



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”

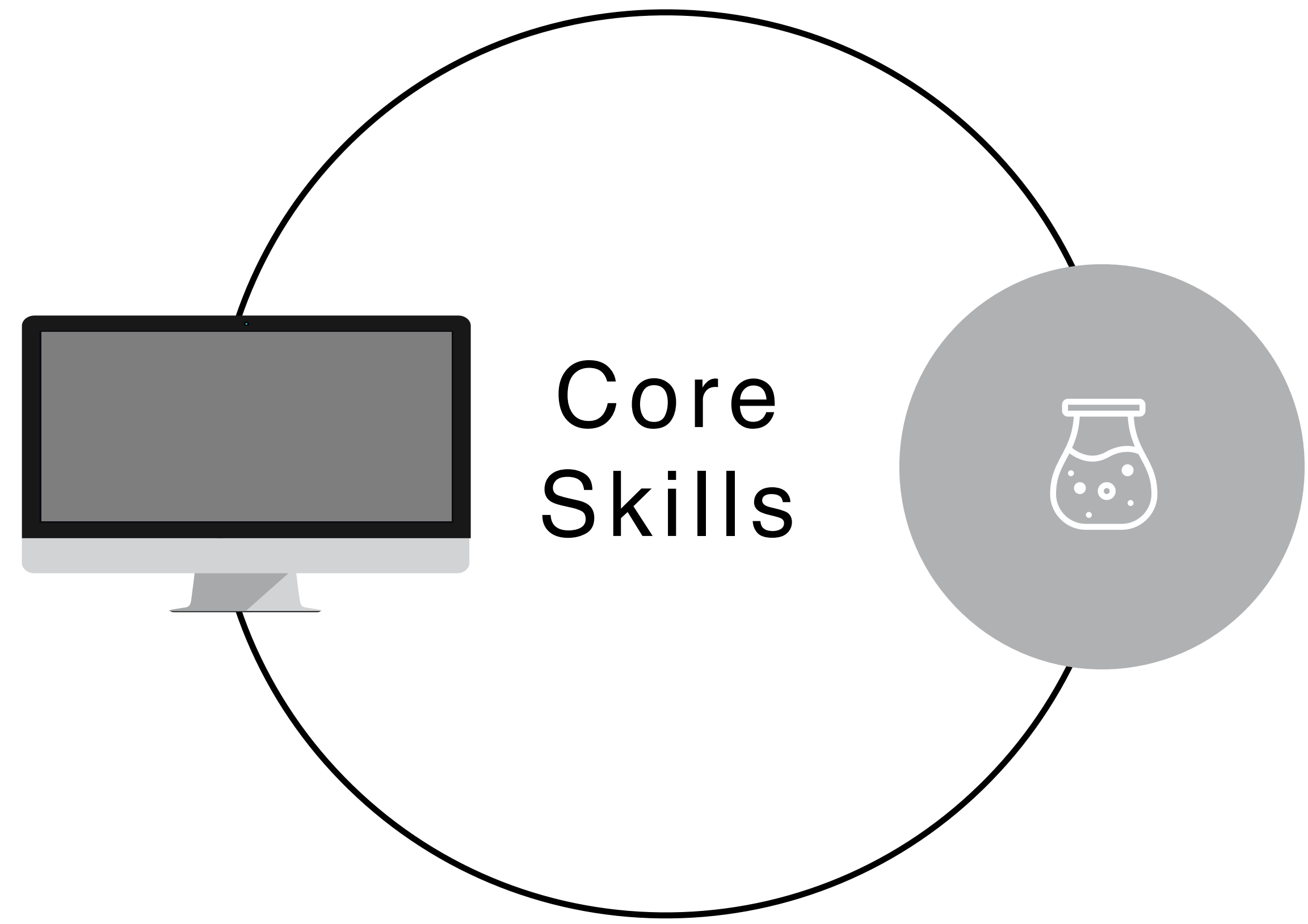


“How do we prepare for the unknown and unknowable?”

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

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.

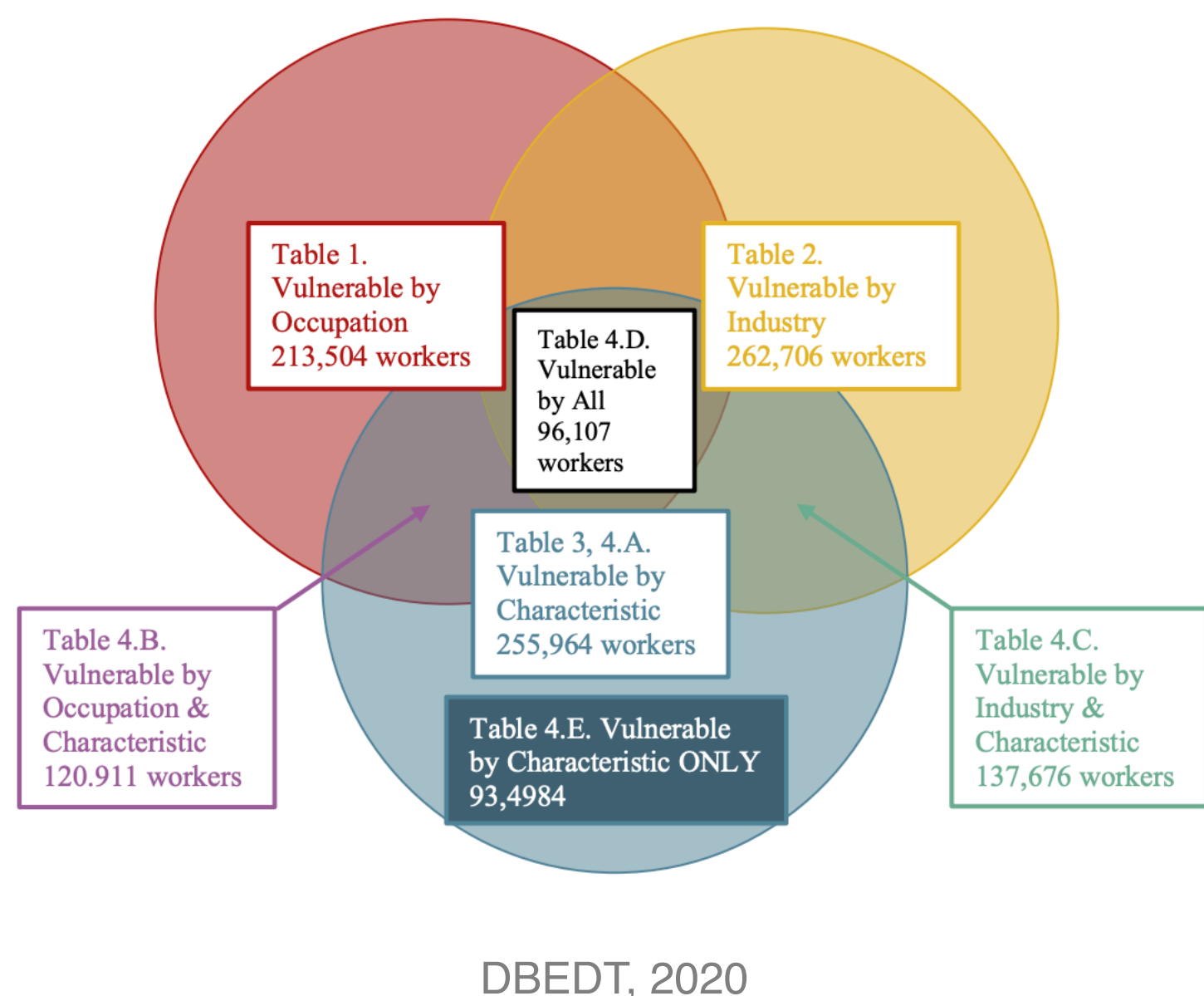


Core Skills

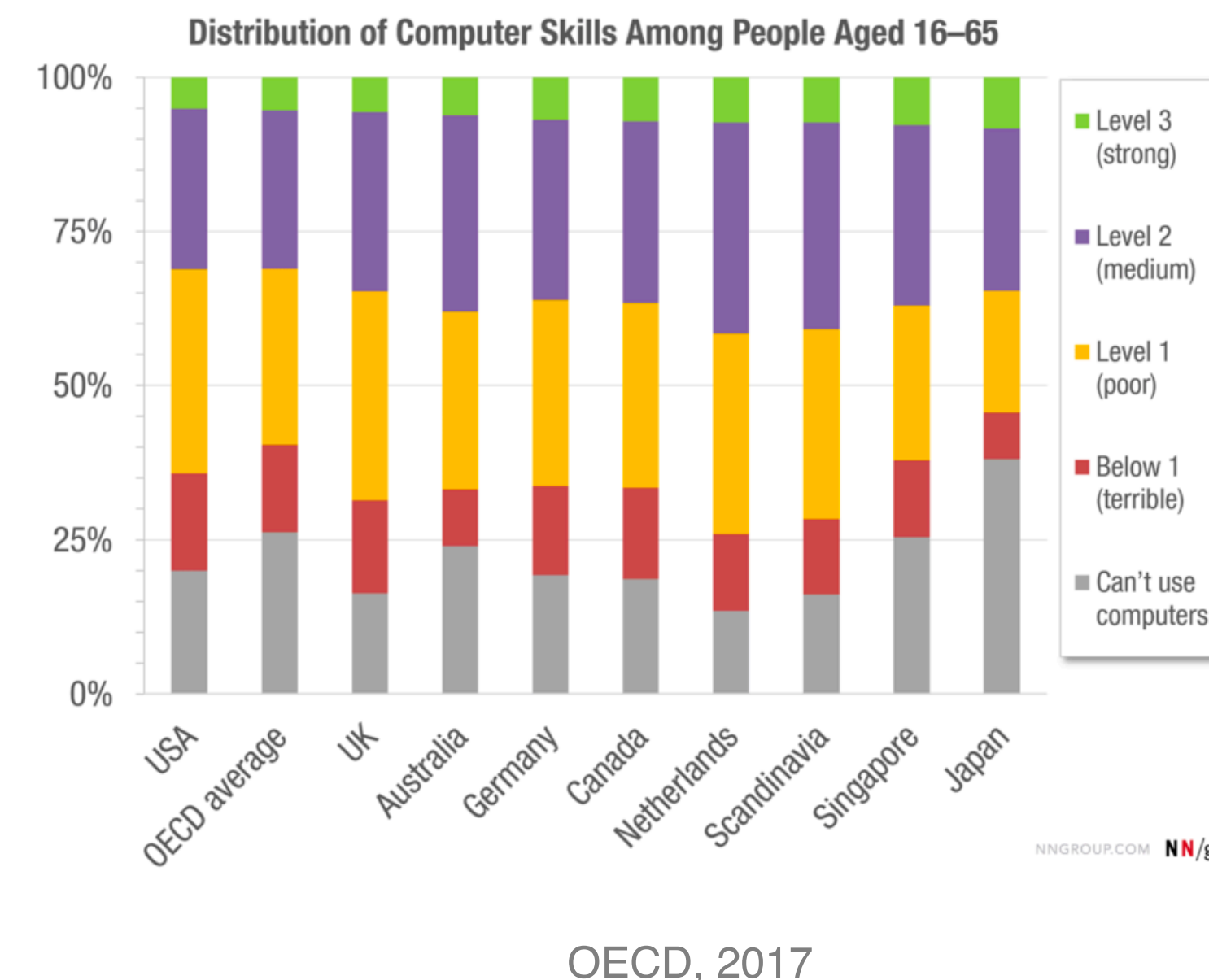
Collaborative Problem-Solvers
We need people with critical thinking skills who can solve problems working with other people.

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.

WIOA Eligible

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

Digitally unprepared

Over two-thirds of Americans's are at a skill level described as "poor" to "terrible" to "can't use" computers.



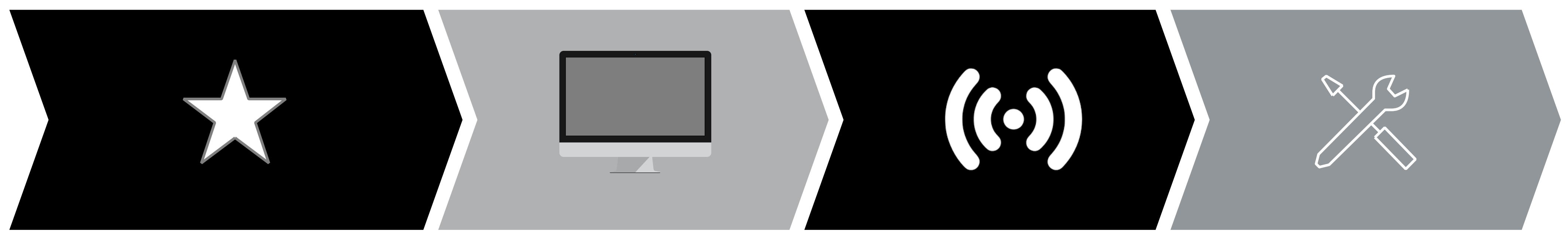
**E nā ali'i a me nā
maka'āinana,**

he aupuni palapala ko'u

91%

WRI PLAN

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 Hawaii'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 Hawaii's workforce without the digital literacy necessary to be competitive in a world-wide market.

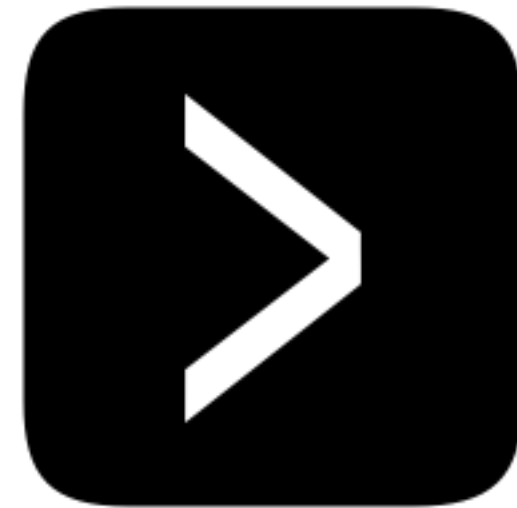
The UK conducted an economic impact assessment in 2017 of the lack of digital literacy. Their conclusion stated: "Digital skills are becoming increasingly essential for getting access to a range of products and services. However, there is a digital divide where up to 12.6 million of the adult UK population 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

Hawaii Community College

For information and to register please call 808-934-2700. [Click here for schedule.](#)



Kapiolani Community College

For information and to register please call 808-734-9211. [Click here for schedule.](#)



Kauai Community College

For information and to register please call 808-245-8318. [Click here for schedule.](#)



Leeward Community College

For information and to register please call 808-455-0477. [Click here for schedule.](#)



Maui Community College

For information and to register please call 808-455-0477. [Click here for schedule.](#)



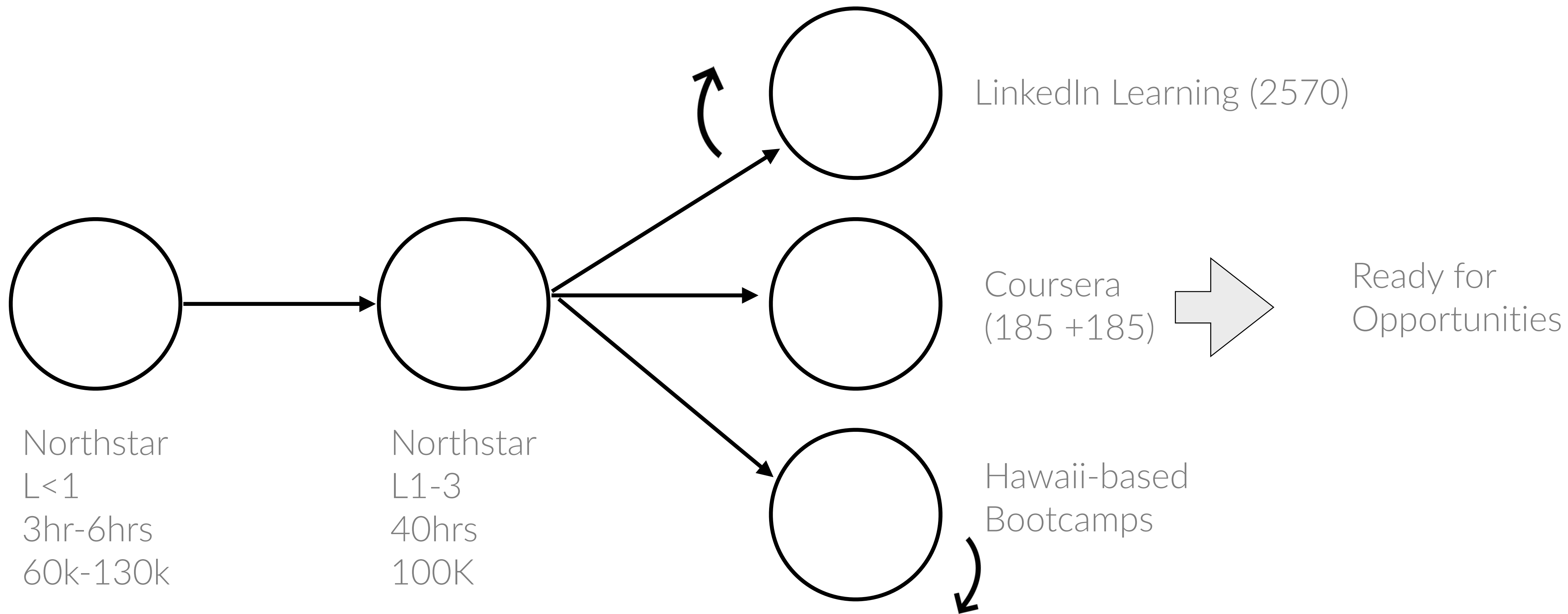
Windward Community College

For information and to register please call 808-235-7433. [Click here for schedule.](#)



Participants

Community Colleges: 154
WCSA: 38
Libraries: 16



TIMELINE

Year 1

Digital Skills

- 2,000 in person classes (20k people)
- 10,000 people online

Problem-Solving Skills

- 5,000 webinar participants
- 500 online bootcamp participants
- 50 trained as facilitators

Targeted Digital Training

- 5,000 Coursera participants
- 15,000 LinkedIn Learning

Digital Literacy Assessment Project Evaluation

Year 2

Digital Skills

- 3,000 in-person classes (30k people)
- 20,000 online

Problem-Solving Skills

- 20,000 participants
- 2,000 bootcamp participants
- 200 trained as facilitators

Targeted Digital Training

- 7,000 Coursera participants
- 40,000 LinkedIn Learning

Year 3

Digital Skills

- 5,000 in-person classes (50k people)
- 20,000 online

Problem-Solving Skills

- 75,000 participants
- 7,500 bootcamp participants
- 750 trained as facilitators

Targeted Digital Training

- 8,000 Coursera participants
- 40,000 LinkedIn Learning



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