HAWAII’S WORKFORCE IS THE LEADER IN DIGITAL READINESS
Workforce Resiliency Initiative

Develop an action plan based on the needs of employers to prepare for and mitigate future economic emergencies through re-training, up-skilling, and stewarding Hawaii’s workforce.
Resiliency = “Ready for Anything”
“How do we prepare for the unknown and unknowable?”
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 working with other people.

Respondents: “We need a workforce equipped with these two core skills...”
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

Digital unprepared

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

WIOA Eligible

Over 125,000 people qualify for services through the Workforce Innovation Opportunities Act. These represent people with barriers to employment.

OECD, 2017

Over two-thirds of Americans's are at a skill level described as “poor” to “terrible” to “can’t use” computers.
E nā aliʻi a me nā makaʻāinana,
he aupuni palapala koʻu
91%
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 including Design Think Bootcamps.

**Evaluate and Adjust**
An ongoing assessment and evaluation process allows the WRI to learn and adapt as the program progresses.
Project Sponsor: State of Hawai‘i Workforce Development Council
Address of Sponsor: 830 Punchbowl Street, Room 417, Honolulu, HI 96813
Project Title: Workforce Resilience Initiative
Amount Requested: $990,000
Subcommittee: Labor, Health and Human Services, Education
Agency: Department of Labor

Project Description: In partnership with the State Libraries and Hawai‘i Literacy, the initiative will provide digital literacy training via in-person computer classes and access to online learning resources. Participants meet for one three-hour class and learn the basic computer skills necessary to continue learning intermediate and more advanced concepts online. The goal of the program is to produce a digitally-ready statewide workforce by reaching up to 8,000 people with basic computer skills training and providing access to more advanced workforce skills through online learning resources to over 2,500 people. This will be accomplished over 12 months through upskilling and reskilling training for Hawai‘i’s workforce in the areas of 1) digital literacy and computer skills, and 2) collaborative problem-solving skills in a technology-rich environment.

Explanation of Taxpayer Value: Throughout the state, and based on the best data available, there are at least 220,000 (16%) Hawai‘i residents without the digital literacy skills to access and perform any of the basic activities available online. These activities include telehealth, banking, shopping, scheduling vaccinations, filing for unemployment, and staying in contact with family and friends. Research from the Organisation for Economic Co-operation and Development (OECD) in 2016 suggests that the number of people struggling with digital skills in the United States may be as high as 65 percent of the population 16-65 years old. Hawai‘i does not currently have digital literacy data available at the state level for the general population or the workforce. However, even if only 20 percent of the workforce is at the lowest levels of digital skills that is still over 100,000 people in Hawai‘i’s workforce without the digital literacy necessary to be competitive in a world-wide market.

The UK conducted an economic impact assessment in 2017 of the lack of digital literacy. Their conclusion stated: “Digital skills are becoming increasingly essential for getting access to a range of products and services. However, there is a digital divide where up to 12.6 million of the adult UK population lack basic digital skills. An estimated 5.8 million people have never used the internet at all. This digital skills gap is costing the UK economy an estimated £63 billion a year in lost additional GDP.” A proactive, deliberate effort to provide basic digital skills is a necessity for not just the individual’s economic well-being in Hawai‘i but also for the state as a whole.

Evidence of Community Support:
- Hawai‘i State Senator Glenn Wakai
- State of Hawai‘i Department of Hawaiian Home Lands
- State of Hawai‘i Department of Human Services Division of Vocational Rehabilitation
- Hawai‘i Literacy
- Hawai‘i Institute for Public Affairs
- International Longshore & Warehouse Union Hawaii Local 142
- Democratic Party of Hawai‘i – Hawaiian Affairs Caucus
PROVIDE BASIC COMPUTER TRAINING

- 3 Hr Basic computer skills
- In-person

Key Partnerships and Vendors

- Hawaii State Libraries
- Hawaii Literacy
- Broadband Hui
- Waipahu Community School for Adults
- McKinley Community School for Adults
- HUD
- DVR
- UH Community Colleges
- Northstar and Minnesota Literacy
- Omnitrak (Statewide Digital Readiness and Literacy Survey)
- Microsoft LinkedIn Philanthropy and Learning
- Coursera
Participants

Community Colleges: 154
WCSA: 38
Libraries: 16
Northstar L<1
3hr-6hrs
60k-130k

Northstar L1-3
40hrs
100K

LinkedIn Learning (2570)

Coursera (185 +185)

Hawaii-based Bootcamps

Ready for Opportunities
<table>
<thead>
<tr>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Digital Skills</strong></td>
<td><strong>Digital Skills</strong></td>
<td><strong>Digital Skills</strong></td>
</tr>
<tr>
<td>• 2,000 in person classes (20k people)</td>
<td>• 3,000 in-person classes (30k people)</td>
<td>• 5,000 in-person classes (50k people)</td>
</tr>
<tr>
<td>• 10,000 people online</td>
<td>• 20,000 online</td>
<td>• 20,000 online</td>
</tr>
<tr>
<td><strong>Problem-Solving Skills</strong></td>
<td><strong>Problem-Solving Skills</strong></td>
<td><strong>Problem-Solving Skills</strong></td>
</tr>
<tr>
<td>• 5,000 webinar participants</td>
<td>• 20,000 participants</td>
<td>• 75,000 participants</td>
</tr>
<tr>
<td>• 500 online bootcamp participants</td>
<td>• 2,000 bootcamp participants</td>
<td>• 7,500 bootcamp participants</td>
</tr>
<tr>
<td>• 50 trained as facilitators</td>
<td>• 200 trained as facilitators</td>
<td>• 750 trained as facilitators</td>
</tr>
<tr>
<td><strong>Targeted Digital Training</strong></td>
<td><strong>Targeted Digital Training</strong></td>
<td><strong>Targeted Digital Training</strong></td>
</tr>
<tr>
<td>• 5,000 Coursera participants</td>
<td>• 7,000 Coursera participants</td>
<td>• 8,000 Coursera participants</td>
</tr>
<tr>
<td>• 15,000 LinkedIn Learning</td>
<td>• 40,000 LinkedIn Learning</td>
<td>• 40,000 LinkedIn Learning</td>
</tr>
<tr>
<td><strong>Digital Literacy Assessment</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Project Evaluation</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
HAWAII’S WORKFORCE IS THE LEADER IN DIGITAL READINESS