



**DEPARTMENT OF BUSINESS,  
ECONOMIC DEVELOPMENT & TOURISM**  
KA 'OIHANA HO'OMOHALA PĀ'OIHANA, 'IMI WAIWAI  
A HO'OMĀKA'IKĀ'I

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Statement of  
**CHRIS J. SADAYASU**  
Director  
Department of Business, Economic Development, and Tourism  
before the  
**SENATE COMMITTEE ON HEALTH AND HUMAN SERVICES**  
Friday, March 24, 2023  
1:02 PM  
State Capitol, Conference Room 225  
In consideration of  
**SCR 185 / SR 169**

**URGING THE EXECUTIVE OFFICE ON AGING TO DEVELOP A STANDARD  
TRAINING WORKSHOP FOR KUPUNA AND CAREGIVERS ON HOW TO SELECT  
AND PURCHASE APPROPRIATE BROADBAND CONNECTIVITY EQUIPMENT,  
AUDIO VISUAL EQUIPMENT SUCH AS TABLETS, AND HOW TO OPERATE  
EQUIPMENT TO ACCESS TELEHEALTH SERVICES.**

Chair San Buenaventura, Vice Chair Aquino and members of the Committee.  
The Department of Business, Economic Development and Tourism (DBEDT) **supports SCR 185 / SR 169** that recognizes urging the Executive Office on Aging to develop a standard training workshop for kūpuna and caregivers on how to select and purchase appropriate broadband connectivity equipment, audio visual equipment such as tablets, and how to operate equipment to access telehealth services.

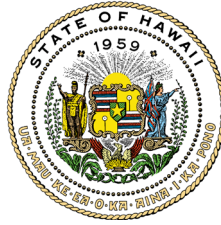
The last three years of the COVID-19 pandemic has spotlighted the need for broadband infrastructure and digital equity programs to help close the digital divide for all of Hawaii's residents especially kūpuna and other marginalized communities.

It is our intent to collaborate with agencies like the Executive Office on Aging as well as organizations like AARP, Hawai'i Public Health Institute, the Kūpuna Collective and others, to help develop a standard training workshop to share with our frontline digital literacy trainers and digital navigators.

Thank you for the opportunity to submit this testimony.

**JOSH GREEN, M.D.**  
GOVERNOR OF HAWAII  
KE KIA'ĀINA O KA MOKU'ĀINA 'O HAWAII

**KENNETH S. FINK, MD, MGA, MPH**  
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**Testimony COMMENTING on SCR185/SR169**  
**URGING THE EXECUTIVE OFFICE ON AGING TO DEVELOP A STANDARD TRAINING**  
**WORKSHOP FOR KUPUNA AND CAREGIVERS ON HOW TO SELECT AND PURCHASE**  
**APPROPRIATE BROADBAND CONNECTIVITY EQUIPMENT, AUDIO VISUAL EQUIPMENT**  
**SUCH AS TABLETS, AND HOW TO OPERATE EQUIPMENT TO ACCESS TELEHEALTH**

COMMITTEE ON HEALTH AND HUMAN SERVICES  
SENATOR JOY A. SAN BUENAVENTURA, CHAIR  
SENATOR HENRY J.C. AQUINO, VICE CHAIR

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

Hearing Date: March 24, 2023  
1:02 PM

Room Number: 225  
Via videoconference

**EOA's Position:** The Executive Office on Aging (EOA), an attached agency to the Department of Health, provides comments for SCR185/SR169, urging the Executive Office on Aging to develop a standard training workshop for kūpuna and caregivers to select and purchase appropriate broadband connectivity equipment, audio visual equipment such as tablets, and how to operate equipment to access telehealth services.

**Purpose and Justification:** The purpose of this resolution is to urge the Executive Office on Aging to develop a standard training workshop for kupuna and caregivers on usage and purchase of broadband equipment and connectivity and usage of digital and audio-visual equipment.

EOA appreciates the intent of this measure and proposes an amendment. With support from the DBEDT State Broadband Coordinator, EOA supports the Hawaii Broadband and Digital Equity Office leading this effort with support of the Executive Office on Aging. In collaboration, EOA

could assist with educating the community about the workshop and steering older adults and caregivers to these appropriate resources.

Our ever-increasing reliance on internet connectivity and digital technology and literacy was exacerbated during the COVID pandemic. EOA recognizes the unique barriers that vulnerable groups, like older adults, face in accessing broadband access and virtual services and information. In 2021, in collaboration with Aging Network Providers and Hawaii Public Health Institute, AARP created the *Kūpuna Digital Literacy Resource Directory*. The directory was distributed statewide and is an easy to use reference in finding nearby computer classes, inexpensive tablets and smartphones, deciphering “tech” terminology, and identifying tech support to assist first time internet and computer users. As a follow up to the Digital Literacy Resource Directory the Train-the-Trainer Framework was developed to provide recommendations for programmatic design elements and best practices to consider when conceptualizing a digital literacy program for older adults. Other programs, such as EOA’s Senior Medicare Patrol also created a guide on computer basics along with providing information and counseling on fraud and scams.

**Recommendation:** EOA thanks legislators for continuing to advocate that older adults have access to broadband connectivity and digital literacy. We look forward to working with DBEDT-Broadband and Digital Equity Office to expand efforts and further breakdown the digital divide facing vulnerable groups.

Thank you for the opportunity to testify.

## Senate Committee on Health and Human Services

Date: March 24, 2023  
Time: 1:02 p.m.  
Where: State Capitol, Conference Room 225  
RE: Supporting SCR 185 Relating to digital training and equipment for kupuna

Aloha mai e Chair San Buenaventura, Vice Chair Aquino and Members of the Committee.

The Hawaii Broadband Hui supports resolution SCR185. We believe that the need for digital training and device standardization applies to other vulnerable populations in addition kupuna. Based on the U.S. Census American Community Survey, up to 40,000 households in Hawaii need devices and training to fully participate in telehealth, education, and economic advancement.

Therefore we suggest amending the resolution to urge the Executive Office on Aging to engage the Hawaii Broadband and Digital Equity Office, the University of Hawaii, the Hawaii State Public Library System, and the Department of Education's adult schools in its efforts to standardize training and devices. The Hawaii Broadband and Digital Equity Office will be able to supply devices through its federal digital equity grants. The supply of refurbished laptop computers is unlikely to meet the demand so selection of modestly priced new units by the agencies noted will be a positive development and facilitate training. Get trained and earn a laptop or tablet computer. We also note that more trainers will need to be mobilized. The last paragraph would of course be updated.

For these reasons, we kindly request you support SCR185 and SR169, ideally with the suggested amendment. Mahalo for the opportunity to testify. (Please see names on the following page.)

# Hawaii Broadband Hui Members & Organizations Supporting SCR185

## Logos of Supporting Organizations



## Hawaii Broadband Hui Members & Organizations Supporting SCR185

Name	Organization	Email	Zip code
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Kiran Polk	Kapolei Chamber of Commerce	kiranpolk@gmail.com	96707

## Hawaii Broadband Hui Members & Organizations Supporting SCR185

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**The State Legislature**  
**Senate Committee on Health and Human Services**  
**Friday, March 24, 2023**  
**Conference Room 225, 1:02 p.m.**

TO: The Honorable Joy San Buenaventura, Chair  
FROM: Kealii Lopez, State Director  
RE: SCR 185/SR169 - Relating to Broadband: Supports Intent with Comments

Aloha Chair San Buenaventura and Members of the Committee:

My name is Keali'i Lopez and I am the State Director for AARP Hawai'i. AARP is a nonpartisan, social impact organization that advocates for individuals age 50 and older. We have a membership of nearly 38 million nationwide and nearly 140,000 in Hawaii. We advocate at the state and federal level for the issues that matter most to older adults and their families. **AARP supports the intent of SCR 185/SR 169** which urges the Executive Office on Aging to develop a standard training workshop for kūpuna and caregivers how to select and purchase appropriate broadband connectivity equipment and access, and **respectfully offers comments to this resolution.**

The pandemic has underscored vast disparities in high-speed internet access and has also underscored the importance of high-speed internet access to older adults. Achieving digital equity is especially important for older adults: reliable, affordable high-speed internet access is critical to the well-being of adults (e.g., telehealth, connection to family and friends, civic engagement, distance learning, remote work, etc.) AARP recognizes the value and significant benefits of digital technology that can improve the lives of kūpuna. For these reasons, AARP produced the 2021 Kūpuna Digital Resource Directory which lists organizations and providers offering digital training classes, refurbished digital devices and services to assist with broadband connectivity and usage. The resource directory was distributed statewide to the kūpuna provider network and available to the general public through the Hawai'i State library system. In 2022, AARP produced and distributed the Train the Trainer Framework which serves as a trainer's manual in designing digital training classes to kūpuna and includes best practices and digital curriculum that organizations can utilize. This trainers' resource is also available to the kūpuna network statewide. There are efforts currently underway to close the gaps in digital equity and inclusion. AARP along with the Executive Office on Aging and other community



partners are working together to improve and expand our kūpuna's connectivity and use of digital technology.

Thank you for the opportunity to offer our comments.