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CATHERINE P. AWAKUNI COLÓN  
DIRECTOR

JO ANN M. UCHIDA TAKEUCHI  
DEPUTY DIRECTOR

December 21, 2021

TRANSMITTED VIA LEGISLATIVE WEBSITE

Dear President Kouchi, Speaker Saiki, and Members of the Legislature:

Enclosed is a copy of the 2021 Annual Report on the (1) Development and Expansion of Telework Initiatives and (2) Receipt and Expenditure of Federal Moneys Related to Broadband, as required respectively by sections 440G-11.5(b) and (c), Hawaii Revised Statutes (HRS).

In accordance with section 93-16(a), HRS, a copy of this report will be transmitted to the Legislative Reference Bureau Library and viewable electronically at [cca.hawaii.gov/catv/reports/](http://cca.hawaii.gov/catv/reports/). Copies will also be transmitted to the State Publications Distribution Center and the University of Hawaii pursuant to section 93-3, HRS.

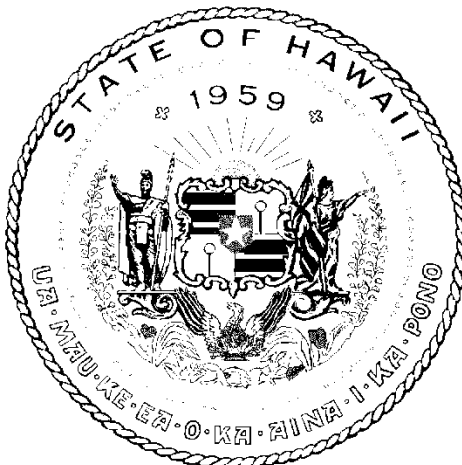
Sincerely,

A handwritten signature in black ink that reads "Catherine P. Awakuni Colón".

CATHERINE P. AWAKUNI COLÓN  
Director

Enclosure

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       University of Hawaii (1 hard copy)



THIRTY-FIRST LEGISLATURE  
REGULAR SESSION OF 2022

**Annual Report on the  
(1) Development and Expansion of Telework Initiatives  
and  
(2) Receipt and Expenditure of Federal Moneys  
Related to Broadband**

CABLE TELEVISION DIVISION  
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS  
STATE OF HAWAII

Submitted December 2021

## **Annual Report on the Development and Expansion of Telework Initiatives**

This report is filed pursuant to Hawaii Revised Statutes (HRS) section 440G-11.5(b), which requires the director of the Department of Commerce and Consumer Affairs (DCCA) to submit an annual report to the Legislature “on the department’s efforts to use broadband and its products and services to develop and expand telework initiatives, including telework participation levels and trends of both private and public sector employees in Hawaii.”

The DCCA convened the Broadband Assistance Advisory Council (BAAC) as required under Act 199, Session Laws of Hawaii (SLH) 2010, as amended by Act 151, SLH 2011, to advise the director on, among other things, “policy and funding priorities to promote and encourage use of telework alternatives for public and private employees” and other states’ best practices involving telework promotion and policies. The BAAC’s Adoption Work Group, formed shortly thereafter, advised at that time that efforts would be best spent on removing barriers to adoption across the State and promoting broadband use through applications. To promote and encourage the use of telework alternatives for public and private employees, however, the DCCA provided information and links to other state and federal telework “best practices” on its Cable Television Division’s broadband webpage at [cca.hawaii.gov/broadband/](http://cca.hawaii.gov/broadband/).

In fiscal year (FY) 2021, the COVID-19 pandemic continued to be the greatest driver to the significant shift that began in FY 2020 by both public and private employers to offer and use telework alternatives in order to keep their employees safe, help prevent the spread of the virus, and address workforce retention and hiring issues. For state employees, the Department of Human Resources Development (DHRD) issued the COVID-19 Interim Telework Exceptions Guide to all departments on March 17, 2020 to expand permitted allowances for telework, particularly in response to school closures resulting from the Governor’s stay-at-home orders issued in the same month. Those guidelines remained in effect in FY 2021, and provided departments with some flexibility in allowing employees to telework during the pandemic.

To examine whether this experience could inform improvements in the State’s teleworking policy, the Office of Planning and Sustainable Development (OPSD) partnered with DHRD and the City and County of Honolulu’s Department of Transportation Services, on a “Work Where You Live” (WWYL) study. The WWYL study included a survey of state and city employees on Oahu to assess telework and driving habits that would inform policies, gauge employee interest in telework, and provide valuable commute data for use in transportation planning models. The survey was sent out in June of 2021.

Additionally, WWYL study consultants retained were also charged to survey state and city managers on Oahu, research telework best practices, review existing state and city telework policies, make recommendations for improvements, and provide training materials, with a study completion date of fall 2021. The WWYL study was funded in part

through the City and County of Honolulu's Department of Transportation Services; and the Oahu Metropolitan Planning Organization; and grants from the Federal Highway Administration and Federal Transit Administration, U.S. Department of Transportation.

## **Annual Report on the Receipt and Expenditure of Federal Moneys Related to Broadband**

This report is filed pursuant to HRS section 440G-11.5(c), which requires the DCCA to report annually to the Legislature on the receipt and expenditure of federal moneys from the American Recovery and Reinvestment Act of 2009 (ARRA) and moneys from other federal appropriation measures or applicable federal acts for broadband facilities, services, equipment, or projects. Final receipt of moneys from the ARRA for broadband-related projects occurred in 2015.

Other federal moneys received for broadband facilities, services, equipment, or projects in FY 2021 included the following:

1. Schools and Libraries Universal Support Program (via Federal Communication Commission (FCC))

Under this program (commonly referred to as the “E-rate program”), eligible schools, school districts and libraries may apply for funding under two categories of service: category one services to a school or library (telecommunications, telecommunications services and Internet access), and category two services that deliver Internet access within schools and libraries (internal connections, basic maintenance of internal connections, and managed internal broadband services). Discounts for support, range from 20 percent to 90 percent of the costs of eligible services, depend on the service area level of poverty and its urban or rural classification. E-rate program funding is based on demand up to an annual Commission-established cap of \$4.15 billion.

The E-rate program is administered by the Universal Service Administrative Company (USAC) under the direction of the FCC. According to USAC, for funding year 2020 (July 1, 2020, to June 30, 2021), the Hawaii State Department of Education, various state public charter schools, and the Hawaii State Public Library System were awarded the following amounts through the E-rate program<sup>1</sup>:

Department of Education:	\$ 8,083,889.98
State Public Charter Schools:	\$ 203,360.13
Hawaii State Public Library System:	<u>\$ 3,286,726.01</u>
Total:	\$11,573,976.12

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<sup>1</sup> Listed amounts are based on USAC’s reporting procedures, and the release schedule of funding waves in each funding year may not always align with the State’s FY.

2. Coronavirus Aid, Recovery, and Economic Security Act (CARES) Coronavirus Relief Fund (via U.S. Department of the Treasury)
  - A. Subaward to the Department of Business, Economic Development and Tourism of \$131,500 to be expended during the subaward period of performance of March 1, 2020 to December 30, 2020. Funding to be used to support the facilitation of telehealth services for the homeless population on Hawaii Island through HOPE Services Hawaii Inc.
  - B. Subaward to the Department of Education for \$31,000,000 for the purchase and distribution of distance learning equipment to DOE students.
3. Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (CRRSAA) Higher Education Emergency Relief Fund II (HEERF II) and American Rescue Plan Act of 2021 (ARPA) Higher Education Emergency Relief Fund III (HEERF III)

UH campuses received monies under HEERF II and HEERF III, some of which was available for broadband-related purposes. Each campus made its own independent expenditures from these funding waves.
4. ARPA Emergency Connectivity Fund
  - A. ARPA Emergency Connectivity Fund (via the FCC) award to the Hawaii State Public Library System (HSPLS) of \$119,331.40 to purchase approximately 300 Chromebooks for loan to patrons from the libraries, which are participating in another partnership with the Department of Health and the Pacific Basin Telehealth Center to make hotspots available. Patrons will be able to check out a Chromebook and also a hotspot for telehealth, if needed.
  - B. ARPA (via the Institute of Museum and Library Services) award of \$2,306,567.00 to HSPLS for digital literacy and access, and to ensure libraries are safe and can provide needed services to the community. A large portion of the award to be used to replace outdated computers in the 51 branch libraries with a mix of computers, laptops and tablets – to ensure that our communities have the best access to devices to connect.

5. Various Funding – Department of Health (DOH)

The DOH received the following federal funds listed by DOH program:

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<b>Amount</b>	<b>Funding Source</b>	<b>Period of Funding</b>	<b>Program Receiving Funding</b>	<b>Program Activities</b>
\$600,000/year	Health Resources and Services Administration (HRSA)	6/1/03-5/31/24	Genomics Section	Support purchase of equipment and genetic counseling services by telehealth to the neighbor island families, including the development of family resources to access telehealth for the University of Hawaii Pacific Basin Telehealth Resource Center.
\$250,000 Multi-state project	CARES ACT funding (via HRSA and the Association of Maternal Child Programs)	10/1/20 – 4/30/21	Genomics Section	Develop family support and resources to learn about telehealth and use it well.
\$5,000,000	ARPA (via CDC)	6/1/21 – 5/31/23	Genomics Section	Support the Library Telehealth Access Project which funds health and digital navigators to work in 15 state libraries across the state in underserved areas to help individuals/families learn how to access on-line health information and telehealth visits; and funds mobile clinic vans and community health workers on each island which will allow telehealth to be done in the library parking lot, community sites, or even a patient's home.
\$17,505	Tuberculosis Cooperative Agreement Grant (via CDC)	FY 2021	TB Branch	BAIO Telephone/Data Lines
\$8,750	HIV Cares Act Funds	FY 2021	Harm Reduction Services	Purchase equipment to enhance telehealth capacity at HIV Community Service Agencies
\$58,560/year	USDA Food and Nutrition Service	FY 2021	Women, Infants, and Children WIC Branch	Routing Network Service (RNS) circuit. RNS provides internet to 5 out of 15 clinics on Kauai (1), Maui (1), Big Island (1) and Oahu.

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\$600,000	Public Health Service Act, Consolidated Appropriations Act 2021, CRRSAA - Grant to address COVID-19 health disparities among high-risk and underserved populations	6/1/2021 – 5/31/2023	FHSD - Office of Primary Care and Rural Health	Incorporate COVID-19 health care information into Project ECHO Hawaii's clinical series (behavioral health, geriatric medicine, pediatric care), as guidelines, recommendations, and best practices evolve during this public health emergency.
\$805,291	Same as above	6/1/2021 – 5/31/2023	FHSD - Office of Primary Care and Rural Health	Rural Equity for Advancing Community Health (REACH) telehealth pilot to increase understanding/utilization of telehealth technologies to improve healthcare access in rural and medically underserved areas, including training Community Health Workers/students as telehealth navigators to conduct home visits and support seniors in accessing healthcare, and providing tablets, laptops, and mobile hotspots as needed.
\$94,599	Mental Health Block Grant (\$83,071) and ARPA (\$11,528)	FY 2021	BHA-Child & Adolescent Mental Health Division	Funded computer hardware, Zoom licenses and telepsychiatry services for delivery of child and adolescent tele-mental behavioral health services
\$2,333,044	U.S. Dept. of Education; Part C Individuals with Disabilities Education Act	7/1/2020 – 9/30/2021	Early Intervention Section (EIS)	Funded telecommunications technologies such as Zoom and MiFi devices to deliver "telepractice" for early intervention (EI) services for families with infants/toddlers. There are 3 state operated EI programs (Leeward, Windward, and Lanakila) and 15 contracted EI programs (3 on Hawaii Island; 1 on Kauai, and 1 in Maui County).



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\$107,437.50	State Opioid Response, SAMHSA Grant	9/29/2020-9/30/2021	BHA-Alcohol and Drug Abuse Division	Funded Utelehealth Project to expand and broaden the Hawaii Opioid Initiative by enhancing the UH UTelehealth Program, which provided telehealth services from licensed providers, including physicians, psychologists, mental health counselors, social workers, and certified substance abuse counselors.
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