

2024

Hawai'i Annual Code Challenge (HACC)

Challenge Title	Community App to Meet Digital Navigators (CAMDN)
Department / Organization	University of Hawaii
Subject Matter Contact	Garret Yoshimi
Contact Phone & Email	808-956-3501 gyoshimi@hawaii.edu
The Challenge	
Describe situation to be solved	<p>As the Internet and digital technology continues to intersect and transform many areas of society, digital literacy is increasingly important. Many communities and clusters of residents in Hawaii lack the knowledge and resources to productively use the Internet or digital devices creating a massive and growing digital divide. The State of Hawaii has federal and state funding to help bridge the digital divide and is preparing to launch a statewide Community Digital Navigator (CDN) program to help connect those who need digital assistance and become digitally literate citizens. The State is looking for a way to connect people to Community Digital Navigators (CDNs) within their communities, assess and meet their needs, and report metrics and outcomes of the CDN program.</p>
Preconditions <i>(How does it work now)</i>	<p>The University of Hawaii is working with the Hawaii State Public Library System (HSPLS) to expand its pilot Digital Navigator program to reach all libraries across the State. The resulting statewide Community Digital Navigator (CDN) program will eventually be expanded to include other neighborhood-based locations, e.g., community centers, with the intention of providing local digital support resources and services to as many residents as is possible. In the past, residents might visit their neighborhood library or community center during posted hours of operation in the hopes of finding useful resources.</p> <p>The proposed Community App to Meet Digital Navigators (CAMDN), would provide the means for residents to search for resources and locations that might be suit their needs. Access would be available on both a walk-in and scheduled appointment basis, to include individual assistance, access to self-paced learning resources, and shared-use devices for use by those that do not have their own devices available. The CAMDN would also support the collection of data for activity reporting purposes to demonstrate the level of need and outcomes resulting from the CDN program.</p>

<p>Assumptions/Issues <i>(list any conditions that could impact the solution)</i></p>	<p>The target solution should accommodate use by all residents of Hawaii, including support for individuals that might not have their own access to internet service or devices. Information collected should also provide useful categories to support reporting of federally defined “covered populations” in Hawaii. Covered populations include: low-income, kūpuna (elderly), incarcerated or formerly incarcerated individuals, veterans, individuals with disabilities, individuals with an English language barrier, and rural residents.</p> <p>The CDN program will begin with a roll out to all HSPLS locations, and that at additional staff would be added at all HSPLS locations to ensure statewide availability of appointments and support; some locations may be staffed with multiple CDN staffers.</p>
<p>Current Approach <i>(how is situation currently being handled)</i></p>	<p>There is no current approach since this is a program that is still in development – anticipated to deploy soon after the HACC completes.</p>
<p>Users <i>(Who would use the application - employees or constituents or both? How many users would there be?)</i></p>	<ol style="list-style-type: none"> 1. Covered population individuals 2. Statewide residents 3. Community Digital Navigators 4. CDN program managers and administrators <p>Across all users, there may be hundreds of users at any given time.</p>
<p>Business Rules</p>	<p>Identify any business rules or constraints that would impact solution approach – (for example if your app was to collect field data for an Animal tracking app, you might specify the app should be limited to android devices because that is what would be supplied to collectors)</p> <ol style="list-style-type: none"> 1. Cross platform (desktop and mobile) 2. Web accessibility similar to other State of Hawaii websites 3. End users can optionally create a profile to not have to fill out the same information repeatedly, but can also use the system as a guest. <ol style="list-style-type: none"> a. Optional: Integrates with eHawaii.gov accounts (or HSPLS accounts)
<p>Special Requirements</p>	<ol style="list-style-type: none"> 1. Residents may have a slow Internet connection or limited devices; system responsiveness will be important. 2. Information collected must be secured and considered protected personally identifiable information. <p>Potentially a CAMDN (“Camden”) avatar or mascot may help to make the app friendly and approachable.</p>
<p>Technical Platforms <i>(in use or desired to be used)</i></p>	<p>No existing platform constraints. The platform should be robust and scalable, and the app needs to be easily supported without specialized resources nor high cost contractors.</p>

Data set to be used or collected	<ul style="list-style-type: none"> • Hawaii State Public Library System Locations - https://geoportal.hawaii.gov/datasets/94eb8a721bb54da598b246f14bda41a6_28/explore • NDIA Digital Inclusion Intake Form - https://www.digitalinclusion.org/wp-content/uploads/dlm_uploads/2023/04/Intake-Form-update.pdf • Background information on Digital Navigators - https://www.digitalinclusion.org/digital-navigator-model/
Data set calculations or reporting needs	<p>Summary statistics of intake form, registrations, access, utilization, and end user surveys over time, plus raw data exports. Potentially dashboards of use and usage patterns.</p>
Solution Road Map	
Basic Flow <i>(steps of user action/system response)</i>	<ol style="list-style-type: none"> 1. Program administrators can setup a schedule of availability for each location for CDN resources, including planned walk-in periods, reservations (for digital navigators), resources (computers, workstations), learning courses available (self-paced and assisted) 2. Covered population individuals and residents (i.e. customers) can view resource schedules and sign-up for an available reservation slot, and fill out the intake form in the system. 3. Customers are sent a confirmation email or text (if contact information is provided) of the appointment by the system. 4. Customers are sent a reminder email or text of their appointment one day prior to the appointment, with information on what to bring to the appointment by the system. 5. CDN staff and administrators are able to view intake forms, resource commitments and outcomes in the system. 6. Customers fill out a pre-session survey (or alternately a short survey at check-in) in the system. 7. CDN staffers assist customers with their needs. 8. Customers fill out a post-session survey in the system. 9. CDN staffers fill out a post-appointment form and outcome/interaction notes in the system.
Goal of Solution	<ol style="list-style-type: none"> 1. Reduce the digital divide by meeting the digital needs of those who utilize the digital navigator program. 2. Increase digital literacy statewide. 3. Report on program outcomes to meet federal requirements.
Business Value <i>(potential financial or time savings)</i>	<p>Will save time in coordination of digital navigators at each library and reporting.</p>
Success Scenario <i>(how you know a solution is working)</i>	<p>Users are able to complete the flow as described in the Basic Flow section. If the program is successful, expansion to include other topics such as accessing public services, and workforce training programs may be layered via CAMDN to increase the value of the visit opportunities.</p>
To be completed by the HACC Planning Committee	

Community/Industry Data Available	
Potential Community/Industry Co- Sponsors	