

Digital Literacy and Inclusion Outcome Area Working Group Meeting Transcript
June 14, 2023

Good morning, everyone I see everyone is joining the meeting. Thank you for your patience with us this morning. my name is Laura Sasaki. I'm the broadband initiatives manager at the California Department of Technology in the office of Broadband and Digital Literacy. And I want to welcome you to the fourth and the final outcome area working group for digital literacy and inclusion. before we get started, just a reminder that this meeting is being recorded. It will be made available along with the slides and the transcript on the Broadband for All portal. Once we've concluded I will remind people of this again later, and there will be some links in the chat so that you know where to find that we'll take a look at the agenda next we're started. We'll start with some housekeeping items and then move into. Take away from our main meeting kind of what we learn from participants and panelists. We'll have today's opening panel and then move into the community discussion where we hear from you and then discuss both the public surveys and the digital equity, ecosystem, mapping, survey and tool and then discuss what's going on with the digital equity. Plan the next steps for that and wrap things up. So next slide, please just a reminder. for those who are deaf or hard of hearing. We do have an Asl interpreter, and if you select the side by side, speaker mode. That's the best way to be able to view Rex as he is providing the interpretation for us close captioning also available. And now it comes to chat. This is where we would love to hear from you. Please. If you can just add your name where you're from, where you're joining us from as well. What? And that gives us, everyone just a chance to say hello to one another when we get to the the community discussion. Please use the raise hand feature. The bottom number is zoom screen. That way. We can call on people in order and also see who wants to provide comment. So next slide, please. All right. So some takeaways from our main meeting. some of the things that we learned here were that really the criticality of partnerships to success, specifically with organizations on the ground. So in the community, and also very specifically leveraging in language support the importance of train, the trainers and peer training and support models. We also heard about allocating, funding is always huge to increase digital navigating capacity throughout California, as well as the awareness of resources and support being a key challenge. I know that we've heard a lot throughout the last few meetings. Just sometimes people are simply not aware of the resources that are available and that are out there. So those are some are takeaways from May, and if we'd like to move into the next slide. what we have heard from this group, these part, you guys as participants. Our speakers over the course of these meetings are that unaffordable Internet plans and lack of access to infrastructure. just availability of infrastructure. really prevents people from receiving critical resources. They're available online, whether it's health care, education. workforce. any of the any number of those things. in equitable adoption and utilization. and this is particularly in the non English-speaking community as well as the disabled community. and then lack of affordable and accessible devices. And when we say a pro for appropriate for the level of need, we talked a little bit. in in some of our groups about what a standard for a device is, you may have a different standard if it is a student with education, if it is an individual with disabilities, there are different standards out there, and some of these devices can be very cost prohibitive. So the other barrier can be limited skills, training opportunities when folks really need it. So where are their resources that people can access for digital skills training? So those are some of the barriers. So now let's look at some of the strategies and solutions that we heard. So these again are coming from you. from our previous meetings. So some recommended strategies from this group, from this group. provide affordable devices for

those in need, especially for those within the cover populations. And we've talked about the covered populations many times at these meetings. supporting access to digital literacy, literacy training and services specifically through community organizations. So again, those trusted messengers in the community who are interacting with various members of both cover populations and just the the community at large. also ensuring that digital literacy services that are out there are really tailored to the specific populations of individuals that are being served. Again, it's talking about who you're working within your community. What populations, whether we go back to in language like we were talking about on the previous slide as a barrier just making sure that it's not a one size fits all. and that we're meeting people where they are. So also promoting community outreach efforts for resources. just making sure that there is awareness around what is available for affordability and accessibility. the affordable connectivity program is one that immediately comes to mind for me. and then finally conducting outreach campaigns and materials that are culturally competent. And again, in language we heard culturally competent many, many times in the recommended strategies, and really wanted to call that out here. So again, thank you all for continuing to have the conversation and providing us with these recommended strategies from our previous meetings. All right. So I think we're going to move on to our speakers next slide. Thank you. So we are going to hear from Curtis, Gibbs and Yesenia Hernandez from the Community Action partnership for Orange County. We will also be hearing from Riga Hernandez from the American GI Forum, Greg Walker, from great harvest from a San Bernardino, Arlene crabs, loaves, fishes and computers, and Andy Urrutia from a bite back in San Francisco. So we're going to go ahead and start with Curtis and Yesenia, and then Just let me know. Queue me when you guys are wrapped up, and then we'll move along. Thank you. Good morning. My name is Chris Gibbs. I'm the director of planning. And does this development for the community act in a partnership of of Orange County? I I've been with Capo C for approximately 7 years. and prior to that I was with the Los Angeles Redevelopment Agency for almost 30 years. and during that last 10 years worked really closely to try and bring Internet and web present and actually fiver into watch and our disadvantaged communities. So CAPOC has recently been put under contract with gag to help on outreach relative to the Federal subsidy. I think it's was our experience doing census 2,020 innovative outreach that brought us to their attention. And so I'm going to introduce you, Sandy Hernandez, our senior planner. who's going to give a little bit more background on CAPOC and some of the things that we've experienced trying to work with those that have these barriers to. digital literacy. Yesenia, take it away all right, everybody My name is Cindy Hernandez. As they said, I'm the senior planner at capital C. Also with us on the call, as some other people from capital. C. So Alexander Carl, manager of planning, and in Carolyn Coleman, community engagement liaison. So Capel C. Is a multi-service anti poverty agency in Orange County, working to address immediate needs and empower disadvantage and low-income communities for the past 50 years. we provide programs and services through our 3 family resource centers and pro ride program, county wide, such as utility, assistance, water assistance. workforce development use services and the Orange County Food Bank through the Orange County Food Bank. We actually distributed 25,000 food boxes. in the greater Orange County every month to low-income seniors at 70 food distributions And then in 2,022, we actually distributed over 26 million pounds of food. we also have a diaper program where we pass on diapers throughout the county. every 2 years our agency conducts a community needs assessment. also called the C and a to help us understand the causes and conditions of poverty. so we actually are just finishing the CNA right now. The CNA consists of a survey and community meetings together, data directly from participants and residents of Orange County, And actually, through our research study,

we've had a few questions where we've talked about digital just like broadband and all that stuff. And we've actually had res parents who've come to our community meetings vocalize a desire to improve their own technology skills and education. especially with the pandemic. They felt like they were being left behind. They couldn't help their children with it. When we also found this year, that there, that a lot of the people who responded to took our survey. they found that the lack of access to technology was of affecting their computer literacy. a lot of them expressed it, was they found this difficult and also even just when we're conducting our own survey. And, you know, trying to connect data, even though we offer our survey online, you know, to make it more accessible in different languages. we have found that providing it in print is much more successful. you actually get a lot more, you know, participants. obviously, that's a lot more work on our end. Because then we have to data input, but it's just kind of signals. You know, the divide a program that capital C has or had, I should say that we found to be really successful. Was our success coaches. So the success coaches worked with seniors for 60 to 120 days. they worked one on one to set goals, provide guidance and support access to resources and developing skills of strategies to meet those goals. What we found that was that over 50 of seniors, their goals revolved around digital literacy. So they wanted to learn how to use technology to communicate remotely. and you don't connect to the world, especially as the program started in January 2021. you know, almost a year into the pandemic, and with the isolation a lot of seniors felt like, you know, they hadn't seen their families in a long time. They didn't want to just connect, you know, be a voice to kind of they wanted to do video calls They also wanted to learn. I would say simpler things. that maybe a lot of us take for granted, like, you know, accessing the Internet pictures, sending and receiving text messages, downloading apps. using zoom even access to on like banking them shopping, and some even sought to like master technology a little bit better. So one of our participants wanted to return to school. So you know, she needed to learn how to use the Internet, how to use zoom and all that stuff We also had somebody who wanted to grow their small enterprise of creating handmade leather best for extra income. So they also needed to master technology some more. well made. This program successful was that participants received that one-on-one support. we had staff to both, where bilingual also participants were linked to the resources they really need, that we needed, and then given the space to ask questions and learn what is often, you know, ages. I'm often overshadows, providing support to seniors as they are viewed as not wanting to improve their life skills. But the successor coaches found that, you know, when lo! Working with low-income participants, is. Lot of these participants actually came from our senior food box program who were on average about 80 years old. that the senior still had dreams and desire to stay up to date with technology. they are willing to be engaged and active and making changes and learning new information, which is, you know, obviously great to see. So as an organization that is moving towards you know, more services online and becoming more tech. Savvy? We do think it's important to increase the investment in these needs and organizations that are working on these issues. and that's all I have to say for today, and then I'll pass it to Laura. Thank you, Yesenia. I do have a couple of questions, because it was really I love hearing about the the work with seniors. And so in terms of the numbers that have that were with you when you started, and then the adoption, as you've seen, like board of mouth and and and information on the program our program actually ended. I would say last year. Unfortunately. So we have it continued with that program. We were hoping to find New Grant money to help us continue with it. So unfortunately. we can't really speak to that right now. Okay, Would you say that you feel like there would be significant interest in continuing that program from the community that you are working with. Yes, definitely. And I think, we probably didn't. You may reach our capacity

that we could with like, I said, we have a lot of seniors that we service every month. and that was only a fraction that we even got to speak to, or, you know, kind of connect with and do that outreach to even talk to them about the program. Fantastic program and also love hearing. I know that isolation during the pandemic for seniors was, a a very significant issue. So being able to help them connect with their families and learn those digital skills is just amazing. So thank you so much for sharing. Okay, no problem. Okay. I am going to pivot to Rigo. with the American Gi forum to talk about their digital literacy and inclusion programs and work in your area. Thank you, Laura. good morning, everyone. My name is Ligo Hernandez. I'm with the American G. I Forum We have one of our directors as well. Helen Alvin. this organization is a nonprofit organization and has a serve. Our community the our main focus has been the low income, the elderly, the hard to reach population, the mixture of speaking population, which is a trilingual and we have a serve our community. Our veterans as well. We're located located here in Sri Lanka, California, and within the last 5 years we have start, we started with a helping family sign up for the Internet esseNTIALs program which is a low cost Internet program for our families. We started with 30 signing up about 30 families per month. Right? Now, we all have been concentrating specifically with the affordable connectivity program, the ACP program. And we're working directly with it. And we, we are part of a an lvr where we receive phone calls for from families all over California. And we're doing 141 adoptions. We call them adoptions, which is A/C. P. confirm adoption. So we help our families to sign up for the up to \$30, discount per month for their home, internet or cell phone. So we're being doing our our staff. We started as a a 3 individuals. And now we're now we're growth to have a big staff which we has given us an opportunity to to help a lot of our families, our local community. We do Food Bank as well every second Tuesday of the month, or we give out food to our local families over 300 families every time we do the event, and we. It gives us an opportunity to provide information in regards to ACP program and digital literacy as well. within the last 2 years we were working very hard to during the pandemic to help our families do digital legacy online working with different districts throughout California. And we were able to do help out more than 3,500 families sign up for the digital leadership program. And we were, we had a really high success rate with the digital leadership program with school districts. with that said, we are keep working with our community the hard to reach like I said before, some of the obstacles that we have found is availability of service cost has been a big obstacle language barrier has been another big obstacle, and our organization has a has help on our families, our local families, as well as all their counties, to sign up and for the ACP program, and be able to save up to \$30 per month for their home Internet and cell phone service. and that's it. I like how you kind of minimize that there at the end. That's that you guys are doing so much. I had the pleasure of meeting Rigo at the Santa Maria event when we were doing our in person, and was just really excited to hear about the work that that they were doing. That Gi. Forum is doing. So I did have a couple of follow up questions. So you had mentioned when you do the Food Bank, which is just a a fantastic way when to to reach community members. It may not otherwise be engaged in aware of, like the affordable connectivity program. Just out of curiosity when you're talking to people at these events about the affordable connectivity program. How many are you seeing? Had even heard about it before. Oh, there's a a large percentage of families that haven't heard about the ACP program or any help. and we have that opportunity to help them out. We help our our veterans as well. During the Food bank events, we do have a a percentage of people that showed up to our veterans, and they don't have a clue about the Acp program or any other program. So we have the paternity to share with them what we do and what what else, what all their services are available for them. those different events. We do, do we? We do all the

community events, such as swamp meads, and we pointed out with all their no profits as well to participate all their sites and give out information on what we do here at the office, so that gives us an opportunity not only to reach out here at the office, but at all their events as well. Our organization. I'm sorry I didn't mention this, but organization has has been for more than 43 years for our community. So we have done a lot of work one of the another thing that I forgot to mention I'm sorry was that just last month the organization give out gave out more than 43 scholarships to our youth for higher education. And and that has been something that we appreciate very much, because everything what we do is to our community like I said, we one of the main and goals here at the office is try to help out as much as we can. We deliver more than 4,000 Chromebooks during the pandemic Some of those delivers were at home where we saw the the reality and the need of those Chromebooks, but not only the Chromebooks, but the availability of Internet Wi-fi to the families, we sell our first site what what's needed out there. And we have a work very hard to make a difference in our community law. It sounds like you've made a tremendous difference. And and one thing that you touched on that was also kind of in our on our key takeaways was the importance of the the In language communications and and digital literacy training and and stuff like that. And it sounds like that's a big focus of the organization, specifically like in this on the central coast and within your community. Yes, I'm trilingual I speak mixed together, which is a dialect, and that has help out a lot to really communicate in our community a third language, availability. So our families are aware of the services that we provided and that has given us a lot of opportunities to help out fantastic work that you are doing at the American Gi Forum. Thank you so much. We go for being here with us today. Thank you, Laura Andy, with bite back San Francisco, you are up. Thank you, Laura. I do want to mention really quickly that we are actually in Sacramento. So sorry. No, you're totally fine. But thank you. Yes, Hi, everyone. My name is Andy Urrutia. I am the program coordinator for bite back for those who are not familiar with fight back. Our mission is to close the digital divide by providing under resource communities an equitable pathway into the digital economy. And we achieve this through transformative digital advocacy. Digital literacy. tech certification training. I I do want to focus on one program that has been effective within the communities. here at Byte Back, we have launched our 360 digital navigator program. the 360 digital navigation program is a bypass community to community approach. it's kind of trained. The trainee type of approach as well. the digital literacy that provides customized support to individuals and families. the program is designed to equip direct service workers with digital skills. tools, resources that are necessary to support community members who have low digital skills with completing online tasks, gaining access to free or low-cost Internet and devices and connect connecting to online resources. we feel like this is critical for their well-being. So bypass 3 60 digital navigator program has already made a significant impact in Washington, DC. Baltimore. Maryland, we actually opened the office here in Sacramento and also in Miami. since it's launched, the program has provided customized support to more than 400 scholars and their families in 2022, we help them through gain esseNTIAL digital skills and access technology as well. we do feel that creating partnerships with our other community-based organizations is highly important. And so we encourage collaborations with local community centers, libraries, nonprofits, organizations that can help reach individuals and families who may not have easy access to technology. these organizations can help providing training programs and resources to support digital skill development. we can collaborate with other nonprofits doing similar work as well to design and implement effective programs and research innovative approaches as well to make sure that we bridge the digital divide state and local government agencies play a vital role. We feel like in promoting digital inclusion.

they can allocate funding for community technologies centers and develop policies to ensure equitable access to technology and digital skills. technology companies can offer valuable resources. We feel. And we lost our. We lost his over here and it can someone next I can't hear you. You you may be able to. He's I can hear you. Andy, can you unmute? You're on your your so we don't need to come back to you. Okay, can you hear me now? I'm sorry about that. No, we've asked a a good minute of what you were saying there, but we can hear you now. Oh, I'm so sorry about that, Laura. It was not for me at all. No, it's okay. We were talking We were talking about the partnership with with state agencies and reaching out. And then it's kind of like, cut out right there. Okay, of course. Thank you for putting me back where I I was trying to give you the time out, or visual, or something like that. So I'm sorry it tells me my face so I can't see anything, not a problem, not a problem. I'm glad you guys can hear me now. But yes, we feel like state agencies can definitely help us as well. we feel that we can implement effective programs and research innovation approaches to bridge the digital divide. And like I mentioned, government agencies play a vital role in promoting digital inclusion. They can allocate funding. you know, they can also, you know, develop policies and ensure equitable access to technology and digital skills training technology companies as well, this can offer 150. I'm sorry. Can you guys still hear me? It keeps saying that the videos visuals going out? Yes, we can hear you. Okay, I'm sorry about that. they can also allocate funding for community technology centers and develop policies to ensure equitable access to technology and digital skill training technology companies can offer valuable resources like donating devices. we do feel that it's important to establish inclusive and diverse partnerships that address the specific needs of different community members and individuals by combining efforts and resources. These collaborations can help create more digitally empowered society. We feel like. we do encourage affordable Internet plans and subsidize connectivity options for low-income individuals as well, families that can go. And by promoting the ACP program we actually implement the ACP program into our 360 to zone navigation program. I think it's also important to understand the barriers that come with certain programs like the ACP one major issue that I've seen personally within the application is the social security question. we understand that not everyone has social security. And so a social security number? so this question tends to scare off many people. and so, members that would have eligibility already when they see the question. They tend to kind of back up and not continue applying for the ACP, we also facilitate access to devices such as computer laptop tablets and smartphones to device donation program low cost options or device lending initiatives, in libraries and community centers like by back. I believe that more organization should develop and implement digital literacy programs that cater to to different age groups and skill levels. these programs should cover basic digital skills like online safety using digital tools. accessing online resources organizations can offer trainings through community centers, libraries, schools and other online platforms as well. another recommendation would be to regularly assess the effectiveness of digital equity and strategies and make necessary adjustments based on the feedback from the community. Here at by back, we constantly make sure that we get feedback from people taking our course, our trainings, and we implement those into future trainings as well. but that's all I have. I hope that the unmuting and muting didn't really throw anyone off. I'll shoot it back to you, Laura. No, I think I think we got it. Thank you so much. I wanted to ask a question about you partnerships so continually. You are mentioning partnerships, and I wonder if you can just talk a little bit more about not only just the value of those, because I think we heard that, but also really how how a organization might go about making those partnerships and reaching out. Because I think sometimes we are. We work in Silas, and we're kind of unaware of

what's going on in the communities around us. And so what's a good way for a community based organization to engage in and partner with others? Yeah, definitely. Thank you. I think we see it here at bite back, as in communicating and partnering with other nonprofits that maybe be doing the same type of work, but also other partnerships that can add value to what we're doing here. For example, you know us doing an ACP event here at bite back. We have, you know, the education purpose already locked down, but we want to reach out to other nonprofits that can offer equipment other nonprofits that can either offer a space and together we can give the access, the support, the equipment to the communities. So just making sure that we partner with people that can actually add value to what we're doing and move the initiative forward. And, you know, make sure that we bridge that digital divide fantastic. Thank you so much for being with us today and sharing what you're working on there and bite back in Sacramento. Hi, Arlene! would love to hear from you about loaves, fishes, and computers. Thank you. The comments from each of the previous presenters give very good advice about how to implement digital equity and inclusion in your communities. loves fishes and computers has been working in this arena since 2,009, and I've been involved with it since 2,011 we refurbish computers, and we offer these at low to no cost to recipients, and thus far have distributed over 13,000 computers to low-income community members in Monterey County. We get money for that through the sales of computers, but mostly through grants and contracts which I'll describe in a few minutes. We've also, side by side, developed an extensive digital literacy curriculum that moves people through basic to intermediate skills. basic skills range from everything to turning on your computer to establishing email to learning how to use the Internet. And then more advanced curriculum goes into Internet safety and digital citizenship digital citizenship significantly focused on misinformation and disinformation, and how to check sources because there is so much of that a viral and communications on the Internet these days that we want to make people aware of the pervasiveness of propaganda. one of the programs that we've established, which directs to what Yesenia was talking about. And the other 2 presenters is something that I began in 2,021 call connecting seniors with technology funding for this came through what every one of the participants in this webinar the Zoom Meeting has, which is through the De Counties area Agency. On aging. Every county has an area agency on aging through its department of social services and ours here in Monterey County, reached out to us during the height of the pandemic, noting the emotional stress and isolation of seniors. and since then, since 2,021, we have trained over 240 seniors. We have given them tablets and ipads. This training requires individual and small group training sessions. Each senior requires somewhere between 3 and 5 sessions to gain basic skills and what they consider more advanced download files, sending photographs logging on to zoom face time, etc. It's one of our most extensive and exciting programs, and as we each know there is enormous need for that. We get contracts. One of the ways that you can increase your outreach. And he was speaking about this collaboration. We have contracts with local school districts in which we train the parents of our school children how to use a Chromebook which is the most pervasive advice a device in the schools. We take them through cohorts of learners, generally 20 adults. They go through 8 to 9 weeks of training of 2 sessions per week those sessions range about 2 h in length. we start them out on site. We move them to a hybrid or virtual training. And now, we're even starting for all of these seniors that we have trained. We have provided over 850 digital literacy courses for all of these seniors. We're moving them into more advanced internet and computing skills. And we try to get them to collaborate with one another. We reach out through what has been mentioned, we promote our services through meals, on wheels, through the Alliance, on aging, through the public libraries, through non-profit community-based organizations,

through small business associations through unique through the county office of Ed. We've done a lot of training of migrant youth. In other words, we tried to be as extensive in our reach and as inclusive of community members as possible. We have now working on some new initiatives with workshops. So over the years we developed a parent and child workshop, in which we taught a parent and a child how to refurbish a Chromebook which we then gave them to take home, got that funded through local funding agencies. So the parent and child start off together. They refurbish a Chromebook or a laptop. We do a lot of it pre before they get there, so that in an hour hour and a half they feel a sense of accomplishment and can take home their computing device. The children then go off and learn some other more other stuff. And we take the parents and we get them an email account. We try to get them a library card. We teach them how to log on to their schools portal. When the children come back to the workshop, we put them on a digital scavenger hunt to find and bookmark appropriate sites that help them identify and access resources that are meaningful to them. What we are about to embark on another new project which opens up other funding opportunities for your organizations is what I'm calling together and connected with steam or accentuating the A. And steam. I've written 2 grant applications with those titles. As you know, stem is the big buzzword and education, science, technology, engineering and math. But those of us with humanities and arts, backgrounds and preferences. We added the A science technology, engineering, the arts and math and the grant applications I've recently submitted, which we will be starting in the next few months is together in connected steam workshops, in which, for the first part of the workshop this will include parents who have been trained by us and our digital literacy classes and have a computing device, a parent and child or a grandparent. Now that has a tablet and child will come together. and we will teach them the more advanced skills of digital of Internet safety and digital citizenship. The first part of the workshop. Thank you so much, for I'm going to just finish that. The second part of the workshop with arts opening up arts, opportunities for funding is, they will take recycled computer parts and start to create a work of art. From that a mobile, an assemblage are a collage. In this way they have a bonding experience, but they also have an extremely unique learning experience. All of our materials, including these Internet safety guides, are available at lows, fishes, computers, org. Thank you, Laura. Sorry? Oh, no, no, thank you much. I I love hearing you guys have so much that that you're focusing on. And again I had the the pleasure of hearing Arlene speak when we were at seaside so early. Thank you so much for sharing I'm gonna ask all of the speakers. There's a tremendous amount of interest in the chat. for contact information. if you would please share your contact information in the chat, so folks can reach out to you both that you've shared here today. Scott, did you have a couple of comments? Yeah, I just wanted to say, thanks to all the all the panelists and partners. They came today, and throughout the the workshop there's such great work being out there, and I wanted to to point out that this is such a great convergence of the digital planning process, and how we're, you know, bringing in folks that we met in person regional planning workshops to be a part of the virtual. You know, digital equity, inclusion working group. And I think everyone that is here today is someone that we are an organization that we met out there. I think a couple of key takeaways is just how important CD is are to doing the work locally of of digital equity and inclusion. And an interesting point that that many folks are not sort of single-issue organizations. But your multiple service. And you're weaving in digital equity into your other programs. And I think you know what all of you have reinforced is the important of you know, not just access, but the affordability and adoption, and so getting people, you know, access the ACP to the devices. And then on the training side. you know. needs based training that caters to folks, you know, across the spectrum, because we're really focusing

on the covered populations. And then, Rigo, I just have to say it was so fun meeting you, because we've heard over and over about the need to you know. to meet people where they are, and communicate to them in language and cultural confidence. And one of the things that we've heard about is that there are these other dialects? And so, hearing from folks in Santa Maria and up in Seat side about the mystical population and the work that you guys are doing. That is just really an example that that we should carry out, I mean, is, we pull together all this information, or input and feedback to develop the State digital equity plan. Want to remind folks that there is going to be digital equity capacity dollars poteNTIAlly, you know, 100 million to help all of us implement this plan we're working on together, and that where it's different from the infrastructure money. It's gonna be specifically for poteNTIAl eligible uses of developing broadband adoption. programs, ACP outreach programs, you know, standardized or shareable digital oversee training programs. poteNTIAlly device distribution programs. We've heard from Arlene and others. about the importance of getting devices out there. So just really think everyone for bringing your subject matter expertise here. guaranteeing up the community conversation do want to share. We've heard that there's collaboration, coordination partnership. that is what We've heard from the communities and that from the state level to the regional to the local level. We all benefit from working together and knowing about our work, and, you know, poteNTIAlly not duplicating those efforts. And it was mentioned on the on the Education working group yesterday, creating a structure or keeping in place the structures that have been developed for the digital equity planning group like through the planning process. So we have this 22 members, stable and digital equity planning group and these 6 working groups that even once the plan is developed and the capacity dollars is there that we keep together a much larger state like community practice, so that we're sharing resources and best practices to get to the angle. So Laura, thanks for a little bit of time. I hope I didn't talk too much, but kicking it back to you. Thank you. Scott. now is when we're going to move into the community discussion. So this is when we want to hear from you. So if we can bring up the the slide that has the prompt, that would be fantastic next slide. Okay, so here's when we are going to ask you to use the raised hand function so that we can see that you would like to provide some feedback or or comments. the topics that we have today are who are the most effective and trusted messengers in the digital literacy and inclusion space. and this can be anything I think we heard yesterday Scott mentioned the Education outcome area working group that we had. we had folks mentioning more nontraditional trust in messengers. and then what are some strategies or programs that have effectively address digital equity barriers? So please don't be shy. Raise your hand. We would love to hear from you. So we're going to go ahead and start with Gina. Hi, Gina. Are you able? There you go. Thank you so much. okay, I didn't see this in any of the other Zoom Meetings that you had. But this is very specific to digital literacy. and I had written in about grants for digital literacy. Right now, one of the biggest ones that we have found him have been the C of grants which are awesome. and I'm also part of the San Jose digital inclusion partnership in San Jose. So I'm seeing a little bit of I'm seeing a little bit of creativity that is needed right now. It seems like passive is like, you gotta do 8 h, and that's it. and you better clock it if you want to get paid. And with Sam as a digital, including partnership, it's 6 h, and if they need to 6 h. Then it's got to be 6 h and just coming to the background of training online for many years with over tens of thousands of students. I just think that that's a bad idea. We need to step away from that seat time. And we need to look at proficiency and be more creative. So I just wanted to put it out there whomever is dealing with creating those regulations on digital literacy. let's really look at proficiency and step away from see time. That's that's all training. We don't. That's not how it's done anymore. let's be progressive help people where they're

at. Some people are only going to want to learn so much and can only learn so much, and it's unfair to them to think that they're going to be able to do 6 or 8 h. Then there are those who are just really advanced give us the opportunity to push it, and teach them even more. So see, time according to the individual's needs, is what I'm asking to be part of the mission here. Let's be smart about. Thank you. Thank you so much, Gina, and also just want to remind those of you who are here in the audience. If you want to respond back to something that you heard? I would encourage you to raise your hand and do so. It's great to do it in the chat, but we would also love to hear from you. Pat, we're going to go to you next. Hi, can everyone hear me? Yes, we can. Okay. great. So I did. Oh, I didn't. I tried to start my video. It's not working all right. Here we go, all right. thank you for all the information. It's it's great to hear some great ideas coming from this. I think one of the things that we can also look into adjusting is for our organization. We've had a lot of feedback on learners looking for resources for either lower cost devices or free devices. We get a lot of those requests. so a way to share where those resources are is, it would be great. And then. Gina, you had mentioned something about a grant that's available. You cut out if you can share that information again, either through chat or something that would be wonderful. And I I agree with you on the putting up the pro, setting up the programs where it's not a set amount of time of giving digital letters to the classes, but identifying the proficiencies and meeting them, meeting the learners of where their needs are is a good idea. We are constantly trying to figure out how to do that? So if you have, if you wanna share your ideas, that'd be great And on the other side of learning how the learners are proficient coming up with ideas for reporting on how their proficiencies are, how the impact is for us. we're working on that as well, especially me as a just data control and quality manager. I think that would be good to have especially with, like all the California programs and understanding how much impact we're making with the resources that we're receiving. Thank you so much. Pat, we appreciate that. And I believe, what was mentioned earlier earlier was the California Advanced Services Fund, the CPU. C. California Public Utilities Commission program. Keith, you are up. Thank you. yeah. I'm definitely picking up on the thread of partnership collaboration and pulling together CBOs with that are complementary to one another. someone. But in the chat, you know, not not competing, but complementing one another, and I was wondering if one or more of the panelists would speak on like what they thought was a key ingredient to one of their successful collaborations and partnerships. Thank you, Keith. That's a great question, and I want to extend the the that to both our panelists as well as our co-chairs for this group. Because I know Juliana, I saw you in active there in chat, and I do know that. you have quite a few programs that do collaborate. So go forward. I see you got your hand up. Okay. I'll put my hand down in just a second. Hi, everyone. My name is Juliana, and I am a library programs. Consultant. I work for the California State Library. I live in Long Beach and I just did wanna share a little bit about a reminder to please don't forget to include your local public library, which is most likely a city or county government jurisdiction that operates independently. However, we have the State Library help coordinate grants and training and funding, and we can communicate with them, but they are all independent and all each a little bit different. every public library has public access computers. They do check out some Wi-fi and Hotspot. We have a statewide digital navigators program. That's a team of all remote English and Spanish speaking digital navigators who can help on everything from low or no cost devices helping people sign up for ACP navigate issues that they might have with that sign up or get more information about digital skills training, either through local community-based organizations, like many of you here or through the local public library. many, if not all libraries also have local literacy services that some are in by bilingual also. and a lot of them have access to a free

digital literacy tool that the State Library has provided, called North Star. we can track and see what learners are doing on there. So that's some of the most exciting things to me is we can see at the beginning that most learners will take an assessment and get a pass rate of about 30 but we'll see the pass rates increase as they take more assessments and do more follow up training. So to me, as a former teacher and educator myself. That's very exciting. and then I will also just mention one more thing. the libraries often also have variety of different online resources that users can use 24, 7 from their house. They don't have to be in the library. They don't have to be available during normal business hours to access. all sorts of workforce and upskilling platforms. that are available free with a library card to anyone in California. And if anyone has any questions or wants to talk more about collaborating, I love to see our partners here. Department of aging awesome, the partner of technology, also awesome. we love to partner and hear all about the work that's going on in communities across California. So I'll pop that in chat. Thanks. Thanks. Juliana. And yeah, if you can put those in chat, especially like the digital navigator program. Which is it? I think you're at 58 library jurisdictions across California. those of you who are attending here can check to see if you're just one of them that is participating. Arlene. I would love to hear from you on. Keith's question was, what's that magic ingredient on partnering with organizations on on a common goal. Thank you. in it. One of the ways to approach this is to go to an organization target their population and speak to the executive directors or people in charge and say, here is what we can offer. Who of your constituency needs these skills? And, of course, before you approach them, you know that they have constituents that need your skills. This can result in collaborations for contracts and or grant applications. So, for example, some I love the libraries and the schools and the school districts, and non other nonprofits. But think! Outside the box we went to the Ag. Industry. We went to a small nonprofit, a small business enterprise called Alba, which is training local farmers how to do organic farming, and yet they needed to learn business skills. And so we approach them when they approached us. And we created a collaboration. And we're now training these farmers in digital literacy skills. This breaks through the barriers. When I describe the digital divide, I described it as an economic divide, a racial divide, a geographic divide, a gender, divide an age, divide a social justice divide and economic and a technology divide. If you think that broadly. if you think about all the organizations and businesses in your communities that that definition addresses, that opens other doors for you, for funding applications and for contracts. I can't over emphasize how important it is for a nonprofit to develop a contractual relationship with organizations and businesses in your communities. And finally, a word of mouth. We, during the pandemic people, were lined up outside our doors like a rigos organization with GIS. We gave out in one year over 3,000 Chromebooks, which we desperately were refurbishing. We got a large supply of Chromebooks that were outdated from the local school district. 80 of them, let's say we're usable could be refurbished. We had our. We were limited volunteers couldn't come because of lockdown, but we set our minds to it, and we refurbished. And even last year, 2,022, we distributed over 1,200 computers into the community. So I guess my answer to all of that is, think imaginatively. think collaboratively, think outside of the box and use your people, your staff, your collaborate, your partners, and, most importantly, the people who you are helping to be your best advocates. Thank you, Arlene. Thank you for summarizing that so succinctly as well. And I'm seeing lots of lots of agreement in chat, and is for what you're saying. I just wanted to say that Gina's comment, I forgot about proficiency versus time in the seat is right on target. And there are across the Internet, like the National digital inclusion, association, etc. You can find worksheets on digital literacy skills, etc. And that would be a much better way than time in the seat. Got it. Thank you so much. Lisa Millar, And if you're comfortable,

if you can let us know if you're speaking on behalf of yourself or an organization. that'd be great, sure. I'm speaking as let me see if I can get my video to work here. working. I'm working at home. I apologize for you. I am speaking as a professor at University of California, Davis, so that that's pretty much myself than the organization And I'm a big believer in trying to leverage the amazing poteNTIAL of the students. college students in our state and trying to you know, optimize how we can connect them to individuals who are in need. So specifically, I've been working on pairing undergraduates with low-income seniors to work across the quarter on digital literacy training. So it's one on one. And for me the secret sauce, or that where the trust comes in which is really, really important is in the relationship that develops between the student and the older adults. It happens organically, it's it's really a marvelous thing to see and and it works. The training is is quite impressive. So I've just started. In other words, how much they've learned in terms of technology uses is you can demonstrate. So I just want to put that out there. It has. It's it's challenges because of the multiple payer system. If you will. Right. There's a lot of nonprofits involved. to help recruit the older adults. Location like a senior center. A library is important. But also, you know, getting the universities and and the the colleges to to go along with this, that this is something that teaches. This isn't as an amazing teacher. it on. This is called, you know, community engaged learning. And there's a big push for this and it. The students are really really impressed by how much they learn about aging and reaching out to the community and about all kinds of divides a new pollution. So I'm just putting that out there as a and say, another way to go about this, and I have a link to our local newspaper for more information on that. I'll just put it in the chat. Thank you, Lisa, really appreciate that feedback. Very insightful. Scott Adams, California Department of Technology. You have your hand up. Yeah, Laura. so I just wanted to comment on both what Arlene said about peer to peer and what Lisa just said about intergenerational You know those are themes that we have heard throughout the working groups, and also in the workshops, that in terms of really getting over those digital equity barriers that you know, there's the organizational and structural support that is needed. But the effectiveness of that peer-to-peer model that is, peers get trained, they go out and train others, or, as peers learn about. You know, individuals are about ACP and get connected, that they go share that with their community. So that's definitely something or that that we're underscoring. That we've heard is a recommended strategy. And Lisa, the the intergenerational component is something that we've heard across the outcome areas. whether it's you know, youth in parents or grandchildren and grandparents or older veterans. you know, poteNTIALLY being taught digital literacy skills by younger veterans. Those are 2 really cool themes. And so I'm glad that you guys brought them into this final workshop to underscore those, because there is a lot of complexity. I mean, going back to what Lisa said, the organizations. Yeah, you've got the fed. This multiple state agencies that are working on these multiple regional and local agencies like how we navigate this is going to be really important and how we develop programs and allocate capacity grants to do that. The one other thing that I wanted to to point out is, it feels to me that, like a lot of this is about digital navigation, and where California is slightly different than other states is that as we're putting together our digital equity plan, the NTIA would like all States, I think, to be looking at digital navigation. There is actually legislation passed at the end of last year by Assemblymember Mia Blanta that specifically as the state to look at do an inventory of all the digital navigation programs across the State and develop recommendations on how to implement that? you know a A program, either a centralized digital navigator program or a grant program that empowers digital navigators. And we've seen you've got, you know, Julian and the California State Library. It's as a central, you know, competing entity working with the the county and the the branch libraries. I think

Arlene mentioned the department of Aging Brian Carter's here. They work very closely with the triple as to implement the chat the at T program critical and getting those ipads and devices out. So just really inspired by everything that folks have pointed out in it's such a complex thing that we're glad we've had all of your expertise to provide input and guidance. Thank you, Scott. Robert Osborne, with the California Public Utilities commission. You've got your hand up as well. I thank you. And I apologize for being late. but want to thank the Department of Technology for hosting this important event and giving us an opportunity to PC. To share a little bit about the adoption account that was mentioned earlier. So the California Advanced Services Fund adoption account came into being back in 2017, with AB 1665, and rules were created. We created rules back in 2018. Today, we've had, I think we've awarded 280 projects to provide digital literacy to about 60,000 people. I think the comments that Gina made earlier are spot on. The rules that we have right now are looking at something that's verifiable. The eight hour is part of the guidelines right now, and I would encourage anyone who is interested in this topic to participate in the rule making so that we can make changes to the program because we are driven by what's in the public record. So that would certainly help us in terms of helping the program evolve to adapt to sort of the realities on the ground. Thank you. Thanks, Rob. And did you put the role making in there? I think I saw a link from in there at 1 point. I didn't. But I will do that. Oh, I was just gonna say and rob if you send that to our team. And then thank you. After this, we'll include critical links out to everyone. on this call. Thank you. Everyone for your comments. Today we'll really appreciate hearing from you. and I think we're going to go ahead and move forward to talking a little bit about the the surveys that we have that are out there for Input and so I'm going to turn things over to Shawn Doherty with the Broadband equity partnership to go over those Shawn. Hey, Laura? Real quick. I know that. typically we have been moving along. I think Miriam got one last hand up. Can we? sure. can we get a Mary? Thank you. There's the final question before we move on. Yes, I wanted to know. whether the State. I guess this is a question for Laura, but anybody anybody who has the answer can provide it. I wanted to know if the States program to provide access to broad brand and more generally. to technology. includes some strategy for getting people to teach all these things to individuals and groups and communities around the state. Yeah, Miriam, all take that one. The State's overall Broadband for All program is focused on on basically three main goals which is getting people access to reliable high-speed Internet, access to affordable home Internet and devices and the training and the skills that they need. I think you've heard Rob Osborne and our folks at the PC. Talk about the The California Advanced Services Fund webin adoption program which is funding some digital literacy work. And then you've heard from a bunch of folks here today who are doing that work out in the community like, you know, the American Gi. Forum loves fishes and computers. So a lot of that's been done. You know, California emerging technology fund. And there are many grantees are doing that work. And so what? that this process is intended now to do with the State digital equity plan is coal. All of the work together, identify all of the gaps and all of the needs based on citizen and organizational support, and then develop a digital equity program that will be funded, and part of what that will fund is. How do we address the need to? you know, support more training throughout the State for the very covered population. So I hope that answered it, and it's a really good segue to the final 2 portions of the. All right. Thank you. Let's move along to Shawn Shawn, your backup. let's talk about the digital equity survey and deem survey. Thank you. Thanks, Lara. I'm Shawn Dorothy with the digital with the broadband equity partnership through, to be able to talk about 2 additional ways that we are continuing to gather information and data on the excellent programs. that are happening across the state of California. I'm going to focus first on the digital equity survey, then talk about the the

Dean tools that we have the toolkits and then actually demo them. So it'll be good to see how these actually work in action. So next slide, please. So the digital equity online survey is we hope will be completed by almost every household in the State of California. we have 45, 40 1 million people living here. So we want to hear from as many of those people as possible. So, Arlene, we'd love to hear from all 13,000 recipients of your devices. And Andy, all of the digital learners and you know the individuals who trained the trainers about their their broadband experience in the state of California. the digital online survey, is mobile, friendly. So anyone scans that QR code that we have here. it'll pop up and is very easy to see on a device. So, Regio, maybe next time you have a a food bank you have that QR code sitting right there, and people can take it while they rate in line for their food. We also have it developed in 14 different languages which has been really successful. And I think just acknowledges the accessibility and the concerns that we took of the communities. And developing this online survey there is also a built-in audio functionality which I'll demonstrate. And so all of those 14 languages, you can either read the text or have the text read allowed to you, which has been really useful for people who have maybe limited literacy or or have a visual impairment. this helps them complete the survey as well. So again, we're encouraging you to send this out to all of your networks, to everybody that you have engaged with through your programs, through your partnerships, through your collaboratives. And that's really our call to action. we're hoping for a minimum of 10,000. we were a good way there. And I think that's a good segment to the next slide. Actually. So you can see some of the results that we've had in the roughly 3 weeks or so. Since the survey has been open we have had over 4,500 responses. This is the distribution? by county. you can. We are really impressed. to see some maybe more rural counties, such as imperial, or Inyo really pulling ahead to compete with the La's in the San Francisco. But if you see your county there, And you see, maybe the numbers are a little lower about who you work with. Think about who you partner with. Think about the the religious organizations you work with the CBOs, the nonprofits, the community health centers. The libraries absolutely agree with you on that, Juliana. who are all those organizations doing work that you can share with that you can send it out to their networks to make sure they are working with their communities. So this is, you know, again, the the public survey. This is for individuals and households. I hope everybody on this call has completed it, or will complete it. It took me 7 min. it says 10 to 15, but it in truth, I think it takes a lot less. And so that's just kind of the top level of the digital equity, Scott. Anything to add to that any comments you wanted to make, or I'm sorry. But there's actually one more slide. We have a lot of really good data apologies. And as we mentioned, there was you know, over 4,500 respondents. And I think this data really shows that it is getting to populations that we want to hear from. 54. Of of those who have completed it have been within minority communities 41 within, you know, aging or older adult communities. These are the people we want to hear from. And these are the communities you serve. you know. I think you see, that mentioned her program with seniors. and so we. We are really leaning on you and hoping that you will share this with the individuals in your community. It's as a necessary data that we're collecting right now. And, as I mentioned earlier, there's 14 languages here. It's showing the use of those languages. 13 of those 14 have been utilized. And we're, you know, really proud of all the work that went into that. And so we're seeing, you know, 76 or 78, roughly with English, followed by Chinese and Spanish. so a lot of languages are being utilized. and and we hope that'll just continue. Yeah. And so, Shawn, thank you. And folks, we know we've asked a lot of you. in your time. But really, that the we we want to reinforce here is that we've put a lot of time into developing a statewide survey that can be as accessible as possible. So in the language with the other accessibility features. The good news is that It works. You know you you

mentioned at the top that There's just some folks that a paper survey would work. But what we were trying to demonstrate here is that Is that we are getting a ton of response from the covered populations that We are intended to. you know we're being directed to to focus on, and that folks are responding in their languages as well, so would really ask. We know you're a lot of movers and Shakers. you. You have direct connection to residents and individuals that if you could please utilize. this survey and promoted widely throughout your communities, we do have an outreach toolkit that has materials, you know, pre drafted messages translated into languages and different social media assets. in a variety of languages as well. Awesome. Yeah. So I'm gonna review the the the organizational digital equity ecosystem mapping tool. Next give you some highlights. So if we can move on to the next slide. has anyone? I'm just wondering. Are there any questions about like or or any response to that from us? What would folks need from us to help promote the survey widely in your community. Hmm! And, as Scott mentioned, there's an awesome toolkit with social media printouts. The QR. Codes bitly links. you know. But, please, if there's anything more that we can create to be responsive to your community. Please let us know. Yeah. Him. Please contact us directly. Oh, Ingrid's got a hand up. Yeah. Hi, everyone. I'm Ingrid Greenberg. I'm the online faculty mentor, coordinator at San Diego College of continuing education. It's great to be here. Thank you for hosting. a recommendation for our digital literacy students is some kind of a lesson plan to orient students to this survey. it. There's a lot of questions, and some of our students are new to surveys like this. and like, why am I doing this? Why am I filling this out? And Some kind of a a lesson that an so an ESL instructor, English as a second language instructor or a digital navigator could present. So that's one idea to promote, especially in an educational setting or a digital navigator. A library setting, got it. And so Ingrid thanks for calling that out. We did provide a toolkit in the in the chat, and we'll send it out to folks in the toolkit is an outreach guide for partners. That kind of talks. some about that. And there is a paper version of the survey so that folks who are promoting it can go through and look and see what is actually included in there, and to help facilitate some of that. So those resources are available. And by any chance I know this is a long shot, but by any chance are those orientation materials designed for canvas learning management system? Because some of us teach fully online English as a second language course in a level one beginning literacy level and for example, I teach using canvas, the learning management system, and you may or may not know. There's these modules, canvas pages, and we're looking for lessons that we could copy, paste into the canvas pages. that help Orient our students before we launch a survey like this. Why, me, is that the digital equity survey that we're asking folks to promote now is going to be open. It's been open for about 3 weeks, and it closes on June thirtieth. And so really, the resources we have are the resources we have, and there's a real call to action, because we have to put together a draft digital equity plan sometime by July and then put it back out to public comment. we may reopen it. So we'll we'll, you know, keep in mind the request about the Lms programs and potentially have a follow up conversation with you as a subject matter. expert. So yeah, Julie, and that that survey closes on June thirtieth. So there's this immediate call to action. And then I think it's a go forward both as part of the digital equity plan. And you know we may want to roll this survey out on a on an annual basis. We can then think more about how we can support that But I wanted to kick it back over to Shawn because she has another piece that she needs to talk to folks about. Okay, thank you. Scott, thank you. Thanks. Ingrid. So yeah. Moving on to the digital equity ecosystem mapping. so you can actually move to the next slide. Thanks, Fiona. So this is for your organizations to complete. We are looking to learn about as as Jeff Bueller said yesterday, all of the the pockets of excellence in the state and all of the organizations that are doing

good work. So all of the organizations on this call, and I know there's been a lot of conversation around partnerships and and collaboration and and who you work within your community and other Cbos and other organizations. this is who we want to hear from in completing this tool. we want to hear about their barriers. We want to hear about the program success and the needs. but all of the information gathered. through this process will go into our State digital equity plan that as Scott mentioned, will be produced by the end of this year. and the more information we have from your programs, and how successful they've been in the needs and what we should, you know look towards as best examples, and we'll only make that plan stronger. can we move to the next slide, please, because the Dean tool has been out for a little bit. we have about 200, or about coming up on 300 responses, and, as you can see, this is a bit of a heat map. that shows the breakdown by county of where we're hearing from programs. we want to get a respondent from at least every county. We know that there are programs operating in every county. one is, I think, our, our, our our floor. everyone is our our ceiling. So. you know we want to hear from you. We want to hear from the partners that you work with. We want to hear about all the good work they're doing, and and hopefully, just to see more and more responses to this and learn more and more information next slide, please. Hey, Shawn, can I just make it? A quick comment on this, because we've talked about we want to make sure that folks know that that with all the information and data that we gather through the digital equity planning process, we also want to put that to use for the community so that we're not just using it for the digital equity plan. But we're using it. for implementation of the digital equity plan into support communities. So when we're talking about coordination and collaboration and being able to find people and bring them together. Aside from, you know, continuing the community and practice in these working groups the information that we gain from the digital ecosystem mapping tool. you know. we'd we'd really like to put together some kind of a virtual visualization or index by county or city, where folks who are doing similar work can find each other, and that residents who are looking for services or support can find it on the Broadband for All portal. So it's the, this is an absolutely critical step in planning and putting together the digital equity plan, but also in helping with the implementation. Put in a green more Scott. so yes, reach out to your colleagues, reach out to your friends, reach out to your organizational partners. next slide, please, Fiona. and this is kind of a a breakdown of one of the questions that is asked. in The survey in the, in the, in the Dean tool is just to kind of I identify how you would identify your organization. Are you a government or a public organization? And this just kind of gives a kind of a brief breakdown of of how many we've heard from so far. So you know, 19 city governments. There's well, more than 19 city governments that exist in in California. So I think that's just a little bit of of evidence of where we have to go and where we want to hear from And next slide, please. And, as I mentioned, at the beginning of kind of my my section here, there's a wonderful toolkit. The links are there. the bitly links to And we're gonna we're gonna demo this in a second. But again, it's has all of the survey materials written out. It has all the social media material, so you can easily share it to your LinkedIn, to your Instagram, to your Twitter, to whatever community or government pages. You have it has text that is easily readable. And so we really encourage you to use the items that are within that toolkit, and if something else would be useful, please reach out to the team and happy to explore creating more next slide. Or is that the last one. And we are going to move on to the demo. Yeah, can we bring up the demonstration, please? We're going to start with the public survey awesome. So, as you can see, it's it's clean. It's easy to read right there on that front pages where you're able to access all 14 of those languages. It defaults to English. But if you just click on any of those languages or toggle up at the corner, it is reactive, and so it automatically changes.

And this is both. Whether you're doing it on a computer screen or whether you're doing it on a handheld devices, smartphone, or what have you? You'll see down in the corner there's actually an audio button has a little play, so I don't know if it'll if the audio will play. But let's give it a go. Perfect. thank you, Fiona. So you you can see that all of those 14 languages we have them both written and audio. They've been translated into both and so Fiona, do you mind going back to Just the English version for a second, and moving on to the next slide and hitting the next next button. This is the the one required question. Are you 18, or do you reside in California? Everything else is wonderful information. but this is kind of I I guess not not required. you have to be over 18. You have to be a resident of California in order to complete the survey. Excuse me, and again, you can see at the bottom that that is translated. both. You have that audio function. So every single question going through. I don't know if you want to. click and see. All. All of those questions can be read out loud. What is your Zip code? And then, you know, helps us to identify. Are these people responding from covered populations? You know what are their barriers to having broadband? Is it cost? Is it digital literacy and skills? And is it not having a device? And so that's really going to help us determine what the needs are from the community, and just make this digital equity plan that much stronger with that information from the individuals in the households any questions on that, Scott. Anything to add? before we go on to demo, the DEEM tool. The only thing that I would want to add is that well, we're looking at the functionality on a computer If folks were to send an email or a text that was received on a mobile phone. it's the. This survey is optimized to be completed on a mobile phone, too. So you don't need a computing device. to do that. Yes. wonderful, wonderful. And do we want to move on to the team tool? Now, Fiona. awesome. So this is the digital equity ecosystem map. This is the tool, as you can see, it's very clean as well. This is offered in English and Spanish, and you can translate it via the toggle up at the corner as well. And again, this is for the organizations. It takes about 10 min. I would encourage you all to look at the toolkit beforehand. Before completing this, there's actually a document, and maybe we want to go to that under the Dean survey instructions. that actually has all the questions laid out. so you can go in there prepared to just input all of that data and all that information. It, as you know, the demographic questions around, you know where you're located, who you serve, what programs do you have? And so, as you can see, section 3 is around computer and device access. So if you do a device refurbishment or distribution program, you're gonna want to have that information before going in there. This is a wonderful helpful that'll allow us to capture the most information possible. And then, on the last page of that of the of the tool It also allows you to upload additional information. If you have white papers, if you have annual reports, if you have a Grant reports or anything that speaks to the success of your program. Please add them. That is just additional data and information that will that'll be extremely helpful. to the team and to the organization. So, again, we're asking you on an organizational level to complete this, to share this with your other partners. in the community to share the links to the toolkit that will just make it a lot easier in implementing and using and and thank you for your participation. I am open for any questions, or if not, Laura, I can turn it back over to you. Perfect. Thank you, Shawn. Thanks so much for sharing those surveys. we'll go ahead and move on to the next slide, and and just thank you all for sticking with us. We're a little bit over time. But we're wrapping up so. I want to also say thank you. To all of you who made it out to our 17 in-person events throughout the State. We really really appreciate that and value the feedback that we received there. we have one. We have a series of tribal engagements and calls consultations coming up. a reminder. This is for tribal leaders, members, and representatives only. So if you work with any tribal organizations, please share this information with them. the links to to register can

be received directly by emailing us, that email is at the bottom of the screen. So those are upcoming, and then we will have a virtual event on July 12 as well. So next slide. just as some some wrap ups for our outcome area working group meetings. a reminder that we have workforce and economic development this afternoon. tomorrow we have the health and a health outcome, Harry, and working group as well as esseNTIAL services accessibility in civic engagement. in July we will be having a tribal collaboration outcome area working group, and we will let you know when that that date or that time is available. also a reminder upcoming. We have the State digital equity planning group meetings. We have those on July 26 and October 20 fifth, and those are our rounding out kind of the The planning process. And if we can go on to the next slide. What we are asking for you from you, excuse me, is to complete, as we said, and share the public survey with all of your friends, family, and networks. Anyone that you know please share this with them. and complete the Dean tool. We talked about both of the there's 2 team tools, one for organizations, one for isps, please complete those and contribute. And then from you, we will be providing a possible public common period on the draft. Digital equity plan. with all of the input and recommendations gathered from all of these meetings, as well as all of our in person meetings. So again, a big thank you to all of you. for being here for for the last 5 months of these meetings a lot that we've had 4 of them. we just thank you so much for your time today. Thank you for being with us during your lunch hour. and really, really thank you for all of the input that's going to go towards the Dr. digital equity plan for California. So help, everyone has a fantastic day and we hope to see you at the subsequent outcome area working groups and at the State. Why digital equity planning for meeting. Thank you all. Thank you.