Hawaii Digital Equity Ecosystem Map

September 15 - December 15 2021 Project Report

Updated January 13, 2021

PRESENTED BY

Crystal Clear
communications

Project Overview

Crystal Clear Communications is assisting the Hawaii Broadband & Digital Equity Office — part of the Department of Business Economic Development & Tourism (DBEDT) — to develop a Digital Equity Ecosystem Map. The map will be a visual representation of the digital equity services, programs and projects that comprise the current digital equity ecosystem in Hawaii.

September 15 - October 15 2021 Project Activities

Our team kicked off the Digital Equity Ecosystem Map project with an initial meeting with Burt to discuss the goals and objectives of the project. We also met with AARP Hawaii as well as Kayla Carlisle from Hawaii Public Health Institute to support their digital roadmap for kupuna. Throughout the month, we focused our efforts on planning, developing our survey and outreach list, as well as coordinating and conducting meetings with key individuals and organizations that work in the digital equity space.

Materials Development

To prepare for the Digital Equity Ecosystem Map, our team focused on creating the following materials:

- **Action Plan:** Our team crafted a three-month action plan focused around the development of a digital equity ecosystem map that includes outreach for gathering information around Hawaii's digital equity ecosystem, visual elements for the digital equity ecosystem and more.
- **Community Outreach Survey List:** Our team put together a list of key community organizations, companies and individuals in the digital equity space to coordinate listening sessions with, to gather information on their digital equity services, programs or projects currently underway, to provide a baseline of activities spanning digital literacy, inclusion and adoption.
- **Survey Questions:** We developed survey questions to ask all participants to help determine their place in the digital equity ecosystem.
- **Map Elements:** Our team developed an initial draft design for the ecosystem map and how to incorporate Hawaii graphics / elements.

Community Outreach

Our team began coordinating virtual meetings with the approved list of key organizations, companies, and individuals to gather information for the Digital Equity Ecosystem Map.

Below is a list of survey meetings completed September 15 - October 15, 2021:

- Alec Wagner, Purple Mai'a Foundation
- Christine Sakuda, Transform Hawaii Government
- David Miyashiro, Hawaii Kids CAN
- Brad Bennett, 'Auamo Collaborative
- Audrey Suga-Nakagawa, AARP Hawaii
- Ka'ala Souza, Workforce Development Council
- Lori Lau, Lanakila Pacific
- Jill Canfield, Hawaii Literacy
- Elizabeth Songvilay, AT&T Hawaii
- Kayla Carlisle, Hawaii Public Health Institute
- Janice Ikeda, Vibrant Hawaii

Below is a list of individuals we contacted but will not be moving forward with a meeting:

- Tyler Gomes, Department of Hawaiian Homelands - Referred us to speak with Niniau Kawaihae instead.
- Phil Bossert, Hawaii Association of Independent Schools - He is not directly involved with digital equity work; doesn't have much to share.
- Sharon Nakama, Pacific Telecommunications Council - Burt said we don't need to meet since they are primarily a conference organizer/planner.

Recap Meeting Notes: Our team is in the process of finalizing recap notes from each meeting and will share soon. All final meeting notes will also be shared with AARP Hawaii.

Reports

- **Weekly Project Updates:** Our team provided weekly status updates that included a summary of activities completed each week.

October 16-November 15, 2021 Project Activities

This month we continued to focus our efforts on coordinating and conducting meetings with key individuals and organizations that work in the digital equity space to gather more data for our Digital Equity Ecosystem Map. **During this period, we conducted a total of 16 meetings.**

We also finalized and shared the first 10 meeting notes with AARP Hawaii.

Community Outreach

Below is a list of survey meetings completed October 16 - November 15, 2021:

- Laura Arcibal, Hawaii State Department of Health
- Keala Peters, Chamber of Commerce Hawaii
- Ani Menon, Hawaiian Telcom
- Kelly Withy, Hawaii State Rural Health Association
- Brandon Makaawaawa, Nation of Hawaii
- Diane Terada, Catholic Charities Hawaii
- Rosie Davis, Maui County Area Health Education Center
- Christina Higa, Pacific Basin Telehealth Resource Center
- Anna Gustafson, Palama Settlement
- Rebecca Lieberman, Spectrum Hawaii
- Jarret Yip, State of Hawaii Department of Labor and Industrial Relations
- Alan Ito, University of Hawaii, IT Workforce Development and Regulated Policies League
- Tim Gillaspie, Amazon Web Services
- Tara Hasegawa, Hawaii County Economic Opportunity Council
- Kaʻanoi Walk, Olu Campbell and Lihla Noori, Kamehameha Schools
- Riley Saito and Karissa Moffett, County of Hawaii

Below is a list of individuals who completed our Google survey online:
- Christine Shaw and Charles Souza, University of Hawaii
- Niniau Kawaihae, Department of Hawaiian Home Lands

Recap Meeting Notes: Our team is continuing to finalize recap notes from each meeting. We shared the first 10 meeting notes with AARP Hawaii and will send over the next batch of meeting notes soon.

Materials Development

- **Map Design:** Our team is continuing to draft the design for the Digital Equity Ecosystem Map (ahupua'a), incorporating Hawaii graphics / elements.
- **Website Template:** Our team is continuing to draft the website content and template.

Reports

- **Weekly Project Updates:** Our team provided weekly status updates that included a summary of activities completed each week.
- **September 15-October 15 Monthly Project Report:** Our team sent over the first monthly project report that included a summary of activities worked on during that month.

Below is a list of individuals we are working to schedule meetings with or asking to complete an online survey:

- Stacey Aldrich, Hawaii State Public Library Systems / Digital Pilina (Learning Bond)
- Valerie Janikowski, HandsOn Maui
- Curtis Kropar, Hawaiian Hope
- Omar Sultan, Sultan Ventures
- Garret Yoshimi, University of Hawaii
- Leslie Wilkins, Maui County Workforce Development Board
- Mike Bagley, Verizon Hawaii
- Cecilia Chung, Hawaii Society for Technology in Education
- Stacey Bobo, Hawaii Technology Academy
- Rick Renedo, T-Mobile Hawaii
- Waimanalo Health Center (Telehealth Services)
- Janel Pang, PICHTR
- James Pakele, Kanaka Technologies
- Colby Takeda
- Judy Mikami
- Robert Hirokawa, Hawaii Primary Care Association
- Rich Bettini, Waianae Coast Comprehensive Health Center
- Kim Birnie, Papa Ola Lokahi
- Beryl Morimoto, PCATT

To view the status of all meetings, visit:
Digital Equity Ecosystem: Outreach Survey Contacts.

November 16-December 15, 2021 Project Activities

This month we focused our efforts on wrapping up meetings with key individuals and organizations that work in the digital equity space (we conducted a total of **three** virtual, one-on-one meetings and received **seven** completed Google Form surveys).

With the data we gathered from the surveys and meetings, we developed a digital equity ecosystem map that serves as a snapshot of where Hawaii is today with achieving digital equity, and the programs, initiatives, projects and services currently available for residents.

Community Outreach

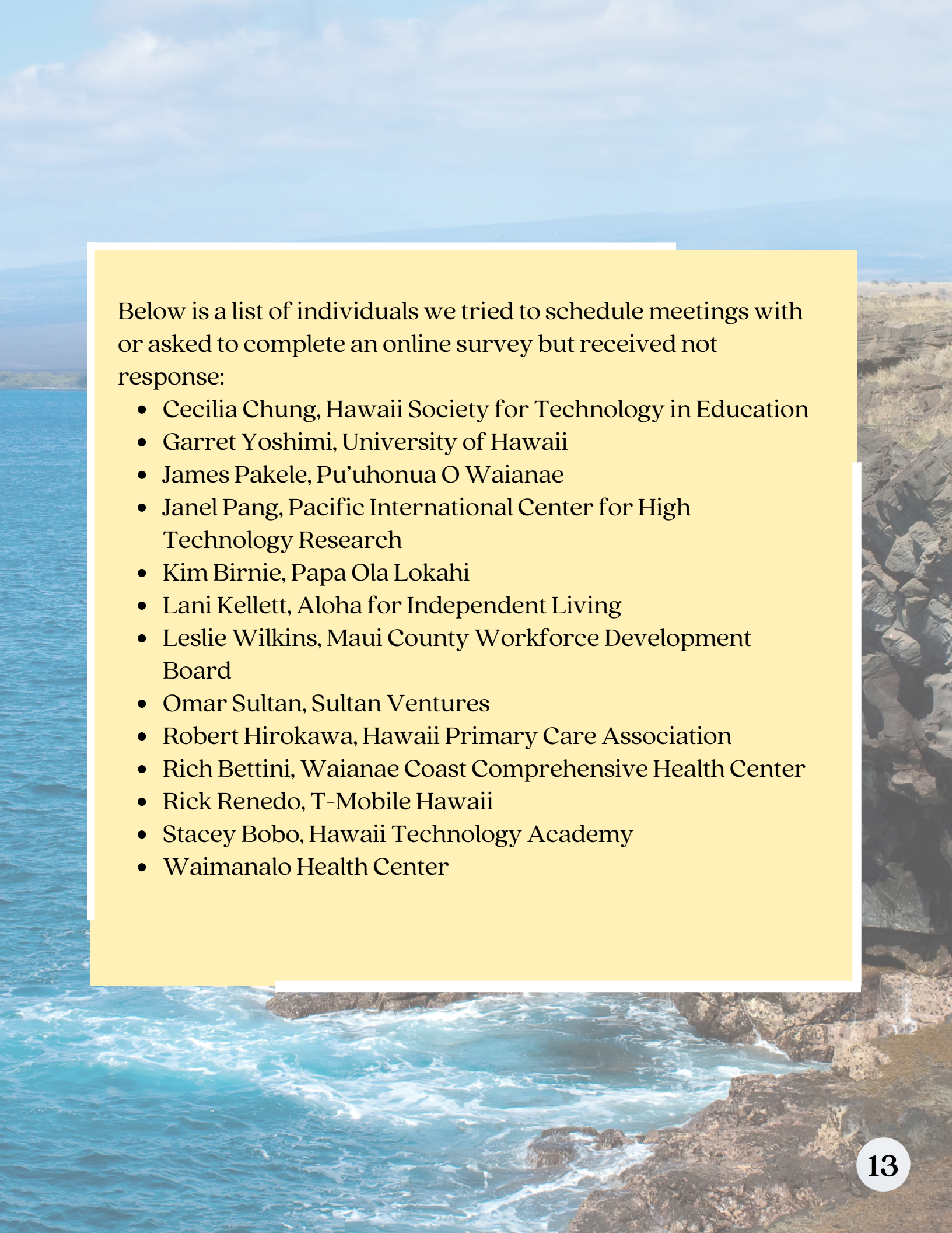Below is a list of survey meetings completed November 16 - December 15, 2021:

- Valerie Janikowski, HandsOn Maui
- Curtis Kropar, Hawaiian Hope
- Stacey Aldrich, Hawaii State Public Library System

Below is a list of individuals who completed our Google survey online:

- Beryl Morimoto, Pacific Center for Advanced Technology Training
- Cindylou Figuerres, Lanai Community Health Center
- Colby Takeda, Pear Suite, Inc.
- Judy Mikami, Molokai Rural Health Community Association
- Michael Bagley, Verizon Hawaii

Recap Meeting Notes: Our team sent over the next 13 notes to AARP Hawaii.

To view all of our meeting recap notes and survey responses, visit **here.**

Below is a list of individuals we tried to schedule meetings with or asked to complete an online survey but received not response:

- Cecilia Chung, Hawaii Society for Technology in Education
- Garret Yoshimi, University of Hawaii
- James Pakele, Pu'uhonua O Waianae
- Janel Pang, Pacific International Center for High Technology Research
- Kim Birnie, Papa Ola Lokahi
- Lani Kellett, Aloha for Independent Living
- Leslie Wilkins, Maui County Workforce Development Board
- Omar Sultan, Sultan Ventures
- Robert Hirokawa, Hawaii Primary Care Association
- Rich Bettini, Waianae Coast Comprehensive Health Center
- Rick Renedo, T-Mobile Hawaii
- Stacey Bobo, Hawaii Technology Academy
- Waimanalo Health Center

Materials Development

- **Map Design:** Our team coordinated feedback on the initial map and design with a group of key constituents in the digital equity space and finalized the design for the Hawaii Digital Equity Ecosystem Map incorporating local graphics and elements.
- **Website Template:** Our team finalized the website template and programmed the approved content on the website.
- **Presentation Materials:** Our team put together a PDF that displays the map with supporting graphics that explain each element in the ecosystem.
- **Social Media Toolkit:** Our team reformatted the map into social media graphics so that it can be easily shared on social media.

Reports

- **Weekly Project Updates:** Our team provided weekly status updates that included a summary of activities completed each week.
- **October 16-November 15 Monthly Project Report:** Our team sent over the first monthly project report that included a summary of activities worked on during that month.

Digital Equity Ecosystem Map Project Materials

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- **Digital Equity Ecosystem Map:** View the map **here**.
- **Digital Equity Ecosystem Map Presentation:** View the full presentation **here**.
- **Meeting Recap Notes:** View the meeting recap notes, survey responses, and background research notes **here**.
- **Monthly Project Reports:** View the monthly project reports **here**.
- **Social Media Toolkit:** View the social media toolkit **here.**
- **Website Template:** View the website content and template **here.**
- **Website:** View the website at **broadband.hawaii.gov/deemap**.