

Digital Literacy and Inclusion Outcome Area Working Group Meeting Transcript March 15th, 2023

So a couple of housekeeping items before we get fully into today's discussion. This it will be recorded, it will be made available on the broadband for all website. After this meeting in the next couple of days or so. And wanted to just kind of go over some general housekeeping items on the next slide. Please. We do have Asl interpreters available. If you are using this functionality, please make sure that the side-by-side speaker mode is turned on. We also have closed captioning, and we have chat enabled, so I would encourage everybody to please put your name, your title, where your what organization or where you're from in California, just so that we can of know who is in the conversation here today, and who who's participating would we get to the portion that's going to be the discussion with everyone. Please use the raise hand feature, that is in the reaction section at the bottom of your zoom window. And that way we're able to kind of prioritize and see who has comments and discussion. So thank you for that. My name is Laura Sasaki. I am the Broadband initiatives manager here at the California Department of Tennis and the of broadband, indigenous literacy, and it is my pleasure to be here with you today. Next slide, please. Our agenda today is going to cover some key takeaways from the February meeting. What did we learn from our discussion with you? We'll have some comments from some speakers just at the very beginning. That kind of get the conversation started and lead into our community's discussion with all of you about digital equity and digital literacy and inclusion, literacy and inclusion. We'll also talk about how to take apps. Some updates on items that were pending last time we talked, and then some of the next steps in the digital equity planning process and what to expect from the next meeting. So next slide, please. This is just a quick reminder of what the objectives of the working group are, and that's these are essentially what we'll be working through between now and our final meeting in June. So next. I'm going to hand this over to Camila. She is our graduate student researcher, supporting our digital equity planning process. So, committee, I'm going to turn this slide over to you. Thank you so much, Laura and Hi, everyone so last meeting you all shared. What are the barriers that your communities are facing? And how do we center equity in this process? And here are some of the key takeaways. One of them was accessibility. So training must be flexible and adaptive, and these encompasses that training needs to be integrated into the lives of adults. Of all ages, and be available through multiple avenues. Also as technology advances training needs to advance at the same speed. And there should be digital literacy trainings on how to modify smartphones and other devices to be accessible for people with disabilities. Also you sure that there is a lack of awareness and trust, and the way that we can address this is through partnerships, with trusted communication channels, and also it's important for us to have targeted outreach. And this is something very important. As you mentioned, and we can also address this through direct mail. So we can do targeted households in multiple layers and this is the best way for us to also get the word out of our programs. And in addition there is a need of enrollment assistance, and we must be mindful of overwhelming folks with information. So infographics are very useful, and lastly, of course, you shared a lot more, but affordability is also key, and this is why we point out here that digital equity must intersect Rachel equity. So it's crucial for all spheres of the population to digitally

participate in society. And you did mention when it comes to equity. And you did mention when it comes to equity and you did mention, when it comes to equity, that \$30 for broadband is still expensive for some individuals and it is a barrier. And community organizations. Funding should be flexible and should also go to organizations. And again a lot more was addressed. And you can find some more of our notes and transcripts on our website, and I'll turn it back to Laura. Thank you, Camilla. Next slide, please. So we have some folks here with us today, some of you probably know them and work with them, and we are engaging with them to have a conversation. Get the conversation started today. And we have Julianna Robin. She's with the California State Library. Eduardo Gonzalez with California State University, and specifically, Eduardo is with the Parent University Training program, Sheena, England with the California Community Foundation and Ag. Middleton with human it. So the 2 questions that we asked our panelists specifically to speak to is, how does digital inequity create disparities in digital literacy and inclusion? And then how is your organization? Addressing barriers to digital equity? So, Julianne, I'm going to turn it over to you for the first comments, and then we'll move to Eduardo. Shena and Aj. Great sounds good. I'm gonna just go ahead and start introducing myself and start my 5 min timer while the slides are coming up, which I think is happening on the back end. Hi, everyone, I am Juliana Robbins. I am a library programs. Consultant at the California State Library, and I just want to clarify that we're just the California State Library but I'm here to speak with you today about all of the public libraries that are throughout California, and before I do that I think it's important to note how we're organized which is something a lot of people don't know about. There's a 186 independent local Government library jurisdictions throughout the State, and there's more than 1,100 branches of libraries throughout the State. The exact numbers up there so what I'm here to talk to you about today is how the public libraries are already working to address digital equity. And then some ideas, and listen to hear about what else we can be doing. So with that, there's a I just have 3 slides in less than 5 min. But I'm gonna put all my info into chat. And please, if you have any additional comments, or wanna work together, please feel free to reach out to me. So like I said, we're distributed throughout the State. We have a neighborhood libraries and every community throughout the State. Next slide. Please. So some of the things that we're doing when we're looking at digital and equity and inequities in general. And we're, you know, interacting with community members that are facing barriers every day as they come into the libraries, as they call the libraries, as they reach out to the library's website for help. These are just some of the ways that libraries throughout the State are interacting with the community members, including every single one of the 8 covered populations that are listed in the State digital equity part. So all of our libraries, for the most part offer free Wi-fi and public computer. Most people are well aware of that we have the high-speed broadband program through the public libraries, and in connection with Local Board of Education and Schools, continuing to work towards that broadband is one important piece of the digital equity. But not the only piece, as we all know, libraries have devices for free checkout. So I have a photo here from L. A P. Which has their tech to go, so you can get a laptop. You can get a all the things that one might need to check out for free with the library card to be able to access all of the online world. Another program that I really wanna highlight. It is a personal favorite of mine, and I think there are many examples throughout the state of local digital navigators

programs but this one is important because it reaches all of the public libraries that are wanting to participate throughout the state so our digital navigators program is a bilingual English and Spanish. All virtual program, where folks can go ahead and contact the navigators for help with broadband access, where to find devices, and then, once they are online figuring out where they can go for digital literacy training, whether it's a local agency or something that's available online, for free we do offer online tutoring that's free through public libraries, to every K to 12 student throughout the State. We do offer literacy services. So in English and Spanish, and other languages, and those are in person, and some are virtual at public libraries throughout the State, and then the last 2, I think, are really important, but maybe don't get as much. We have accessible hours and spaces. So I mean a couple of things. By accessibility. Here's so. We are open not just 7, 30 to 4, like a lot of government organizations. But we're open evenings and weekends. So people who are working during the day are able to access libraries and their services, and then also for accessibility, we have a lot of libraries have accessible devices that can help those who may have vision or hearing challenges to be able to access all of the resources that the digital world includes, and then spaces as far as meeting spaces, places for people to be able to come into and do a job interview, meet with groups, work on literacy skills. That's an important place that last Friday, and then partnerships and connections. This is where we really, you know, wanna work libraries work with community-based organizations and with other statewide partners. I'm looking down. I see Brian from Department of Aging I saw Oakland Public Library on the call. There are lots of ways we partner and want to work together. So one more slide and then I'll wrap it up. I promise the last thing that I think is really important to keep in mind, and I think everyone on this call has definitely kept this in mind recently is that libraries often are at the point where we're addressing the gaps we see what's happening and with homelessness we see what's happening with climate change because people are coming into libraries as places that are open and accessible at all times. On the left is a picture from San Francisco Public Library, just from January, and then on my right and I think it's your right to is moderate public library, as you know, the flooding, they were able to partner with public works to get power wi-fi computers check out, and a safe space that people can come to that's open and free. So with that, I'm gonna wrap it up. And I'm happy to answer any additional questions, and I'll put my info into chat. Thanks so much for having me. Thank you. Juliana, and I also wanna encourage people. If you have had a experience with one of the services or programs at one of the libraries in California, please put it in the chat. We would love to hear how this has impacted you, or if you've been able to refer people to a local library the thanks, Juliana, we are going to go to Eduardo. Eduardo. Wanna make sure that we've got you on video here. Yes, thank you. Can you hear me? Perfect? Yes, we can give you just a minute, and I'm gonna spotlight. You. So everybody can see you. That's great! Perfect! Go ahead! So. Thank you. I'm in lieu of the slides. I'm just gonna make it, you know, quick into the point. I think part of digital enactivity that creates disparities in digital history. And the Silicon valley for us is one is the language barriers right? Language bears to requireing, as it is not enough, digital literacy, and the Silk valley, you know, lack of language skills is another barrier. So as many of our community members lack the language barriers as as a bear to to everything that they do with regards, to to their daily lives. Now we have a digital literacy

barrier. And so it's we call it the second language barrier in the Silicon Valley. And so how do we? How do we tackle that? And we've been doing it since 2013, providing digital literacy opportunities for families to learn the digital skills necessary to break those barriers that impede them from taking part in anything that they do in their daily lives online right and so we do that with a variety of programs. We do that through our parent universities program that provides digital literacy classes throughout Sound Cube Valley. Since 2013. Because of Covid we were able to extend our all of our classes that were in person originally to virtual, and so now we're covering the entire State of California, allowing you know, partnerships with school districts nonprofit county office of ads and community you know, rural communities to be able to provide digital skills, trainings in a robot languages, English, Spanish, mon Punjabi, triki mistako. And we do that, and from the comfort of people's homes. Now, at the beginning we were having to deal with access issues, technology. Devices, and access to those devices, to be able to lock to the Internet and take the digital skills, trainings. So the majority of our classes were in person, and then ultimately what we did is partner with school districts to allow parents to use the devices that were being sent home. By the schools. Their chromebooks, their laptops, their ipads, and so we were able to access those devices, so that parents were able to join at home. The second component was, you know, the organizations that we're working with. We're helping address those digital actions by not only allowing us to utilize the devices, but actually allowing us to utilize hotspots, for that parents would be able to check out and get Internet service at home so that they can participate in these classes now at during Covid, obviously, we can do these in person. But we did return to do some community digital. Nursery skills, trainings in person, the majority surprisingly the majority of the communities and school districts decide. Wait. We went from having, you know, potentially 10 participants in a class to anywhere between 6, you know, 60 to 120 and one class this just keep doing this birthday, one. It allows people to actually continue practice using digital skills that they're learning by getting on zoom calls and utilizing online tools. And so that is building. We're noticing that through our latest data from master, we're noticing that people are more comfortable using different peers and online resources. And so as things as our daily lives move on to online services, banking online, telephone line, you know, help portals. My party portals, parents and families are starting to utilize those more effectively, and are able to participate online. You know, daily usage. So that's what we've been able to do. In part of Fresno. State daily Usage. So those that's what we've been able to do in part of Fresno state, we're focusing on digital literacy and devices and adoption. So manage, call center allows communities to connect to the Internet and programs like Acp to be able to ultimately, you know, break the barriers of digital literacy and inclusion. And so that's who we are, and we've been fortunate enough to be able to serve. Now the State of California, we're at 53 counties of the 58. And so if wants to reach out to any of us, we are adding some potential new languages to our digital literacy. Classes, but we are here to help, and at no cost to anyone. And thank you so much for sharing that with us, and I didn't wanna ask how many. Graduates and participants have you like, had come through in total I know that as your I know you're expanding and so that number is probably quite influx. But the last time we talked it was pretty amazing. Yeah, so you know, we've had over 15,000 participants go through through our digital literacy just this past 2 years. I think

the increase. The number has increased significantly. Just our last. So we host these on a monthly basis. They're 4 weeks long. They can either be taught on a Monday, Wednesday, or Tuesday, Thursday class, and they're normally in the evening from 6 30 to 8 30 Pm. But what we're finding out is that this number of participants growing on a monthly basis, and we're reaching anywhere between 1,200 on a monthly basis. Just the last 3 months. And so we think that as we're progressing and teaching this digital literacy skills, this could be less and less people. And actually, the other way around, people are finding out that there's something being offered to them. And so they're taking part in. And you'd also, I think, at 1 point, and for the for everyone here today, we've had conversation with the Eduardo before. But and so I'm drawing on that. But I recall you also mentioning that one of the things that was most appealing was having the the live instructions right? And so people can actually communicate within instructor. And in that versus just having an ongoing bank of classes right? So there's that value of the interaction in real time. Yes, and what we tried so because of Covid, we obviously couldn't do any in person. So we tried the video thing where we recorded ourselves. And then we put the videos out there. And then we basically redirected, you know, participants to go watch these videos. And we tried it as a pilot program, and the feedback came back. Is that that you know a two-hour session was taking 8 h person I want to complete because they have to stop. Rewind, stop, rewind, and basically do all that, and that ultimately the in person or the live person on the zoom call was actually reducing the amount of time and getting the answers to their questions answered immediately. So we did it away from video instruction, you know. I'm not saying that it's not for everybody. Most people like video, you know, they go in Youtube and nursing. That's fine. But most parents that we're going through our program didn't really, you know, think that that was an efficient way of spending their time? They rather take the two-hour time, and there's something with the live stream. Thank you. I really appreciate like hearing just how quickly you pivoted and recognize what people were really needing and listening to that. And just blown away by the participation in in the continued growth. So we have a lot of people asking how they can get a hold of you in chat. So it when when I move on to the next speaker, if you would please put your information in chat so that people can connect with you I think they're really excited about the program that you have there. I know we certainly are. So. Thank you so much for being here with us today. Thank you. Hey, Shaina, your turn! Hello! Good! Thank you so much for having me. It's so good to see so many familiar faces, and then such great participation in this event I'm for folks I don't know. I'm Shaina, England. I'm the director of the California Community Foundation's Digital Equity initiative. And we are as right now a 5 year project that does that grant making and programming with the mission to ensure universal access to fast, reliable and affordable Internet for everyone. We also have co-founded and co-leading, a statewide coalition called the California Alliance for Digital equity or aid, for short, that we put together with common sense media. And next, Gen. California Media Alliance, the rural county representatives of California and Michelson philanthropies, and the goal of that was to really establish a sustained and durable voice for digital equity, digital justice and a community voice in sacramento and at the California public Utilities, commission, and then they kind of third leg of the tool of our work is that we co-founded and co lead again with Michelson philanthropies, and several other funders a statewide full andthropic table to help philanthropy understand

how they can engage, maybe differently, and more and more systemically, in this set of issues, including a pool to fund and the focus in the first year of that has been providing statewide technical assistance for nonprofits and local governments and agencies to effectively engage in what is can be kind of a complicated and intimidating regulatory policy, making and fundraising process. In this space, and if I could, if there's one takeaway, if you remember one thing that I say, aside from maybe funding is is our perspective and really our lesson learned over doing this over several years across the La county across Southern California, across the State and really down nationally is that inequitable access to fast and reliable Internet things like disparities and offered pricing by some big Internet providers that sometimes can disband, disadvantage lower income communities and communities of color. And really they kind. Of fail. You to understand the digital divide as a set of interlocking issues, access, affordability, literacy, inclusion, all of those things if we fail to think of the out, to understand those things as really interacting part of a system that's been reinforced over many decades it's gonna be very difficult to dismantle that system, and therefore fully. Address, the digital divide in the kind of generational and permanent way that I think we're we're focused on. So one takeaway is for us to think about our work as kind of interlocking and as part of a system, and the more that we can address these things together, and less siloed the more progress we're going to make. So to that end digital equity. La is a coalition of community base and community servicing organizations across all whole range of sectors. So when we first launched this work, we did a pretty big listening tour of partners and Kim, you based organizations and grantees and others to just say, What do you need? Kind of coming out of the pandemic, and the thing that was really, as everybody here will know, when I think will recognize in this statement and recognize themselves, is for every single issue area. Whether it was education or health care, or immigration, or housing. Every single kind of mission driven had to be equity focused justice, focus, issue. Folks said something around the digital divide kind of preventing progress. Whether that was folks couldn't access public benefit programs because they were all online. And they didn't have access online. Obviously, the education issues. I think, are well-documented, but so our coalition is kind of cross sectoral across all these kinds of organizations, again, working in service and equity and justice. And we focus on building a community understanding and community power around the systems that drive the digital divide and understanding how together we can dismantle those. So we host and support broadband, boot camps, which are like literally, we sort of put wires together and build local networks and understand the difference between wireless and fiber and cable and Dsl, and how those different things work. So that when these conversations get technical community can participate them in them, we host and support community trainings to help students and parents, teachers and local leaders and local elected officials understand the system and where they can engage it again across the different silos and then again, we are very focused on hosting and supporting conversations, to break down those silos, so that one more talking about digital inclusion when we're talking about adoption, we're talking about affordability. We're talking about access that we're thinking of those things that we're thinking of those things as the complete system that it is. That's it. That's our work. Well, we are thrilled to have you share the work that you're doing, and also especially the insights on the engagement with the community and and working specifically, I really like the what

you're doing with the broadband boot camps. And I'm curious, because there's so much growth in just understanding how to do some of those, you know, basic basic things, even in the industry. And are you seeing growth in those and all of increased interest in those types of programs? Absolutely. And we that we held our first kind of urban broadband boot camp in partnership with the city of La Bureau of Streetlighting. Not too long ago, and we actually had to close down registration because there were more people interested than we could accommodate in the Bureau of Streetlighting like Lot. And so in the aftermath of that, we had I think within a couple of days we had 12 additional requests from other cities. And agencies in La County and beyond to host those, and so are standing up, and of funding and partners and kind of other mechanisms to really quickly expand that cause. Folks are very interested in the kind of how that technical pieces. Now we think of the Internet as like in the air, it's not. It's in the ground, and it's on our polls, and it's in. It's in wires and and have those understand that those are really interested in it. And then it helps kind of bridge some gaps around how to solve this problem. No, that's a really really unique approach and love hearing about that. So, thank you, Shanea. So much for sharing today. Glad to have you here with us. Alright! Aj. You are up Aj. Middleton, with human. It. Awesome. Thank you, Laura, and as the past speakers, I said, it's amazing to be here to see it, to speak and tell a little bit about human it, and also to see so many partner names here on, you know, talking about this issue. So my name is Hj. Middleton. I'm this senior vice president of programs at Human. It, so I oversee all community impact for humanity across the country. I mean human it. We are a nonprofit that creates equitable access to opportunity by providing devices. Internet access digital digital skills, training and technical support. 2 communities on the wrong side, the digital divide, while at the same time empowering businesses in organizations do good by diverting their technology away from landfills to protect our planet so that's a really high level way of saying we work with companies across the country, and we take in all of their electronic waste all devices that they're not using anymore. And we have the mission to wipe, refurbish, and then redistribute that to those to those who don't have access before we pair all of those devices with other resources, such as access to Internet resources applying to programs like acp getting connected to an Internet provider of your choice digital skills training, we really focus ourselves on what we call big Pre beginner to beginner training. So this is really, really, really introductory to what a computer is to how to use a mouse and a keyboard to getting started with your operating system. Some Internet. And email basics really background floor that people can then take that where maybe this is their first computer, or they're not 100% comfortable. They can take those skills and maybe go into a different course or feel more comfortable researching online. You know, online services, or whatever it is that they're trying to be with that computer. And the last thing would be technical support. We offer technical support for any device that goes out, because, along with myself, every something always goes wrong with technology. And we wanna be there to ensure that when something goes wrong we can help fix troubleshoot or place whatever it is needed to get a working device. How we provide those services really roll that up in a digital navigation service to where we ourselves really take an approach of what is the individual person that we're supporting? What goals are they trying to accomplish? I think, as Shane I mentioned. You know, this issue really affects many different aspects of everyday life from applying to resources to

online banking, to housing, to whatever it is. That's going on. So each individual utilizes that tool of technology in different ways. And we really wanna understand the humanit of understanding what their goal is, on what the technology they're receiving. And then really understanding what services they need in order to reach that goal. So, for example, someone would come in and tell us they want to apply for a job, and they need a device to do that. We would also, you know, interpret them. Do they have adequate Internet setup? Do they wanna apply for Acp? Do they have the skills and understanding of how to use that device once they get it to actually apply download their, their their application, whatever it is submitted, and then when things go wrong, do they have you know do they know where to go to actually get that issue? Resolved. We then from there, you know, have a check-in later in, say, 6, 8 months later, to identify. Did the technology or the support that was provided? Did it help them accomplish that goal? And since they've accomplished that goal, do they have different. They have a different goal now. Maybe they receive that job. Did they not have a different goal that, you know, is gonna need different levels of technology? Is it, you know, a higher level computer, different levels of digital skills training, whatever that may be and then connecting them with those resources that are that they may need. Our support is very hands on, as well. We are not just directing them to say, Hey, call this number to apply for Acp, or go fill out this application. We're hands on supporting people and understanding. Okay, what? Documentation do you need to apply for Acp. Where can you go? Get that here's the information you're gonna need to have ready. If we are directing them to say a local resource for other digital skills, training that maybe we don't provide helping them fill out that application to say that they're attending that class or tell them exactly where it is and following up to make sure that that individual actually attended it was you know what they what they needed. And they actually received that resource. So a human it we take kind of that holistic approach of understanding what people's what people's goals and what people, what support each individual needs. And then really looking to fill that understanding that each person's needs and goals are going to be different. It's not a one size fits all. So we kind of do that in a mix of having people interact with us on the phone via text message email in person when possible. And then providing that you know those devices and those resources as hands on, and making sure that they can accomplish it as much. Thanks. Aj, I really like that. You start with what the goal is, and kind of when work backwards. From that I think that's a really really great approach. And so I'm curious you do that. The 6 8 months check-in, which is fantastic, right? So it's not like, you know. We get you to where you can do the thing you wanna do. And then we just kind of then would piece out right. So when you do, those follow ups, what is from what you've seen, how many folks are are expressing a desire to. You know. Set that new goal or work with you in figuring out how to. You know. Do something new. Generally what we see is most people really kinda understand that they need more digital literacy training, especially with a lot of the community that we support. It's very, very introductory, so maybe we're getting people their first computer. They're just getting comfortable. Once they have a few months of kind of comfortability of using it. It's the I. It's the kind of building upon those skills that need that. They provided. So we see most of our people kind of taking advantage of that aspect of it. What's great is, we do see a lot of people that the technology of the hardware that that is being provided. You know, kind of lives that test the time where they have it. For a

few months, and it continues to be exactly what they need, which is awesome. So, I know that's not an exact percentage of how many people do it. No, that's great. But I can tell you most of them are in that kind of digital literacy roundup kind of wanting to build upon those skills. And then really identifying what skills those are and where we can have, where we can connect them with those resources. It really sounds like in building the confidence to do the basics. It really enables and empowers people to say, Oh, hey, look! I was able to do that. I'm gonna try this on my own look where I'm getting. So it sounds like those foundational skills that you're providing are being put to very good use. Of course. So thank you so much for sharing and I just wanted to say to all of our speakers a big Thank you for being here and sharing today some of the programs that that you have. And that are working. And I think it's really interesting to hear how complimentary none of our speakers really knew what the other person was going to be talking about today, but it was very interesting to see how, under the umbrella of digital equity all of these programs are very complementary to one another, and a lot of people want to know how to get a hold of you. So if all 4 of you, if you haven't already, please put your contact information in the chat. And so people could reach out to you. So, speaking of people in the chat, and people that are on attending, we're gonna move into our conversation community discussion piece of of the presentation today. So this is your opportunity to come off of mute. Turn your video on this is where we're gonna use the right hand, just so that I am able to kind of track. Who wants to participate in the conversation, and we do have some prompts. So if we can go to the next slide, please. These are a lot of prompts. But what I wanna point out is that these are largely the questions that you were asked when you registered for this event. And we really saw some great responses and great answers. And so we would love to have you expand on those. If you want to, and just kind of share and discuss with your fellow attendees what pieces of this have resonated with you. So we're gonna start with just the first question, which is, how have you or or people that you work with individually to work with experienced barriers to connecting to the digital world? So that's gonna be our first question for for the group. So please don't be shy. If you've got something that you wanna share, please raise your hand. Hi! Carla! Alright. Can you hear me? Can hear you, and we can see you. Perfect, perfect. Yeah. One of the things that we've run into, especially during the pandemic. And what we've realized that's much greater problem than just during pandemic times is isolated individuals, especially older adults and adults with disabilities. And they are particularly isolated during the pandemic, but this is kind of an ongoing issue, and they were very much impacted by the barriers they had in connecting to the digital world. If they didn't have digital skills beforehand and devices. And social isolation and loneliness is a social determinant of health so it's one of the first things to look for when you're socially isolated or lonely, your health outcomes, regardless of your age, start going down and so this is something we reallyve really been tackling with our partners in San Francisco, and where basic digital literacy and the things that we're talking about today are absolutely critical. Thank you so much for sharing, Carla. I'm oh! Hey, Laura, can I? I seems like some people are able to raise their hands, and others have questions about how to raise hands. Could you provide some? Yeah, certainly. At the bottom of your screen of your zoom screen you'll see where it says reactions. It's a little smiley face, but the little plus symbol next to it. If you click on that, that's where they hid the raise. The hand function, and I see a bunch more

hands on apps. So I'm hoping that meant that you found it. Rebecca. Nice to see you. Yeah, yes. Can you guys hear me? Okay. Yes, we can welcome. Thank you so much, and I appreciate all of the dialogue that's happening today. And it's also great to see some of our amazing community partners that we're working closely with here in Long Beach. And for those of you guys who don't know me I'm the digital equity and inclusion officer for the city of Long Beach, and one of the things that I would like to also elevate as part of this conversation is the crucial aspects of working closely with trusted partners to be able to implement digital literacy training. So Aj and human, it is one of our amazing partners that we've been working with as part of the Arpa funding which we call Long Beach Recovery Act. Locally, and they've been an amazing partner with helping us really address some of those key barriers when residents also want to get digital literacy training. So we're very intentional with, anytime that we're distributing free devices in partnership with our community based organizations directing them to also sign up for a digital literacy and training option. That's being provided through human. It. And we're also doing a pilot program which is called our Digital Inclusion Confidence Program, that I wanted to highlight as part of this conversation. And that pilot program is also just super cool, because we were able to really look at some of those key needs that our older adult community members are forming and tailoring this program in a way where they're able to get that in-person one-on-one direct digital inclusion navigation services from one of our community-based organization partners. So we're hosting this all throughout Long Beach. And we're hosting them in areas that are disproportionately impacted by the digital divide where residents can meet up with one of our community partners and learn a little bit more about how to utilize their hot spot how to turn on their computer how to set up an email and really have, that direct in-person, while also providing interpretation services and really meeting their needs. And I would say, this has also just been really successful, because it's one on one, and also we're addressing other barriers at the same time. And I would say that has Done definitely been very successful for us. And I want to mention that this work is also just constantly changing. So we did initially, digital inclusion, navigation services. Through our hotline back when the pandemic started, but we had to shift because we found that that direct in-person engagement was what we needed right now, since most things are open. So that's something that we've been trying to look at as well as how can we shift as this post-covid world is also shifting as well. So we're still looking at this program. We're tracking data to see what right residents are benefiting from it. And I would say, similar to what all of our panelists have mentioned. You know, having language access is definitely a key barrier and making sure that we're providing all of those resources in a language that our residents speak on a daily basis in a way that's accessible. And really making sure that we're breaking down that technical jargon that also gets tied in as we're doing this work. So thank you so much, and happy to be here, and thank you so much for holding this space for up to uplift best practices as well. Thank you. Rebecca. I have a question before you go. Yes. You were talking about how so, how much you are seeing the success with with the one on one. And that's really like it's close to on the ground as you can possibly get. So a question is in partnering with the community community organizations that are those trusted partners within communities and within just kind of the city of Long Beach itself. Once you've engaged with the community. How do you get down to that level of one on one? Is it? And how do you communicate that out? I think

I'm curious about. We talked, and it was in our takeaways from February. So it's kind of just building on that. So I'm sorry I'm playing with the hair ban. So in February one of the takeaways we had was like the direct mailers were super successful. Are you seeing that in getting and reaching the the individual is that where the 6 is, is there a different. What are you seeing in terms of how to reach those people? Word of mouth. You know what sort of? Yeah, that's a great question. So there is so many different methods of communication. And we ultimately tailor it in the best way that we see fit. But to outline a little bit more about our process. So as part of the application that we're administering for the free hotspots and chromebooks they can opt-in to do the virtual training option or the in-person option, or do both if that is part of their scheduling permits. So we follow up, and when I say we work closely with our partners to follow up with the residents so human it already has their information from the application they're able to follow up and get them connected virtually and then we work closely with our community partners to also follow up with residents who have expressed interest in the digital inclusion confidence program, and we also try to see where those key aspects where communication can come up in regards to this program. So we also created flyers for both programs that are included as part of their complete packet when they get their free devices they follow up with the resident fee via email via phone to connect with them to ensure that they're able to sign up and we have a 3 four-up rule so usually they'll try and follow up at least 3 times, and if for some reason they're not able to get a hold of the residents, they'll let us know, and we'll see how we can mitigate that internally, but yes, definitely. I would say. Word of mouth continues to be the most impactful, and if you have a friend that's telling you about an exciting program that you benefited from, I feel like that is the best way to share that information. And also our community partners are touching base with all of our residents in such creative ways, whether it's through a event that provides food distributions, whether it's at a laundry mat. You need to be able to figure out where are those key intersectionality touch points with community to be able to elevate this work. And really, you know, promote the programs that we're doing. But I would say that has been the most impactful and just making sure that we can continue to center equity with everything that we're doing like everything that we try and do is through an equity lens. And making sure we're identifying those key challenges and barriers at the beginning. And mitigating that, and, you know, challenges do come up as we're doing this work, and we are very intentional with doing any type. Of course, correction, and making sure that we're continuing with that inclusivity and intentionality with everything that we're doing, hopefully. That answers your question, Laura. Very much. Thank you so much, Rebecca. I appreciate that. Yeah, thank you so much. Yes. And Jeff, okay, yeah. Jeff. K. I know you had trouble raising your hand. So we're gonna go ahead, and I'm unmute you so that we can hear you. Since that wasn't happening. Our apologies for the technical challenges. Jeff, can you hear me? And are you able to unmute him? I requested for Chat to unmute. Yes, exception of his hand. Okay, we will continue to try and work through that issue. Thank you for your patience, Renee. Here, thank you. Hi! Well, I'm sorry. That was Jeff is at the same computer, and we've been having some problems at registering each of us individually. So I'm gonna tell you. The barriers that we've had have been over 2 decades. My husband's an electric engineer and computer expert in his work for our government. I'm proud of what he's done. He's we have not incompetent people

working, and I'm a physician, a psychiatrist, a graduate, undergrad at Stanford, and then I did my second residency in psychiatry at Stanford. And so we used to photocopy for years. Articles regarding the health impacts of Wi-fi, and 20 years ago, at Stanford, I. They were going to tear down our library and put a Wi-fi. Replacement, and I explained to some of my friends who listened to me, and they had young people, young young children, and they delayed this tearing down. So the problem that I've seen as an as a barrier is as a physician, and psychiatrist. I spent tirelessly, multiple hours. I never used to do virtual meetings, but I'm I have an intellect, and I've used it to serve only, and I'm the daughter of a immigrants who came my grandparents were part of a genocide and the central valley is dear to me. My my dad was a doctor that served our family did a lot of pro bono work, and so I've chosen to follow that. And my mom's a school teacher. So I really care about education. I really care about barriers and equity, not because I jog on it, but because I serve. And so the problem that I've seen is Nashville medical meetings, in which we have continuous medical education. Whether it's psychiatry, neurology, obijin pediatrics have, I think, tirelessly tried to put the information in content when they're talking about various things and pushing on the virtual meetings and the Zoom Meetings that we're not giving the Sameicians and providers, the knowledge that we've had and that's available. Now my husband I used to photocopy all the journal articles. The content I'm is in this meeting that I went to 3 years ago, and I was grateful. It was. It's an integrated meeting. Beverly Rubik is a Phd. In biophysics spoke, and she referred to this website called Physicians for Safe Technology. I'm not. I'm not in the same cachet as a neurologist and neuroscientists who publish that information. But I have been quoting Martin Paul for years in the Journal of Environmental Research it's July 2,018, where it was the. He's a professor of biochemistry emeritus, and he's been cranking out for profound research. That's been review articles but years ago Stanford had an Md. Ph. D. Who had a double lined bind of civil, controlled study. Of Anne of 2,500. I spoke to somebody in the parking lot about this cause. I was saying, Hey, do you know this differentiation between language, development, and voice and girls, and Wifi? She's like this is a god thing! She was the assistant to that professor and Stanford had a a President who was from Germany, and I knew his wife. She was on the psychiatr department. Very nice lady, but he was putting forward this stuff, despite the fact that Germany doesn't allow for the same kind of signal strength which is detrimental. And in Martin Paul's article Mark and Paul's article needs to be known. So! Thank you. Can I ask, can I just ask you? I'm sorry. I don't mean to interrupt. I was just wondering if you could share with us. If this was. If there's a barrier to connecting, because I. So it's not a barrier to connecting. It's a barrier to letting. We are not having national and international meetings and chat rooms are not being posted we're not allowed to contribute this information when they're pushing one part of information in continuing medical education someinars so nationally whether it's the apa or pediatrician. There are a number of individual doctors who are not being trained appropriately to be able to understand that this stuff has problems that are at a neurologic level. Renee. So I believe in wired Internet, being a much superior thing. Okay. Hmm. And yes, but what my barrier has been that when I wrote emails to health and human services nationally before the infrastructure bill allowed for our State to be able to get appropriate appropriations of these of these monies I was calling everyone in hss yeah. I'm gonna pause you for just a moment, because I wanna give you an

opportunity. Here, we when we have the okay, we have. The barriers, the. I'm sorry I'm sorry just I'm so I will limit it to this thing. The barriers are that people who are having medical problems. Some of them are canaries in the coal mine, but everyone's having problems, whether it's atrofibrillation or whether it's attention problems or whether it's depression or whether it's there are those who know about putting in wired Internet and there are no that don't, and the infrastructure of Bill allows for monies for broadband, but does not inform. And that was in a link that positions for safety technology had to the commerce, Transportation Science Committee. That Blumenthal was head of where they asked the industry, where are the safety studies? And I've asked multiple children, Junior high students. I've talked to multiple. My husband. I've been going to multiple places. They don't know this in. Yes. So we are going to actually have an open comment period for the digital equity plan. Yeah. But before you did the comment, please just hear me out. And is. Yeah. I am pleading with you. I have spent every ounce of my energy for the last 3 years. Doctors are not getting educated. I think we muted. I'm just gonna restate for participants. We do have an open comment period. Once we have the draft of the plan ready and put out for the public. And that's gonna be an opportunity. Where, if you have information or studies or anything that you want to share that can impact or inform you can submit, you'll be able to submit those we will have responses that are submitted along with the plan that say how that was evaluated so just wanted to make it make people aware that there is an opportunity to provide extensive comments. And really just thank everyone for their participation today. So can we go to Winnie? Please? Hi! Good afternoon. It's 120'clock. So thanks for the opportunity to just quickly go over the 4 questions. My name is Winnie. You director of programs and administration at Cellpha for the elderly. We have worked with the seniors as well as Job. Seekers and youth in our programs that help provide access to the Internet, and also devices and the tech support to make sure that those devices are utilized, whether it's for seniors to access resources information activities of daily living job seekers to access linguistically accessible training programs and to get jobs, and also for youth in our inner generational programming to ensure they have the technology skills for academic as well as community building and giving back what are examples of successful partnerships as you heard from Carla's Sf tech council as well as other Tech Council Grantees and partners here in the meeting today is a wonderful partnerships across industry and Cbo's. That work. Well. In San Francisco, and we have worked with other organizations to address these barriers. Affordable housing sites in San Francisco. Other, Cbo's that are in workforce and healthcare, etc. It is a village problem, and we need to address technologies from a holistic perspective, because technology is touching the lives. Every aspect of our lives, across all residents in San Francisco and in the State in different ways, and we do offer broadband adoption access through our Internet essentials program and different programs to help folks be able to access affordable fast Internet and the challenge is not still not a lot of people are aware of the affordable connectivity program. So it's making sure that that information is out. People can access application in the languages, and also there is tech support that is, in language to make sure that connection that last mile, I would say, even last house or last unit connection is very very important. So thank you so much for the opportunity to share. I look forward to hearing from others, and participating in this process. Thank you, Winnie. Carrie! Hi! It's good to see so many

people here. This is fantastic, and I think a lot of us do understand some of the barriers related to language and culture. Geography and income. One of the barriers I haven't heard yet is how many people have had classroom trauma, and so, as I, training partner, who, I is aware of becoming a trauma healing organization, people who were not successful in school if you bring them into an environment that reminds them of school that they're not as receptive to learning. Similarly, if you have folks who were not successful in a group environment, or went on one, they react to their instructors the same way they react to authority figures generally. So that's something. I think that I haven't heard yet, and I know many of us are very aware of the trauma that our learners bring with them into this environment, and the confidence and that they need to succeed. And so I'd like to just keep that in this. Oh, I like to keep an awareness of this in this process. No, I really appreciate that. And this is the kind of the kind of thing that we do continue to want to hear just the topics that we haven't brought up, because I think like that's typically one of the things that we ask for. Right is what haven't we talked about and I think we heard a couple of those things here today. So thank you so much, Carrie, for sharing that. Okay, I think we have time. Sydney. Hi! Hi! I don't know if you can see me. I I just wanted to mention. I'm a Sydney Cox Directive, the Emf Safety network, and I've worked with many people who live in low-income housing developments where they have their their Wi-fi router right next to their bed because they have a little small space or the Wi-fi router is really right next to their desk, and and they because they're a disabled seniorors, many of them, they're actually getting negative reactions from these Wi-fi routers but you know, just feet from them when they sleep so one of my things. That I love to do is tell them how to hardwire their devices, just using an Ethernet cable, and also just distance from the router. And I hope, and and that actually allows them to have to have the Wi-fi router on where they all need connectivity. Everybody needs to be connected. So this is a way for them to be safely connected, and some of them turn it off at night. But they also these low-income seniors. All have Dsl, which is through the copper lines at and T. The old copper lines, and they don't necessarily have to have the highest Wi-fi speeds, so that's really important for these people in these small income, these communities, where they can, their provider can cook them through the copper line. So I just wanted to add that and how to keep people safe, teaching them how to hardware devices still have connectivity. But use an Ethernet cable, and then the Wi-fi router needs to be disconnected, awesome from the source. So the provider needs to be called, and they have to do something on the back end. It's not something like pushing a button, but there are different Wifi rabs. So that's a great resource to give people to be safely connected because they need to be connected. So thank you for your time. This is a great meeting. Thank you, Sydney, and I think that's also really good point. There are a variety of ways to be able to connect and get connected. So I we would kind of address some of the the other questions that we're in here. But if you haven't had a chance to respond to those, we're also looking at, what are examples of successful partnerships or collaborative initiatives in your community. And have you worked with an organization? Or are you an organization that offers services to help with these barriers? And we've heard from from a lot here today. But if there's anyone else that wants to contribute to the conversation, we would love to hear from you, and I'll just pause for a moment. Hi Paul! Hi! Hopefully, everybody can hear me. This is great conversation. I wanna big

shout out up to Rebecca and Long Beach. They got us started a couple of years ago on this Rebecca. We've come a long way. We at the San Diego Housing Commission have done a lot with outreach. Simply sending out a lot of mails, a lot of letters. We've done some really great partnerships with Sandbag, the city of San Diego. We're currently working with them on a broadband master plan. We've got training downpad. We've got donations going real well, we're working with San Diego oasis and doing a program for our older community, getting them Tabts. And one-year access. I think I mentioned it. I mentioned this to Drew and I mentioned in the Chat. Our big thing right now is after we met with big apple connect. We wanted to find out how they ended up getting a lot of broadband services to free to their public housing, because we oversee public housing for the city of San Diego, and we're right now. We're currently working with our legal team and ISP providers on a public private partnership. We're waiting to hear for you. If we're going to be granted funding from your home, your Internet, we're also looking into public housing, funding. So I guess we're really kind of waiting on some of the funding to come in. But our big challenge right now is, how do we get eventually? How do we get broadband as a utility, so that we can actually take care of that? Take care of those costs that way. But in the meantime \$30 is very expensive for a lot of our public housing folks. We've been doing a lot of outreach on Acp. So our goal is to try to find a way to get broadband services. Get that last mile taken care of at either no cost or less than \$30 for our residents in public housing, so I know that some folks out there may have some thoughts and ideas on that would love to hear more about that. But that's our biggest challenge right now. And that's what we're really focusing on. We're bringing in some college students this summer to help with some researching on what the costs are, because our costs are anywhere from \$30 at some residence to \$150, depending on the bundles. The packages, all those excise extra taxes. So we're working hard on that. I think, eventually finding a way to get this as a utility and covering it that way. It'll be great if we can get that done at some point, but I think this is a great group of folks working on this stuff, and I know here in San Diego County, working with the county working with our Cbos we've been doing a lot of great work. But we still feel as though there's a lot more to do in collaboration and building relationships is really what's gonna make the difference. So thank you guys for all you do. Thank you, Paul, and thank you for sharing the connection between that you were able to make between Sand Diego and Long Beach, and I think that that's I don't know if you wanna speak to it. But I mean that's part of why we want this group. Also to get together, because it's highlighting. It's highlighting the programs that are out there that need work in your community, right? And and how do you scale that? For what the work that you're trying to do? And learn from one another so, please again, I would encourage you to put contact information in in chat. If you want to reach out to one another, you can do that, and just continue to grow the community and the discussion. So, Paul, thank you so much. Thank you. Jordan. I think so much, Jordan Lindsay. I am the executive director of the Arc of California. The arc represents and advocates for individuals with intellectual and developmental disabilities, and their families across the State I'm just gonna quickly give some information about one of our programs that kind of addresses. Many of the questions, and in hopes that they may lead to collaborations which have already been taking notes from some of the earlier presenters, which I think may definitely work into that one of the barriers, and again, coming through Covid is that a lot of the services

and supports that individuals with developmental disabilities rely on. We're no longer being provided in person. They had to be done remotely. There was a kind of an inequity already in place with individuals who have barriers to their disability, double and equity oftentimes in segments of the Spanish speaking communities, around California, because information was not readily accessible in their native language. and then sometimes even trick bull and equities, because a lot of those similar communities were also living in very rural areas of the state themes that have already been brought up already. And so we partnered with a community again, very important to create that trust with organizations and individuals that already have that trustworthy in that community. And so we partnered with them. We got a grant to purchase many ipads, and actually still have a handful of those credit, creating a lending library. And so one of the biggest challenges we've discovered along the way is that you can have the trusted individuals. You can have the accessibility, you can have the price be 0 \$0. Here's an ipad. Here's a hot spot we're paying for it all. But the adoption is really one of the biggest challenges we've discovered is, how do you get individuals actually utilizing using effectively the technology and the access that they have now? And so that's something that we're still trying to really find. The magic sauce, too, is, how do we further adoption for their adoption of the technology and the resources that are, you know, available to individuals when we meet with them and connect with them 2 so just wanted to give some of that information about the community that we're connecting with specifically the developed disability community, and even more specifically, many segments of the latino and Spanish-speaking disability community. Jordan. Thank you so much for elevating that, and I also wanted to, just as a reminder to folks. And I don't think we've really, you know, sudden, but as we're watching the chat and capturing what's in the chat and the comments that that are coming through, because we are recording this, all of that information is informing what we are looking at for recommendations to put into the digital equity plan. So just by you being here and raising that that becomes part of the conversation so I really wanna thank you for your time. And for sharing with us. I would like to go to Cynthia. Hi! Everyone nice to meet you. My name is Cynthia Oops. Oh, okay, start, video, Hi, my name is Cynthia. I'm chair of tech Exchange in Oakland. So representing Northern California. He, I there's a lot to talk about, but I'm just gonna focus on 2 things just looking at the chat tech exchange also provides tech support and a bay area. We were the organization that did the heavy lifting for the Oakland, undivided effort, where we put 38,000 computers into Oakland, unified. That was done by our team. So that was tech support. That was explaining how to use the tools and making sure that the students had the laptops that were provided in the program. 2 things I wanted to point out today is one. Often I see people referencing new computers. I will take a reviewbish laptop over a chromebook any day. The laptop allow more power allows people to download information and start to learn how to manage data on a computer. For their households to download information and start to learn how to manage data on a computer for their household, for their family, for their personal needs. We definitely work on the cloud, too, but done, I was in a program when we were giving out refurbished computers and people were responding. As this used. And it's important to help people understand that these computers have been wiped as they're referred to by military standards. I, personally, don't buy nucleers myself. I buy them referurbished from apple. It's like buying a used car. It's nothing

wrong with it. So I would encourage people that. And the second thing is for many areas. Sonic.net is now installing gigabit service, and I was very surprised to find out it was an East Oakland where my mom lives. So my mom at 90 now has gigabits service. So it's sonic does not have fiber everywhere. But please look because I learned it's in Southern California as well, because you may be in a area you may be able to support it. Area with next generation speed in their home fiber Internet. And they also are doing the Acp program. So they're applying the affordable connectivity \$30 off making the cost as low as \$10 a month for next generation speed at their home. So we don't have to bring everyone to the same level. If we could get our communities to leapfrog other people. Then let's get in there and do that. So I wanted to point out that sonic.net is now offering that service in there. Recognizing that \$30 per month, discount, and it's not the back hauled at, and T. Service. It's pure fiber to the home. Thank you. Thank you. Yeah, thank you. Okay, we're running a little short on time. I don't want to leave anybody out, so we'll go to Aaron and Kristen Crystal. Excuse me in that order. So Erin! Hi, thank you. I am with bit wise industries. We are a tech services company and apprenticeship program. Community development engine based in Fresno. And we also work in Merced, Bakersfield and Oakland. I want to highlight a successful partnership and initiative, to overcome adoption challenges that we're carrying out in Fresno and expect and hope to take to some of the other cities I just mentioned. We are working with the city of Fresno, and partners who work with the small business community and provide digital services throughout the community, and even outside of the community, bringing people in resources in to organize around a small business digital empowerment center, we have apprentices and we're putting apprentices from the community to work doing outreach to small business owners who are from cover census tracks, who are whose residents aligned to the cover. Populations who are the focus of digital equity interventions. And we're bringing together a bunch of trusted resource resources and organizations and people have deep connections in the community to the workaround use cases to do really effective digital skills, training. What's I think? The that's the important point I wanted to make. It's making this relevant and direct useful to people on day. One. I think that's really important to to get people in the door and to get them actively using the resources that they may not have had access to in the past. And and when we deal with a population that's a cover population, but also has the ability to do so much more with those. Skills we're eventually creating more demand for tech. So that people in skills training programs and so that skill string programs are more relevant to every person in the community because they can see that they have a clear professional path and a place to go to take those skills in the future to work with newly empowered small businesses that are growing. Nice, awesome work, Aaron. Thank you. And I did want to know that in chat, Juliana said. Bitwise. Yay, so thank you for that. And I think that's a great note to kind of close out our our discussion portion of this and move on to how you can get involved. So we're we're gonna just kind of share with you. Some of the items that were in process last time, and I'm going to pass over to Rich Devoss, and she's going to provide an update on that. Thank you so much, Laura. Next slide, please. Hi, everyone. My name is Richard Vas. I work with broadband equity, partnership. We serve as program advisors and consultants to the California Department of Technology. We are assisting with the state digital equity planning process as well as the middle-mile brought-en initiative. I just wanted to touch on the

surveys that many of you have already heard about the fact that we're going to be releasing a couple of surveys. There are 2 surveys, one targeting organizations and entities called the Dean tool, and the other that targets California households. The survey that is meant for California households is called the Digital Equity Public Survey. This survey is meant to establish the digital equity barriers faced by California residents, especially as it impacts broadband accessibility, affordability and adoption the survey will be available in multiple languages and it will have audio functionality as well, so that communities with limited English proficiency, or limited literacy can actually hear the survey. Questions being asked in the intonation of the language that they used. We intend to release this survey in the coming weeks. So stay tuned. More information is forthcoming. Next slide. The other survey targets, California organizations, Cbo's faith based organizations, nonprofits, state agencies. This survey is called the digital equity. Ecosystem mapping tool, and it will help us understand what programs are being offered throughout the State and the populations that are being assisted through these programs. So if you're an organization, an entity, a state agency that helps leverage that that leverage technology to help any California resident get connected or to access any services through those connections, we really want to know about it. We are asking for any type of data that you have to share with us that could include your program information that could include the Gis mapping that you've already done many coalitions have already collected broadband mapping information that they want to share with us. We'd love to. We'd love to see this information. We'd love to collect this information so that we have a more representative sampling of really what's happening throughout the State in terms of connectivity, accessibility, affordability and adoption. So this tool, the deem tool, is now live we're very happy to release it and share it with the public. Next we have a toolkit that we've rolled out. Please access this toolkit we're actually going to drop the links of the toolkit and the Dean tool in both the English and Spanish version into the chat. Right. Now, please push this out with your partner entities. It's important for you to fill this out and share it with your your channels. Your partner networks so if you are a co-alition, if you are an entity that works with other nonprofits, churches, other groups throughout the State that that are helping communities get connected, please push this out to these communities, please share the links with these communities. Please use the outreach toolkit. If you have any questions about how to go about doing this, how to make this more effective. Come, talk to us, reach us. I'm actually going to drop my email in the chat. And just reach out to us. You can also reach us at Dean D. E. M. At state.ca.gov, we'd love to hear from you, and we'd love to help you in any way. Push this out. So I just saw something in the chat about a digital engagement meet up. And you're talking about a happy hour. I just ask that you'll consider filling up the Dean tool when you all meet on the meetup and you have that happy hour. So I've made my pitch, looking forward to seeing what comes in from the team. So thank you all. Oh, thank you, Richna we could end up with some interesting, some issues responses on the Dean tool. If we can go to the next slide, we're just gonna wanna get to a couple of things before before we close out. So ways to get involved. The you've seen most of the we talked about most of these today. So in the interest of moving forward. What I do want to touch on is that we will be very shortly on the events page to sharing on the first of our local events. So keep an eye out for that, and I'd like to go onto the next slide, please, and turn it over to Gladys. From Ntia. This is about their request for comment on

the the 2 upcoming digital equity programs. Gladys. Hi thanks, Laura. This has been an amazing conversation today, more robust than the last one. So that's pretty. It's exciting to hear and see and see so many partners are old and new. So thank you. What's on the screen now is out an opportunity for more input from you all, and your partners and your communities. Ntia is about to release to Nofo's notice of funding opportunities. One for the state, digital equity, capacity grants program, and the second being the competitive digital equity program in in advance of releasing the ntia would like to hear from you all and your communities again. So spread the word in terms of what? That no foot should look like, and there are questions that are posted on this request for comments. So you can answer those and also include other input that you may have. So the link is there. And this and this slide, and you will be able to click on it when the slides are shared and posted, and my contact information is there as well as well as my phone number if you have any questions, please. Direct them to to me, and we hope to get as much input from you all as possible on'll also drop some of these links in the chat so that you can look at it today. Thanks, Laura, back to you. Thank you. Gladys much appreciated. This is a great opportunity. So if you need, if you want to submit those comments you've got you've got plenty of time, so so in terms of our next steps next slide, please for the working group, we'll be working on between now and kind of the next meeting in May and you've heard about part of it today is using some of the information that we're gathering during the survey time period to help develop strategies that are aligning with the priorities and requirements that we have for the digital equity plan using those to kind of look in and conduct the gap. Analysis, of what what we need and then using that to make recommendations for what actually goes into the plan in the draft plan that will be released for public comment. So next slide to cover May and June. So for our next meetings we're be talking again. This is a continuation of the conversation, so you may see the same types of questions over and over, but it's because we are continuing to learn and we have new people coming into the conversation every time. So what digital equity programs are working well in your communities. But also what's missing. So we're asking for some of this for the Dean tool. But maybe you're not in organization, and you'll. And you want to say, Okay, in my community, this is what's missing. And then in June, looking at that data that we've been gathering, and how that's shaping the priorities. So those are the the upcoming items for the next meetings, and we have just a moment, Wendy. I did see that you raised your hand. So I wanna make sure I get to you before we close out. Hi! My name is Wendy I live in San Francisco, and so I live in a really technology which environment, however, I just wanted to say that I have put this in a chat is that I love Cbo's and stuff like that. But there are still plenty of people who are not being, who are not connected to various groups that are still not being. Reached. And I want you guys to think about as part of the digital equity plan is to. To outreach, to, to people who are not digital, not digital natives, via traditional sources through newspaper ads. Whether that is a local newspaper AD. Or and food pantries, and publicly funded hospitals and clinics and stuff like that, because that's if you're not online, you're not gonna be able to see you're not gonna be able to get access by connecting to neighborhood 2 Cbos. Okay. And yes, there seems to be a lot a patchwork of different people doing different things and stuff like that. But ultimately for me, you know, working with different computers at the library, and you know, a tablet or something like that may not be the best fit, and it would be

nice if people think about you know asking people what they asking people what they want and I just lastly, I just wanna relate the story I had. This is more than 10 years ago I went into a senior center in order to charge my laptop. Okay. And then I started working on it, and immediately, you know, 4 people came over and started asking me questions about what I was doing. And you know, and I explained very carefully that I was charging, and you know, and did work, and and eventually they came to me because I was there. Okay. It wasn't some place that I had to go to, you know, to learn something, anyway. That's my! Feedback. Wendy very much appreciate that. Thank you so much, and that's something that I don't think we've heard directly from someone so thank you so much for taking the time to share that with us. And I think that Scott wanted to respond to that. Scott. Yeah, I, think, We need. Thank you very much for your comments. I mean, I think that it brings us right back to the purpose of how intentional this state is trying to be with the digital equity planning process, and how inclusive we know that the digital equity planning process and how inclusive we know that the digital equity barriers are, are very between access and affordability and adoption, and that, you know there are specific barriers associated with the covered populations, and that when it comes to the adoption piece that trusted messengers are key and that trusted messengers are not universal for different segments of the population. In some cases it's gonna be a state or local government agency. Some cases the cdo, some cases, the library, and so what we're really grateful for is all this like rich impression, sharing and partnership of people coming together to identify how at the end of the day, we can create this unified coalition that's aligned along a mission and informed and developed and, you know, outlined in the digital equity plan and funded by digital equity, capacity dollars to meet the very you know, unique and specific and individual needs of you know, the members of the 8 every populations that were intended to serve so really, just wanted to say, Thank you. Thank you very much that all of these unique perspectives are important. You know inputs for us to know as we collectively develop this plan together. Thank you. They wanna thank everyone you hung out for a little bit longer than our allotted time today. And just wanna really express our gratitude and thanks for the time that you spent with us with the feedback that you provided it's a lot to listen and digest. And we just really, really thank you for that. So I hope everybody is in the aftermath of our storm. Stay safe, that you continue to be safe you have a lot of contact information, and in the chat I love seeing what was going back and forth in the chat. Because you guys are really getting to know each other. And that's kind of also one of the big. The goals of this. So our next meeting is in May to keep an eye out for the April events that are going to be the in-person events. Those will be going up on our website, and we look forward to seeing you. In may, if not before, at one of the local events, and also welcome your communication and feedback to us via email. We've put our contact information in there. It will be on the slides, multiple ways to reach us. So thank you again, and I hope that you all have a fantastic afternoon.