and members of the Committee. The Department of Business, Economic Development and Tourism (DBEDT) **supports SCR219** that urges the Executive Office on Aging (EOA) to form a working group and develop a plan for outreach to kūpuna to remediate a lack of digital literacy, broadband access, and computer equipment.

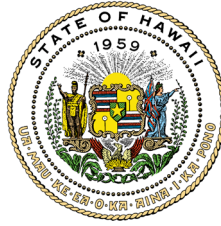
The COVID-19 pandemic has spotlighted the need for broadband access and digital equity across all of Hawaii's residents especially those in rural, isolated and vulnerable communities.

DBEDT recognizes the limited resources available to the EOA to develop an outreach plan to kūpuna and in the spirit of collaboration welcome participation in the Broadband Hui where we can share resources and collectively achieve our mutual digital equity goals.

Thank you for the opportunity to submit this testimony.

DAVID Y. IGE
GOVERNOR OF HAWAII

ELIZABETH A. CHAR, M.D.
DIRECTOR OF HEALTH



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EXECUTIVE OFFICE ON AGING
NO. 1 CAPITOL DISTRICT
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**Testimony COMMENTING on SCR219
URGING THE EXECUTIVE OFFICE ON AGING TO FORM A WORKING GROUP AND
DEVELOP A PLAN FOR OUTREACH TO KUPUNA TO REMEDIATE A LACK OF DIGITAL
LITERACY, BROADBAND ACCESS, AND COMPUTER EQUIPMENT.**

COMMITTEE ON CONSUMER PROTECTION & COMMERCE
REPRESENTATIVE AARON LING JOHANSON, CHAIR
REPRESENTATIVE LISA KITAGAWA, VICE CHAIR

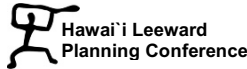
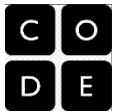
Testimony of Caroline Cadirao
Director, Executive Office on Aging
Attached Agency to the Department of Health

Hearing Date: April 15, 2021
2 p.m.

Conference Rm: 329
Via Videoconference

- 1 **EOA's Position:** The Executive Office on Aging (EOA), an attached agency of the Department
2 of Health (DOH), provides comments to Senate Concurrent Resolution 219, Urging The
3 Executive Office On Aging To Form A Working Group And Develop A Plan For Outreach To
4 Kupuna To Remediate A Lack Of Digital Literacy, Broadband Access, And Computer
5 Equipment. The purpose of this bill is to urge the EOA to form a working group to develop a
6 plan for outreach to kupuna to remediate a lack of digital literacy and to develop a curriculum to
7 increase digital literacy among Hawai'i's kupuna community.
- 8 **Fiscal Implications:** These resolutions require significant resources to successfully implement
9 their intent. The EOA is limited in staffing and funding to convene a working group, develop a
10 digital outreach plan for kupuna, and develop a digital literacy curriculum for kupuna.

1 **Purpose and Justification:** The EOA appreciates the intent of this bill and understands the
2 value of kupuna having digital literacy skills and more importantly, access to broadband
3 connectivity particularly during COVID. However, these measures require significant resources
4 to successfully fulfill their intent, and the EOA is limited in staffing and funding. The EOA also
5 does not have the expertise and experience in digital technologies to develop a digital literacy
6 curriculum and/or in broadband connection to develop an outreach plan. EOA suggests that
7 another agency with expertise in broadband technologies and digital literacy take the lead in the
8 workgroup. We note for the Committee’s consideration that in March 2020 the Department of
9 Business Economic Development & Tourism (DBEDT) convened a Broadband Hui to “address
10 gaps in broadband access both near term and long term”. Additionally, in November 2020,
11 DBEDT, in partnership with the Department of Commerce and Consumer Affairs (DCCA) and
12 the Office of Planning, published the Hawaii Broadband Strategic Plan 2020, which includes as
13 one of it’s goals: “Goal 2: Expand Digital Inclusion and Adoption to Achieve Digital Equity”
14 with an objective to “identify and remove barriers to access and adoption to unserved and
15 underserved”. Based on their current efforts these agencies may have a better understanding of
16 how to improve broadband connections and develop digital literacy for all populations.
17 Thank you for this opportunity to testify.



House Committee on Consumer Protection & Commerce

Date: April 15, 2021
Time: 2:00 p.m.
Where: Via Videoconference
Conference Room 329

RE: SCR219, URGING THE EXECUTIVE OFFICE ON AGING TO FORM A WORKING GROUP AND DEVELOP A PLAN FOR OUTREACH TO KUPUNA TO REMEDIATE A LACK OF DIGITAL LITERACY, BROADBAND ACCESS, AND COMPUTER EQUIPMENT.

Aloha mai e Chair Johanson, Vice Chair Kitagawa, and Committee Members,

The listed organizations and individuals **SUPPORT THE INTENT OF SCR219**, to urge the Executive Office on Aging to form a working group and develop a plan for outreach to kupuna to remediate a lack of digital literacy, broadband access, and computer equipment.

Over the past year, our organizations have collaborated, each within their own ability, to increase Hawai'i's digital capacity, thereby supporting the continuity of social connections, education, employment, and access to other essential services throughout the pandemic. Through the work of the Broadband Hui, we have supported broadband infrastructure development in rural communities, provided digital devices for students and families, supported the accessibility of telehealth, provided information on low-cost internet options, and adopted a Digital Equity Declaration to set a vision and goals for a more equitable digital future.

Looking to that future, much work remains ahead. It will take an ongoing commitment and collaboration from public and private partners to deliver on the goals set forth to address Hawai'i's digital inequities and to leverage the opportunities enabled by improved digital access.

We wanted to note that the Broadband Hui is actively leading on the work described in this resolution, and that we are committed to working with state agencies to add capacity and support.

Mahalo for the opportunity to testify.

(Please see names on the following page.)

	Name	Organization	Email Address	Zip
1	Daniel C. Smith		smithdan@hawaii.edu	96782
2	Lee Buenconsejo-Lum		lbuencon@gmail.com	96744
3	Katie Hendrickson	Code.org	katie@code.org	45701
4	Laura Kay Rand	Hawaii Foodbank.	lkrand@hawaiifoodbank.org	96819
5	Jill Takasaki Canfield	Hawaii Literacy, Inc	jill.takasaki.canfield@hawaiiliteracy.org	96817
6	Christine Sakuda	Transform Hawaii Government	csakuda@transformhawaii.gov	96806
7	Jay April	Akaku Maui County Community Media	jay@akaku.org	96732
8	Ramona K. Mullahey		ramona.mullahey@hawaiiantel.net	96813
9	Lynn Otaguro	O'ahu County Democrats Digital Equity Committee	lmotaguro@yahoo.com	96821
10	David Miyashiro	HawaiiKidsCAN	David.miyashiro@hawaiikidscan.org	96734
11	Wayne Buente		wbuente@hawaii.edu	96822
12	Heather Kimball	Hawaii County Council	Heather.Kimball@HawaiiCounty.gov	96781
13	Jacqui Hoover	Hawaii Leeward Planning Conference	jacqui_hlpc@yahoo.com	96743
14	Jacqui Hoover	Hawaii Island Economic Development Board	jhoover@hiedb.org	96743
15	Allicyn Tasaka	Hawaii Workforce Development Council	Allicyn.h.tasaka@hawaii.gov	96813
16	Rachel Solemsaas	Hawai'i Community College	rsolems@hawaii.edu	96720



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**The State Legislature
The House of Representatives
Committee on Consumer Protection and Commerce
Thursday, April 15, 2021
2:00 p.m.**

TO: The Honorable Aaron Johanson, Chair

RE: SCR 219 - Forming a Workgroup to Develop a Plan to Improve Kupuna's Digital Literacy and Broadband Access

Aloha Chair Johanson and Members of the Committees:

My name is Keali'i Lopez and I am the State Director for AARP Hawai'i. AARP is a membership organization of people age fifty and over, with nearly 145,000 members in Hawai'i.

AARP Hawai'i supports SCR 219 which creates a work group to develop a plan for outreach to kupuna to remediate a lack of digital literacy, broadband access and computer equipment. It urges the Executive Office on Aging to convene this work group.

The recent pandemic has significantly increase the demand and use of digital connectivity for communication across all sectors, and throughout our communities statewide. This is especially important for homebound kūpuna who have become more reliant on telehealth to connect with their physicians for medical consultation and monitoring. More recently, having online access has become even more critical for kupuna to schedule appointments for their COVID vaccination. Many kupuna are not digital literate, face limited or no access to computers and broadband connectivity. The heavy demand for broadband has amplified the weakness in our broadband infrastructure. AARP supports efforts that will expand digital equity and access to ensure that all individuals especially our kupuna, have access to information and modern communication technologies.

Thank you very much for the opportunity to support SCR 219.

Sincerely,

A handwritten signature in black ink, appearing to read "Keali'i Lopez".

Keali'i Lopez, AARP State Director

SCR-219

Submitted on: 4/14/2021 3:46:26 PM

Testimony for CPC on 4/15/2021 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Deborah Bond-Upson	LearningBond	Support	No

Comments:

It is heartening to see this bill and to look forward to our kapuna receiving the support they need to have access to opportunities and life easing tools in this time of digital growth.

Support to our kapuna, enabling them to participate more fluidly with our community and services will help them and also will help their families.

At this time, one of our most serious issues is the lack of personal attention to our keiki. Helping kapuna to become digitally literate will enable them to give attention our keiki need. Even when distanced, if they have technology training, connection, and devices, kapuna can communicate, mentor, give attention to our young people.

Failing to dedicate specialized support to kapuna, we leave them frustrated, without access to benefits and information and with the feeling of failure.

Given all that our kapuna have done to enable the world we live in, it is our responsibility now to give them the access, tools, and support to be as connected as they wish with as little difficulty as possible.

There are many ways to deliver training and services to our kapuna. And there are many ways we can benefit from their gifts if they are enabled to join the digital world.

Thank you for your consideration,

Deborah Bond-Upson
LearningBond.org

SCR-219

Submitted on: 4/13/2021 2:36:20 PM

Testimony for CPC on 4/15/2021 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Lynn Otaguro	Individual	Support	No

Comments:

April 13, 2021

Testimony in support of SCR 219, Urging the Executive Office on Aging to Form a Working Group and Develop a Plan for Outreach to Kupuna to Remediate a Lack of Digital Literacy, Broadband Access, and Computer Equipment.

Honorable Chair Johanson and members of the Committee:

A while back, when my mother-in-law was alive, she couldn't use the Safeway shopping app to access coupons because she lacked the internet access and ability to download them.

Now, in the past year, we have seen an even greater need for digital access and literacy, as COVID-19 shut down offices and meetings and many in person services were put online. It has been hard for people without digital access and literacy to get information, sign up for vaccines, and participate in community activities.

Please support this resolution to help our kupuna.

Sincerely,

Lynn Otaguro

Oahu, Hawaii

TESTIMONY OF

LARRY S VERAY

TO THE COMMITTEE ON CONSUMER PROTECTION & COMMERCE

MOST STRONGLY SUPPORT SCR219

URGING THE EXECUTIVE OFFICE ON AGING TO FORM A WORKING GROUP AND DEVELOP A PLAN FOR OUTREACH TO KUPUNA TO REMEDIATE A LACK OF DIGITAL LITERACY, BROADBAND ACCESS, AND COMPUTER EQUIPMENT.

April 13, 2021

Aloha, Chair Aaron Johanson, Vice Chair Lisa Kitagawa and Committee members. Thank you for allowing me the opportunity to provide testimony on SCR219. Although I am Chair for the Pearl City Neighborhood Board No. 21, I am submitting this testimony as an individual and because it is so important to develop an immediate plan for outreach to our kupuna to educate them on the importance of computer technology and develop it into their daily lives no matter their age.

Since March 2020 and as technology continues to push the envelope in all banking, telephone, government video teleconferencing using computers and Web based tools to conduct personal business. Many of our kupuna have been left behind. Because many of our kupuna, homeless families and released prisoners lack the digital skills necessary to fully use computers and the internet. Many rely on their family members to help them set up their automatic bank payments and other personal business required on the internet.

I most strongly urge you to support and approve SCR219 and set our kupuna up for education on computers and the internet in many languages for our multi-ethnic population. Mahalo!

Very respectfully,

Larry S. Veray

SCR-219

Submitted on: 4/14/2021 1:14:24 PM

Testimony for CPC on 4/15/2021 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Ashleigh Loa	Individual	Support	No

Comments:

N/a