

Essential Services, Accessibility and Civic Engagement Meeting Transcript  
June 14, 2023

Welcome everybody. just wanted to note that this meeting is being recorded. We're going to have pause before we start to like some folks trickle in as the numbers go up. Got it? Okay? so welcome everybody to today's fourth and final essential services, accessibility and civic engagement. digital equity outcome area working group. I'm Scott Adams. I'm the deputy director for broadband and digital literacy. And we're very glad that you've joined in that you've come to participate in linear subject matter. Expertise to this very important initiative. Next slide, please. So wanted to recap real quick the agenda for today. Where obviously have the welcome. We're gonna do a summary of the key takeaways from prior meetings. We will have an opening panel. We have a number of really good subject matter experts. that will lead into a community discussion, and then we'll have 2 segments at the end about 10 min each on 2 important data gathering surveys that we put together for both residents and individuals, and then we'll do the next step and the close next slide, please just a little bit of housekeeping here. In order to best do this meeting, we suggest you select the side by side speakers more for viewing experience we do have an Asl interpreter here. Do you want to let you know that? if you need closed captions close captions are available and choose the CC close caption. on your toolbar and select show subtitle. and we invite anyone to introduce themselves in the chat to let others know who's here and who's at the table? If there is a question after the presentations, or the speakers, please use the raise your hand feature. at the bottom of the bar. Next slide, please. And so we wanted to start off. As we said, this is the the fourth of 4 meetings, and we wanted to present some of the key takeaways from the previous discussions, and I think that the first is that a continued theme here is that access to infrastructure and affordable services is critical to people having access to essential services online. to accessibility and civic engagement. That there is, you know, a relatively low adoption of assistant technologies that's including hardware and software, that there is a a need to create websites and web services with the end users in mind to help those with various needs. which include making materials available at a at a accessible reading level and in language. Additionally, the funnel is that entities that provide services online need to make processes and forms easy to navigate next slide, please. So the state digital equity processes multi prompt appro, which we have a digital equity planning group. These 6 virtual working groups that are aligned around the policy outcome areas that we are hoping to empower by achieving digital equity throughout the State. we've got our our survey tools on our regional workshops. And so we wanted to kind of start off with some of the the common barriers and themes we've seen across these multiple areas. And again, that's you know. First, the lack of access to online services, resources and processes perpetuate a a system and exclusion for many of the covered populations and most vulnerable among us that leads to digital inequities and impacts outcomes in many different areas. The second is again, is that Internet surveys. you know where it's available is still unaffordable and the lack of affordability of service and devices limit the ability of the covered populations to participate in and benefit from essential services and civic engagement. The third is really, you know, kind of universal, we found is that the limited availability of culturally inclusive resources and services online as well as the digital literacy programs to train

people to use them. Also, perpetually inequitable adoption of the Internet but also and the inequitable ability to fully participate in modern life. the fourth barrier is something that we've heard specific, I think, to this working group. But in other areas is that the rapid piece of technological change? creates a difficulty for many users that the States digital equity plan and the broadband for all program are helping to empower. And so the next slide, please. we also wanted to start out. Now, this process we have engaged with over 6,000 organizations, entity subject matter, experts and residents and we are still pulling through all of the recommended strategies we've received as far, but we did want to tea up, you know, prior to the panel on the meeting some of the recommended strategies we have heard. the first is that entities that provide digital services. should or could champion benefit programs for broadband service and devices to ensure affordability. And that's you know the affordable connectivity program. That's a benefit to subsidize Home service. There are other low cost service programs out there. that are critical to bringing folks online. the second we've heard is that the need to develop new and fund new and existing digital navigator programs to help the various covered populations. The third is there could be the development and deployment of standardization practices for online services which could go to the the next one, which is a standardized look and feel of all civic platforms online to improve ease of navigation. The fifth one is to improve online security and privacy policies to protect Internet users from fraud. And then the last one is particularly in a digitally equitable world, providing online access to public meetings to increase public participation next slide. So with that like we mentioned, we have, a great lineup of subject matter, experts and and partners here to t up the conversation. The first person we would like to introduce is Vincent Lee, the senior legal counsel for the Green Lining Institute. Vincent welcome, and we'd love to you know. Hear from you green linings. Perspective. Yeah. Great. Thank you. Scott. yeah. So I, as as was noted, I am been sent for a senior legal counsel at the Green Lining Institute. we work on racial equity, and it might be particular. we come closing the digital divide for low income and communities of color. you know, we ran a program in the city of Oakland, where we work with community benefit organizations Cdos to essentially provide digital navigator services, provide digital literacy instruction and provide laptops and outreach around. You know, the ACP and lifeline programs. in terms of barriers we noticed among, you know, the covered populations, and particularly communities of color. was just what we we targeted right? There was a lot of digital literacy gaps. you know, 25 of those we surveyed. So they were not confident in using the the Internet to use government services. and this was 45 for Hispanic and Latino populations, right? There was a lack of devices at home which stopped access to the Internet. If you don't have a laptop at home. you're not going to be able to. You're not going to want to sign up for the Internet, and you know your family and your kids are going to suffer for that in terms of educational outcomes. Finding a job. You name it You know there was an affordability gap on being able to actually pay for Internet. You know, we have programs now, like the ACP to address those gaps right? But beyond that there was an awareness. A lot of people didn't know about those programs, which is what we, you know, we had outreach strategies and events to get, you know, like low income folks to sign up for that. But yeah, there was an awareness gap. And when there was even, you know, awareness of these programs. There was a lack of trust in them. particularly, a lot of folks are using ACP with their mobile phone, maybe not for their

home Internet. And there's a lot of issues with how that is marketed, perhaps by unscrupulous, you know, folks on the street, or there's just a we we notice a lot of distrust in those programs. So there needs to be better education from trusted messengers. and in terms of gaps, I think, for the digital equity program for for California to think about is, how do we engage local CBOs? You know, the the grassroots organizations? that actually have these personal connections with cover populations. that can provide information. And it will be trusted, right? So for the town Link program that we worked with in Oakland. we worked with 10 CBOs. They were, you know, churches, community centers, food banks, workforce development centers, medical medical centers. And they have a good personal relationship with the community, and they were able to sign them up for digital literacy classes. They they were the ones who provided the laptops and and outreach around ACP and lifeline. And what Greenlining did was provide them the technical assistance so that they could. you know, provided information and sign people up for these programs. And we were, we provided funding. And we worked with the city of Oakland to do that. So we thought that as a successful program and something that California should adopt more statewide this very local approach that engages community vent CBOs and trusted messengers to actually provide these resources to the covered populations that needed. So I will stop there Well, thank you very much. Vincent, for that, and thank you for greenlining partnership and the whole process. And you know, there is a lot of stuff that you mentioned there. particularly. You know the the lack of awareness of the tools to empower. you know, vulnerable populations to getting connected and overcoming the affordability gap both in terms of servicing devices. And so part of this essential services working group is that, you know, if we live in a world where all services are online, all services are essentially essential. and so that's kind of the the question that we ask is, we're going through. This is, what role can those who play who provide you know, services online and raising awareness of those programs. you know, we talk about the cross colonization. We have the healthcare working group earlier today. And someone had mentioned, if we're making all these really accessible, you know, tools and information online. Or we just perpetuating inequity because we're not bringing people along. So really appreciate the full the perspective of green lining that that's important and and also reiterating the need for overcoming that, you know, kind of historic mistrust of government and and corporations that play a central role and program for all. By working with local, you know, trusted partners, trusted messengers that are in and of community to help do that work. so thank you very much. We're looking forward to more. And from you and part of the trusted messenger, or in the community discussion. But I want to hand it back over to call for the to introduce our next panelists. Yeah, thank you, Scott, and and so next up. is the program specialist. I'm Julio de Mayo, who's from the American Gi. For and thank you. Cole and Scott for the for the invite my name is Julio Tamayo. And we we are focus particular groups 3 particular groups in the central coast. kind of like covering 3 different counties, centers of Visual county, Ventura County and Santa Barbara County. And as a program specialist, I'm a member of the American Gi Forum, which is a chapter of the the National American Gi. For that started in 1,948. You know we've been. We've been in business since 1,958, and then we adopted a component of the educational foundation in 1,991. And since then we've been providing multiple services to our community, the hard to reach population, the veterans and the aging. And I'm

going to highlight very particular programs that we have ran while the during the pandemic to assist with the digital divide. And also you know, while the pandemic, you know. the post pandemic timing. I wanna highlight that we participated through some digital literacy with multiple counties, while the pandemic providing chromebooks through the school districts to families that were in need, and we also participated connecting approximately 5 to 7,000 families at during the emergency pandemic through Internet services. that. You know, xfinity was providing at the time it was a it was a subsidi. It was a very low There was Internet for low-income families that started at \$9 and 99 cents at the time. And we as a nonprofit organization, we were able to connect multiple families. And we were very particular with the hard to reach population because they were Through this program we were able to connect up to 3 different Internet services that we still do that. you know, throughout California. and it can only be done through a CBO, and we can. We're able to connect 3 different services on a one particular household. And so the counties that were involved with, like Oxnard County, Calusa County, and we were, we were doing digital literacy provided a couple of classes that had to deal with the cyber bullying during the pandemic and also had to do with computer literacy. Those were very, very good highlights of a program. you know. we also have participated. trying to assist the hard to reach population with food banks that institutionalize food banks where we during the pandemic and post pandemic. We have institutional I food bank, that we service anywhere from 200 to 300 families per month. and and with those food banks we offered the opportunity to have those families connected to a low cost Internet. And and also other services that we are providing as well. so now, families have access that that we reach out as families, that we that we reach out to digital platforms, such as fake Facebook and so forth and so forth. So we've network with other. You know, colleges and churches. We do a lot of immigration and a lot of the gaps that we have. that we are. I've identified is, you know. California is changing dramatically with their with their housing and structure structure, and a lot of the hard to reach. Population are people that are not. you know, living in a one single household. But they're living in multiple multiple households that are that are not being built. And so we we do a lot of the events I'm particularly involved with coordinating the events in the community. We do a lot of the door to door. We do swap me. We do a downtown Friday, which is kind of like a local advance. We do the farmers market. So we do a lot of the strategize a lot of the outreach through through events that are happening in the community. The door to door again. I want to highlight. And then, you know, and last, I like to say that we as a nonprofit organization servicing the hard to reach mystical population, and particularly we have staff to speak. monoling home mystical here in our office. And so we've identified that over 25,000 mystical subpoena families live in the county of Santa Barbara. we've identified that. There's about 2019,000 veterans still living within our county, but about approximately 1.5 veterans are living with throughout the State of California. And so one of the big and another one of the biggest highlights is the ACP program that's come to subsidize a lot of the you know the people that we connected in the past. there were \$9 and 99 cents now, you know that that the the ACP program is providing those families with the 0 free Internet. and we, we connect approximately 142 families per month, and yes, it is 142 families per month. we have. We have multiple staff that that assist through that. And we are definitely contributing to the closing. The digital divide as well. So the American G forum

again, is servicing. They're hard to reach population, which is a big concentration of migrant families coming from the South to our because we are an agriculture community. that is, that is all the way, that is, geographically, it spreads from Santa Barbara County all the way to the Los Angeles of this book. County Awesome. Thank you so much, Julio, and and thank you for reiterating, I think. the the thought of meet them where they're at. Right. that is you you you're nailing it on the head with, like your door to door events, or the door to door, and then going to meet them at the the farmers' markets, and and it's about strategies of it's not just about embedding and meeting broadband adoption, but it's about ACP outreach. It's about the other critical services, and then pairing it with those services that are already within a community like the the food banks, the food distributions, and the places where those covered populations, like veterans and lower income would find the information. So I really really resonate. And I mean. sounds like it's working right 102 to 4 families per month, and you've connected 5,000 to 7,000 families. That's an amazing number. And I'm sure it's absolutely contributing to the ACP adoption. in your region. and I just want to add, kind of like to reinforce and sort of uplift. The work that Agif is doing that Vincent talked about is that you know, the unique mystic of population that is you know, in that area is a gif is providing broadband adoption supports. They're getting referrals for that and providing assistance in both English and Spanish and which is just absolutely really cool. We have that, you know the opportunity to engage with a lot of members of of that population in Santa Maria and seaside. Absolutely. Okay. Thank you so much, Julie. I appreciate your time, and you're you're sharing. One thing. There is a question in the chat about the presentation. Yes, As a reminder. All the the slides transcript and recording will be posted on the portal and I also bring that up because I'm hoping that you can use the chat. Please feel free to use it to kind of discuss in the chat about the panel. Ask questions in real time and comment, and we'll we'll kind of bring it in if we have the opportunity. So next love, to introduce and bring up the director of business development at the Arc, San Francisco. Stephanie Dingham. 70. Hi, everyone! Thank you so much for having me. It's it's wonderful to hear the work that everybody else is doing is really really inspiring. So again. Thank you so much. Like Cole mentioned. My name is Stephanie Dignam. I'm the director of Business Development for the Art, San Francisco. the Arc San Francisco, partners with intellect, individuals with intellectual and developmental disabilities to achieve their life goals. This can be anything from health and wellness to independent living and education and employment. I. Pr, I, primarily in my role support, inclusion, initiatives and mission advancement with private entities. But I also identify and utilize public and government funding and resources in order to support inclusion, initiatives, and other goals. So when we're talking about barriers, I think some of the things that I've already been mentioned. our lack of plain language, tools and things that are adapted to support individuals from various learning styles. particularly tools that individuals can use independently language, comprehension and proficiency is something to consider. many of the individuals that we serve live most not mostly, but many live in group home dynamics and some of their supports might not speak English, but as their first language, and they also might not have basic levels of digital proficiency themselves. And so making sure that that those kinds of tools are available to people and that support networks are also being trained. so okay, I took some notes. So I'm just going to check my notes really quick to make sure I'm getting

everything to you to do. Oh, so yeah. Again, a lack of knowledge, and use around affordable connectivity programming. sometimes there's an inability to wait for government subsidies around repayments and those kinds of things. And one of the things is some of these programs. You're not able to sign up multiple users in one home. So again, if an individual lives in a group home, and somebody else is utilizing that address for a service. Others in that home might not be able to utilize the service. Some of the gaps. we've seen successes and filling some of the gaps by providing, like small group and one-to-one training to support digital. Literacy. oh, I also, I want to echo other groups that mentioned leading on community based service providers to facilitate and implement training programs again, meeting people where they are and trusted service providers that have been doing this for a long time, and the communities that need support Again, a big gap exist. The inability to access current technology things like tools. You know, tablets, iphones, smart watches And again, that's that perpetuation of inequity. We even see that inside our own community Individuals who are an SSI SsdI might not be able to afford tablets and things that other individuals in the in the disability community are able to support And this will cause a gap because things like emerging a new technology. There's amazing apps. Now, they can do things like reading tones in the room and those sorts of things, but if you can't access a smart watch, then you can't access those tools. so we. Another gap is the complexity and inaccessibility of many government websites and forms that makes it difficult to to access resources, or even do things like filling out surveys So some things that the arc is doing. we currently provide again workshops one to one digital literacy, Internet safety support. We've had mentors come in and do like 10 week trainings with individuals to support their digital literacy needs. we do this in multiple languages. We're really blessed in San Francisco to have a service providers that speak Chinese, Spanish, Russian to galog. I mean, it's it's pretty incredible. we're currently oh, we created a lending library for tech tools. So that was really wonderful. We were able to support it. Pretty substantial pivot. We provide services to around 800 individuals in the Bay area, and we were able to provide a pretty substantial pivot during Covid to virtual service delivery based on this training and then a lending library that we set up. I'm currently working with a couple of private entities to adapt their existing digital literacy curriculum for multiple learning styles. And then we're going to scale that nationally. using our chapter network and do some train the trainer-style workshops. with community organizations as well to kind of in introduce and help implement the tools that we're designing. So that's all for me. Thank you all so much So I was getting to my mute. I was writing so many notes, so there's so many great things that are going on. It's just the list of programs that you're providing as a digital navigator, organization is just it's it's an amazing. And it's really impressive. And it's the inclusive programs that you're doing that address. Many of the barriers that we've been discussing. So that is super relevant, super cool, and it's the accessibility and and the multilingual pieces of this and the other piece that you brought up, which is the lending library kind of thinking of ways and and additional ways to overcome the adoption piece with devices is really cool, and I think it's a model that could be very interesting to pursue. Scott. Do you have anything else? No, I think you I hit the nail on the head. But I really thank you, Stephanie, for reinforcing what we continually hear about that is, you know, keeping up with emerging technologies like they come so rapidly that that needs to be a part of any digital navigation or ongoing, you know,

systemic and programmatic support here is is that ongoing technical support? you know, I think, Jacob Johnson, that The you know, co-chair of this group from the Department of Rehabilitation the other day was talking coal, and I and it's like, you know, you could put a menu of technologies and accessibility, you know, hardware and software out there. But it takes more than just putting it out there for people to adopt. There needs to be that support there. Awesome. Thank you, Scott, and and thank you, Stephanie, for joining, and we look forward to having you continue to join the conversation next up. We'd love to have Senior Operations Administrator for a year. P. I'm Strat. Thank you. yeah. Let me just by just thank you for the opportunity to be here and share with you some of this things that we're working on. So As Cole and Scott said, I'm with the Ap. something a little bit about AOP is We are the nation's largest nonprofit nonpartisan organization. our work is really focused on focused on ensuring that empowering folks to have a choice, and how they how they age and how they live. A few areas of focus for our work. includes financial security, personal fulfillment and health security. Here in California, we advocate for 3.2 million members on a number of critical priority areas that include care giving affordable and accessible housing, reduce prescription drug costs that trans. Military and their family resources. And we really work to make communities liveable for all ages. So one thing that has really been a priority focus for us. in in the last couple of years has really been the ensuring that we can participate in the in ensuring. Folks have digital equity, you know, as I guess it's defined in terms of you know, having the information capacity for the to fully participate, whether it's society, democracy, and the economy, and that just truly makes sense for us, because we have seen, especially during the pandemic just how heavily relied on that having access to technology and the digital world has become important for our older adults and our constituents. So this a couple of research that the that a rp. As well as our affiliates OS did over the last few years, and which really kind of spelled out and laid out some barriers that folks within our membership age group are facing. And I'll I'll just share a couple of those Some highlights of those findings. One of the things that we really found were concerning with was the adoption rate between. all the adults, you know. We looked at age groups of 30 to 49, 50 to 64, and then the 65 plus, and unfortunately found that the 65 plus we're kind of really lagging behind in terms of how they were adopting new technology. And I guess this goes back to Some of the points that some of the speakers made early about the complexity. of the the new technology that came out because some other research findings that also came out as barriers to adoption was, there was a feeling that the new technology is not being designed with all the else in mind. there was also a feeling that it's too complex having to regularly update your devices or your platforms was just a little bit too much. So those were all kind of contributed to being barriers for all the dots when it came to technology. But then there's also aspects of racial disparities between when you look at adoptions between who has high speed internet in their homes. About 80% of the 50 plus white population had compared to 77 and 71% for black and white. So those numbers go on down also, looking at folks living in by geography, looking at folks living in urban suburban as well as rural, was also a a a big There was also significant differences there in terms of the adoption rates. So a few things that we've been working on to help with making sure that all the dials have access to what they need to to in the digital world was We're really working on making sure that folks are informing our constituents about this rare

opportunity that's happening right now, being involved in the digital equity planning process so that they can lend their voice to What is what they're facing in terms of the challenges in terms of digital equity, and that what they think it would be a help to them. So we are doing a lot of for me, outreach and education, letting folks know about the process that's happening right now how they can weigh in some ways that we've been doing. This is by distributing the digital equity surveys and asking folks to participate and also really spelling out to them what's in it for them? We also hosted a Tele town hall across the State where we had speakers. speak, and Scott was on there, where we talk to over 3,000 close to 4,000 folks, letting them know and answering their questions about the process about about what we're looking to deliver with this digital equity plan. we also conducted an interview with the California News Service, which can distribute the information to a media outlets across the state so that we continue to spread it to share the information and educate folks about what's going on. And then we also going to be distributing, or in the process of distributing the survey to over 2,000 2,000 texts that we have, and asking them to to respond and and and weigh in in what? what's important for them when it comes to digital equity. And then we'll also be sending out an e-blast shortly and we'll be reaching over 500,000 Co. emails. let me folks know about the digital equity and asking them to to respond. One thing that we started up day early on was to inform and promote and get folks to sign up to the affordable connectivity program. that that was really a a a big push for us. And then we also use mailers for that, because one challenge that that we have in terms of providing information is. how do you get to the unconnected? That's why those 2 elements, the text as well as mailers, are always really important. part of our communication makes so I'll stop there. Those are a few things that we've been working on, and I continue to work on in terms of supporting. this is the closing, the digital divide for California. No. str, it's just. It's incredibly appreciative. I mean A or P. They're such a great partner. And and it's really obvious and really true that you're just leaning in to make sure that the older voices are heard her in the process. and really making sure that a critical cover population that relates to kind of the barriers of technology and digital equity are are really being addressed, and in especially when it relates to their health and making sure there's access to other governmental benefits and programs. So really appreciate the work of yourself and a rp, so thank you again, strat. Thank you. And next, finally, we're going to round out the Panelists section with the Education director. at the California Museum. Naomi. Pretty Naomi! Hello! thank you so much for inviting me to speak, and it's been wonderful to hear all the other panelists and the incredible work across the State. so yes, my name is Naomi, and I'm the Education director at the California Museum. We are located in Sacramento, and we really come to this conversation from the lens of civic engagement and education and the role that museums have in promoting and and nurturing a healthy democracy through education and engagement and civic civic learning. So we are an independent nonprofit. But we are housed within the Secretary of State Building, and we are also, you know, directly across from the State capital. So we really do see the gears of of civics working every day, and it's so much our mission to make sure that we share that with everyone who comes into our building, either in person and digitally. a lot of the stories in our museum focus on communities whose stories have been marginalized from history. And we want to make sure that There's opportunities, when engaging in civic action, to think about the rich history of our State



in an inclusive and justice seeking way. So I would say that, So the most successful program that we've been able to implement in the digital space is our our educational and field trip virtual field trip programming. it came out like so many things came out of the pandemic, but has outlived that sort of in initial crucial necessity and expanded. so that, you know, in the past few years we've been able to reach 25,000 students across the State of California about 18,000 of those who come from under resourced communities. and we know that because we provide free programs for for all title, one schools and a few elements of of the programs that we provide that we really take seriously, are the interactivity of the programs. It's one thing to provide sort of passive learning opportunities to essentially, you know, tell students about civics and to tell students about history. But so much of our work focuses on having interactive experiences where students themselves are engaging directly with making meaning of the history of California and also making meaning of how that will inform their own civic engagement and participation. You know 2 programs in particular that we run we have. we're at the Home for the Unity Center, which is a historical and contemporary exhibit on the history of activism in California and engaging learners, and how The history of that of activism and their own identity will inform their participation. And we offer that virtually across the State, and then also our time of remembrance program which deals with the history of Japanese American incarceration during World War 2 and helping students understand the civic conditions that allowed both the incarceration to happen and have have followed through with the the legal cases that both ended the incarceration and then offered up reparations for the Japanese American community. And again, these are live interactive programs, where students are directly connected and making claims and making arguments and and asking questions and and directly participating. it's really helped to tap into pre-existing networks. we have about 30 of our programs come from referrals between teachers. So trying to find out where those the communities are, where we can first get in, and then it can be shared by word of mouth. We know that's really successful. And then the other biggest thing has been adapting our programs based on the devices that classes have. So we know that some classes are resource and have one to one ratios with students, and some are don't. They might be able to project. They might be able to participate in other ways, and every program is specially tailored to. However, the students will be connecting so that we can maintain that high level of interactivity and and engagement with no matter what device access they have, I would say. The biggest barriers we have right now are the patterns that we're seeing in the gaps that we're seeing our so many of our programs are in urban and dense settings. and and rural schools, either. I haven't been able to have the the high speed internet to connect to the programs again, interactive programs demand high speed. It's you can download a a, a video that's pre-reported. But to actually have the the active engagement between our educators and students thus far. we really needed high speed to connect so thinking through alternatives. But then also looking forward to the opportunity for more rural schools to be connected to high speed Internet. Just think about, you know, there's an infinite amount of high quality resources there. So we really work to try to try to promote that. We also are looking to think about how we can tap into other pre-existing networks to reach populations outside of school communities and thinking about other ways that we can connect our resources, as you know the de facto museum of the State of California to people across the whole State,

and not just locally so. yeah, thank you so much for your time. I'm looking forward to the community discussion. No, thank you. Nail me and and thank you. There's 2 things that I mean among all the the things that you said that were impactful and and great. One thing that really struck me is both the you brought it back to one of the main barriers. Right is that there's an access to infrastructure barrier, just for the essential services like yours to be able to reach a certain community. And then something you said that was really I I've heard in in different ways. But you said, it's so great is that your program, or some of your programs that you that created because of the pandemic have outlived the pandemic right? And and when I think of that, I also think of like the civic engagement piece where, due to the pandemic, a lot of meetings had to go online. And that's where one of the strategies came on about, how can we continue and allow access to those meetings online? Because it's out? It's obvious that there's interest in that. And it's outlived. The the reaction to the pandemic. And so, Scott, love for you to wrap this up on this panel and and add any of final thoughts. Yeah, thanks, cool. And I just want to thank all of our panelists. both on this meeting and the in the past. It's so relevant here. And thank you, namely, because you know, bringing it back to the pandemic. We had a persistent digital divide beforehand and the pandemic just exacerbated that. And with all of the you know, rush to work from home, school, from home. health care services from home. A lot of the the digital interventions that occurred to enhance this digital transformation to where really being connected is the difference between being able to fully engage in life and being cut off. And so whether we're talking about you know, Greenlining or American Gi. Forum getting people connected, or we're talking about you know, a Rp, you know, making sure that seniors are connected for a whole host of services, or the arc, you know, being a stand for like accessibility and and technology education. And then the the museums like right there, the innovation of the museums to create the the virtual field trips and the interactive spaces from an equity standpoint going forward. There are folks who are constrained by place and technology who aren't able to access. You know those tools. So the work that we're all doing to the get people connected so that they can have access to those services. And then, you know, have accessibility features built in place. I'm just wondering, Jacob Johnson, since this is the last you know, essential services accessibility and civic participation. When we talked the other day, or at the beginning of the week you sent we were. We were talking about how important accessibility is. And you sent that video about the the apple d our headset, and how? you know, user design implying, you know, employing accessibility features at the beginning. It's so critical. Maybe you could close this out before we go to the community discussion I think we got to unmute. Yes. hey? Good. J, get, we should be able to go now. All right. Great. Yeah, thank you. Scott, yeah, it's it's really important that I know. I've I've heard it mentioned here today that one of the the most important pieces of this technology. If we if we assume that it's going to be excessive which we're a lot of people are working really hard to make sure the technology is at least usable by everyone but we can't forget as new technologies are introduced. And Scott, I think you're referring to the the video I sent about how Apple is building in a screen, reader to their to their new vision pro headset. I don't know if people had a chance to see that. But I was really not at all surprised, but very happy to see that not only are they building accessibility, and and you know, other companies are working on this, too, right? Google and Microsoft. They are doing similar work with their technology. But just the

fact that we're saying, Okay, as we introduce this new thing? One. how are we going to make sure everybody can use it by building the accessibility into it, and even more exciting. what new things are possible with this technology that we're before. So we have a virtual headset that's fully accessible. What happens to people who aren't able to use their manual dexterity right? It? It could potentially make that easier for blind people. Not only do they have a screen reader, but they also have cameras and other sensors that can detect things going on around them for people who are deaf and hard of hearing. What would happen if you could have real time captioning of conversations that are taking place right there in the room, with no other technology involved exciting times. And so just a matter of making sure that we build all of the the capacity and the the other pieces, the the learning and the availability and the costs, and all of that, the the work that everyone has been talking about today, and that some of the focus of this entire group is to not only make the technology available from A, you know it exists perspective, but also to make it available from a anybody can get their hands on it and learn how to use it and reasonably function with it in as part of their life. So yeah, exciting times. And thank you, Scott, for for letting me say a few words. Thank you, Jacob. Alright, thank you to all of our panelists. Thank you, Scott. Thank you, Jacob, for ending with that really cool note, and let's keep that excitement going. We're Gonna bring the slides back up. And we're gonna have a community discussion. There's 87 of us on this meeting. So I'm hoping we can keep it lively. And and I can't keep up And the goal here is that you can use any of the the technology that's available to us in this zoom. Please use the chat. please use the reaction. Raise your hand features, next slide and and we'll try to get to as many comments, and questions or ideas. The prompts to get us started. And hopefully the conversations about the 5 panelists on the barriers and gaps and successes they're having, with their organizations, help to kind of get your juices following about these prompts, which are. how can providers of digital service encourage broadband adoption and enrollment in ACP, what parties are most critical to encourage providers of online services to standardize web design. Oh, there you go. okay. And and what support is needed to increase capacity to eliminate digital equity barriers and improve outcomes in your region. Final thing, I want to know is. please feel free to answer any one of these questions. if one of them is particularly of interest to you, right you at this moment, or exciting, please answer that question. We don't have to go in order of questions. So again I said, there's 87 of us. I was seeing the hands raised. Yeah, this is the opportunity. Perfect. Thank you. Alex. Alex, go ahead. Hi! Can you hear me? Yes, we can. so I guess I'll speak more to number 3. and I have a few kind of recommendations I know in the last one. there! There's a lot of common resources around the State that maybe we can crowdsourced together. So maybe leveraging the state of California's Github Repository and making a repository focus on our digital equity efforts. And in that repository include resources on digital literacy, assistive technology ones that are state wide, like everyone has to know when something new from apple comes out when something new from Android comes out, some new from windows. So those common things that don't need to be localized could go in this Github Repository. I know New York does something like this for mental health, so that could be something. And then a big one is, we need to, just as a state do a better a job in collecting disability demographics. And then if we identify someone as a disability asking them what assistive technologies they use. and I'll put some more

specifics around this in the chat, because there's other environments like a Upmc in Pittsburgh that are doing a great job at this that we can emulate, because a lot of our folks with disabilities have are are affected by Calam and our users of medicine. So if we can capture their information properly and medical. We can use that as an entry point to get them connected to assistive technologies and get a better sense of the state of how we're serving people with disabilities. Thank you. No, that's great. I always love the idea of a broadband portal central Hub. That's great. And That looks like we already have another one. Vincent Vincent, I know you were a a panelist. But do you mind also remind everyone where you're coming from in California. And then the organization, yeah, so yeah, I'm I'm from base out of Oakland. working at the Green Lining Institute. yeah. And I'll talk about number 3 a little bit as well, you know, to to the extent that you know California is gonna try to work with, you know, local trusted messengers. CDOS, there's a lack of, you know, technical experience and no capacity when it comes to maybe teaching digital literacy classes or helping folks actually enroll in. you know, the the ACP and programs like that. What one of the CBOS can do is get folks to the right resources. Right? They can sign people up for digital literacy classes. They can get them through the early stages of the enrollment process for for ACP and programs like that. And I think what would be helpful is, you know, is California thinks about, you know, how can we get a the provider of digital literacy classes that you know. If if a CBO recruits, you know 12 people that speak Spanish that want to learn how to use government services online and how to navigate? you know the Internet? can they get an instructor to come out? Can there be an online instructor? And then the CEO can provide. you know, a space and like kind of the assistance to get people connected online. And then the the centralized provider can give the class. The instructor can give the class to those people, and that's the model we used in Oakland. We got the CBOs to recruit folks for a class, you know, 15 at least 15 people in each class. and then They worked with a, you know, a different instructor which we connected them to that tailored the the classes to like the the language, and the kind of content that the that the class wanted. So as we think through, how do we scale up digital literacy classes, services like this for such, for organization that may not be they may not have the time or capacity to like, learn how to teach a digital literacy class. having some centralized resource could be helpful. No, definitely. I think that's a really really good call out, which is, where does both the capacity and the education come to further digital navigation and digital skills? Because you're right. There is there is a piece of this that we have digital navigators, we have those that can help train with digital skills. But how do we increase the amount of of those digital navigators, right? So there's going to be capacity and training. And actually, this might be a really good I can just call you out, Stephanie. to kind of speak on what you've learned in kind of what you're sharing here in the the chat about making and creating sustaining networks and providers. You're you can. Oh, unmute! Sorry. I thought I did unmute. Oh, I started my video. That's what happened. So you figure we would have this down right? So we come to these types of events. And it's beautiful, right? We're able to share information in this space. Well, we don't all necessarily keep up with one another like long term around again, best practice sharing and those types of things. So if there was some sort of a monitored and controlled environment where we could all come to a stab. You establish kind of resource, sharing best practice, sharing, and honestly link up our networks right? Because, again, we if

we all, what is it I? Someone said this to me so beautiful one time. if we're all knocking with individual fists right? It can sound like like noise. That kind of gets kind of drowned out. But if we knock with one big fist that's more impactful, right? So creating systems of communication between service providers in order for us to identify goals and things that will be like the things that we're all talking about. What's most important around a broad swath of the communities we're attempting to serve right. It's sort of like. First we build the house right, do things that all of us could benefit from, and then we look more like individual goals to support the communities. So again, that that that system in that network, I think, would be so wonderfully useful. Yeah, well, Stephanie, and thank you for reiterating what we've heard throughout the process. And I want to. I know different people are coming into the process in different times. And so really, our task they, they began several months ago, was, use a grant from the Federal government to develop a State digital equity program that identifies digital equity barriers for covered populations, develop strategies to overcome those and have them tied to how you are going to improve outcomes in different policy areas around education, health, digital that we've seen inclusion, workforce and economic development, essential services, accessibility and civic participation. And so we have established a statewide planning group that consist of 22 different State agencies and kind of expanded the broadband council to help advise on the process. We've established these 6 working groups to help identify the barriers and the strategies that will inform our plan. We've had the local workshops to bring people together, and then we've got our survey tools to gather information from organizations and residents to inform the plan. So your point is. There is a method to the madness if you will. And then we've all been very intentional while we're coming together, because, the planning group will more than likely be transition to an implementation group. and that these working groups there's been calls for those that we will. have these be ongoing quarterly community of practice where we can bring folks together. in the process of implementation. to use that. So thank you for bringing that together. And the thing that we all have to keep our eye on the President. Our plan is not just a plan. That's a piece of paper. It's a plan that's going to be supported with, you know, plus or minus a very large substantial amount of digital equity. capacity, grand dollars to fund a lot of the solutions that we've been talking about here. No, I mean, that's that's absolutely fabulous. To know that there's sustainability in these practices is is is really really hopeful for me, and I'm just so excited to engage with with everyone involved to to make these things happen. It's it's wonderful to hear. Thank you, Scott. Well, everyone. I I think we like to say it like we are an inclusive group, and and our charge was to build a really big table. and you know, a big family. you know, holiday table. that includes all folks in the States. And you've got these little subgroups. But yeah, we're not letting folks get off the hook. once the plan is developed because everyone's going to be required to implement that plan. Okay, awesome. And looks like we got another hand raised. Strat. Go ahead. You can unmute yourself. Thank you. Cole. Yeah. So you know, I just building a little bit on question on on point number 3, you know something is that I always think about is, you know, we live in a very kind of diverse state. And you know, having language for our diverse communities which is really basic and simplistic. that folks understand. You know what in this for me, you know, why is this important for me? I sometimes think maybe the language that the way the language, or maybe the way we speak about it with the communities that we're

trying to address might be a little You might maybe a little bit of a different fit. So, having very simplistic. What is what's in it for me, and why this is important for me. Language, I think, would help to alleviate would help to reduce some of that that barrier there, I think that's there something else that you know that I've always those really important is they are communities which are skeptical to give out the information, especially when it comes to signing up for things like the ACP, which is really important for for for them having those fa cues that digital navigators can use that are that you know common fa cues to address those. those reasons why maybe they're not signing up. I think, would also help to you know, reduce that barrier so wanted to suggest those 2 things. Happy to get what other folks think. No, no, this is a great chat, and it's it's we've been seeing similar responses. using multiple languages and survey responses which we'll talk about in a little bit and and seeing that it's it's not a, it's a bilingual effort, digital equity, right? It's it's multiple languages. And then also, yeah, I really like your your last piece on, and how do we connect more? So let's see, is there any more hand? Raise any comments? Well, no. Call ahead. Yeah. Go ahead, Scott. I have a comment to make. You know it's it's something that Alex spoke about. like, how can we create a central repository of information. And so one of the things that wanted to share with folks is that you know, coming out of the pandemic to cover? you know issued an executive order on broadband that directed the Broadband Council to create a broadband for all Action plan, and one of the actions that was required of the Department of Technology was to create a broadband for all portal, which is, you know, to be a a central repository of information for broadband in California and I don't know if many folks here have been able to see that. But There's information on the massive infrastructure investments on the middle mile the Poc's last mile programs. There's also a ton of information and widgets to the support affordable connectivity program enrollment and track enrollment by state. And so you know. when we've talked about things in buckets like outreach materials that are in language. you know, we've got a big state. It doesn't make sense for everyone. every local entity to translate materials in the same different languages in each place, and to incur the cause for that. So we're looking at ways that the State can leverage the broadband portal to create like a digital print shop with customized materials that are essentially translated in a number of different languages that trusted partners, can actually put their logos on and customize and that could be a way to save capacity, grant dollars to support the actual. You know the outreach and the engagement in the Environment assistant and the tech support and the same thing about being a place to host training resources and best practices. So that's something that we're looking at potentially could be part of the digital equity implementation. We know that it's the folks in region, in county and community and neighborhood that are gonna be doing a lot of the heavy lifting. So we want to make sure we divert it. Capacity grants to go to those efforts. but there is is potentially a role where the State can help centralize some of the other stuff. so that folks can you know, engage with community. So I'll stop there. No perfect, thank you, Scott, and in addition, I put in the chat the problem for all portal link for all to be able to use in in in in May. let's unmute, and we'll you'll be our our last comment before we head off to the next part of our presentation. May. Okay. Can you hear me. Yes. great. I'm also having video. I'm here in Palo Alto. And I'm the chair of people centered Internet. And I'm engaging on digital. Equity and inclusion globally. a lot of the stuff that I'm talking about globally was invented here in

California. and I have been dying for a chance for us to do some of this stuff in California. So I just want to say, I put in the chat a link to documentation of networks of community sharing and learning which we done for 10,000 communities in the Us. in the area of health. They are models for this. Let's do it. It's not how to invent some of this stuff. It the the models began in 1996. We we have almost 30 years of learning that we can build on. Let's do it. No, that's awesome. May. And I think we we talk about all the time about how the the governor, and the State of California have started broadband initiatives all the way back with the broadband Council in 2,010, and we've heard many times about a lot of initiatives that started in California in the nineties. So it's really exciting to hear that you have some exciting endeavors and resources to share. So thank you. And now let's move on to the next slide. we're gonna talk about the digital equity survey. we're going to invite up Shawn Daughterty, who's with the broadband equity partnership. John. Thanks, Col. And thanks everybody. It's a pleasure to be here today to get to talk about and demonstrate 2 additional kind of data collection methods we have, in addition to the 17 in-person workshops that CDT held. And I all of these working groups that have been going on for the last few months. I'm going to talk about the digital equity survey as well as the Dean tool that did equity, ecosystem mapping tools. So 2 additional ways at which we're gathering information from the community, all of that data gathered will be in in integrated into our state digital equity plan. so we're asking. The kind of the call to action today is to have everybody on this call engage in both of these efforts. But I'm going to first start off with the digital equity survey. next slide, please. And this survey is for for individuals, for households. We really want to get the survey into the emails of people, into the hands of people, into their cell phones, so that we are hearing from the residents of California about their experience with broadband in the State of California. We've put a lot of effort and thought into making it as accessible and to the broadest of the population possible. It's mobile, friendly. So if you happen to have your smartphone with you, you see that QR code there, if you actually want to scan that you'll see that. The the survey pops up nice, clean, clear it's available in 14 languages, and we have built in audio functionality for each of those languages. and that has been really helpful for people who maybe have low literacy or low vision and has been just a a wonderful tool that has been utilized. And as I talk a little bit further, how about we actually bring up the demo, and I can walk you through it as I kind of talk a little bit more about it. And again, just to reiterate this is for individuals. This is for households. it takes about 10 min. It took me 7 min to complete. So it is. It is a simple tool. It is clean. You can see just from this page. Here you can access any of the other languages by toggling up in the corner, and it's reactive right away. instantly changing to or the language of choice. It little bit slow on the Wi-fi today. That's all good. And then down at the corner. at the bottom. You actually see where this play button is. All of these pages have actually been recorded in that language as well. So not only can you access all pages of the survey in a given language of choice that you can actually hear the audio version of all of those pages in that language. If you are, are we able to do a demo of A, of a language. you'll be able to see. You know. You know the first question they ask, are you resident of California? And are you 18? And if you answer yes, to both of those questions. we want to hear from you. And so we collect a little bit of demographic information. What is your Zip code. do you identify with any of the covered populations? And then it goes into a lot of questions around. Do you have broadband?

What are those barriers to broadband. So again, we are collecting information on barriers and solutions and their their day to day integrate or engagement with broadband. And all of that data will be implemented into our digital equity plan. And we're proud of this work. And we think it's working And so with that I'm going to turn it over to Scott so you can present some of the data. So I think we're going to go back to the slide presentation. Yeah, thank you. And I want to know that this survey was reviewed by, I think, somewhere between 20 and 30 representatives from different State agencies and The language was reviewed by the between 30 and 40 local entities for the for the content perspective. There's you know. And in talking about the languages. We you know, wanted to make sure it was accessible is we could get it. We know that California is a diverse population, and there is more out there. But the audio functionality was specifically things we built in in conversations with our accessibility advocates. So Let's go to the next slide, and we'll show you We're kind proud of the responses. Thus far this has been out in the field now for about 3 weeks and is Shawn said, folks can either receive an email or a link on their computer and do this on a laptop or a desktop. But they can also receive the link via a text or email on their mobile phone and complete the survey on their mobile phone. So throughout the State. we've received 5,768 responses. we've been heavily promoting it over the last week, so we're proud to say that the the meetings we were at yesterday we've had a 1,200 respondent jump between now and then in a big shadow has to go to green lighting American Gi Forum A or P. the California Museum and the rural counties representatives of California. if you look, we're trying to give a sense of the progress that is being made throughout the counties. I don't think it's any surprise that Los Angeles, San Francisco and Santa Clara. all right, the the, the, the leading respondents. But to prove that it works in other parts of the State. You'll see that the top 10, or you know Santa Cruz, Innio County, Imperial to Wolami. You see Sacramento there, then, Plumas. So you know this survey is working one place to say, there's a a 70% response rate. for those who open the link and those who complete it. Can you go to the next slide, please. And when we talk about in the top of this discussion, how important it is to be in language, we are really encouraged by the responses to that we've seen on the left hand side of the column. I'm sorry it's a little low, or small, but 83% of the responses have been in English. the you know, 5.7% simplified Chinese, 5% in Spanish, 3 in traditional Chinese. And then you can see Vietnamese, Korean, Punjabi, Arabic, Russian, Persian to go like Kami and Japanese. So it's really working into the extended folks on this call. you know, really a call to option to help promote this out. The table on the next slide or on the on the right of the slide really shows how important this surveys been to getting feedback from the the covered populations that were directed to really developed the plan and direct investments to so 2,800 self identified as members of ethnic or minority groups. strat. Thanks. They a R and P. You can see, almost 2,200 individuals, 60 or plus rural community members. and and just going down the line, I know, Jacob, we showed you this the other day. we're up to 700 folks who have identified as having a disability, and there's veterans, etc. So What we wanted to show here is that number one things that we want to help create this survey. Thanks everyone to promoting it. it's working it. We like to get as much response as we can to open till you know, June thirtieth. And Shawn, can you actually show some of the tools that we've created to help people promote this out. Sure. Fiona is gonna bring that up and the toolkit that Scott just mentioned is



available on the website, and those are. And again, those links we will include in the chat as well as will be sent out afterwards. We really want to and encourage you to use these resources. And so this is the Google drive where all the documentation to help you, distribute the digital equity survey is stored. I really I want to call out the social media one. I know a lot of people communicate with their communities via LinkedIn or Instagram or Twitter. However, that is, you can see that we have social media assets. developed in number of languages as well as English. And if you go in there, there's not just There's not not just one for each language. We have numerous social media assets. So this is hopefully a way that you can go in there easily. Take an image and help communicate and send this out to the communities that you serve. And I also want to. if if you want to go back one more level. Fiona. the the invitation letter that is also available in number of languages. And this is also easy. If you want to email your constituents, it's pre drafted language, feel free to modify so that it's in, you know, the tone of of your organization. But again, these are pre drafted in your language includes the links. again to help make the the burden lighter on you in reaching out to the communities that you serve. And so these are just some of those those assets that are in that toolkit. And again, they will be shared again in the chat as well as afterwards. And with that I'm going to to pause to see if there's any questions, or Scott wants to add anything. before moving on to the Dean tool? Yeah, I would just say, Thank you, folks. we're making a big push and You know the gold on a state as big as ours is to try to engage with as many folks as possible, and and you know we're been able to to engage with around 6 to 7,000 folks through the workshops and the working groups and things like that. But is, Shawn said, in a state of 40 million. If we could get to 10,000 or over surveys it would be great, and I know there's a lot of you know, members of the planning group here. Department of Social services. go this a lot of the local county organizations. you know, there's still time to to get big response. Like I said, we've starting to see a hockey stick here, so would appreciate your assistance and amplifying this, and we will send out all of this information and an email to you all immediately after this meeting. Wonderful! All right, Fiona, do we want to bring the slides back up as I transition to our next way that we're we're collecting data. And this is the digital equity ecosystem mapping tool. And this is to gather information from at the organizational level. So whether you're a nonprofit, a CBO a government agency, a religious organization. a a school district, a library. we really are encouraging everybody on this call to complete this, and to also think about your networks, you know, we always hear about collaboration and partnerships and consortia building. please share this tool with all the organizations that are in your network as well. And Fiona, why don't we start doing the the walk through of this tool as well? You'll see just in in terms of formatting. It looks very similar to the the the survey up at the top. You can toggle between English and Spanish. so easy to go between both of those languages again. this is for organizations such as yourselves takes about 10 min to complete, and I will After talking about some data, I'll show you a toolkit that will help ensure that it takes those 10 min. you know, this first page is really collecting demographic information names, organizations. cupboard populations that you serve. I know that covers Many people on this on this call you cover so many. And you serve so many of these covered populations. that's really important data for us to collect. And as you go a little bit further. I think this is just kind of actually a good guide is if, as you're completing this, you're

looking at these other organizations, and you say, oh, that's right. I work with the community health clinic on this project, or I've worked with the community college really using this list as a guide to think through who? some of your partner organizations are? that you could share this with and encourage them to complete as well a speaker on another call set. We're looking to find those pockets of excellence throughout the State, and I couldn't agree with that sentiment more. We want to hear from all of that excellent materials. And a little bit further down on this first page, they'll ask about programs. You do device distribution or digital skills training or workforce development. clicking on those will prompt additional questions further on. to learn a little bit more about those programs. How many people have you served? you know how many people do you hope to serve and grow and scale? maybe where some of funding sources came from. Just so that we have really a holistic view of all the services and and and programs that exist. And I think one of the best things is, is on the last page of the survey. it's a, a, a, a, a text box, or a place where you can upload reports and data. And so, Vincent, you talked at the beginning about all that, you know. You'd conducted the surveys, and you had all that great data. We would encourage you to upload the report there, you know. at the end to, so that we could have access to all of that great data as well. So also white papers. research reports that you've done with other academic institutions, annual reports, data, anything like that. That is all a wonderful information, and we have an easy upload and or paste function there. and we can talk about actually how we're doing in terms of receiving responses to this. If we want to go back to those slides again. So this tool has been out a little bit longer than the other survey, and to date we have. I believe it's a little over 300 organizations. I guess. Next slide, Fiona. That would be great. perfect. Yes, we have. We've heard from over 300 organizations providing documentation. This is just a heat map of the county. so we just showing where we've heard from organizations. We know that there are organizations that that support residents in in every county, and we want to hear from us as many people as possible. Thrilled that we're getting, you know, great coverage again down in. and Riverside and and imperial as well as you know, from San Diego, La. Some of those larger counties as well. And then, even up to the north, you know, humbled county getting a lot of great data. so just, you know, again encouraging all the organizations here to respond to it yourself and share it. shared with your with your collaborators. And on the next slide, you know, obviously, a lot of the people are here. representing government or public organizations. This is just you know data for your using, of of how we are. of what data we've received to date. you know, obviously, great progress with the State governments. We know that there are more than 22 city governments that exist. So we would love to see more engagement there. but overall we're we're thrilled with what we're seeing in terms of engagement by government or public organization. and Scott, I don't know if you have anything you wanted to add about that before going on to the demo of the toolkit for this? Yeah, Shawn, I would just like to add to that th. This is critically important. The the national Telecommunications and information Administration, which is the entity who has given us the digital equity planning grant, and will give us the digital equity capacity. dollars has instructed all States to do a comprehensive asset inventory, if you will, of organizations of programs, of funding sources that are currently being deployed in our State to support digital equity, individual like the outcomes, or that could be deployed to support outcomes and be implementation partners in the plan. So

it's it's a real important opportunity to map your organization's work as both a partner in developing the digital Ag we plan, but to be considered as a implementation partner moving forward. Great couldn't agree more. And so we're gonna bring back up the the toolkit. and we are going to show you some great resources to help organizations. be able to easily complete this steam tool. so under right there. It's the Dean survey instructions. Yes, right there. There's a Pdf, and if you look at that that'll essentially preview all of the questions for you. So again, if you do device distribution. you know, section 3 talks about that, and it'll allow you to to see the questions. Maybe prepare some of the answers. gather some of the data and just make ease of filling out the form that much easier. it's it's clear we have this form in both English and in Spanish, to accommodate both of both forms. and I think this is just a really great tool. to help organizations complete the Dean survey. And if we want to go back one level, we also have some social media tools. I guess one more than that. for for organizations. If you want to promote this and encourage other organizations on your social media channel. these are ways of of again, pre-made images that you can copy and paste and use at your your discretion. to again help share this information. and so, just in in closing, want to reiterate and and stop, we'll probably do this to the public survey. That's for individuals, for households. We want to get that in the hands of as many California residents as possible. The Dean tool that's for organizations, not profits. Ceos, who are on the ground doing the work, or who want to do the work. So 2 distinct surveys 2 distinct audiences. And if you have any questions we are here to help you through this work. And with that is the conclusion of my part of the presentation. So Cole Scott over to you. Yup. Thank you so much, Shawn. Thank you for sharing about the the team tool and the visual equity survey. outside of those 2 big calls of action. that we are asking. There's other ways to get involved. So just as a a heads up, there's upcoming broadband for all bead and digital equity, tribal consultation. just note, this is for tribal leaders, members and representatives only. So if you are one of those communities and please join one of the meetings, and if you are if one of those tribal leaders or members of representatives are in your network, please share this information. Next slide. Additionally, there are other ways for you to get involved. As we get closer to the State digital equity plan draft, we do have 2 more statewide digital equity playing group meetings for 2,023 and there's outcome area working group meetings potentially one last one out in July with a date to be determined of tribal collaboration again, today was the last health in the Central services outcome area working group next slide. So finally, really big. Here's the the calls to action and ways to get involved, complete and share the digital equity public survey with your friends and family or networks like Shawn has shared. please complete the Dean tool if that works for your organization and share it with any organizations that are in your network as well. And finally, keep an eye out for a later this summer, on providing public comment to a draft state digital equity plan. Next slide. if you are interested in getting connected more, or you have some information to share. Or there's questions that weren't answered in the chat today. Please feel free to give myself an email or fiona on the team at the broadband equity partnership a reach out. And we will be happy to share in the larger digital equity. email will find all of us again. We can't thank you enough for joining the Central services, accessibility and civic engagement outcome area working group. We are more than thankful for your

participation in the statewide digital equity planning process. Thank you again and have a great end of your day.