

Broadband Infrastructure and Digital Equity: Building Digital Foundations for Hawaiʻi's Communities



Agenda

- Welcome
- Why – aka Broadband 101
- Closing the Gap
- Community Hub Concept
- Q&A

www.hawaii.edu/broadband/

Broadband 101

Access, Equity and Literacy, Last Mile, Middle Mile, Governance and Sustainability

Work

Facilitates job search, application, training and hiring. Remote work, telework increased productivity



Economy

Fosters growth, competition and enhances productivity. E-commerce, online business, globalization



Government

Streamlines transactions, eases platform sharing and news dissemination. Supports emergency services, activism, national security, public safety



Education

Increases access and outreach to endless information resources. Remote education, skill sharing, academic collaboration



Healthcare

Streamlines healthcare management and clinical information exchange. Patient-centered care, telehealth



'Apakau Ka Lā
Spreading of the sun's rays



Hawaii Broadband Briefing
June 23, 2022

Broadband Context for Hawaii



Broadband 101

Access, Equity and Literacy, Last Mile, Middle Mile, Governance and Sustainability

Work

Facilitates job search, application, training and hiring. Work from anywhere, telework, increased productivity



Healthcare

Streamlines healthcare management and clinical information exchange. Patient-centered care, telehealth



Education

Increases access and outreach to endless information resources. Remote education, skill sharing, academic collaboration



Government

Improves access to services, streamlines transactions, eases platform sharing and news dissemination. Supports emergency services and connections with citizens. Activism, national security, public safety



Economy

Fosters growth, competition and enhances productivity. e-commerce, online business, globalization



'Apakau Ka Lā

Spreading of the sun's rays'



**ACP: AFFORDABLE
CONNECTIVITY
PROGRAM**

FCC
consumer
ACTIVE

**TBC: TRIBAL
BROADBAND
CONNECTIVITY
PROGRAM**

NTIA
set aside +
competitive
APPLY

**CCPF:
CORONAVIRUS
CAPITAL PROJECTS
FUND**

US Treasury
formula grant
PLAN

Closing the Gap: Federal Supports

**BEAD:
BROADBAND
EQUITY, ACCESS
AND DEPLOYMENT**

NTIA
formula grant
PLAN

**MM: MIDDLE MILE
GRANT**

NTIA
competitive
PROPOSAL

**DE: DIGITAL
EQUITY ACT
PROGRAMS**

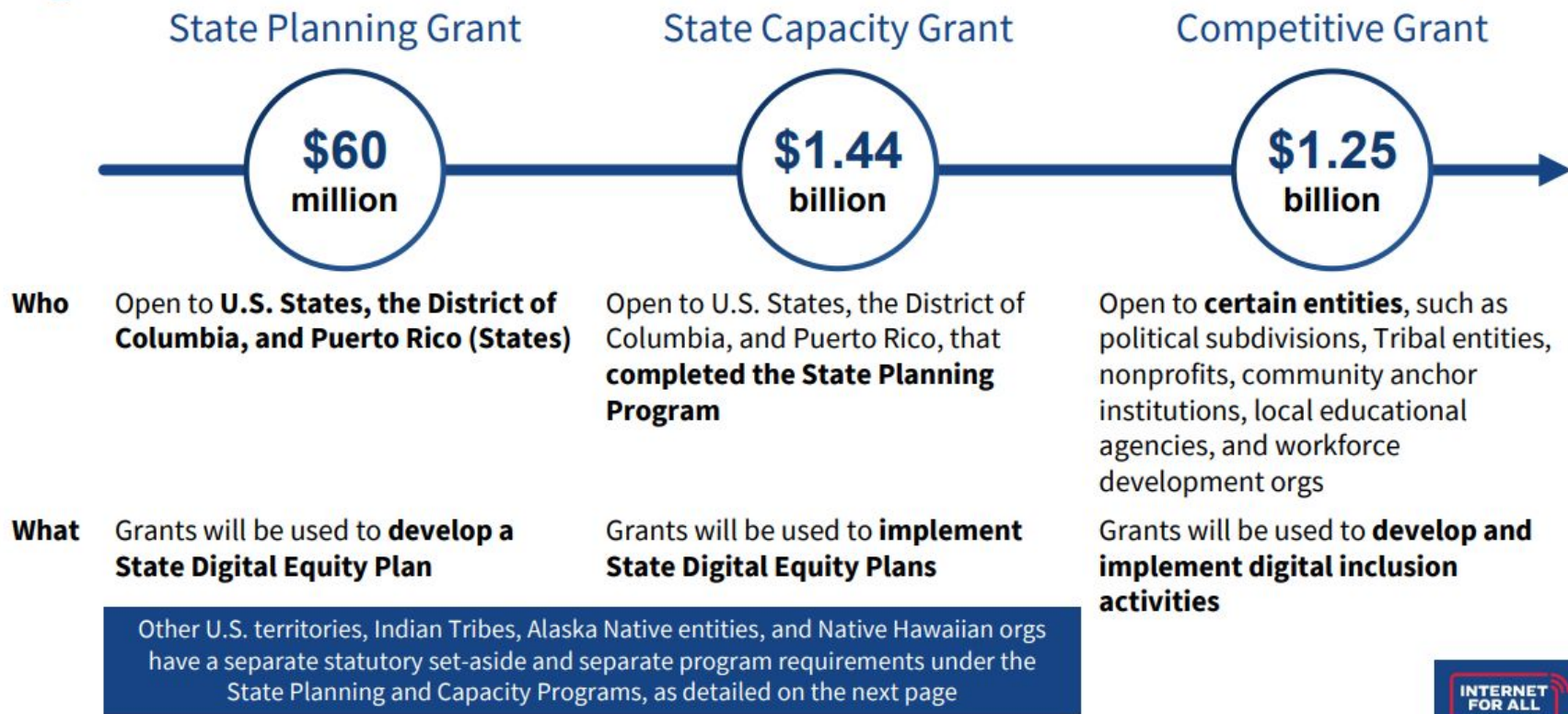
Planning, Capacity,
Competitive

NTIA
formula +
competitive
APPLY



***PLUS Private and Non-Profit Support**

There are two state formula grant programs, which are separate but connected, and a third competitive grant program



The Digital Equity Act focuses on addressing the needs of "covered populations" as defined by the statute

Covered Populations

Identity groups and communities disproportionately impacted by digital inequity



Low-income households



People with disabilities



Aging populations



People with language barriers



Incarcerated individuals



Racial and ethnic minorities



Veterans



Rural inhabitants

States are eligible for two distinct funding streams and must participate in planning to receive capacity grants

State Planning Grant Program



Decide whether to participate - if so, need to apply by **July 12, 2022**

NTIA reviews & approves participation, and awards planning grant

NTIA expects to complete its review and process awards by mid-September

Develop a State DE Plan **within a year of the planning grant award**

State Capacity Grant Program



Only entities who completed the planning grant program can apply for a capacity grant

NTIA reviews & approves application. Funds are awarded annually over 5 years based on each year's appropriation

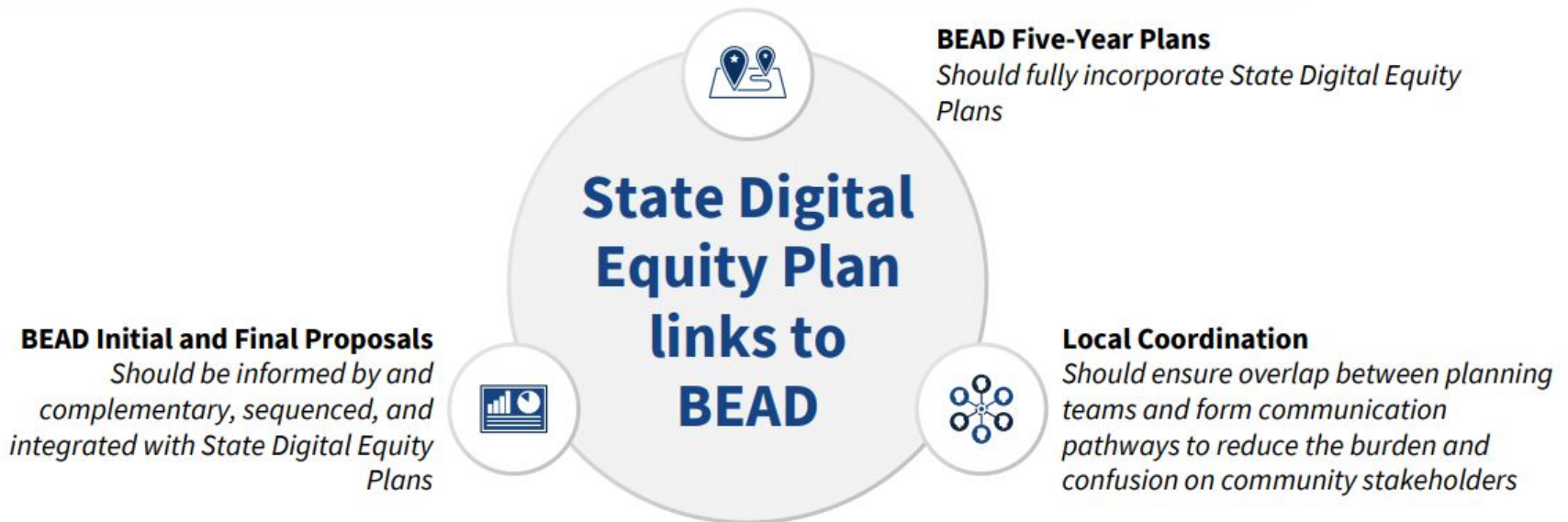
Implement and monitor progress regularly

Key:  State activity  NTIA activity

Focus of today's webinar

State Digital Equity Plans are closely linked to requirements for the BEAD Program

States and territories should view the State Planning Grant Program NOFO and the BEAD NOFO holistically under a **singular, unified objective of closing the digital divide**





The FCC's Affordable Connectivity Program "ACP"

Hawai'i Department of Health | Laura K. M. Arcibal, M.P.A, State Telehealth and Healthcare Access Coordinator laura.Arcibal@doh.hawaii.gov



Hawaii's ACP Community Outreach Hui: Our "Grass Roots" Story

February 2021: FCC announces the \$3.2B Emergency Broadband Benefit Program "EBB". No federal funds for marketing, outreach, and language translation. No central point of contact and coordination in Hawaii to increase awareness about the EBB at the hyper-local levels.

March 2021: Formation of the EBB Community Outreach Hui and Volunteer Language Translation Hui. Met every Tuesday on Zoom. Broadband & Digital Equity Office cobbled up funds to hire Crystal Clear Communications.

December 2021 (Transition): EBB (\$3.2B) replaced with the ACP (\$14.2B). Hui developed and submitted one collective document with comments to the FCC for rule-making considerations. FCC outreach grants soon to be available.

Today: Still awaiting the FCC outreach grants while community outreach continues. Next meeting coming up on Zoom in July.



What is the Benefit?

The ACP is a federal program under the Federal Communications Commission “FCC” that **provides a discount on monthly internet bills** for qualifying low-income households. Eligible households can receive:

- Up to \$30/month discount for broadband service; (EBB was \$50)
- Up to \$75/month discount for broadband service for households on Hawaiian Homelands (all Tribal lands); and
- A one-time discount for \$100 for a laptop, desktop, or tablet.



A Household is Eligible if Any Member:

- Has an income at or below 200% of federal poverty guidelines;
- Participates in SNAP, Medicaid, Federal Public Housing Assistance, Social Security Income, Women's Infant & Child Nutrition Program or Lifeline;
- Participates in Hawaiian Homelands (any Tribal) specific TANF or Food Distribution program;
- Received a Pell Grant in the current award year;
- Child qualifies for the national "free and reduced" school lunch or breakfast program (Community Eligibility Program)
- Meets the eligibility of a participating providers' low income-program.



Two Steps To Enroll:

- Go to ACPBenefit.org to apply or print out and mail-in the application; and
 - **Tips**---For Hawaiian Homeland residents: Remember to click the 'Confirm Tribal Qualification' button on the online application. If paper application, check the "Tribal Lands" box.
- Contact your preferred participating provider to select a plan and have a discount applied to your bill.
 - **Tips**---If a internet retail service provider is unfamiliar with the ACP or they recommend a plan that will cost you more, **request for a supervisor**. Please do file any concerns or complaints with the FCC. Complaint info later in slide.

Eligible households must both apply and contact a participating provider.



Challenges Under the EBB

- Participating providers were upselling plans (major issue);
- Didn't include "bundled" cable plans (another major issue);
- Were late in applying the benefit;
- Customer service phone and retail sales staff didn't know about the EBB program or benefit;
- Consumers were being forced into a more expensive or lower quality plans in order to receive the benefit;
- Difficulty applying online for digitally-challenged.



Lessons Learned from EBB Turned into Consumer Protections under the ACP

- Empowers consumers to apply the benefit to their existing plan or apply the benefit to another plan (includes bundled plans and legacy “old plans”;
- Ensures consumers have access to broadband services regardless of their credit status;
- Prohibits participating providers from excluding consumers with past due balances or prior debt from enrolling in the program and applying the benefit;
- Prevents consumers from being forced into a more expensive or lower quality plan in order to receive the benefit;
- Allows consumers to switch providers or broadband service offerings;
- Provides a dedicated FCC process for [ACP complaints](#).



Hawaii's Community Outreach Potential & Outcome

- Economic potential for Hawaii: \$3M per month/\$14.2B
- Number of Household's Enrolled in the ACP: 25,934 (potential 100,000+ households) as of June 13, 2022
- **Largest ACP Qualifier: 86k students attending DOE CEP Schools qualify under the “free lunch and breakfast program”**
See ACP Resources on slide 10 for a current list of DOE CEP Schools
- Total Amount Claimed: \$2.3M (Jan through March 2022 only)
- Total Claimed Devices: 2,111
- Total Device Benefits: \$211k
- ACP Community Outreach Group Drafted and Submitted a Response to the FCC to Impact Its Rulemaking [Hawaii's ACP Community Outreach Response Document](#) (search for Hawaii)



If you've received the Emergency Broadband Benefit (EBB) May 12 to December 30, 2021

EBB recipients who are eligible for the ACP will automatically continue in the ACP program after March 1, 2022 **if they**:

- Currently receive the \$75/month benefit applicable to residents on Hawaiian Homelands (Tribal Enhanced Benefit);
- Currently pay a monthly bill for internet service after the full \$50 EBB discount has been applied;
- Have a monthly service bill at or below \$30 without the EBB discount applied; or
- Previously provided consent to remain a customer after the EBB program.

PLEASE CONTACT YOUR PROVIDER IF NONE OF THE ABOVE APPLIES TO YOU. You may need to re-qualify under the ACP.



ACP Resources

- Hawai'i ACP local resources [DBEDT – Hawaii Broadband & Digital Equity Office | Affordable Connectivity Program](#)
- [List of DOE CEP Schools Hawaii DOE | Community Eligibility Provision Program \(hawaiipublicschools.org\)](#)
- FCC EBB/ACP resources:
 - Consumer Hub [Affordable Connectivity Program | Federal Communications Commission \(fcc.gov\)](#)
 - Complaint or Help Line: (877) 384-2575
 - Frequently Asked Questions [Affordable Connectivity Program Consumer FAQ | Federal Communications Commission \(fcc.gov\)](#)
 - To Apply: [Home - ACP - Universal Service Administrative Company \(acpbenefit.org\)](#)
 - [ACP USAC Claims and Enrollment Data](#)
 - [EBB Claims and Enrollment Data](#)



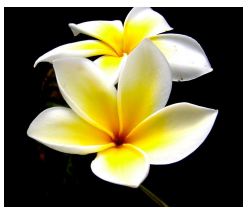
Community Resources

- Crystal Clear Communication: Follow Us---Twitter @DigitalEquity; Facebook @DigitalEquityHawaii
- Google Partners with the National Digital Inclusion Alliance to Reach Rural and Tribal Communities
<https://www.digitalinclusion.org/blog/2022/02/15/ndia-announces-10-million-grant-from-google-org-to-remove-digital-divide-roadblocks-for-rural-tribal-communities/> Note: Salary for Digital Navigators
- Free and Low Cost Plans
<https://www.digitalinclusion.org/free-low-cost-internet-plans/>
- Cricket Wireless Plans
<https://www.cricketwireless.com/affordable-connectivity-program.html>
- Spectrum Internet 100 <https://www.spectrum.com/cp/broadband-get-qualified>



Become an Outreach Partner

- The FCC is currently mobilizing people and organizations to help share important consumer information about the ACP.
- Become a Partner by emailing the FCC at: outreach@fcc.gov
(Highly recommend to partner with the FCC, receive updates, and invites to virtual meetings.)
- You may also email me at Laura.Arcibal@doh.hawaii.gov for information on the ACP and join the Hui's discussion on the ACP coming up in July 2022.



Aloha Brought Us Together

Mahalo to the Broadband Hui, to federal, state, and county agencies, to all of those individuals and community organizations who supported the rollout of the EBB, who volunteered to translate flyers, who assisted your parent, friend, or neighbor with signing-up online for the EBB or ACP, and who took time out to meet on Zoom every Tuesday.

Mahalo to all of you who will join us in closing the digital gap going forward.

Please Spread the Word. Share About the ACP with At Least One Person Today!

Mahalo plenty,
Laura



Digital Literacy

Building Equitable Digital Foundations for Hawai'i's
Communities



Literacy is...





Learning

Access

Community Opportunity

Every person in Hawai'i should have an equitable pathway to digital literacy.

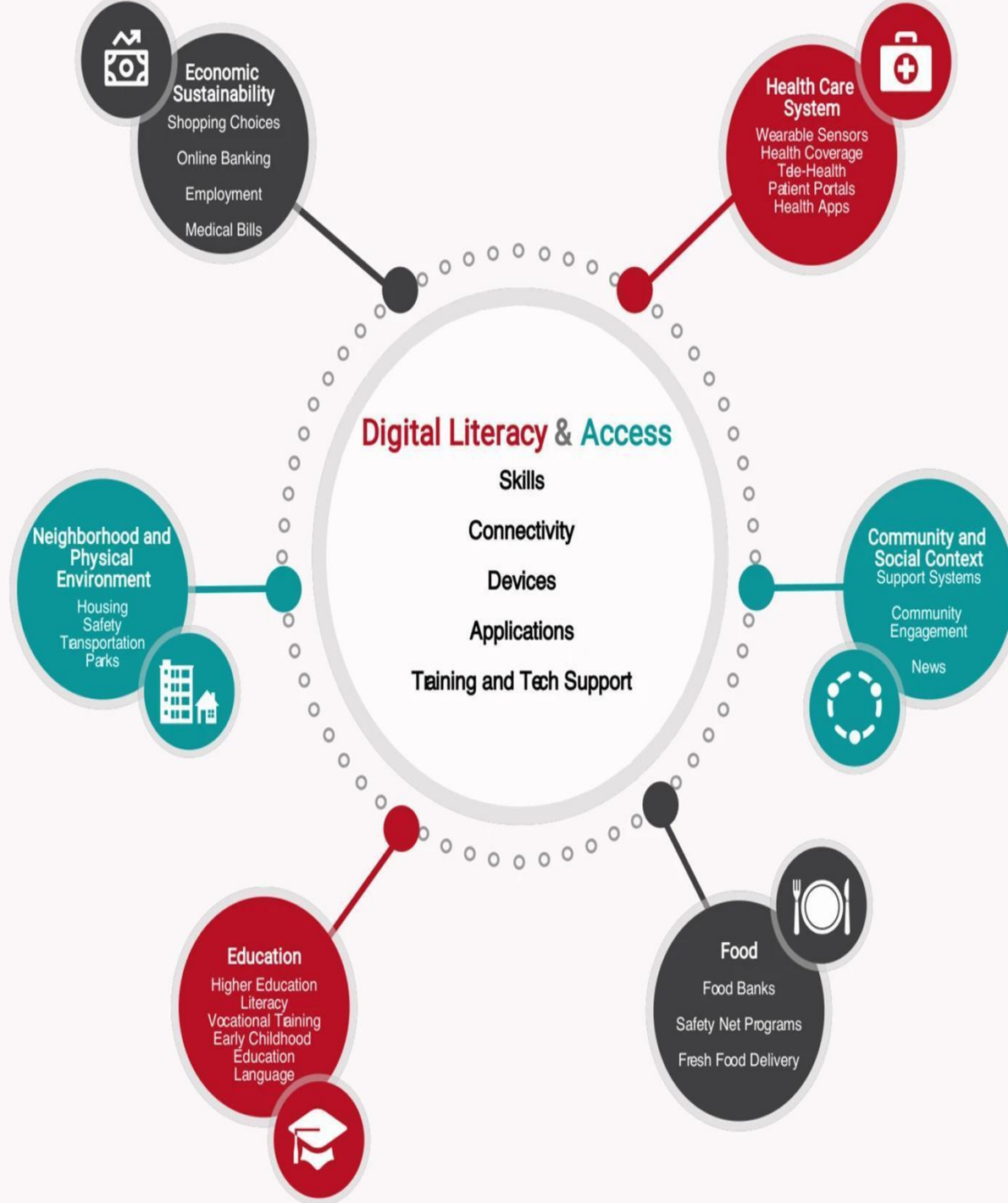
GOALS

Hawaii Literacy Pilot Overview



- The goal was to create a demonstration model to provide one-to-one basic digital inclusion services— connectivity, device assistance, basic digital skills and ongoing support
- Identify technology needs and gaps, understand learner unique needs, and personalized ongoing resource and skill-sharing
- Modify curriculum to be visual, culturally accessible, flexible, and with social services as the backbone of the program
- Establish relationships of trust
- Cross-train and empower community-based health workers and learners as digital navigators to add capacity + sustainability
- Incentives open doors, relationships fuel ongoing interest

Digital Literacy and Access



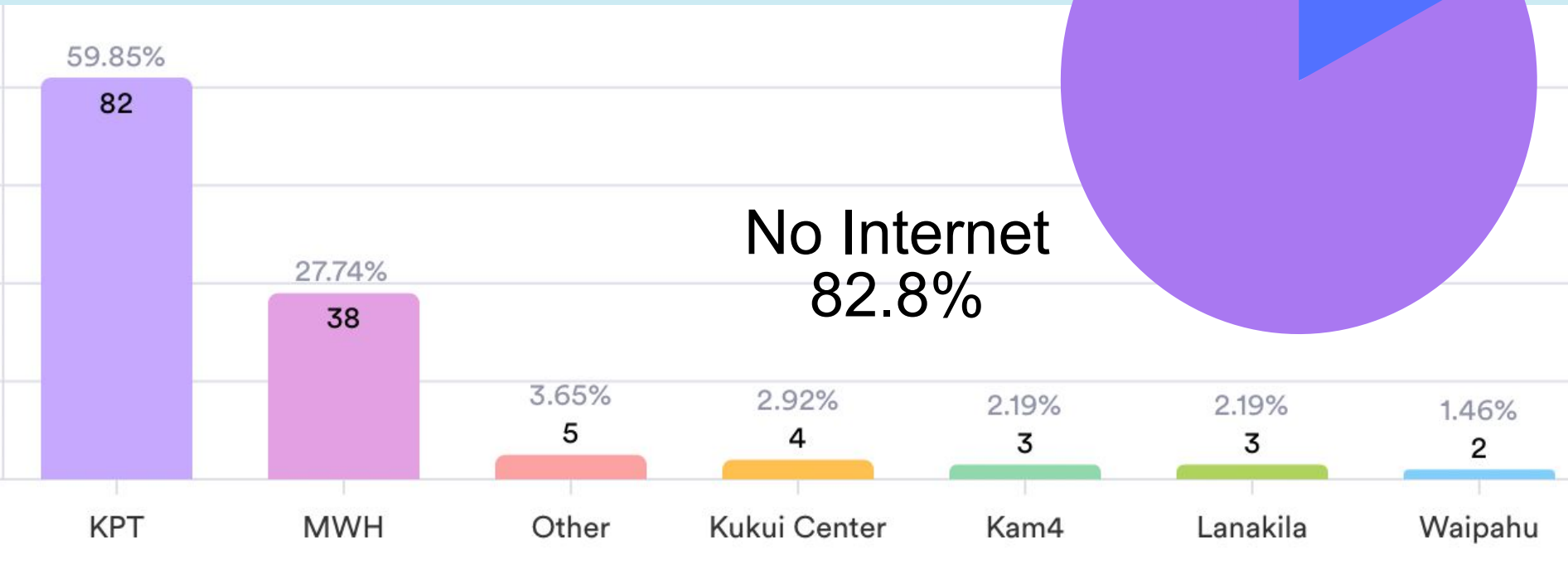
Mitigate barriers such as limited literacy, ELL, transportation, etc.

We bring relevant, culturally informed, language accessible classes to the communities, in addition to connectivity and devices.



Learner Demographics

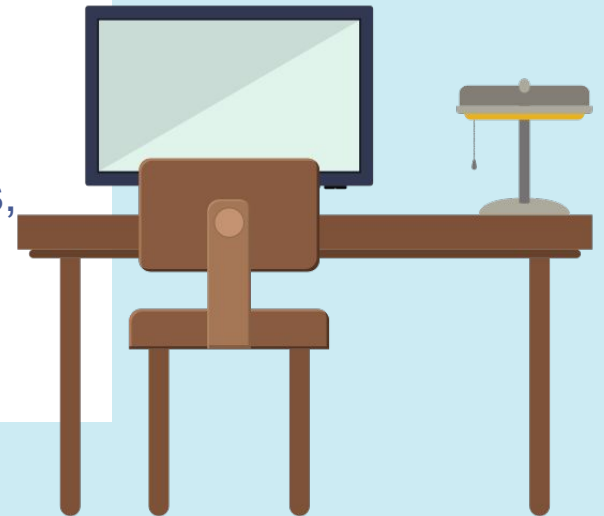
Sites + Internet Access



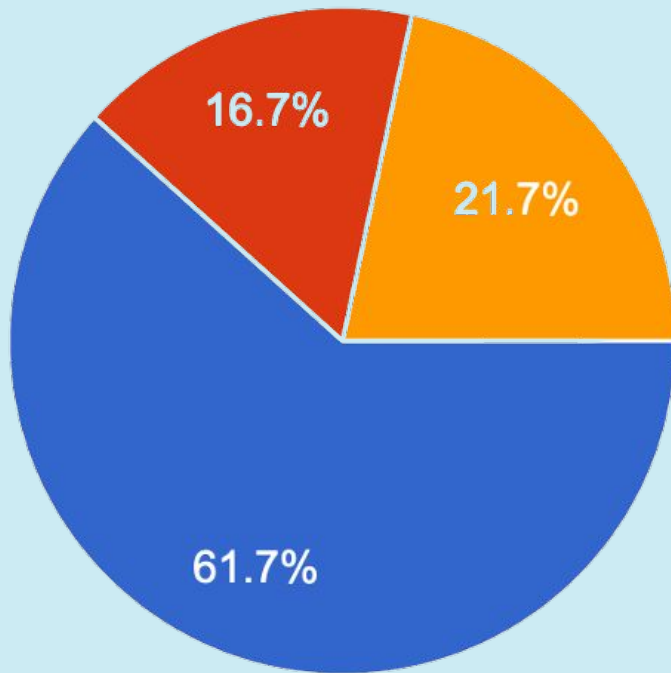
Computer Skills Scale

83.5%

Rate their skills **less than**
50% with Tablets, laptops,
desktops



Employment Status



- Unemployed
- Employed Part Time
- Employed Full Time
- Retired
- Volunteer

61.7%

Unemployed

CHALLENGE



SOLUTION

Mixed classes, Mixed abilities

Flexible Engagement-class, online, tech time, tutoring, 1:1 support, access to computer lab, peer-to-peer learning

Meaningful Engagement

Make learning relevant, valuable, applicable and fun, holistic approach, , broader ecology of support

Learner Retention

Build trust, meet the community where they are, grassroots approach to digital literacy and community outreach, check-in calls, create safe space

Barriers to Learning

Ecosystems of community support, embed digital literacy in social services and nonprofits, offer transportation, childcare options

Evolving Technology

Offer device variety instruction in class

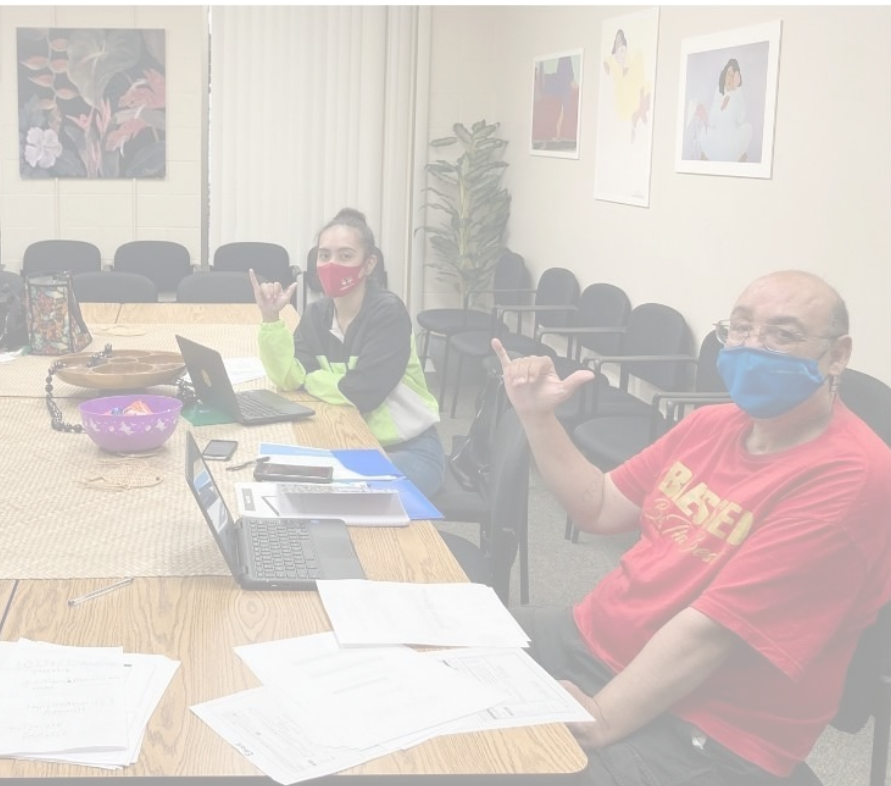
Community dynamics

Not a one size fit all approach, cultural competency, flexible design delivery, community-driven and informed

Access to computers

Refurbished, donations, access to computer lab for open hours

Questions?



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LANAKILA
MEALS ON WHEELS

**Kupuna
U**

Innovation in Congregate
Dining



About Lanakila Pacific

Building Independence

- ▶ Founded in 1939, Lanakila Pacific is a non-profit organization that builds independence for thousands of people living challenged lives. We are a family of programs and services that enable individuals with disabilities, including cognitive, physical and age-related challenges, to reach their goals and potential, while building independence and promoting community inclusion.
- ▶ Multitude of programs and services



- ▶ Over 400 regular and seasonal volunteers support our operations annually

Meals on Wheels



- ▶ We are the largest and only island-wide home delivered meal provider for homebound kupuna and individuals with disabilities.
- ▶ Offers home delivery meal services, but also a range of support services such as public benefit outreach (SNAP), supplemental produce (Green Bag), Congregate Dining Services.
- ▶ ~65% increase in numbers serviced due to COVID-19 pandemic.



Congregate Dining and Kupuna Wellness Centers


A free health and wellness program for active and independent seniors 60-years and older.

- ▶ Featuring: Senior Fitness Classes, Games, Crafts, Outings, Guest Speakers, Friendship and Fun.
A complete meal is served each day
- ▶ At its peak, KWC served over 400 active seniors weekly, island wide.
- ▶ Due to public health restrictions, KWCs have been closed since March 2020.



Kupuna Tech/Connect a pivot to technology

Adapting to the “new normal” of the COVID-19 pandemic, particularly the restriction on in-person activities and considerations for the risk factors of older adults, the Kupuna Wellness Center evolved -

The logo for Kupuna Tech features the words "Kupuna" and "Tech" in a bold, black, sans-serif font, stacked vertically. The text is centered within a light pink rounded square, which is itself set against a larger, solid orange rounded square background.

**Kupuna
Tech**

The logo for Kupuna Connect features the words "Kupuna" and "Connect" in a bold, black, sans-serif font, stacked vertically. The text is centered within a light pink rounded square, which is itself set against a larger, solid orange rounded square background.

**Kupuna
Connect**

- Technology is becoming inevitable in all aspects of life.
- Utilizing technology, virtual congregation and socialization can provide similar value to their in-person counterparts.



Kupuna Tech

Technology classes operated in tandem with kupuna connect

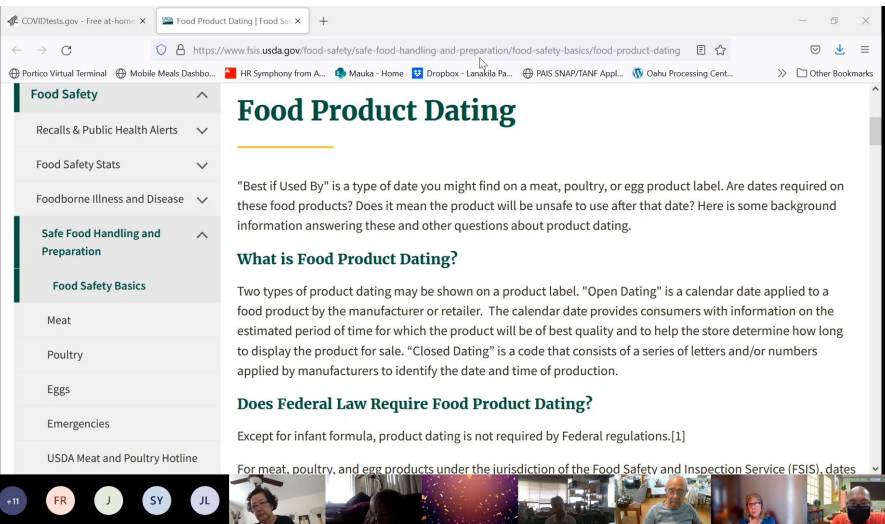
- ▶ 12-week long curriculum, covering basic digital literacy on topics such as, teleconferencing, sending an email, internet browsing, etc.
- ▶ Aim to get our kupuna “online-ready”. Gaining more confidence and comfort in operating their devices.
- ▶ Enable kupuna to access Kupuna Connect and other online resources.



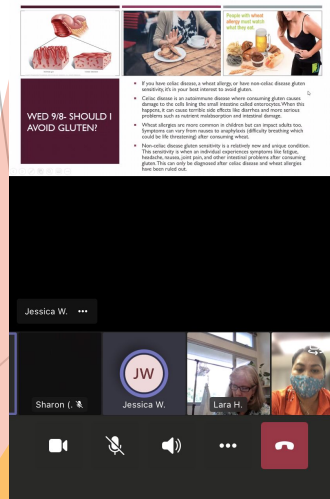
Kupuna Connect

A virtual alternative to the Kupuna Wellness Center

- Using teleconferencing tools, kupuna can participate in a variety of virtual contents like those we had in the KWC.



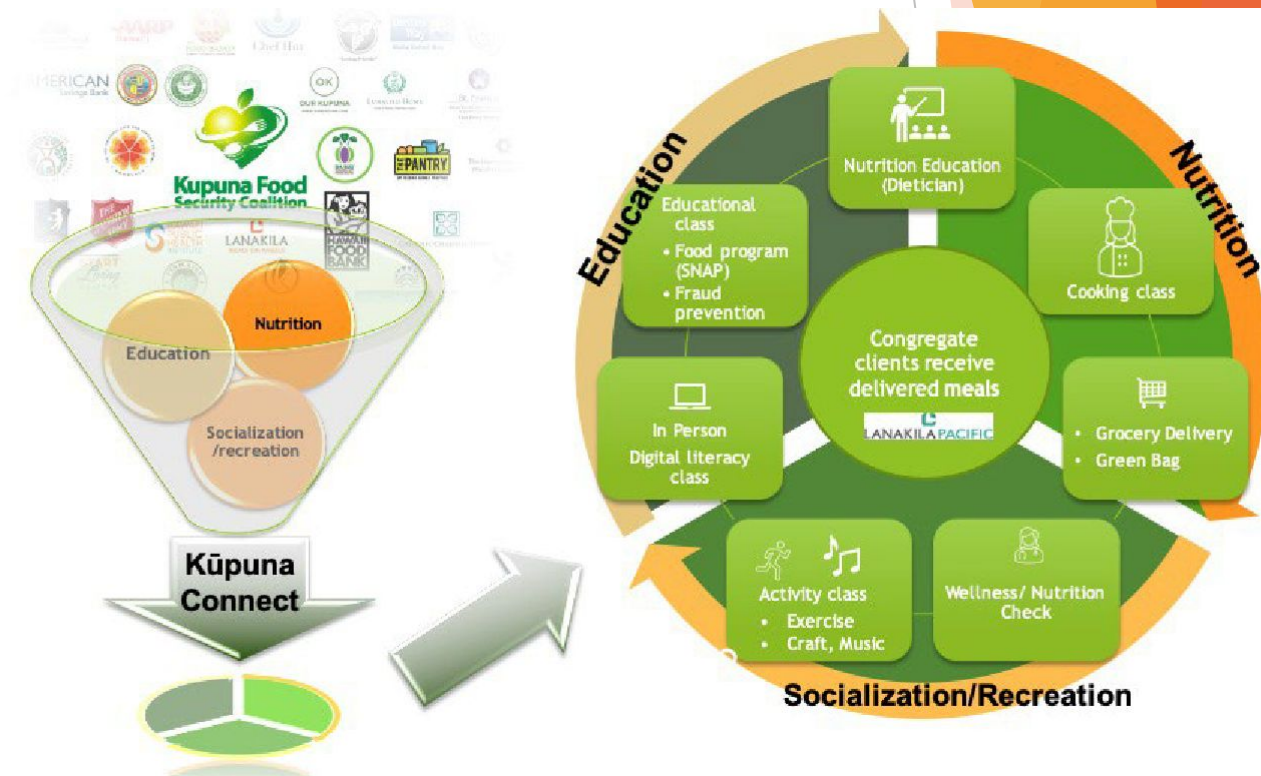
- Virtual exercise classes, nutrition education, games and recreation, financial literacy, health and wellness workshops, tech supports.



The Future of Congregate Dining

through community partnerships, connected by technology

- ▶ Through the Administration of Community Living (ACL) Innovation Grant.
- ▶ Through community collaboratives like the Kupuna Food Security Coalition (KFSC) and Kupuna Collective.
- ▶ Target outreach to senior service providers active in the areas of nutrition service, tech education, virtual content, etc.



Introducing - Kupuna U!



My Calendar

((Class Catalog))

My

Choose classes to add to your schedule

June 2022



Go to Today

Sunday		Monday		Tuesday		Wednesday		Thursday		Friday		Saturday	
5		6	Bariatric Surgeries Health & Wellness Lanakila Pacific 11:30 AM (60 min)	7	Tai Chi Exercise Lanakila Pacific 11:30 AM (60 min)	8	Say "Cheese" Food & Nutrition Lanakila Pacific 11:30 AM (60 min)	9	HPD Roundtable Safety & Security Lanakila Pacific 11:30 AM (60 min)	10		11	
12		13	JEOPARDY DAY! Fun & Games Lanakila Pacific 11:30 AM (60 min) Accessible Yoga Exercise Our Kupuna 10:00 AM (60 min)	14	Tech Support Science & Tech Lanakila Pacific 11:30 AM (60 min)	15	"Gross Food" Day Food & Nutrition Lanakila Pacific 11:30 AM (60 min)	16	HPD Roundtable Safety & Security Lanakila Pacific 11:30 AM (60 min) Senior Moves with Trish Exercise Waiwala Community Center 01:00 AM (60 min)	17	Edible Bugs Food & Nutrition Lanakila Pacific 11:30 AM (60 min)	18	
19		20	Remembering Juneteen... History & Culture Lanakila Pacific 11:30 AM (60 min) Accessible Yoga Exercise Our Kupuna 10:00 AM (60 min)	21	Origami with Crystal Arts & Crafts Waiwala Community Center 02:00 AM (60 min) Exercise Exercise Lanakila Pacific 09:00 AM (60 min)	22	Nordic Midsummer c... History & Culture Lanakila Pacific 11:30 AM (60 min)	23	Senior Moves with Trish Exercise Waiwala Community Center 01:00 AM (60 min) See Something. Say So... Safety & Security Community Policing 09:00 AM (60 min)	24	Food processing & h... Food & Nutrition Lanakila Pacific 11:30 AM (60 min)	25	
26		27	Tech Support Science & Tech Lanakila Pacific 11:30 AM (60 min) Accessible Yoga Exercise Our Kupuna 10:00 AM (60 min)	28	GuZheng, an ancient i... History & Culture Lanakila Pacific 11:30 AM (60 min)	29	Low Impact Cardio Exercise Lanakila Pacific 11:30 AM (60 min)	30	HPD Roundtable Safety & Security Lanakila Pacific 11:30 AM (60 min) Senior Moves with Trish Exercise Waiwala Community Center 01:00 AM (60 min)	1		2	

Kupuna U My Calendar ((Class Catalog)) My Profile

Choose classes to add to your schedule June 2022 < Go to Today >

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
23	30	31			4	
5	6	7			11	
	13	14			18	
19	20	21			25	

"Gross Food" Day 🤢 (Food & Nutrition)

Let's discuss strange & nasty food around the world. Let's learn about them from the nutrition point of view! Let's share the experiences you had with strange food.

Offered by: Lanakila Pacific
 Offered on: 6/15/2022, 11:30 AM
 Duration: 60 minutes
 Platform: Microsoft Teams

Add This Class

Kupuna U ((My Calendar)) Class Catalog My Profile

My Calendar June 2022 < Go to Today >

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
12	13	14			18	
19	20	21			25	
26	27	28			2	
3	4	5			9	

Seated Work -Out (Exercise)

As always, join the class to gain more motivation by exercising with others from home. To stay healthy, part of it is to be active no matter where you are. Let's move around!

Offered by: Lanakila Pacific
 Offered on: 6/21/2022, 11:30 AM
 Duration: 60 minutes
 Platform: Microsoft Teams

Join Class

Drop Class

Kupuna U

- ▶ A web-based inventory of virtual contents and resources offered by a network of senior service providers.
- ▶ Open to seniors 60+
- ▶ Simple design, intuitive to use.
- ▶ Connecting seniors with different organizations and services in the community as a one-stop hub of resources.
- ▶ Public platform for senior service providers to offer programs and services to a wider audience.

CONTACT US!

To learn more about Kupuna U and other services



For a Kupuna U platform demo and explore possibilities of partnership



General inquiries of program and services



To make a referral



JAMES LI



Office: 356-8516 / Cell: 758-9328

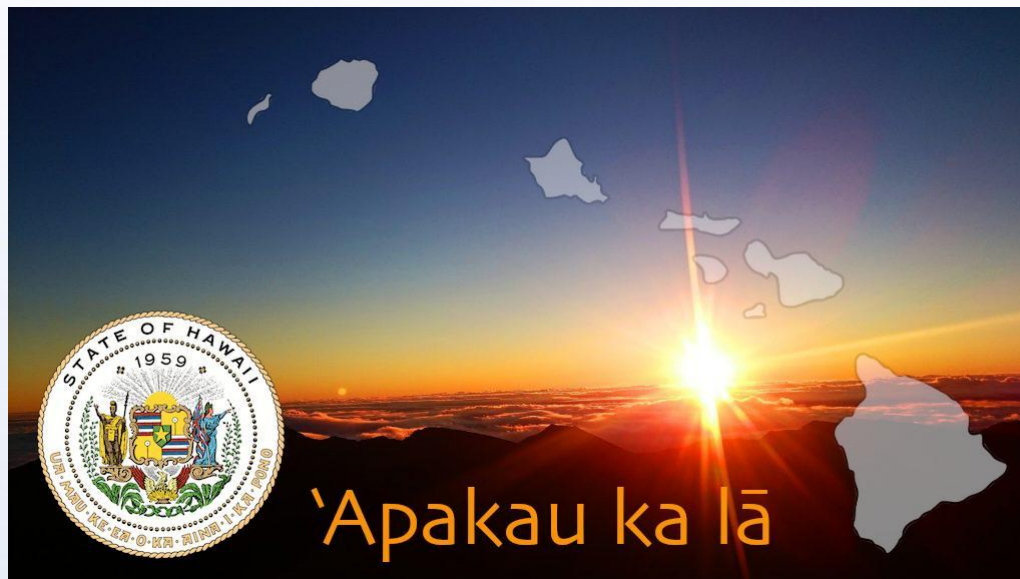


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Next Steps

Q&A





Mahalo!

www.hawaii.edu/broadband/

