

HAWAI'I DIGITAL INCLUSION ROADMAP

Improving Access to Technology for Hawai'i's Kūpuna

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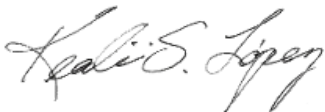
Aloha!

The COVID-19 pandemic hit older adults incredibly hard and put a spotlight on technology disparities that persist with timely access for information and communication. The importance of reliable and affordable high-speed internet is more critical now than ever before. Signing up for the COVID-19 vaccines and boosters, communicating with doctors virtually, and even talking with our loved ones in times of need have moved online, making internet access and digital skills nearly essential. As high-speed internet access becomes necessary for full participation in all aspects of American society, states and localities must overcome the digital divide by ensuring access for all-- especially our kūpuna.

AARP Hawai'i is pleased to present the Hawai'i Digital Inclusion Roadmap: Improving Access to Technology for our Kūpuna, a plan that identifies digital gaps and opportunities in our state, and proposes next steps and recommendations that can improve and expand our kūpuna's connectivity and use of digital technology. Funded by AARP, this roadmap will help Hawai'i prioritize and make decisions about how to invest federal funding authorized by the Infrastructure Investment and Jobs Act (IIJA) recently signed into law in November 2021 as well as other funding sources. The federal funding represents an incredible opportunity to strengthen our community's broadband infrastructure, while doing more to support those hardest hit by the pandemic. AARP Hawai'i is committed to working with our local officials and community leaders to help leverage these investments to address pressing needs and strengthen Hawai'i's communities for the future.

This roadmap is intended to serve as a conversation starter and help leaders identify opportunities. We want to express our deepest appreciation to Hawai'i Public Health Institute who worked closely with kūpuna and community partners in seeking solutions to close the gaps in digital equity and inclusion, and building a stronger Hawai'i that leaves no one behind.

Me ke aloha pumehana,



Keali'i Lopez,
AARP Hawai'i State Director



ACKNOWLEDGMENTS

This is the first version of the Kūpuna Digital Inclusion Roadmap, and will continue to be developed as projects and policies are implemented. Funding for this project was provided by AARP. We are grateful for the contributions of the many individuals and organizations involved in its development, including but not limited to Hawai'i State Public Library System, Hawai'i Broadband & Digital Equity Office, Age Friendly Honolulu, Hawai'i Broadband Hui, Maui Economic Opportunity Inc., Kamana Senior Center, Lanakila Senior Center, Lanakila Pacific, Hawai'i Executive Office on Aging, Hawai'i Meals on Wheels, Catholic Charities Hawai'i, Honolulu City & County Elderly Affairs Division, Maui County Office on Aging, Kaua'i County Agency on Elderly Affairs, Hawai'i County Office of Aging, and Hawai'i Workforce Development Council. This report was made possible by the time, dedication, and expertise provided by the Kūpuna Digital Inclusion Steering Committee, including: Burt Lum; Caroline Cadirao; Christy Nishita, PhD; Lindsey Ilagan, MS; Derrick Ariyoshi; Jessica Yamauchi, MA; Audrey Suga-Nakagawa, MPH; Keali'i Lopez.

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EXECUTIVE SUMMARY

The COVID-19 pandemic has highlighted the important role of the internet and technology in remaining connected to the increasingly digital world. However, the pandemic has also exposed the existing divisive gaps in accessibility to these tools for vulnerable groups like older adults (kūpuna). While these gaps have affected kūpuna for years, the rapid transition of essential in-person services to virtual made the negative impacts of the digital divide increasingly pronounced. Innovative strategies, pilot digital literacy initiatives, and continued support from Hawai'i's community service providers, aging network, and other stakeholders have shed light on a path forward for improving digital inclusion among kūpuna.

The Kūpuna Digital Inclusion Roadmap was created for Hawai'i's aging network, which serves vulnerable older adults (kūpuna) at-risk of being excluded from the increasingly digital world around them. It includes local and national data on internet access and adoption, results from listening sessions with local kūpuna, and recommendations on how private and public organizations can help bridge the digital divide and leverage technology to improve the lives of kūpuna in Hawai'i. This Kūpuna Digital Inclusion Roadmap serves as a first step in developing future legislation, public policies, and program initiatives to promote digital access and affordability among kūpuna across the state.

INTRODUCTION



Pictured: Pear Suite staff provide kūpuna with technical support as part of a pilot program with AARP Hawai'i and the Hawai'i State Public Library System.

Applications for Section 8 housing vouchers, drivers license renewals, and senior recreational classes—these are all examples of essential programs that have moved online during the Coronavirus (COVID-19) pandemic. The rapid transition from in-person to virtual operations has offered unique opportunities for older adults (kūpuna)¹ to learn new skills and build new communities, but it has also left many kūpuna behind, exposing a stark digital divide in Hawai'i.

As businesses, healthcare institutions, nonprofit organizations, and government agencies continue to move their services online, it has become imperative to ensure our kūpuna have equitable access to reliable broadband internet. However, equity in the digital world means more than just access to the web—it also includes access to appropriate technology, as well as access to the resources needed to learn to use that technology effectively.

¹ Kūpuna is the Hawaiian word meaning ancestors, grandparents, or older adults. It is used interchangeably in this report with older adults and seniors.

AARP Hawai'i, with the support of Hawai'i Public Health Institute (HIPHI), has created this Hawai'i Kūpuna Digital Inclusion Roadmap as a way to document the landscape of broadband and digital resources in Hawai'i and to address digital inequities among Hawai'i's kūpuna population. In addition, it can act as a blueprint for Hawai'i's Aging Network and other community partners to propose future legislation, public policies and program initiatives that will help improve access and use of digital technology for Hawai'i's older adults statewide.

This report includes data on national, state, and local internet and technology usage. It also includes highlights from listening sessions held with kūpuna across the state regarding their experiences accessing the internet and technology.

What Is Digital Inclusion?

The term **digital inclusion** is often used alongside other terms such as **digital equity**, **digital divide**, and **digital literacy**. All of these concepts have a role to play in making technology more accessible for kūpuna.

The National Digital Inclusion Alliance (NDIA) defines **digital inclusion** as:

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). This includes 5 elements:

- 1. Affordable, robust broadband internet service;*
- 2. Internet-enabled devices that meet the needs of the user;*
- 3. Access to digital literacy training;*
- 4. Quality technical support; and*
- 5. Applications and online content designed to enable and encourage self-sufficiency, participation and collaboration.²*

The NDIA defines **digital equity** as:

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.

Digital equity can be thought of as the destination, or what we are working toward. **Digital inclusion** is the road that leads us there. In order to get to our destination, we must use tools like **digital literacy**, which is “the ability to use information and communication technologies to find, evaluate, create, and communicate information,”² to bridge the **digital divide**.

² National Digital Inclusion Alliance. Denitions. September 24, 2020. www.digitalinclusion.org/denitions/

However, the **digital divide** is not caused by a singular, static issue. It is “the gap that exists between individuals who have access to modern information and communication technology and those who lack access.”³ This gap looks different from household to household, depending on several demographic factors like geography, education level, socioeconomic status, as well as age.



The Importance of Digital Inclusion

Beyond the looming issues of access, not understanding the value of the internet prevents many older adults from ever getting online. A study by Pew Research found that of seniors *who do not use the internet*, 35% believe that the internet offers little to no value.⁴ On the other hand, the same study found that of older adults *who do use the internet*, 79% agree with the statement that “people without internet access are at a real disadvantage because of all the information they might be missing,” while 94% agree with the statement that “the internet makes it much easier to find information today than in the past.”

The internet and use of technology can provide kūpuna an opportunity to improve social connectivity, streamline aspects of daily life, access benefit programs, learn new skills, acquire information, manage their health, and more. Research has found that using the internet is associated with lower depression and loneliness and higher levels of social support, life satisfaction, purpose in life, and social capital among older adults.⁵

⁴ Pew Research Center. “Older Adults and Technology Use,” April 3, 2014. <https://www.pewresearch.org/internet/2014/04/03/older-adults-and-technology-use/>

⁵ William J Chopik, “The Benefits of Social Technology Use Among Older Adults Are Mediated by Reduced Loneliness.” *Cyberpsychology, Behavior, and Social Networking* 19, no. 9 (2016): 551-556.

AARP's 2020 annual technology survey found that more than 44% of respondents viewed technology positively as a means to stay connected with society than they did prior to COVID-19 pandemic.⁶

Beyond social connectivity, technology also provides older adults an opportunity to monitor their health. The COVID-19 pandemic affected the accessibility of in-person services, making telehealth an essential resource. Many older adults with underlying mental and/or physical health problems have incorporated ICTs into their daily routine, especially to utilize telehealth services.⁷ Among older adults with smartphones, the use of a smartphone to communicate with medical professionals for telehealth visits, ordering prescriptions, receiving personal medical advice, or making appointments increased from 28% in 2019 to 40% in 2020.⁸ According to the AARP Health: conditions and treatments, virtual and telehealth doctor visits have dramatically increased by 300% among Medicare older adults since the beginning of the COVID-19 pandemic.⁹ During the COVID-19 pandemic, both older adults and healthcare providers reported high satisfaction with telehealth services, including positive perceptions on time efficiency, cost effectiveness, and convenience of virtual visits.¹⁰

⁶ AARP Tech. "Personal Tech and the Pandemic: Older Adults Are Upgrading for a Better Online Experience." September 2021. <https://www.aarp.org/research/topics/technology/info-2021/2021-technology-trends-older-americans.htmlCMP=RDRCT-PRI-TECH-040721?cmp=RDRCT-907b618d-20210416>

⁷ Sage Journals. "Telehealth Use Among Older Adults During COVID-19: Associations With Sociodemographic and Health Characteristics, Technology Device Ownership, and Technology Learning." October 2021. <https://journals.sagepub.com/doi/10.1177/07334648211047347?icid=int.sj-abstract.samecollection-articles.2&>

⁸ AARP Press Room. "Tech Usage Among Older Adults Skyrockets During Pandemic." April 21, 2021. <https://press.aarp.org/2021-4-21-Tech-Usage-Among-Older-Adults-Skyrockets-During-Pandemic>

⁹ AARP Health: Condition & Treatments. "The Future of Telehealth and What It Means for Older Adults." August 31, 2020. <https://www.aarp.org/health/conditions-treatments/info-2020/telehealth-goes-mainstream.html>

¹⁰ Sage Journals. "Converting a Geriatrics Clinic to Virtual Visits during COVID-19: A Case Study." March 2021. <https://journals.sagepub.com/doi/10.1177/21501327211000235>



SOCIAL/CIVIC ACTIVITIES

- To stay connected to family, friends, and the community;
 - To get support from or offer support to others; and
 - Citizenship and other forms of social services (to engage with local government, to find opportunities for volunteering, to amplify you/your community's voice through blogs or social media)
-



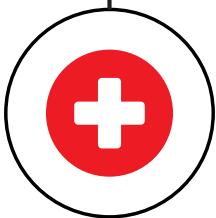
ACTIVITIES OF DAILY LIFE

- To pay bills, manage bank accounts, and conduct other financial tasks;
 - To shop, obtain necessary goods, and services (e-commerce);
 - To communicate with health care, providers, order medications, or consult with the health care team (telemedicine);
 - To work remotely, find employment, or run a business;
 - For entertainment and intellectual stimulation, including participating in online learning programs;
 - For physical activities or fitness; and
 - To participate more fully in a world that uses an online interface as the entry to so many events and activities.
-



INFORMATION ACCESS

- To learn about events in the community;
 - To keep up with the news;
 - To investigate rumors and fact-check news;
 - To avoid scams and frauds; and to find reliable health information
-



TELEHEALTH

- Saving a trip to the doctors;
 - To schedule and view your appointments and medical records at your convenience; and
 - Family members are able to participate in quality/level of care, whether in the same household or out of state/country.
-

Image adapted from "Promoting Digital Inclusion for Older Adults in Santa Clara County"

DEMOGRAPHIC PROFILE OF KŪPUNA IN HAWAII‘I



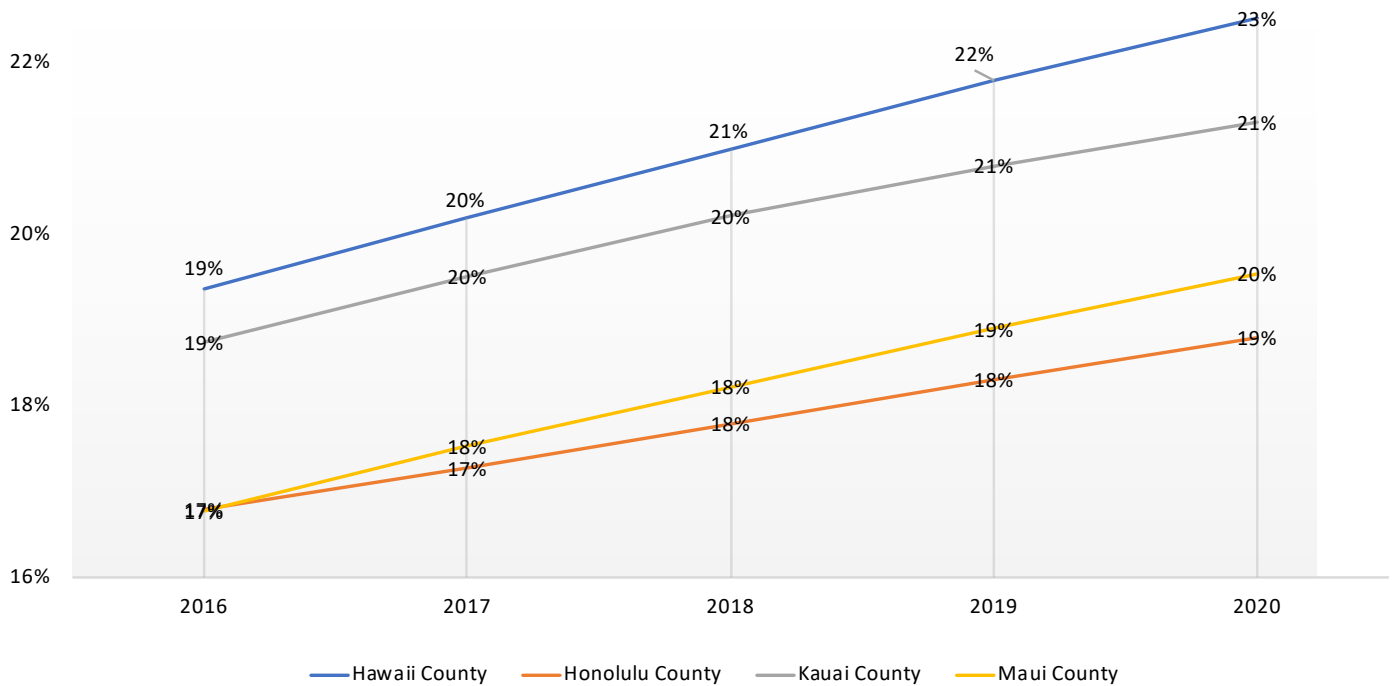
Pictured: AARP partnered with the Hawai‘i State Public Library System to offer Kūpuna Tech consulting appointments at local library branches.

Age, Gender, and Ethnicity

Hawai‘i’s aging population is growing rapidly. The Department of Business, Economic Development & Tourism Census (2021) reported a gradual increase of residents who were 65 years and older over the course of the last five years (Reference Figure 1).¹¹

¹¹ Department of Business, Economic, Development, and Tourism: Census. “Annual Estimates of Resident Population by Single Year of Age and Sex for the United States: April 1 2010 to July 1, 2020.” June 2021. <http://census.hawaii.gov/home/population-estimate/>

Figure 1. Hawai'i Older Adult Population (Age 65 years and over) by County



Source: Department of Business, Economic, Development, and Tourism: Census. "Annual Estimates of Resident Population by Single Year of Age and Sex for the United States: April 1 2010 to July 1, 2020." June 2021.

As demonstrated in the table, each of the four counties is unique, with adults 65 years and older making up between 19-23% of the overall population of each county in 2020. This age group is expected to continually grow; the percentage of people ages 65 and older is expected to grow from 19.1% of the state's population in 2020 to 22.5% in 2030.¹² Furthermore, the segment of people ages 85 and older will increase more than twofold from 2.9% in 2020 to 6.5% of the state's population by 2045. As adults age, they become less likely to engage with the internet and technology, which may be important to note when developing outreach for Hawai'i's aging population.¹³

¹² Noelle Fujii-Oride. "Our Kūpuna, Our Kuleana," Hawai'i Business Magazine. February 4, 2020. <https://www.hawaiibusiness.com/senior-care-crisis-hawaii/>

¹³ Pew Research Center. "Older Adults and Technology Use."

Figure 2. Sex and Race of Adults 65 Years and Older in the State of Hawai‘i and the United States for the Years, 2015 – 2019.

	State of Hawai‘i Estimate	United States Estimate
SEX		
Male	45.2%	44.5%
Female	54.8%	55.5%
RACE AND HISPANIC OR LATINO ORIGIN		
One race	89.7%	98.9%
White	28.1%	82.3%
Black or African American	0.5%	9.4%
American Indian and Alaska Native	0.1%	0.6%
Asian	53.1%	4.6%
Native Hawaiian and Other Pacific Islander	7.3%	0.1%
Some other race	0.5%	1.9%
Two or more races	10.3%	1.1%
Hispanic or Latino origin (of any race)	3.4%	8.6%
White alone, not Hispanic or Latino	26.8%	76.0%

Source: U.S. Census Bureau, 2015 to 2019 American Community Survey, Table S0103.

In Hawai‘i, the proportion of females over 60 years old is greater than males (Reference Figure 2). Between the years of 2015 and 2019, 45.2% of Hawai‘i’s population of older adults over 60 were men, while 54.8% were women. Differences in technology access and usage have been reported between males and females. A 2017 study found that while women report having less access to ICTs than men, women who do have access are more likely to visit family or friends, go out for enjoyment, attend clubs or classes, volunteer, and attend religious services.¹⁴ These differences should be noted when promoting technology use among kūpuna.

Hawai‘i’s older adult population is racially diverse and markedly unique from other states. Figure 2 shows that the proportion of Asians, Native Hawaiians, and Pacific Islanders in Hawai‘i is much larger than in other states, while the proportion of white and black individuals is much lower in Hawai‘i than the rest of the U.S.

¹⁴ Jeehoon Kim, et al. “Technology Access and Use, and Their Associations With Social Engagement Among Older Adults: Do Women and Men Differ?,” *The Journals of Gerontology: Series B*, Volume 72, Issue 5, September 2017, Pages 836–845, <https://doi.org/10.1093/geronb/gbw123>

Socioeconomic Demographics

More than one-third of households of kūpuna in Hawai‘i are living alone (34.5%; Figure 3). Technology can help mitigate the many physical and mental health risks kūpuna face when living alone, especially kūpuna with disabilities.^{15,16}

Hawai‘i has a much larger proportion of foreign-born older adults than the rest of the U.S. (24.5% vs 13.6%), with more than a quarter of foreign-born older adults in Hawai‘i not being naturalized citizens. Hawai‘i’s population is ethnically and culturally diverse, which may explain why 28.5% of kūpuna speak a language other than English at home; and 17.5% of those older adults speak English less than “very well.”¹⁷ Training, outreach, and online content should consider the diverse array of cultures and languages among kūpuna in Hawai‘i.

Figure 3. Sociodemographic Characteristics of Adults 65 Years and Older in the State of Hawai‘i and the United States, 2015 – 2019

	State of Hawai‘i Estimate	United States Estimate
TOTAL POPULATION 65 AND OLDER	269,470	54,074,028
Civilian Veteran	18.9%	17.9%
Foreign Born	24.5%	13.6%
Non-US Citizen	26.1%	25.1%
Language spoken at home and ability to speak English		
English only	71.6%	85.0%
Language other than English	28.4%	15.0%
Speak English less than “very well”	17.5%	8.7%
Employment Status		
In labor force	21.7%	18.0%
Not in labor force	78.3%	82.0%
With Food Stamp/SNAP benefits	9.6%	8.8%
Median gross rent (dollars)	\$1,118	\$869
Number of Households	139,389	31,005,082
Householder living alone	34.5%	42.8%

Source: U.S. Census Bureau, 2015 to 2019 American Community Survey, Table S0103.

¹⁵ Marije Blok, et al. “The use of information and communication technologies by older people with cognitive impairments: from barriers to benefits,” *Computers in Human Behavior*, Volume 104, 2020, <https://doi.org/10.1016/j.chb.2019.106173>.

¹⁶ Institute on Aging. “Smart Technology to Help Seniors Live Independently,” April 4, 2018. <https://blog.ioaging.org/technology/smart-technology-to-help-seniors-live-independently/>

¹⁷ Research and Economic Analysis Division Department of Business, Economic Development and Tourism. “Non-English Speaking Population in Hawai‘i.” April 2016. https://files.hawaii.gov/dbedt/economic/data_reports/Non_English_Speaking_Population_in_Hawaii_April_2016.pdf

Hawai'i's cost of living, viewed as one of the highest in the nation, is 96.3% higher than the national average, meaning many Hawai'i residents struggle to make ends meet.¹⁸ In Hawai'i, nearly 14% of residents stopped saving for retirement due to dire need to pay for rent or mortgage.¹⁹ Figure 3 indicates that kūpuna in Hawai'i pay, on average, higher rent than their counterparts in the rest of the U.S. Additionally, a larger proportion of kūpuna qualify for Supplemental Nutrition Assistance Program (SNAP) benefits in Hawai'i, which is based on income.

In 2018, 7.8% of Hawai'i adults ages 65 and older were living below the Federal Poverty Line (FPL); however, an additional 33.7% of older adults in this age group were Asset Limited, Income Constrained, Employed (ALICE), as illustrated in the graph below.²⁰ This number varies widely across the counties, jumping up to 41% for Hawai'i County, versus 29% in Honolulu County.

ALICE households earn income above the FPL, but not enough to afford a bare-bones household budget, including their most basic needs like housing, food, transportation, child care, health care, and necessary technology.²¹ With 41.5% of kūpuna in Hawai'i living below the FPL or within the ALICE threshold, internet services can be a luxury that can only be afforded after immediate needs are met. On neighbor islands, paying for the internet may be even more difficult as only 51% of neighbor island residents had access to an internet plan that was \$60 per month or less as of March 2020.²² Cost can be a major barrier to kūpuna looking to access broadband internet services or purchase technology devices.

¹⁸ World Population Review. Cost of Living Index by State 2021. <https://worldpopulationreview.com/state-rankings/cost-of-living-index-by-state>

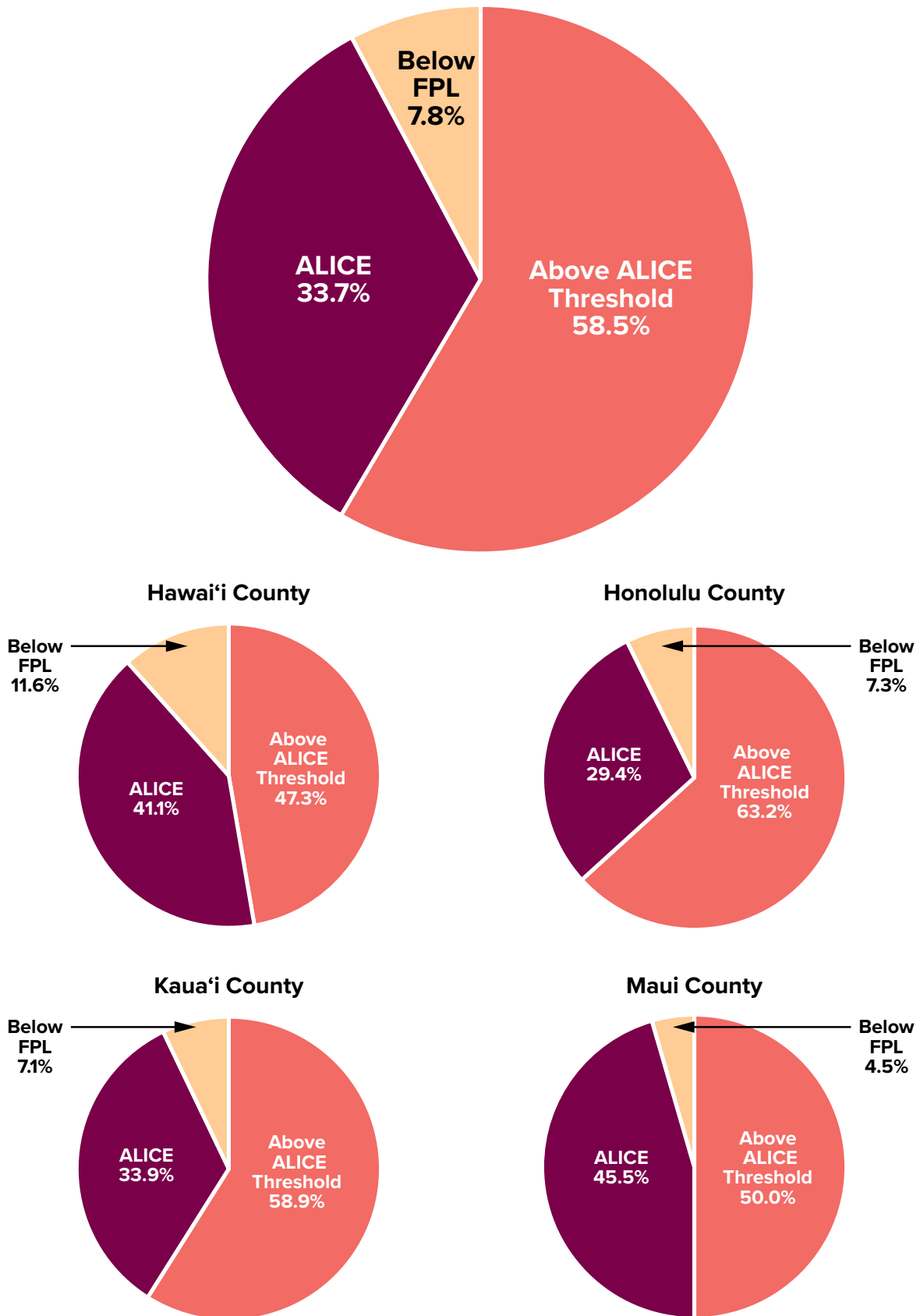
¹⁹ AARP Hawai'i. "Vital Voices: Issues That Impact Hawai'i Adults Age 45 and Older," October 2021. https://www.aarp.org/content/dam/aarp/research/surveys_statistics/life-leisure/2021/vital-voices-chartbook-hawaii.doi.10.26419-2Fres.00351.243.pdf

²⁰ United for ALICE. "Research Center: Hawai'i." <https://www.unitedforalice.org/state-overview/hawaii>

²¹ United for ALICE.

²² BroadbandNow Research. "Best and Worst States for Internet Coverage, Prices and Speeds, 2021," November 5, 2021. <https://broadbandnow.com/research/best-states-with-internet-coverage-and-speed>

Figure 4. ALICE and Poverty of Older Adults in Hawai'i by State and County, 2018



Health Indicators

The Hawai'i State Executive Office on Aging reports that 87% of kūpuna in Hawai'i have one or more chronic conditions.²³ Furthermore, in 2019, 9.7% of adults 65 years of age and older had an underlying cognitive disability, and 5.0% had a vision impairment, highlighting the need for access to assistive technology for kūpuna (Figure 5). Older adults living with disabilities are less likely to utilize ICTs than those without disabilities. Ranging from accessing the internet, to using devices such as smartphones, tablets, or computers.²⁴

As we age, the body's biological and environmental characteristics change over time as perception and motor functions shift, potentially making devices more difficult to use. Examples include viewing words or images on a phone or computer screen, or properly using the keyboard and mouse functions. Additional time investments to learn and practice something new may also pose a challenge. According to a Pew Research report, two out of five older adults experience challenges related to a physical or health condition. Of that number, 20% are less likely to utilize the internet than those who are young and in good health.²⁵

Figure 5. Adults 65 Years and Older Living With Disabilities in the State of Hawai'i, 2015 – 2019.

	Hawai'i County Estimate	Honolulu County Estimate	Kaua'i County Estimate	Maui County Estimate	State of Hawai'i Estimate
AGE					
65 to 74 years	26.3%	19.3%	17.3%	17.7%	20.2%
75 years and over	56.5%	49.2%	50.2%	45.8%	49.9%
DISABILITY TYPE FOR 65 YEARS AND OVER					
With a hearing difficulty	18.3%	13.9%	12.5%	13.4%	14.5%
With a vision difficulty	7.6%	4.5%	5.7%	4.6%	5.0%
With a cognitive difficulty	11.9%	9.8%	7.7%	7.3%	9.7%
With an ambulatory difficulty	21.9%	20.3%	16.9%	17.7%	20.1%
With a self-care difficulty	7.9%	7.5%	5.7%	6.9%	7.4%
With an independent living difficulty	15.6%	15.6%	12.9%	11.0%	14.9%

Source: U.S. Census Bureau, 2015 to 2019 American Community Survey, Table S1810.

²³ Executive Office on Aging. "2019-2023 Hawai'i State Plan on Aging." https://www.hawaiiadrc.org/Data/Sites/1/media/Publications/State%20Plan/StatePlanOnAging2019_2023.pdf

²⁴ Pew Research Center. "Older Adults and Technology Use."

²⁵ Pew Research Center. "Older Adults and Technology Use."

THE DIGITAL DIVIDE IN HAWAI‘I



Pictured: Kūpuna Tech classes happen weekly at the Lanakila Senior Center.

The digital divide has existed for decades, and has drawn in millions of dollars for research and outreach to improve access for underserved communities. Despite national momentum, there remain significant gaps in data around seniors and technology. Older American Technology Services (OATS) published a research report in 2021, the first of its kind, to “quantify the size and degree of the digital isolation crisis among seniors in the United States.”²⁶ The report claims that other studies have indicated that seniors are the fastest growing group online today, creating a “distorted picture.”²⁷ OATS notes that these studies fail to highlight that this rapid boom in connectivity is due to a long-existing disparity as older adults have been disproportionately disconnected from the internet for decades and are just starting to catch up. The OATS report helps paint a clearer picture of the digital divide nationally. However, it is crucial to understand the connectivity gap locally in order to develop programming and policies which take into account the unique geography, demographics, and culture of the kūpuna population in Hawai‘i.

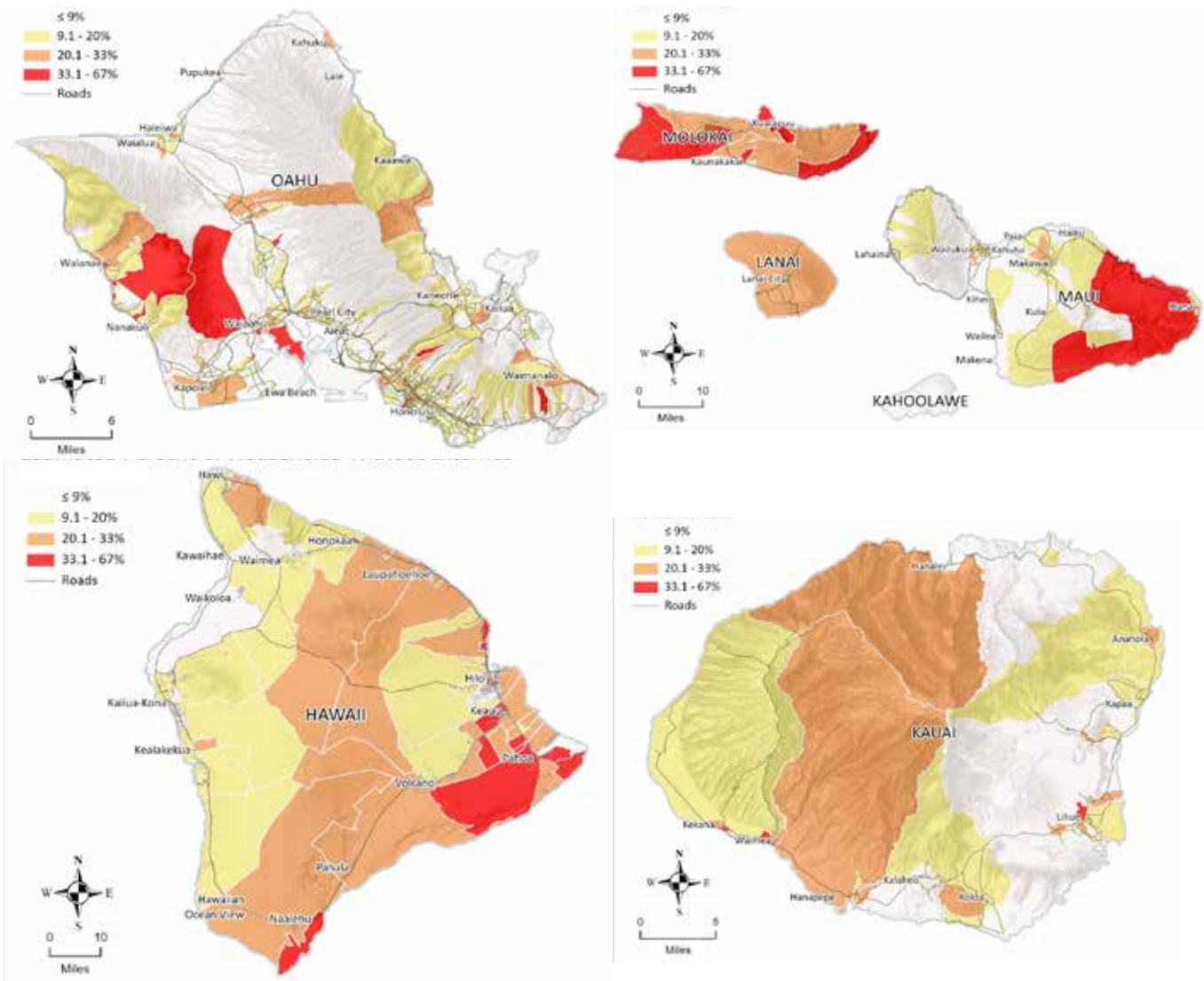
²⁶ <https://agingconnected.org/report/>. Accessed November 16, 2021.

²⁷ Older Adults Technology Services. “Aging Connected: Exposing the Hidden Connectivity Crisis for Older Adults,” January 2021.

Internet Access for All Age Groups in Hawai'i

Existing national and local data help shed light on the existence of a stark digital divide. The National Telecommunications and Information Administration reported that 77.2% of residents of Hawai'i used the internet at home in 2019.²⁸ However, internet availability, speed, and affordability vary greatly between and within the counties. In each county, there exist multiple census blocks where up to 67% of households in the area do not have internet access (Reference Figure 6).

Figure 6. Estimated Percent of Household Without Internet, 2020.



Source: State of Hawai'i Department of Business, Economic Development & Tourism. "Hawai'i Broadband Strategic Plan." October 2020.

²⁸ National Telecommunications and Information Administration. Digital Nation Data Explorer. <https://www.ntia.doc.gov/data/digital-nation-data-explorer#sel=internetUser&disp=map>

Internet Access for Kūpuna in Hawai'i

Compared to the rest of the United States, a larger proportion of kūpuna in Hawai'i own a computer²⁹ and have broadband internet access in their home (Figure 6). Despite this, a large gap still remains between adults 18-64 years and adults over 65 years old in Hawai'i. More than 90% of adults aged 18-64 in Hawai'i have access to a computer and broadband internet connection; however, less than 80% of kūpuna 65 and older have access to a computer and a broadband internet subscription in their home. Furthermore, 15% of kūpuna in Hawai'i have no access to a computer at all. These data only consider individuals living in households; they do not include older adults living in nursing facilities, which may affect these percentages.

Figure 7. Types Of Internet Subscriptions by Age Group in the State of Hawai'i and the United States, 2015-2019

	State of Hawai'i		United States	
	18-64 Estimate	65 Years and Over Estimate	18-64 Estimate	65 Years and Over Estimate
Total Population in Household	828,603	246,547	194,112,845	49,268,575
With a Computer	96.6%	84.4%	95.4%	81.1%
<i>Broadband Internet Subscription</i>	90.8%	77.4%	88.3%	73.3%
<i>Without an Internet Subscription</i>	5.8%	7.0%	7.1%	7.8%
No computer in household	3.2%	15.0%	4.4%	18.1%

Source: U.S. Census Bureau, 2015 to 2019 American Community Survey, Table S2802.

Access to broadband service and technology also differs by geography. A larger proportion of kūpuna in Maui, Kaua'i, and Honolulu Counties have a computer and a broadband internet subscription in their household compared to those in Hawai'i County (Figure 8).

These differences may be attributed to differences in socioeconomic, demographic, and geographic factors across the different counties. The quality of broadband to which seniors and other residents of Hawai'i have access varies greatly across and within each county.

²⁹ American Community Survey defines a computer as a desktop or laptop; smartphone; tablet or other portable wireless computer; and some other type of computer.

Figure 8. Computer and Internet Usage of Adults Over 65 in Hawai'i, By County, 2015-2019

	Percent with a Computer		Percent no computer in household
	With a broadband internet subscription	Without a broadband internet subscription	
Hawai'i County	72.5%	8.4%	18.3%
Maui County	77.3%	5.9%	15.3%
Honolulu County	78.5%	6.7%	14.4%
Kaua'i County	78.1%	7.5%	13.8%

Source: U.S. Census Bureau, 2015 to 2019 American Community Survey, Table S2802.

Internet Coverage Data Challenges

Maps from the Federal Communications Commission (FCC), such as Figure 6, show underserved areas as census blocks— which can contain several distinct neighborhoods with unique internet access challenges. The Infrastructure Investment and Jobs Act, passed in November of 2021, allocates \$65 billion federal dollars to states for improving broadband infrastructure in underserved areas. However, without more detailed maps, it could be difficult for states like Hawai'i to pinpoint these underserved areas. While the FCC is working to create more nuanced maps; they will not be accessible until later in 2022. Furthermore, these new maps will still not include address-level data from providers, making it unclear whether they will provide the detail necessary to accurately distinguish underserved areas.³⁰

Some states have taken this matter into their own hands— contracting with private companies to create their own granular coverage maps. Georgia, for example, worked with LightBox, a commercial real estate data provider, to match Internet Service Provider (ISP) data on addresses they serve with LightBox's address data to identify locations that didn't have broadband. This may not be feasible in Hawai'i, where ISP's are not currently required to provide address-level data to the state government. However, funds from the Infrastructure Investment and Jobs Act could potentially be utilized in Hawai'i to support community efforts to crowdsource address-level coverage data; or to work with private companies to create more granular data maps.

Digital Inclusion Asset Mapping

In addition to this Roadmap, a Kūpuna Digital Resource Directory was created in order to assess the current opportunities available for kūpuna in the community relating to digital inclusion. The Resource Directory acts as an asset map highlighting the work being done by community partners to help bridge the digital divide,

³⁰ CNet. "States couldn't afford to wait for the FCC's broadband maps to improve. So they didn't." Feb 23, 2021. <https://www.cnet.com/features/states-couldnt-afford-to-wait-for-the-fccs-broadband-maps-to-improve-so-they-didnt/>

while also revealing gaps in available resources. Specifically, the Resource Directory demonstrates how several opportunities for attending in-person technology training are available in the urban areas of the City and County of Honolulu, while very few are available for kūpuna in rural areas or on neighbor islands. The Resource Directory listings for in-person technology training are included in the Roadmap as an appendix.

Experiences with internet access and technology in Hawai'i are as diverse as kūpuna themselves. In order to develop a more nuanced understanding of why some kūpuna in Hawai'i are continuing to struggle to get online, virtual listening sessions were conducted with 19 seniors across the state. These sessions gave local kūpuna an opportunity to share challenges they face, strategies they use to overcome obstacles, and suggestions for programming they would like to see in their own communities. In the next section, we explore overarching takeaways that emerged from the listening sessions.

KŪPUNA LISTENING SESSION TAKEAWAYS



Pictured: Virtual Kūpuna Listening Sessions with kūpuna across the state.

From the kūpuna listening sessions, seven overarching takeaways have emerged, highlighting the barriers to adoption of ICTs and enabling factors. The next section dives into each of these barriers and enabling factors with quotes from kūpuna themselves on their experiences navigating technology.

Barriers to Adoption

1. Kūpuna often experience **significant fear when incorporating new technology** like computers, tablets, and smartphones into their daily routines. This fear may prevent them from taking the first steps towards learning to effectively use technology, or from acquiring new technology altogether.
2. Despite reports that Hawai'i is relatively well-connected to the internet, many seniors, particularly in rural areas, reported that an **inadequate availability of quality broadband internet prevented them from using technology** in the ways they hoped.
3. Getting online may require multiple devices and multiple services, making the **affordability of broadband internet services and technology** a common concern among kūpuna.
4. A large proportion of the kūpuna interviewed expressed concerns about scammers and hackers, making **internet safety and scam prevention** important areas of focus for training curriculum and outreach.

Enabling Factors

5. Kūpuna were typically more comfortable using new technology when they had a **support network of trusted individuals that could help** them navigate problems they were experiencing. Beyond support from family and friends, kūpuna expressed a **need for a local technology concierge service to help seniors troubleshoot technical issues**.
6. **Staying connected to friends and family was the most commonly reported motivation for using technology**, as well as the largest motivator for getting connected in the first place.
7. For kūpuna interested in learning to use a computer, smart phone, or tablet: kūpuna appreciate opportunities to attend **in-person classes taught by a trained instructor**.

Barriers to Adoption

1. Ageism, Fears, and the New Technology Learning Curve

Though aging is a natural part of life, there's often stigma and discrimination related to getting older, also known as ageism. Exposure to ageism may lead kūpuna to believe that older adults are not able to learn new things, such as using the internet or smartphones. In order to address internalized ageism, outreach for technology classes should emphasize the benefits of getting online for people of all ages.

Kūpuna want to keep our lives as simple as possible. The number one reason is that we can't remember. See if we don't do it everyday, we won't remember how to do it.

I can forget instructions from 5 minutes ago, you know.

-Retired Community Member

I had a flip phone but my son, who lives in Las Vegas, told me it's too old. So that's how I got started learning [with an Android]. But it's hard to call them and have them tell me what to do... I still don't know how to answer it...My daughter-in-law taught me, but I can't remember what she said and I don't want to ask her again, I don't want to bother her.

-Retired Community Member

Beyond the misconception of aging out of the digital world; kūpuna have reported fear to begin engaging with technology. The AARP Vital Voices Survey reports that 24% of the adults 45 and older in Hawai'i that don't have broadband internet services in their home chose not to because they don't feel comfortable using it. Not feeling comfortable using technology was also a common barrier reported by the kūpuna interviewed for this report. Based on a small sample size on O'ahu, nearly 40% (4) reported "don't feel comfortable using a digital device" or "don't need it."

I think many of us seniors, when we use our smartphones and tablets we are afraid ... I was afraid of touching any key, in fear that I'm going to delete something.

-Retired Community Member

Fear of breaking new technology prevented many of the seniors interviewed from using their own technology. Older adults were interested in engaging with new technology they had purchased, were gifted, or had access to, but were too anxious to attempt to navigate it on their own. Furthermore, it was reported that oftentimes, the instructions and tutorials provided for accessing things like applications (i.e. email, social media) use unfamiliar language which is too advanced for kūpuna that were not tech-savvy.

I don't care to use my computer any other way... I tried Facebook but they made instructions too hard for me to chime in for that. So, I gave that up. Sometimes, they make the directions too hard.

-Retired Community Member

2. Inadequate Access to Broadband Internet

Hawai'i has a unique geography and environment, which led to equally unique challenges for the deployment and maintenance of home internet services. Kūpuna living in rural areas often reported problems finding stable internet connections. They stressed that slow speeds, day- to week-long outages, and confusions around service availability frequently prevented them from getting online.

I hope you'll take this message back: the problem always is availability, even with major companies.

My internet isn't very good. The broadband provider needs to pull the fiber optic cable and connect it to the residential area. They haven't done it yet, and we're probably last on the list. Until then, we will have slow internet connection.

-Retired Community Member

Last month a tree fell across the cable to us and it was 2 weeks before we could get back online.

Traveling to public WiFi hotspots is not uncommon for underserved kūpuna in Hawai'i without adequate internet access. For kūpuna who lack home broadband internet services in Hawai'i, 51% report that they have a place to go in their community to get online.³¹ However, these are typically public places such as local shops/ restaurants, libraries, schools, and senior centers, which cannot offer 24/7 access. For kūpuna who are home-bound or live in rural areas, transportation to and from these WiFi access points can be challenging, or even impossible. Furthermore, the potential risk of COVID-19 exposure prevents many kūpuna from leaving their place of residence.

There was a non-profit that rented a storefront and you could go in and use their computers and also they broadcasted wifi directly outside. When we had a terrible connection I would drive there and park across the street to use it...but it's not ideal to have to leave your house...

-Retired Community Member

³¹ AARP Research. "Vital Voices: Issues That Impact Hawai'i Adults Age 45 and Older."

“Any local businesses, you can park outside and use their WiFi”

“The problem is that you have to have businesses with WiFi near you.”

-Conversation Between Retired Community Members

3. Cost Restrictions

Nearly one third of Hawai'i residents aged 45 years and older reported that high-speed internet is not affordable and/or sustainable due to other financial obligations and expenses.³² As more than 41% of kūpuna in Hawai'i are either living below the FPL or qualify as ALICE (Table 4), paying for internet services can pose a significant challenge to getting online.

“If you are just on social security, and you have to pay \$100 a month for internet access versus buying your insulin, what are you going to do?”

Beyond paying for internet access, kūpuna also highlighted the high costs for the technology itself. With technology constantly evolving, it can be difficult for kūpuna on fixed incomes to keep up. As a result, kūpuna reported owning outdated technology, new phones and computers can reach up to a thousand dollars or more.

“When I saw how Apple worked I was like, ‘wow.’ But it’s very expensive...

all the software and everything is so much more expensive.”

-Retired Community Member

When I went to the store to get those things [webcam and microphone], the representative told me, ‘oh, that’s out-dated, just buy a new computer.’ I’m on a fixed income, I can’t just go buy a new computer.

-Retired Community Member

³² AARP Research. “Vital Voices: Issues That Impact Hawai'i Adults Age 45 and Older.”

4. Scam/Security Protection

COVID-19 led to a significant spike in online fraud— AARP reported that older adults lost \$600 million to fraud in 2020.³³ Stories of friends and family being scammed, as well as personal experiences, can lead to anxiety around using the internet. 47% of adults aged 50 and older expressed feeling little to no confidence with online privacy.³⁴ In the kūpuna listening sessions, nearly every senior expressed a concern with accessing the internet due to possible security breaches, whether it is navigating a web page, retrieving potential scam calls, or online banking.

I get sucked into these scams all the time...We get these calls from people saying they're Amazon, luckily I have a wife that stops me before I get scammed...It's getting harder, it's getting worse. I'm at a point where I might just cancel everything.

-Retired Community Member

I don't put any information about my Visa on the computer because my niece did and somebody hacked her account...Because you put all that information on the computer and you pay your bills electronically and all that stuff, it's not good. I would not advise that for anyone.

These sentiments emphasize a need to both continue, expand, and tailor efforts to close the digital divide that is tailored to meet the unique concerns of kūpuna.

³³ AARP. "Top 10 Frauds Hitting Adults 60 and Older in 2020," September 27, 2021. <https://www.aarp.org/money/scams-fraud/info-2020/ftc-top-scams.html>

³⁴ AARP Real Possibilities. "2020 Tech and The 50+ Survey." December 2019. https://www.aarp.org/content/dam/aarp/research/surveys_statistics/technology/2019/2020-tech-trends-survey.doi.10.26419-2Fres.00329.001.pdf

Enabling Factors

Technology has become streamlined in our daily lives. The continuous advancement that occurs for the aging population creates more opportunities for technology to assist older adults with completing their activities of daily living and instrumental activities of daily living. As new technology arises, older adults may need more time to learn new skills than the younger generation. However, they are eager to learn if the technology represents value and significance to them, such as maintaining relationships with family and friends and their quality of life.

5. Having a Support Network

Having a tech-savvy friend, family member, neighbor, or colleague who can answer technical questions can help kūpuna feel more comfortable trying new technology. Among older adults ages 64 and 74, 54% require assistance with setting up or learning how to use new devices. This percentage is even higher for older kūpuna, with 68% of seniors 75 years and older needing assistance with new technology.³⁵ The most commonly reported source of help for kūpuna in Hawai'i who needed help with the internet was a child or grandchild.³⁶

I always have this in my mind. My oldest daughter once said to me 'Mom, there's not only one way, there's always several different ways to get to what you want to get.' So, I keep that in my mind and I try different ways if I can't get it the first time.

Oftentimes kūpuna are faced with technical difficulties that may raise concerns and distress. For example, registering for the COVID-19 vaccine, driver's license renewal, or ordering grocery deliveries may often require additional steps through the process. Kūpuna then turn to family, friends, coworkers, senior center staff, for immediate tech support and reassurance. Having diverse support systems ensures appropriate measures are taken to fulfill their daily activities.

Sometimes, I call both of my daughters who are computer people. Sometimes if I'm really stuck or something that's puzzling, I might ask them "hey why am I getting this thing" and they tell me "oh don't do anything - that's a scam, just delete it."

-Retired Community Member

³⁵ Pew Research Center. "The Internet and the Pandemic." September 2021. <https://www.pewresearch.org/internet/2021/09/01/the-internet-and-the-pandemic/>

³⁶ AARP Research. "Vital Voices: Issues That Impact Hawai'i Adults Age 45 and Older."

6. Social Connectivity

Utilizing technology to connect with others across many communication platforms has significantly increased since the beginning of the COVID-19 pandemic. Seniors indicated that they use video chat, phone, and email features more than ever. As of 2019, nearly half of seniors had never used video chat. However by 2020, 70%, or one in three seniors, video chat on a weekly basis.³⁷ 80% of seniors aged 50 years and older have reported using a digital device to stay connected, of which many use multiple forms of communication on a daily basis.³⁸ A vast majority of kūpuna reported adopting a digital device as a means to stay connected with friends and family, especially during the COVID-19 pandemic. According to Maui Economic Opportunity (MEO) survey, nearly 70% (34) of kūpuna have primarily used a digital device to communicate with family and friends.³⁹ Many indicated that family members have encouraged them to upgrade to a “smart” device such as an iPhone or tablet to improve accessibility and convenience.

I used to use Skype but now with the iPhone we do...FaceTime.

Especially with this pandemic, you don't know when you'll get to see them.

-Retired Community Member

I had one of those flip phones and my son said, 'Mom, this is too old already, you gotta get this.' So, that's how I got started, you know, trying to learn...

7. Instructed Classes and Technical Support

Throughout the state, agencies and institutions are hosting digital literacy training for Hawai'i residents interested in learning the basics of using computers. The State of Hawai'i Public Library System, Workforce Development Council, and University of Hawai'i Community College System have partnered together to provide free basic computer skills training in each county. These classes have been widely utilized by kūpuna, and help provide a foundation for continued technology learning. Furthermore, senior centers like the Lanakila Senior in Honolulu and Kamana Senior Center in Hilo have provided technology classes which are markedly popular among their members. Classes offer kūpuna a unique opportunity to receive guided instruction, with curriculum that is often tailored to meet their needs. MEO survey reports 67% (33) have expressed interest in advancing their knowledge and expertise in technology through senior digital literacy programs.⁴⁰

Not all kūpuna are beginners, however. Of the kūpuna interviewed, several were instructors of the technology courses themselves, or felt fairly comfortable using the devices they owned. Therefore, courses should be diverse in their curriculum and focus.

³⁷ AARP Press Room. “Tech Usage Among Older Adults Skyrockets During Pandemic.”

³⁸ AARP Tech. “Personal Tech and the Pandemic: Older Adults Are Upgrading for a Better Online Experience.” September 2021.

³⁹ Maui Economic Opportunity, Inc. “Senior Program Survey.” November 2021.

CONCLUSION AND RECOMMENDATIONS



Pictured: Kūpuna Tech classes happen weekly at the Lanakila Senior Center.

Technology and internet connectivity play a vital role in our daily lives, especially since the beginning of the COVID-19 pandemic. For our kūpuna, the digital inclusion and digital equity efforts have increased significantly over the past few years. However, there still remains gaps in digital inclusion which may be multifactorial. Barriers such as internet accessibility, prior technological knowledge, and cost restrictions have been common factors found throughout this project. With the implementation of the Kūpuna Digital Inclusion Roadmap, we aim to break down these barriers to inclusion with efforts through future legislation, policy making, and initiation of programs for digital literacy.

In order to achieve digital inclusion for kūpuna, key recommendations have been identified at the macro (state and county) and micro (aging network community partners and Kūpuna Digital Inclusion Group) levels. The activities included as recommendations here have been developed with specific consideration to the unique cultural, geographic, and socioeconomic demographics of Hawai'i's kūpuna.

Key Recommendations

State and County Level Recommendations

1. Utilize federal funds from the Infrastructure Investment and Jobs Act to create granular broadband coverage data maps across the state.⁴¹
2. Utilize federal funds from the Digital Equity Act to engage community partners with experience serving kūpuna in the creation and implementation of a State Digital Equity Plan.
3. Consider legislation which bolsters refurbished hardware programs by requiring public agencies to donate their technology to refurbishing organizations.
4. Apply for appropriate state or county level funds (i.e. CDBG) to implement pilot initiatives for vulnerable low- to moderate-income seniors living in residential properties in all counties.
5. Prioritize and sustain digital equity work by establishing funds which can be used to administer grants to community partners.
6. Provide support for conveners and coordinators of digital equity projects.

Aging Network Community Partner Recommendations

1. Apply for funding through the Affordable Connectivity Program (ACP) to conduct outreach to senior clientele about the ACP Benefit Program.
2. Implement “train the trainer” programming which enables kūpuna to support fellow older adults in their social networks.
3. Encourage the development of intergenerational community technology centers at established sites to provide access to internet and digital devices.
4. Identify other organizations with experience providing seniors digital literacy training to help develop digital literacy curriculum and programming.
5. Partner 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.

Kūpuna Digital Inclusion Group Recommendations

1. Establish a Kūpuna Digital Inclusion Group within the Kūpuna Collective and Broadband Hui to provide a space for private and public partners to coalesce, collaborate, and develop digital inclusion projects.
2. Develop a Kūpuna Digital Literacy Program Playbook to guide community partners in developing their own digital literacy programming.⁴²
3. Identify, apply for, and leverage funds from multiple sources (public and private) in order to implement pilot projects addressing digital inclusion.
4. Collect data and conduct evaluation to measure collective impact.
5. Continue conducting surveys and listening sessions with kūpuna to learn about their experiences engaging with technology.
6. Update the digital resource directory for distribution among kūpuna.
7. Provide a forum to discuss how Social Determinants of Health (SDOH) issues interconnect with technology for kūpuna.
8. Work with the Hawai'i Aging Network to advocate for policy and legislation.

APPENDIX

Do you want to learn how to use your computer, smartphone, or tablet in a *live, instructor-taught* course?

Please note that certain classes may not be operating or may be limited due to COVID-19 safety and restrictions.

City and County of Honolulu Opportunities

/// Digital Ready Hawai'i Computer Classes

The Workforce Development Council has teamed up with the Hawai'i State Library System, Hawai'i Literacy, and the UH Community College System to provide free 3-hour hands-on classes for adults with little or no computer experience. After completion, participants will receive additional free onlinetraining resources.

Focus: Computer basics. Participants will learn how to get started on a computer, connect to the internet, and set up an email account.

Location: Class locations vary, please contact the listed number to find a location near you.

In-Person or Virtual: In-Person

Day/Time: Days and times vary by location, please contact the listed number to find a class near you.

Length/Frequency: One time, 3-hour class

Cost: Free

How to Enroll: Call (808) 235-7334 or email kaala@kaala.com

Website: <https://uhcc.hawaii.edu/freeDRclass/>

/// Emeritus Club - Honolulu Community College

Emeritus Club operations are currently paused due to COVID-19

The Emeritus Club is a membership organization that promotes lifelong learning in the area of electronic computerized education for Seniors 55 and above. Members receive exclusive benefits, including access to the Open Computer Lab and the opportunity to participate in computer, iPhone, and iPad workshops for senior citizens.

Focus: Computer, iPhone, iPad workshops

Location: 874 Dillingham Blvd., Bldg. 2, Rm. 507
Honolulu, HI 96817

In-Person or Virtual: In-person

Day/Time: TBD

Length/Frequency: TBD

Cost: \$25.00/year

How to Enroll: Call (808) 845-9296 or email honcet@hawaii.edu

Website: <https://www.honolulu.hawaii.edu/node/376>

/// Ho'opono Services for the Blind

In-Person classes are paused due to COVID-19

Ho'opono Services for the Blind offers in-person comprehensive and specialized services for consumers across the state who are visually and/or hearing impaired. Services include Vocational Rehabilitation, Older Individuals Who Are Blind Program, New Vision Program, Low Vision Clinic, and Business Enterprise Program.

Focus: Develop new skills and build confidence through fundamental learning to complete activities of daily living.

Location: 1901 Bachelot Street
Honolulu, HI 96817

In-Person or Virtual: Virtual or over the phone

Day/Time: Mondays - Fridays (7:45am - 4:30pm); closed on stateholidays

Length/Frequency: TBD

Cost: Free

How to Enroll: Call the Blind Branch at (808) 586-5269 (VP)
Call the Deaf Section at (808) 447-1454 (V/TTY)

Email: mbates@dhs.hawaii.gov

Website: <https://humanservices.hawaii.gov/vr/hoopono/about/>

/// **Kapahulu Center Tech Support**

The Kapahulu Center offers one-on-one computer help, by appointment, for members only, as well as occasional workshops (ex: how to use “the bus” app, or Zoom basics on different devices). Make an appointment to visit the office and bring in your laptop, iPad, Chromebook, tablet, or smartphone for assistance.

Focus: One-on-one tech support.

Location: 3410 Campbell Ave.
Honolulu, HI 96815

In-Person or Virtual: In-Person

Day/Time: By appointment only.

Length/Frequency: N/A

Cost: Free to members.

How to Enroll: Call (808) 737-1748 or email: information@kapahulucenter.org

Website: <https://www.kapahulucenter.org/newsletter>

/// **Kūpuna Education Center - Kapi‘olani Community College**

All Kūpuna Education Center classes are currently paused due to budget restraints. Please call the listed number to express your interest in enrolling once courses resume.

The Kūpuna Education Center at the Kapi‘olani Community College Campus provides technology training and education for the older adult community population.

Focus: Courses have previously included computer basics, Apple and Android applications, cyber safety, and Microsoft programs.

Location: 4303 Diamond Head Road Kōpiko Bldg. Rm 123
Honolulu, HI 96815

In-Person or Virtual: In-person

Day/Time: TBD

Length/Frequency: TBD

Cost: \$5 - \$10/hour

How to Enroll: Call (808) 734-9108

Website: <https://continuinged.kapiolani.hawaii.edu/kupuna-education-center/>

/// Lanakila Pacific Kūpuna Tech Classes

Lanakila Pacific offers in-person and virtual classes for seniors who would like to learn how to use tablets, smart phones, and computers. Whether you want to make a call on your smartphone, schedule a doctor's appointment over the computer, video chat with family through your tablet, or just refresh your tech skills, these classes offer tailored lifelong learning to meet your needs.

Focus: Learn the basics of using tablets, smartphones, and computers.

Location: Virtual Classes are offered via Microsoft Teams Video Call. In-person class location varies. Please call the number listed below locations and schedule.

In-Person or Virtual: In-Person and Virtual. In-person classes provide a tablet for in-class use. Virtual classes require participants to have a home internet connection and video-conferencing compatible device.

Day/Time: Schedules vary by location, please call the listed number for locations and schedule.

Length/Frequency: Virtual and in-person classes are one-hour, once a week as part of a twelve-week long course.

Cost: Free

How to Enroll: Call (808) 220-9941 or email: kupunawellness@lanakilapacific.org

Website: <https://www.lanakilapacific.org/kupunatech>

/// Waikiki Community Center Kūpuna Tech Support

Waikiki Community Center strives to provide kupuna with one-on-one instruction on the use of tablets, computers or smartphones. Individuals may be tutored on their own device or on a WCC iPad.

Focus: One-on-one instruction on the use of tablets, computers or smartphones.

Location: Waikiki Community Center
310 Paoakalani Ave
Honolulu, HI 96815

In-Person or Virtual: In-Person.

Day/Time: By appointment

Length/Frequency: 45-minutes per appointment

Cost: Free

How to Enroll: Contact Crystal at (808) 923-1802 for an appointment.

Website: www.waikikicomunitycenter.org

Hawai'i County Opportunities

/// **Digital Readiness Hawai'i Computer Classes**

The Workforce Development Council has teamed up with the Hawai'i State Library System, Hawai'i Literacy, and the UH Community College System to provide free 3-hour hands-on classes for adults with little or no computer experience. After completion, participants will receive additional free online training resources. Class locations vary, please contact the listed number to find a location near you.

Focus: Computer basics. Participants will learn how to get started on a computer, connect to the internet, and set up an email account.

Location: Class locations vary, please contact the listed number to find a location near you.

In-Person or Virtual: In-Person

Day/Time: Days and Times vary by location, please contact the listed number to find a class near you.

Length/Frequency: One time, 3-hour class

Cost: Free

How to Enroll: Call (808) 235-7334 or email kaala@kaala.com

Website: <https://uhcc.hawaii.edu/freeDRclass/>

/// **Kamana Senior Center**

Registration for new students into the iPhone classes is paused until March 2022.

Kamana Senior Center offers two iPhone classes for its members to first learn the basics, then to learn more advanced skills such as downloading and using new apps.

Focus: Courses will teach students the basics of using an iPhone as well as navigating the usage of different applications.

Location: 127 Kamana Street
Hilo, HI 96720

In-Person or Virtual: In-person

Day/Time: TBD

Length/Frequency: Classes are 1 hour a week for 10 weeks.

Cost: There is a one-time registration fee of \$10

How to Enroll: For more information on how to register, call (808) 961-8708 or email elderly@hawaiiicounty.gov

Website: <http://www.parks.hawaiiicounty.gov/divisions/elderly-activities>

/// Kona Senior Center

To Be Determined

West Hawai'i Civic Center offers digital classes that cover various skills and capabilities when using a computer, tablet, and/or smartphone; such as navigating through the internet and using new apps.

Location: 74-5044 Keohokalole Hwy, Kailua-Kona, HI 96740

West Hawai'i Civic Center, Building B

Contact: Call (808) 323-4340 or email elderly@hawaiicounty.gov

Website:

<https://www.parks.hawaiicounty.gov/divisions/elderly-activities/elderlyrecreation-services-ers>

/// Puna/Ka'u Senior Center

Classes are paused due to COVID-19. Anticipated start date in January 2022.

Focus: TBD

Location: 16-186 Pili Mau Street,

Kea'au, HI 96749

In-Person or Virtual: TBD

Day/Time: TBD

Length/Frequency: Classes are 1 hour a week for 10 weeks

Cost: Classes are 1 hour a week for 10 weeks. There is a one-time registration fee of \$10.

How to Enroll: For more information on how to register, please call (808) 966-5801 or email elderly@hawaiicounty.gov.

Website:

<https://www.parks.hawaiicounty.gov/divisions/elderly-activities/elderlyrecreation-services-ers>

Kaua'i County Opportunities

/// Digital Readiness Hawai'i Computer Classes

The Workforce Development Council has teamed up with the Hawai'i State Library System, Hawai'i Literacy, and the UH Community College System to provide free 3-hour hands-on classes for adults with little or no computer experience. Participants will learn how to get started on a computer, connect to the internet, and set up an email account. After completion, participants will receive additional free online training resources. Class locations vary, please contact the listed number to find a location near you.

Focus: Learning computer basics. Participants will learn how to get started on a computer, connect to the internet, and set up an email account.

Location: Class locations vary, please contact the listed number to find a location near you.

In-Person or Virtual: In-Person

Day/Time: Days and Times vary by location, please contact the listed number to find a class near you.

Length/Frequency: One time, 3-hour class.

Cost: Free

How to Enroll: Call (808) 235-7334 or email kaala@kaala.com

Website: <https://uhcc.hawaii.edu/freeDRclass/>

Maui County Opportunities

/// Digital Readiness Hawai'i Computer Classes

The Workforce Development Council has teamed up with the Hawai'i State Library System, Hawai'i Literacy, and the UH Community College System to provide free 3-hour hands-on classes for adults with little or no computer experience. Participants will learn how to get started on a computer, connect to the internet, and set up an email account. After completion, participants will receive additional free online training resources. Class locations vary, please contact the listed number to find a location near you.

Focus: Learning computer basics. Participants will learn how to get started on a computer, connect to the internet, and set up an email account.

Location: Class locations vary, please contact the listed number to find a location near you.

In-Person or Virtual: In-Person

Day/Time: Days and Times vary by location, please contact the listed number to find a class near you.

Length/Frequency: One time, 3-hour class.

Cost: Free

How to Enroll: Call (808) 235-7334 or email kaala@kaala.com

Website: <https://uhcc.hawaii.edu/freeDRclass/>



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