HAWAII’S WORKFORCE IS THE LEADER IN DIGITAL READINESS

As a nation in the mid-1800’s Hawaii’s literacy rate was one of the highest in the world—91%! We want to connect back to this hunger for learning, rekindle the desire for knowledge, and move forward into upskilling our 21st century workforce.

ʻŌlali in Hawaiian means brightness. The word also describes someone smooth and skillful in their work. Hawaii’s Workforce Resiliency Initiative is a state-wide culture shift that diversifies our economy by diversifying and strengthening the skills of our people.
Workforce Resiliency Initiative Background

From 2019 to early 2020, the State of Hawaii’s Workforce Development Council began working on a new strategic plan. Recognizing the changing needs of employers, the rapid onset of technology advancements in the workplace, and the state’s economic over dependence on tourism, two priorities for the WDC surfaced. One of them was the need to develop a resilient workforce that would be “ready for anything.”

Then in March, 2020, COVID-19 changed Hawaii and the world forever. We are, all at once, facing a worldwide massive upskilling crisis, during the deadly COVID-19 pandemic, with an economy overly dependent on tourism.
Workforce Resiliency Initiative

What do we need to be READY?

Beginning in May 2020, WDC set out to develop the State of Hawaii Workforce Resiliency Initiative based on the needs of employers to prepare for and mitigate future economic emergencies through re-training, up-skilling, and stewarding Hawaii’s workforce. WDC researched and gathered input from diverse constituents on what Hawaii’s workforce needs to be resilient in the future of work.

Board Member Interviews
WDC held interviews one on one with its board members via video conferencing and phone calls.

Stakeholder Focus Groups
Focus groups conducted with workforce stakeholders helped identify broad needs.

Community Input
WDC gathered perspectives from community representatives throughout the state in online meetings and discussions.

Initiative Process
What will the jobs be like?
What skills will be necessary? What tasks are required?
WHO NEEDS THIS UPSKILLING?

There are three primary target populations who would benefit from this training.

1. At-risk youth
2. Youth not attending school
3. Pregnant teens and teenage mothers
4. Low-income adults below the poverty level
5. Adults on public assistance programs
6. Disabled adults
7. Veterans
8. Older workers (55 years or older)
9. Farm workers
10. People released from prison

Vulnerable due To COVID-19

Almost 100,000 people are vulnerable by ALL three factors identified by DBEDT.

Digitally unprepared

Over two-thirds of Americans’s are at a skill level described as “poor” to “terrible” to “can’t use” computers. If even 30% of Hawaii’s workforce is similar the number of people would be at nearly 200,000.

WIOA Eligible

Over 125,000 people qualify for services through the Workforce Innovation Opportunities Act. These represent people with barriers to employment.
The plan for the Workforce Resiliency Initiative is to ensure a digitally ready workforce, in conjunction with the private sector, by providing training tools, resources, and opportunities for people to retrain and upskill.

**Motivate**
Motivate, encourage, and inspire our workforce towards upscaling and retraining.

**Equip Basics**
Equip those needing basic computer training with the skills, confidence, and experience to continue learning online.

**Expand Online**
Transition participants as quickly as possible to online learning opportunities.
PROVIDE BASIC COMPUTER TRAINING

Through collaboration with key training providers and partners Hawaii’s workforce receives needed training on basic computer skills and digital literacy. People with initially low skill levels will be trained in-person as much allowable. The objective is to “help people learn what they need to learn to continue to learn more online.”

UH Community Colleges (Provides trainers)

Adult Education (Statewide programs)

State Libraries (51 locations)

American Job Centers

Digital Literacy
UPSKILL WITH ACCESS TO ONLINE LEARNING

With the basic computer and digital skills in place, participants can access online learning opportunities.

ASSESSMENTS
Through organizations like Northstar our State’s workforce can determine what level of computer training they require.

CAREER PATHWAYS
Specific career pathway training for skills that can be learned online.

HIGHER LEVEL TRAINING
Participants already at basic computer skills can continue to develop their digital knowledge via courses offered by training partners like Northstar and Microsoft’s LinkedIn Learning.

DESIGN THINK
Design think training, an open source framework of problem-solving developed by Stanford University, will be provided locally via online platforms and webinars in partnership with Oceanit.
Across the interviews, from diverse companies, industries, and sectors, employers kept asking for people with positive attitudes who had, at a minimum, two main skills.

**Digital Literacy**
We need people who have basic computer skills.

**Core Skills**

**Collaborative Problem-Solvers**
We need people with critical thinking skills who can solve problems.

Respondents: “We need a workforce equipped with these two core skills...”
A resilient workforce is one that, to echo Alvin Toffler’s comment on literacy, can “learn, unlearn, and relearn.”

The learning required for the future of work will be delivered largely from a digital framework and foundation. Digital skills are mandatory.
<table>
<thead>
<tr>
<th>Year</th>
<th>Digital Skills</th>
<th>Problem-Solving Skills</th>
<th>Targeted Digital Training</th>
<th>Digital Literacy Assessment</th>
<th>Project Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 1</td>
<td>• 2,000 in person classes (20k people)</td>
<td>• 2,000 in person classes (20k people)</td>
<td>• 5,000 Coursera participants</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 10,000 people online</td>
<td>• 10,000 online</td>
<td>• 15,000 LinkedIn Learning</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Problem-Solving Skills</td>
<td>Problem-Solving Skills</td>
<td>Targeted Digital Training</td>
<td>Digital Literacy Assessment</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 5,000 webinar participants</td>
<td>• 20,000 participants</td>
<td>• 7,000 Coursera participants</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 500 online bootcamp participants</td>
<td>• 2,000 bootcamp participants</td>
<td>• 40,000 LinkedIn Learning</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 50 trained as facilitators</td>
<td>• 200 trained as facilitators</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Year 2</td>
<td>Digital Skills</td>
<td>Problem-Solving Skills</td>
<td>Targeted Digital Training</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 3,000 in-person classes (30k people)</td>
<td>• 20,000 participants</td>
<td>• 7,000 Coursera participants</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 20,000 online</td>
<td>• 2,000 bootcamp participants</td>
<td>• 40,000 LinkedIn Learning</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 200 trained as facilitators</td>
<td>• 200 trained as facilitators</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Year 3</td>
<td>Digital Skills</td>
<td>Problem-Solving Skills</td>
<td>Targeted Digital Training</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 5,000 in-person classes (50k people)</td>
<td>• 75,000 participants</td>
<td>• 8,000 Coursera participants</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 20,000 online</td>
<td>• 7,500 bootcamp participants</td>
<td>• 40,000 LinkedIn Learning</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 750 trained as facilitators</td>
<td>• 750 trained as facilitators</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TIMELINE**