Essential Services, Accessibility, and Civic Engagement Outcome Area Working Group
Meeting Transcript
May 18, 2023

Okay. All right, let's admit those that are in the waiting room. You have not pinned on. I'll. I'll spot like the ASL Interpreters I do not have them up on our screen. Not on ours. I'll do it. I'll admit everyone, and then I do it. Sounds good. Good afternoon. We will get started in a minutes. We're going to let people come out of the waiting room and get started. Okay. Good afternoon and welcome to the third outcome Area working group meeting for the essential services. It's flexibility and civic engagement a few housekeeping items before we begin next slide. This meeting is being recorded. We will post the recording with the meeting slides and transcripts to the broadband for all portal Closed captioning is available on the bottom toolbar. We will be utilizing chat today, so please feel free to add your name. An organizational title, and where you're joining us from to start. And later on we will have a community discussion where the chat is open and we will have opportunities for raising your hand with the reactions bar on the bottom. So if you little see the little smiley face and raise your hand, we will use that later in the community discussion. Finally. There is ASL interpretation. If you cannot see them currently, please go to the top right of your zoom for the view and turn on gallery. Next slide. So, here's today's agenda. We're going to start with an overview of the key takeaways from the first 2 meetings held in February and March. We'll follow it up with a panel of experts in the Essential Services, Accessibility and Civic Engagement field. The panelists will speak about the unique barriers faced by the covered populations. They serve what their organizations are doing to address these barriers. and what solutions they have seen is effective. We'll then have a an interactive discussion about the lived experiences of those impacted by the digital divide before we get started. Let's go to the next slide and get some tea key takeaways from the last few working groups. In the first working group in February we tried to define digital equity as it relates to essential services, and we came to the the access to information. It's benefits from government services, and it's equal amounts of effort for all users in terms of common digital equity barriers. It's really about having broad access to broadband it's about affordability and adoption. It's about language, access, a mistrust due to historical harm transportation and child care needs in terms of strategies and solutions. We discussed universal web design standards, accessibility, toolkits, intergovernmental collaboration, remote governmental meetings and partnering with community-based organizations. Next slide. Then in March we tried to really define what essential services are A. And what we came up with is that it's utilities in terms of its day to day needs. It's related to education, health, and human services. It's all about social safety net programs, our financial systems and safety and emergency services in terms of civic engagement. It's about the ability and the access for those to participate in city council meetings, in school, board meetings and justice system hearings. and then in terms of disparate outcomes. It's about essential services, usage and and employment, access to information, including governmental meetings, emerging preparedness and recovery. It's about students learning and abilities, affordability of devices and connectivity as a barrier Availability of ISP providers and adequate connectivity as a barrier in rural regions. And finally, it's

about digital literacy and building digital skillsets and Covid how COVID-19 for us as organizations and institutions to get innovative, and our strategies to assist students in families to meet their learning. Learning needs. Now, next slide. Now we're going to have a a panel, and it's a really a big balance and exciting panel. Lots of organizations and individuals doing really cool things in their communities and their agencies. And we're having the conversation about what digital equity programs are working well in their communities, or in many cases of their organizations. And why and what's missing. Please feel free to kind of have a conversation in the chat while we go through these panels. But first I want to invite up Chief Equity officer to who's going to start our first discussion. Yes, thank you so much, Cole, and I want to thank everyone for taking time out of your afternoon to to join us this afternoon. I also want to acknowledge Cole and Scott and the team for the continued good work. and we're now onto our. I believe this is the third essential services meetings. But along with the that and other outcome working group meetings. There have also been many engagements meetings in the community. I was able to attend the one that we held in Sacramento just last week. It was amazing to see the turnout. There were 200 plus attendees, and just to see folks from different walks of life, different communities sitting together at the roundtable, engaging and talking with each other and sharing out and seeing the feedback we're getting. It was just so encouraging, and I really want to give it to the staff for the good work they're continuing to do. I'm happy to kick this panel off with some of my thoughts on some best practices, some concepts to keep in mind in a. We attempt to improve our digit digital equity. Digital services for this date. And beyond some of these thoughts are that websites should be developed with end users in mind and be accessible to cover populations who have varying degrees of literacy, language, and accessibility needs. What does that mean? So my, some examples are putting the user first when designing content and services to share ensure a seamless experience, whether it's online or offline. This includes understanding. The underlying needs that brings a user to your website, to a service, and the journey through that service are they coming? Have they come to seek out info on a program in essential program or service? Are they attempting to renew or apply for a license or a permit with the State. writing content and playing language that reads at an eighth-grade level reading level or below. To help users read, understand, and use the information and services without struggle, ensuring that it's logically organized, has informational headings, clear and concise. Translating electronic forms and content for non-English and limited English speakers. And when possible, consider utilizing non-English-speaking content developers and usability testers. We want to strive for processes and forms that are developed on websites that are easy to navigate and complete. Given that the the individuals they're designed to empower have varying in in many cases, lower levels of digital skills and training to to navigate these processes that couldn't include verifying that public websites, apps, and online forms are designed to be viewed on many electronic devices, including screen readers that are that read texts allowed for people with disabilities, blindness, or other impairments, and also keeping in mind that residents off often use the phone rather than a computer as their primary electronic device. and finally promoting, user testing with those with disabilities such as vision and hearing impairments and physical disabilities that might make using keyboards and other devices difficult. Those are my thoughts, and I'm really looking forward to hearing comments from my fellow panelists. No, thank

you, Chief equity, too, and and I think those are very in line with the conversations we've been having, and something I think you can all be striving towards as we keep moving this forward, and I think those are also some very actionable recommendations and and request. So thank you very much for joining. Hey? Next up we have Greg Fair, who's the digital identity. Chief and acting chief product officer and Julian Gillette, who's the chief data and digital services at the Digital Services Division. Great. Okay. Nice to meet you and Gillian do we have audio for you as well? I don't know. Can you hear me, you that's great. It did as a first in this series we are actually presenting together because there's some work that we're doing and specific to this particular topic that seemed relevant. And as with most really great projects that are happening in the State. They involve significant collaboration across agencies. Building on what. What? Pam was just saying, that a lot of the features that she was talking about as policies that we want to implement at scale. We're directly relevant to some of the work that we have done together. So my role is digital identity. Chief. We were looking for a clear use cases across the State that would be valuable and value at value. Add based on what we're going on our initial pilot, and in that outreach we discovered Gillian and her work with Cal Itp and I don't know, Julian, if you want to talk a little bit about the the use case and the problem statement that you all had that initially drew us together. Sure, thanks. Well, so thanks for this opportunity to include Caltrans and to include transit. So the problem statement that we have is the problem statement of of transit, which is, you know, transit is disproportionately used by lower-income people in the United States, and that's also true in the state of California and at the same time the price for transit transit is, is a subsidized industry just the same way that our roads are subsidized. But transit charges a fair. And so the Federal Government. and also many of the boards of directors of transit agencies require that transit agencies charge different things to different groups of people. So the Federal Government, as a condition of receiving their money requires transit agencies to provide a discount to people who are seniors to people who have Medicare and to members of the disability community. And then typically transit agency. Boards of directors also require a transit agency to provide discount to people who are lower income or people who are veterans or youth. And those are great policy requirements sadly for the transit industry. None of those requirements came with a method of doing it. And so, as it stands today until I met Greg, all at 250 fixed route agencies in California. Plus the many on demand sort of para-transit-like services would require a customer to come to their the agency's office, and individually apply for their benefit on on multiple pieces of paper involving multiple trips. And so, if you're doing a so that's a lot of work, both for the customers. There's a lot of administrative burden for the customer and for the transit agency. But also, if you're trying to make a trip of any distance in California. It means that you have to go to each office to get your discount across each agency, and it's also very difficult to know what the price of the trip is, and and how to access the trip in general. So so that's just really a lot of administrative burden for the people who need it the least. And so, you know, enter Greg. And so what we are excited about this is because we saw immediately some huge upsides in terms of moving this to a world where people don't need to take their time, take time away from work, deal with transit issues in themselves. Just to simply get this transit access with the with the discount. So it's a discount. It's targeting certain communities that are more likely to need these things, and also for for our use case, allowing them to reach

out directly via a number different methods. First of all, we partnered with Login Gov for an identity solution that had already multi-language multi-language support very important for this community that we were restarted, which was in Monterey because of this a significant portion of their community, especially the riders with Spanish speaking in addition. What we really liked about the system that login go was setting up is that they had some pilots they were using for for instantiation of accounts and identity at post offices, if needed. And so there was an in-person aspect of it as well. And then I think the thing that we found most innovative and interesting about this was that after we set this system up where someone could register online with the information they already have from home in the language that's relevant for them in order to get their discount for transit. Previous systems would require. If you've used them often. Payment into the system, like I have a fast track account where you might need to put money into that account, and that's effectively. Money that's been set aside, and you Don't, have access to, and while some people might not mind having to put in $25 increments. There are others that might actually need access to those funds regularly and not have them sitting in a separate, effectively Transit account. What Gillian's team did that was absolutely fascinating and innovative was that they are moving to a model based on their negotiations with different payment companies to allow the distribution of this discount directly onto a pre-existing card. and even better. If people don't have a card or aren't part of the banking system worked out an agreement with a payment provider that would provide to them a reloadable debit card for use. So not only are we providing access to discounted fares within the county when writing transit also moving people directly into the digital economy. So they're able to create to to use payments direct from their own card. So ease of use benefits that are significant, but also, as Gillian will will share with you some interesting knock on effects that we did not anticipate. Yeah, thanks. So some statistics, I mean. Our Our vision is that there should be as much competition for any individual Californians account as there is, you know. For the for for folks who are banked right, everybody should have the same level of access. And in order to get that today it's very difficult for a lot of under and unbanked people right? So our vision is that government benefits, programs, and government discounts are able to be aggregated by the customer in their account, so that the financial ecosystem can see how much investment is being made in them. And that they are responsible users of of their of their resources. Sort of just the same way it is in the rest of the system. So we started with the transit agency in in Monterey, Salinas, where Monterey has a lot of tourists, but a lot of people who work in the hotels and from the food live in Salinas, and are either under or unbanked. So in we started with that agency, put point to sale terminals on their buses. And then worked with the cache app. So here's my cache app card. It's a Visa Visa card, and the transit operator informed the the it's customers. And just you know, let it be known that the cash app is an opportunity to to become banked without requiring a minimum balance or any of the other fees that come with commercial bank accounts. And so and it also doesn't require a social security number. So in in during the demonstration period of our first of our first trial. Thirty percent of the new customers of this product, the cache app were directly attributable to that transit agency, meaning that the first time very first time the customer tapped. And you know it was part of the financial ecosystem was by buying a transit trip the end of the demonstration. 93% of the transactions of those new customers were not

for transit. They were certain for everything, mostly food meaning that transit has this kind of halo effect that because you trust your local transit agency and the and the fair is relatively low, you're willing to try something new. And then, once you try it, it's so easy to use and obvious that that's kind of what you. What you what you use for everything. And the cash app also comes with another feature, which is that you can. If you have a lot of cat you used to use cash, and you don't want to use cash. You have to be able to figure out how to put your cash onto the digital account. So the cash app made arrangements with Walmart and 7, 11 and other retailers. So for a dollar you can go and take any amount. Take your cash up to $500 in one shot and put it onto your account for only a dollar, right? That's significantly less than most products like this on the market today. They are sort of middlemen, mostly those products charge about $5 a transaction, which is a lot. It's it's really injurious. It's very expensive to be poor. So of the customers that did this, and use that feature in Monterey. They, those customers, were twice as likely as the cash apps regular customers not to associate this account with their own bank account, and that's a hallmark of a completely unbanked customer. So transit and this way of thinking. And provides a halo effect, not just for the underbanked customer, but also for the completely unbanked customer in in California. And that so that's something very interesting to us, and it's consistent with with patterns that we see in other. But can't do any of it unless you can help the customer access their discount, which is really the starting point, and that's the partnership with Greg. Excellent! Thank you, Greg and Jillian, for giving us a an explanation of I think one of the things I heard is a really exciting way to create a a simple service right? That's accessible for all, and and find ways that we can then implement this into like larger solutions for creating accessibility for services across multiple benefits or benefit programs and try to find a central solution for multiple benefit programs. Scott, did you want to add anything to. Well, I just wanted to say cool. Yeah, it thanks. Greg and Jillian for this interesting example, and as chief equity Officer Chew mentioned that the the the the different components of the digital equity planning process are able to get a lot of cross-sectional and intersectional feedback, and one of the recommendations that are strategies that came out of the Silicon Valley or in San Jose workshop, was that, you know we have all these government programs that covered populations have to apply for online, and they have to do it each separately each time. And so how can we, you know, create a a simplified process where many folks who are eligible for these programs. You know it. It's the same kind of economic eligibility. So how could we create a a technological solution where people only have to apply for once and could click the programs they wanted to participate in. And then the other thing that came up was like, what role to folks who are providing digital services online. What role can they play and helping folks actually get connected who aren't so they can access those by helping to promote the ACP. So really great. Great. You know. Example, that you guys brought to the table. Thank you, Rick. Thank you, Julian. Thank you, Scott. Next. I'd like to invite up winning you. Who's the director of Programs and Administration at self Help for the elderly. Winnie. Hi, Good afternoon, Everyone thank you so much for the opportunity to speak today, so it's also for the elderly as a nonprofit organization. We open since 1966 serving 5 bay area counties, 40,000 clients annually older adults and adults with disabilities. Many are limited, English proficient. We have 9 key program areas, and one of them is S. Up connected digital connectivity. So what we really envision is connecting

seniors to services that they have access. So it's wonderful to hear all these innovative ideas of integrating services with C folks who are on a cash basis into the digital payment system. It reminds me of other folks that are on a cash basis. Card in Hong Kong, which is, use that with different retailers, and to make cash transactions possible. So through the course of the pandemic, and also our initial work in the Be top program, the broadband opportunities program, which is many years ago. So I'll help since the nineties have really wanted to have technology be accessible. How do we make that accessible is really understanding the needs of the adult, older, adult, user and the different challenges that come with that like even touch right. If someone has worked over the years they might have calluses so haptic touch, you know, and just practicing knowing headers, different bold texts in language services, information, and also having the bold, larger texts contrasting in different languages, but also sometimes on the same page, so that intergenerational family members can understand the same information, right, including even our service providers, that you would have the the standards in, and how to translate, or how to interpret properly, so that the information is not lost in the translation, and is visible, transparent, and accessible to everyone. That's either accessing the information for their own purposes, or connecting that information to others who might need it, or at the same time referring other people who don't speak the language to those services. So you know, I I really see this opportunity to connect also the workforce in this right? We have our job training program. We have our Sf connected computer instructor program that we have in person classes in the centers where they safely reopen, but also since the pandemic hybrid classes, so it's accessible to those depending on whatever functional you know capacity that they have, or their preference to join at this point, and it's created a little bit the more work for our staff. At the same time. It's also created access at a level that we haven't been able to be able to be so inclusive in the past, and people actually join from all counties sometimes because these classes are now accessible, and it's making the services really available to anyone who's interested. Our tech help and support also is in person. So there are specific tech issues that it's very difficult at the beginning of zoom and pandemic shelter in place to teach someone over the phone how to join zoom which we've had to do. And so we relied back to an older technology which is the telephone. And there are those non adopters in our population right that even given a tablet given a device like we have in our chat the State program that's now transitioning to the DC digital connectivity program that might still not choose to use devices. How do we still include that population as we move forward into, and more digital involved? You know whether it's to services which I love to hear what Scott said. If we can have a universal application form, there's been, you know, cow fresh studies that they've done. I think it's a Harvard business school case Study that they did on CalFresh how to make applications easier because lower income. Folks who have less resources tend to spend the most time and most effort in accessing right their full day. Job sometimes is completing applications and going from place to place to access the applications and forms that make the services and other resources possible for them. So the way that we approach this itself up for the elderly is minimize. There's no wrong door. Right? So we provide 9 different programs in areas. So anybody who comes to us will make the eligibility screening process as simple as possible, and as minimal as possible, and try to streamline that across our agency. I hope I've answered enough, and kept within the 5 min timeframe,

but happy to also cover anything else that I might have missed. Lenny. That was great. No, truly, because I think one of the things that's really important, and I really appreciate you, you bringing it back to. And reminding is that it's it's not just about access right, but it's. It's digital services. Is also it's part of digital equity, being able to get access to those digital services, and then going even further and making sure that that access is available to all folks of all languages, of all that are sea levels and all accessibility needs. So I really love that idea of what it is an open door for all. So thank you, Wendy. That was great. Yeah. And cool. I think one thing also to to to start bringing in the cross colonization of ideas that are coming out of the workshops is well, I know any. This is stuff that you know goes back to the work that I did with you guys is that sometimes, for the covered populations like you said that the in person. Training and technical assistance you kind of you, have to go analog in order to go digital for the folks who need it most, and that's a really important part of the conversation. And some of the strategies that we're hearing from the local workshops as well. Thank you again, Winnie. Next up is Paul Morris, who's the director at the San Diego Housing Commission, Paul. Thank you, Cole. Good afternoon. Everybody. It's good to be here. It's good to be able to speak about this, so I'm the director for the Project Management Office with the Housing Commission. and I remember back in February of 2,021 one of our executives coming to me and saying, hey, we need to work on this thing digital equity. So we're like, what is that? We need to kind of figure that out. And where are we today? What's working well for us? Well, the thing that's been great for us is that we have this wonderful collaboration and relationships that we have built with other community, based organizations or CBOS, or work with the county of San Diego, the city of San Diego San Diego Association of Governments. And just getting the support we're getting from our leadership on this has been tremendous. So we had broken this down into our 3 pillars, which was donations digital literacy and training and then residential Wi-fi and I'm happy to say that what's going really well for us is 1 one just being able to donate our equipment. We all still work from home, so we were able to donate over 200 pieces of different equipment working with San Diego futures, foundation and computers to kids to donate our computers and make sure they're getting back into the hands of our low-income communities and folks that live at our properties. We have 175 properties. We have over 4,000 units. And we try to work very closely with those folks. And so the donation piece of us is working out really great. We've also been able to take advantage of some of our events through our Achievement Academy to point people in the right direction for digital literacy, also trying to make sure that folks are having access to get to those classes they need to get to or get to them online. One of the things that we've been really happy about doing is working with San Diego oasis, which provides a tablet program for folks that are 50 and older older-adults. Provides them with a free tablet they get to keep for life one year of Internet service, and they have a number of different digital literacy classes they get to take. And so Not only has that worked really well at one of our properties as a pilot, we're expanding it out to some of our other properties to make sure that our older adults are having access to a tablet, a device and the Internet to get in touch with family friends, telehealth, banking government services. Some of you may know that we did get awarded to your home, your Internet pilot program and be jumped right in on that. We've been working close on learning more about working with our digital navigators in

the community, getting things set up for the summertime. We have programs that are coming up like the San Diego County fair after school programs, school program, food bank programs. We're working with the county so that we're going to be getting out there doing a ton of ACP. Enrollment events. Tying in with this collaboration with different events that are going on at the libraries during the summer, working with the county on the food bank. So this collaboration and relationships that we've built has been tremendous, not only for us, but for the other agencies we working with the point 2 is is us looking together on how we can secure Grant funding, how we can apply together, how we can work together on Middle mile and last mile events that we need to take care of here in the city of in the city of San Diego, in the county of San Diego. One of the things that we're really focused on right now. Very excited we finally got to. We're going to be putting out an RFP soon for a residential Wi-fi. We are going to instead of piloting this, we are going to look at how we get Wi-fi to free for our residents at our 175 properties, working in public private partnerships. And grant funding, and also working with some of the local agencies on what we need to do. So we're excited about putting that out very soon. We're excited about our collaboration. We're really really happy on the relationship. So we built. I mean, I wouldn't be here talking today if it hadn't been for working with many of you folks meeting with you folks getting ideas and thoughts to put forward some of these programs. So I think the only thing I would say that Isn't, working well is, I wish we could do more sooner. I wish we could have more funds. Do some of those things sooner. But it's an effort, and I and again I'm very thankful for the relationships and the collaboration we have here within the city and the county of San Diego. No, Paul, that's super great and and honestly, it's kind of amazing hearing. You start listening off and talking about all the different programs and program offerings and and kind of solutions that you brought into San Diego. And I really hope that you've you've expressed that and shared that with our digital equity, ecosystem mapping tool that will bring up later that we're really kind of gathering and collecting all these amazing different programs that are out there and sharing the successes. But I really want to acknowledge kind of the the access and the affordability piece that you're talking about, and it's just the how critical it is for getting people online and getting access to essential and government benefit programs. So I really appreciate you bringing that up and for and bringing the voices of folks who aren't connected and need to be connected to the conversation, and into this being able to navigate the digital world. So thank you very much, Paul. Thanks, Paul. Next, I'd like to bring up Ray L. Show, who's the digital equity manager in the San Francisco Mayor's office of housing and Community development. Right? Yes, good afternoon, everybody. I am so glad to be here and be amongst this collective wisdom and this brain trust in this room, and i'm happy to share with you from San Francisco. Winnie. Thank you for representing us well in San Francisco, with all the great work that you do. And really I just building upon what's already been said. I come on to kind of want to talk about. Maybe some things that you can glean from bodies of work that one in particular a body of work to help you kind of standardize accessibility as it becomes as it pertains to digital content. And one of the things that we've done with the city of San Francisco. Our many sub departments, like the Committee on Information Technology. Also, our digital Services Department is, we've adopted the principles of the web, content accessibility, guidelines. And so I I liked for you all to to, you know. Once we leave here, if you're not familiar with it. Familiarize yourself with it

and and and learn from that, and and just from the from from that framework you've able to develop a system by which we curate content on our website in a very systematic way. That's in, you know, playing language. It's also in 4 of our most spoken languages in San Francisco. So we're connecting with you know, populations that you know where English may not be their first language or the Heritage heritage language. So we were very sensitive to that. Instead of the eighth grade reading educational level, we we chose fifth grade reading, education level. Our playing language is clear and direct, not oversimplified right, and a a lot of the a lot of the accessibility standards are really serve us in a way where every San Francisco can enjoy the content in our central services and kind of tie into essential services. We're really happy to share that. Well, well, actually, I managed a grant portfolio on privilege to manage this. Grant portfolio with all of these committee based organizations that again, the Brand Trust mantra right is, I get to learn so much from them when they submit their narratives. One in particular, the the Sf Service Guide, which actually has a central repository of, you know, areas in the city where essential services live. So food, banks, shelters. If you want to learn more about the affordable connectivity plan, rental assistance and the vegetation prevention jobs. So workforce development, financial assistance. LBGTQ. Plus resources. Once you go to this website you're able to click on a on a button on a link that pertains to you and your situation, and you're able to be linked with that agency, or someone who can help support you. And removing that barrier and one important feature that I that I I would like to highlight is that it has a GIS geographic information systems component if no one's familiar with that term. That's okay. I know we don't want to use too much jargon. That's actually like a Google map. So you can see which you know which station or place that you whatever you know, wherever comes up. As a result, you can see what you know. Is it in close proximity to you? Right? So it's in along that vein. Expanding digital inclusion initiatives. We have other programs like our digital skills and entrepreneurship playbook which allows for folks our businesses, aspiring business owners, and existing business owners to to learn about how they can take their brick and mortar idea that might be brick and mortar oriented, and actually have a web presence as well. They want to do both, or they want to do one. We teach them a a number of things to learn how to be a successful business owner, at least get the fundamentals down. Another program. So, working like I like, I said earlier. One of the benefits I have will be it. Our program officer is learning so much from agencies like self help for the elderly. So we have an intergenerational program with Chinatown, CDC. That allows secondary school age young people all the way to transitional age, you to teach young adults who are trying to go through the citizen naturalization process, the basics of digital literacy. Right how to use, we chat, or Whatsapp or or how to use Google Suite right? And there's this intergenerational exchange and just kind of seeing it witnessing it for yourself helps. You realize how important programs like this are. And we also have a grantee dev mission who has the program where they source talent for their training program which trains folks how to be it help desk, support professionals. It trains them into I in the CompTIA plus certification training. And so once these young people, these transitional age, youth, are trained. they're able to go back into the communities, a lot of them from affordable housing communities and serve the folks from that community. And then eventually, ultimately, they move on to become professionals and their respective areas of focus in tech. So that could be they, you know, they could be a sales engineer, a web

developer, it support person at a tech company, because, as you know, you can throw a rock in any direction and hit a tech company in San Francisco. Also, I kind of want to talk about. We talked about connectivity right. We have a program in partnership with the Department of Technology. SoMo City, my department and the Department of Technology have a partnership where we go into affordable housing sites. And we connect fiber to these buildings with city, sponsored, fiber city, sponsored. You know that's whereas ISP essentially and we're kind of propagating this as we speak so we can. All of our buildings that are considered affordable housing have have these. You know, has has. They have Internet, connection, not just any Internet connection but fiber, you know, in Unit Ethernet connection, and which is one of the fastest speeds to enjoy when it comes to Internet connection. So we're really proud of that. We have a wiring standards, you know. Communication standards document that guide our the way that we engage with developers and just trying to future proof. And you know the way we look at Internet connection. We're always looking for new and innovative ways to build out our program. But I I just want to kind of stop there and give an opportunity to my to whoever's coming behind me to to talk. So, I apologize. Thank you. Right now. You you address a lot of great programs that you're doing over in San Francisco and appreciate all your work. And I think one of the things that struck me is that we Haven't talked about. Yeah, is kind of the idea of mapping is pretty ubiquitous in the way that we use essential services. And so that's another focus or another topic that we can consider. And then, Scott, do you have anything to add? Well, I just think, Ray, thank you so much for coming on until he's a a pleasure interacting with you and the work you're doing with all your partners in San Francisco, and and particularly you know what you spoke to. You know, at the top of your comments, and and you know we were able to talk through with the bury and digital equity. Coalition is the work that the city of San Francisco is done with this, since it's central services and a playbook. And what you guys did in that conversation we had before about how you know is part of the digital equity plan. It would be helpful to to see if you know we could all collectively develop a like an essential services playbook that has, like these universal web designs and accessibility. You know, guidance for how to put services online and how to. You know kind of build in those other pieces, like a commitment to getting the covered populations connected so that they could utilize those. And and then, even, you know, provide some kind of technical assistance or training to the that maybe the lesser resource cities and counties to be able to to kind of implement those and deploy them in their spaces. So so much just great work that's coming out of San Francisco and in your division, and thank you for your contribution to this conversation, this effort. Thank you, Ray. Thank you. Scott and Fine. Next, I'd like to Oops, invite Deputy CIO Economic and Community development and disaster Recovery at Butte County. Katie Simmons. Katie: yeah, thanks so much for having me. I'm. I feel like I'm taking a little bit of a turn here with my topic. But I'm here to talk about the need for broadband and wildfire impacted communities. We're here in Bee County, which is north of Sacramento, and we have had a series of catastrophic wildfires, wildfires that have taught us some critical lessons about the need for broadband on top of Covid. So we had the campfire in 2,018, which was the State's deadliest and most destructive, and it overwhelmed all communication systems. Even if we had broadband it, probably, like everything else would have been destroyed in the North complex fire. In 2020 we lost another 2,500 homes. We've lost

just about 20,000 homes in the last couple of years we had to call a town wide evacuation warning in the town of Paradise during a scheduled PSP event. And so, as you can imagine. Our community did not have power. The traffic signals were down, and we were calling an evacuation learning for the entire town of Paradise, which was already a voluntarily evacuating. And so that that proved obviously challenging the Dixie Fire in 2021 reached almost a 1 million acres. It was a multi-county, Wildfire and I'm on the EOC for Bee County, which means I was working with cooperators in multiple counties, and because we had 2 incident command centers we were relying on broadband for emergency communications, and we had delays. We had, you know, we lost access a number of times, so as you can imagine, for thousands of personnel managing a multi county wildfire without access to the Internet proved very challenging as well. So we've learned a couple of really critical lessons here in Bee County. From these layer disasters, obviously, as we know, disasters amplify community needs, whereas broadband was nice to have before the disasters it's now essential for life. Safety law enforcement understandably points people toward the Internet for information during emergencies. Location of fire, disaster, areas of thread, evacuation, warnings, orders and routes. And so here in Bute County we're looking at how to close the digital divide when Internet service providers won't because it's too expensive or complex. And how do you work with a population that may have chosen to live off the grid for a reason when it comes to needing that Internet access for emergency communications. So couple of things for increasing community resiliency around broadband or just emergency communications that we've learned is just investing in technological redundancy from the very lowest tech to the highest tech, which means broadband slots, and they're nicely close to the high tech strata. We're looking at radio receivers which our Internet service providers think is a great idea, because they can't reach those properties to make sure they're receiving emergency communications from law enforcement. We're looking at planning for siren towers. We have broadcast radio stations, obviously code red, and those types of things and broadband is absolutely critical to that stack for education. While we're expanding broadband, which, as we know doesn't happen overnight, and we still live under high risk for fires. We're working with the public on accessing emergency information before disaster strikes. And so that looks like, you know, your zone campaigns and those kinds of things. So we still leverage that Internet access and that broadband kind of component of our emergency communication system. But obviously we need to work with populations who are still lacking that access for us. Obviously, we're building broadband into disaster recovery. We are working with a couple of consultants on some plans and prioritization we're doing in our forested foot hills. Obviously, we're looking at things like population displacement damaged and destroyed structure maps making sure we layer those over project areas. Knowing the age of our data to make sure we're not doing planning and areas that have had significant population change. Obviously disaster. Recovery is Federal Grant administration. And so we're looking at availability of grants to help us kind of accelerate our broadband planning and implementation during this recovery process. And then, obviously for us, we're in a generational rebuild process. And so we need to make sure that our plans are very, very long term, and span over the next several decades to make sure that we can. You know that we have 100 implementation, even if that's not fiber in the ground, and it looks like some other solution. So in Bute

County. What we're doing is, I heard someone else mention a broadband playbook, and we're certainly doing that. We're working with Golden State Finance authority under our CRC. We're facilitating countywide jurisdictional broadband meetings. The city of chico which is our largest population center is going for with an open access network. And so we're doing countywide network mapping. Just so we understand what it looks like. If they were to expand out into the unincorporated area, obviously meeting with laughter on cross jurisdictional broadband implementation which I would highly recommend if you're looking at doing that sort of planning, and then, obviously for us in Bute County broadband, as I said, is essential for life, safety during good times and during disaster times which we seem to have a lot of Karen, but county. I actually left our EOC training today to be here. We're obviously making investments in other, I mean emergency communications technologies, As I said, so we cover as many bases as possible. For when we need to move our population quite significantly, I didn't mention the 2,017 Orville spillway incident which caused an evacuation of 200,000 people. And so, prior to the fires, we are also moving hundreds of thousands of people around for for flood disaster. So I'm so surprised that on this call I'm the only one who's talking about disasters because all of my meetings are about disasters, but that's what we know up here, and so I appreciate the opportunity to talk about essential services from that rural county perspective, especially from a county that kind of continues to experience. Maybe climate change induced disasters and sort of share with you what we've learned about the need for broadband, and how we're approaching, planning during disaster recovery. Thank you, Katie, and and I think you you you gave yourself a preference of the front of why you're you're going to turn the conversation, and I think it was a an important turn in the conversation. The fact that physical infrastructure does have a in a a in essential services, right like emergency warning systems and evacuation systems just like you stated. And it's really, I think it'd be worthwhile to note that in Senate bill 156, which I kind of outlined a lot of t he broadband for all programs that we're also speaking about.There's the Middle-Mile Broadband Initiative and that's a 10,000-mile bill of open access State owned middle mile infrastructure, and and I think the thing that I want to make sure is important, and is known is that that most of that middle-mile and this is important. Rural areas is underground right, and so that when there are forest fires. There. There are any natural disasters. That infrastructure is somewhere where it's a little more safe than up on a poll, right? And so I think one of the things that is really important is you. You're you're stating that it's it's not just about essential services. It's not just about today's the Internet and digital world, but education every day. It's all essential services. It's all related to digital equity. So thank you very much, Katie, for joining and and giving that a rural perspective and his perspective about physical infrastructure, too. And finally, I would like to round out our panel with direct deputy director of the Digital Services Division at the Department of Motor Vehicles Serenity Thompson, Thompson. Certainly. That's great thanks, Cole. Hi, everybody, and thank you for having me today. This is my first work session of this type. So again I'm I'm really excited about what I've I'm hearing from the group, and I'm in really honored to be able to include DMV's perspective in this our strategic goals. DMV is really the lens through which we view digital equity. So, starting with technology and data, this is driving much of DMV's work in digital equity, and and and it is really what's helping us to be an inefficient, inclusive customer centric organization that is committed to reducing

carbon footprint and providing customers with service when and how they want the way we see our services are a plethora of choice. We need to be where the community is, and available for the channel and or device or mechanism through which they need to do their D and B business. DMV maintains a very diverse workforce, and our team really does reflect the communities that they are serving. Speaking many languages that are prominent in the local areas. Services are accessible through a network of offices and business partner locations, our our business process automation groups as well, and we also feature an accessible website services provided again when and where customers want. This team has issued almost 15.5 million real Ids to date. So just a quick update there. No matter if you, you You do your end to end real. Id process in the office or start online and finish it in the office All 15 and a half one million of those did have to go through the office at one point in time. So KUD is there. I think we have a total of 26 million unique IDs in California. So we're making really good progress in this area. We've moved about 43% of our business from field offices to digital channels, and by digital channels. In this case I mean online and kiosks these channels, as I mentioned our AD. And we have 2 X compliant. And the content is at seventh grade reading level as our our publications, we recently launched a user experience group with D and the customers asking them what they think about various features and capabilities. What's missing in our services. And the way we look at this is, we can get it closer to right the first time when we're releasing digital services rather than taking customers through a sometimes painful experience that you know might be creating technical debt on the operational side as well. So that's been a great addition in the last few months. Reduction of paper use efficient services, uploading of documents online, all reduce carbon footprint. Less driving is required when transactions can be taken care of online rather than an office. If documents are transferred digitally, there's no need for transportation and we now offer paperless renewal notices to eliminate paper and postage for those who opt in and recently brought the disabled person's parking placard, renewal online to join our. You know, dozens of other online services that can be completed into end or in a hybrid fashion with a virtual assistant. Some of our recent research revealed that for every DMV interaction completed online at Californians save $100 per visit in time, fuel salary for gone and childcare expenses. We provide cash services through DMV. Now kiosks located at local markets and in groceries, and are working to offer other innovative payment options, both online and through kiosk. We really we relocate these kiosks as needed for communities in need. And we did this for Paradise in 2019, and that kiosk remains there today. I think you know the way we look at this through the lens of operational efficiency. Again, one of our strategic goals is that the better service we provide quicker and without unnecessary trips to an office is saving customers time and allowing them to work and play without disruption. So that's supporting general economic health. We have introduced over a 100 uses of robotic process automation for tasks such as document, review, and auto population of customer applications and records in the last 24 months alone. So we're able to repurpose our staff to work on other innovative work. As you know, DMV. Is on a digital transformation journey. We call this journey's ultimate goal, the digital experience platform. So there's a lot of work to be done to move away from our legacy Systems and staff can be redirected toward that work. Efficient operation of drivers safety concerns support public safety by keeping unsafe drivers off the road. So, we'll be launching an

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online driver safety case management system, an online information request program in the coming weeks. These are brand new transformations coming out very soon. and then just touching on the customer goal, we have deployed medallia on our website as our voice of the customer tool to monitor, customer, sentiment and feedback across all channels, digital voice in office and employee engagement. We're launching this service in Spanish in June. This is where we can hear directly from customers about what's working and what's not. In addition to our user experience, research group in office. Services are offered to customers by community members, as I mentioned in the language of the community, and DMV has been providing in office translation services for many years, but we're now piloting a tech forward. Take on translation. We partnered with Google Spring, Ml. And others to deliver a real time, language, detection, and translation tool for use in the field offices, leveraging speech to text and the customer's own device. So we currently have four active languages, Spanish mandarin Vietnamese and Tagalog, and customers can have live conversations translated in real real time. Just a couple more things. I wanted to highlight our services offered through social service channels to meet the needs of those experiencing homelessness. Allowing them to receive community support. So DMV has developed and launched a mobile tech package, allowing field operations technicians to mobilize and provide identity services to unhoused communities, and we also extend this mobile tech package for use for those who are being prepared for release from incarceration, as, of course, some identity credential is a triggering event that then provides access to other social services. We do the same for seniors who may lock, a care network or transportation network and then business customers, working with DMV. Are offered a a couple of different options to do their business digitally. We see this as efficient and green, supporting both economic health and reduction in carbon footprint. So in February of 2022, we brought our employer pull notice program online and brought occupational licensing online in October of 2022 to provide faster, easier services for California businesses and owner operators to save them time. We think there's more work to do. We're always improving. We have a a bunch of other transformations that we can share at future opportunities. But in terms of some of our our data. We we do want to start considering using the field offices a bit more as a location to provide information and educate our customers who may be able to take advantage of some of our targeted programs, whether they are out in the field or online, and provide information on where to find that online access again, whether it's a kiosk at your grocery store or through your your phone and our mobile app, or our mobile responsive website in a variety of languages, and then we still need to measure how diversity metrics vary as a function of level. Within DMV. We find that we are meeting, or above the mean and distribution of various various. I identity metrics such as gender or or ethnic background for other state agencies, and but we Haven't done this study at the level of classification, or where you're at in the organization, and I think we'd really like to move toward Fielding some of that research. And you know that's a little bit of a snapshot of what we're working on at. GM: No, thank you. Deputy Director Thompson. I I there's there's so much to acknowledge in terms of what TV is doing to digitize their efforts and improve kind of the way that access is equitable for all these essential services, and also I wanted to share appreciation and and express the commitment that you all are having at DMV. To promote ACP and acknowledge some of that really great work that you've been doing

there, and one of the things finally, I'd like to acknowledge is, I really like this idea of DMV locations now as like kind of an anchor institution for providing information. And what a great opportunity for partnership to add in opportunities to share more information like digital equity and ACP programs. So really thank you for joining and sharing, and we look forward to having you join the conversation More. Scott, do you want to add anything before. No, I think you you touched it all. Well, it's just that I will give a shout out to the real. Id transformation like when I got mine. I went through the whole you know, process online and and got my my documents up, got my appointment was in and out in five min, and so like. That is the kind of you know, using digital services to improve the customer experience. And then again, serenity, like so many folks within the you know CalSTA, and and you know the department of Transportation and DMV. Have also been champions for the fact that, like while you're doing all this great transformation. There's still some folks who don't have access to that if they're not connected. And and, like Cole said, just really appreciate the partnership and the commitment that you guys, if if had to to help you know, provide information to to those folks on how to get low cost Internet to enable them to to to benefit from your digital transformation so very cool. Thank you very much. So thank you to all of our panelists. That was a lot of great information, a lot of great sharing. But now I'm. Hoping we can turn it to a community to discussion and open it up for all those that are on and participating. You wanna have a a bi-directional conversation about what what's impacting your communities or in your space in the digital divide with the central services, accessibility, and civic engagement. So we've provided a a couple questions to kind of guide our conversation. We don't. We're not going to go through these one by one. But I think the the key here is that if one of these strikes you about kind of lessons, learned or key takeaways from your things that are being implemented in your programs, and why they're particularly successful, or you want to share about what's missing, or what? Where, Where can we step in with some of this Gap analysis. I see a hand raise, if you know. waste any time. So April you are able to unmute. There you are, April. There we go. Hello, everyone! Hi! I will lower my hand as well. So I'm actually here I'm a part of the Field Service Bureau, and what I was curious about what struck me the most is that the DMV sites could be served as like a hub. I think it's brilliant, because everyone already knows that, and it's also a way for people to kind of change. How it's perceived as well what I was wondering about, at least in my section, with the State that it could be a good place where we could have classes and education for participating agencies who need to learn about their programs. So I just wanted to throw that out there that I think that model can allow them for other agencies to use those buildings. And then the cross utilization as a way to educate those who use the services. So thank you. It was just really helpful as an idea generator. Well, I love it. A April. What? Yes, and what if, what if those kiosk suddenly became that? What we were talking about? The central Repository for all benefits programs right where now we have an acre institution with a kiosk. Right? So love the ideas. I love the idea of kind of where we're headed with the central services and via anchor institutions. So thank you. Alex. Hi! Can you hear me? We can, hey, Alex? Thanks for joining us to give a shout out to the presenters, and really like the work going on in San Francisco. I think you guys got some great materials, but just wanted to give a shout out: Today is a global accessibility awareness day. Which is it in its twelfth year, just amazing stuff. And I mean, I was on a

call yesterday, and and in 24 h there. Google just announced a ton of new, accessible features. Apple announced some. And there's a new version of iOS, and I think that's save ways into just. We need to have an agile process. So we need to think about like. you know, there's going to be updates happening so frequently that we have to keep our materials up today and I focus on people with disabilities and and one key piece that I think we need to talk a little bit more about is there's low adoption of assistive technology on a global level. It's like one in 10. It's hard to get data more in California, but like a a large percentage of people with disabilities don't use assistive technologies. A lot of it is available via software, so that can be like digital literacy, just knowing about accessibility settings, but also it's just. There needs to be ways to fund low cost, assistive technologies, maybe like, with the medical enhanced care benefit. Maybe that it enhanced care management. Maybe that's an opportunity. But we have to get more assistive technology into people with disabilities hands. And then the other thing I mean is like generative AI like there's a cost to those subscriptions. I just think of it off the top of my mind, because, like Khan Academy announced something that can be helpful to special education. Students personalize AI tutoring, but you know it may cost like 20 bucks a month, so we have to constantly be evolving what's covered what the barriers are around to digital equity, and it's only gonna move, you know we have to be agile, because I think there'll be Major Updates quarterly now it's usually twice a year, so we just have to figure out a process to keep our our stuff up to date. Thank you. No, thank you, Alex. And I think there should be acknowledgment for you. Joining yesterday's working group and talking about accessibility guidelines and and sharing about the central services, and and you joining so appreciate you both coming yesterday and today, and really interesting ideas. And thank you for also acknowledging that there there are covered populations that we're kind of bringing this conversation back around in the 8 cover populations and and those with disabilities is one of them so really appreciate you bringing that back in? Yeah, Alex. I'm wondering a follow up question. You know, when you're talking about the low adoption of assistant technologies, do you like have you, or is someone I know Jake Johnson from Department of Rehabilitations on here to have any data on what the reasons for the low I adoption. Is it just cost? Is it subscriptions? Is it training? Is it lack of awareness? I think it's all those domains, I mean. I know Microsoft looked at it. But from a global perspective there's not. I don't think enough data around it. The Department of Labor just put. I'll put all this stuff in the chat. Just put out something like Not that many people are aware of Jan. The job accompany. I I forget the acronym, but it's like a search engine where you can type in your disability type, and it gives you a whole list of accommodation like people are just not aware of the great things that exist. So that's part of it. Yeah, it's all those domains you mentioned. No. And, Alex, this is actually a a really relevant piece and something. Maybe we'll we'll, we'll start moving on to the the next piece of which is, we're going to be talking about both a digital equity, ecosystem, mapping tool and a digital equity survey. So if we can go to next slide and invite Maile up from broadband equity partnership to kind of share about some of the ways we're doing surveys and outreach to those in the community. Miley. Oh, you're muted Maile. Thanks. Sorry about that. Hi! Everyone. I'm Miley Martinez, I'm with Broadway and equity partnership, really glad to be here. And have really enjoyed the conversation so far, I think. Yeah, we can advance to the next slide, please. And the the one after this. So I'm here to talk to you about a

couple of tools we are using to map the great digital equity work that is happening across the State and across the diversity of organizations and agencies. So I'm going to talk to you about 2 tools today. The first one is called the digital equity, ecosystem, mapping tool, or deem this tool is live so you can, and I hope you will access it today and fill it out. This is a tool that we are using the the key audience, for this tool is organizations and agencies. This is how we're tracking, what programs are being offered where they're being offered. Into who, and that's helping us to uncover what might be missing in every region across the State. and it's also going to help us to uncover barriers to achieving digital equity. As I mentioned it's live. Now you can access it for via the QR. Code that you may see on your screen. It's also accessible via the link on the screen, and I know that there are links being posted in the chat as well. I'll say a little bit more about this tool on the next slide. So, as I mentioned, this tool has been live, and to date we've received 174 responses. And so, just even from what's been shared on this call, we know there's so much more amazing work in programming that's being done across the State. The we're we're trying to track, not just the digital equity efforts that are being driven by some of the organizations and entities that might immediately spring to mind like certain nonprofits, but also the work that's happening from healthcare organizations, housing agencies and other and other agencies. Dmv. Others that have have spoken up on this call that are driving digital equity and inclusion in the course of their business and executing their missions. So we have a we have a lot of work to do in in the State to get the fullsome feedback, and so on the screen you can see a map of the State of California. The dark green counties are those where we've received 11 or more respondents. But, as you can see, there are a lot of red and orange counties where we've received 0 or one response for the whole county. So we could really use some help in getting the word out about this tool, and on the next slide. I'll talk to you a little bit more about how you can do that. So the call to action here is to please. Just take a few minutes to complete this tool in the first instance. So access via the links that have been shared in the chat or the QR code you saw earlier, and take a a few minutes to fill it out on behalf of the your agency or organization. and then we would really appreciate you, spreading the word to your partner organizations and agencies. We have a toolkit for facilitating that. I know the links been shared in the chat where that would make that very easy for you, or you can easily send out a quick email to any partner, organizations or agencies to promote this tool and this. The DEEM tool is also available in Spanish. And we have a unique team tool for Internet service providers or ISPs. So if there are ISPs that you work with that, serve your agencies and communities. We want to also track their impact and efforts. And so you can also help us by sharing the link to the Dean tool with any ISPs that you work with. And then I'm going to talk to you about one other tool on the next slide so really excited because this is really hot up the presses. We just launched our digital equity online survey. So the tool I was just talking to you about again the core audience, for that is, agencies and organizations. The digital equity online survey is open to the public. It's it's. The core audience is heads of household. So it's for anybody who wants to talk about their households experience with Internet access affordability and adoption. And so please everybody on this call should take of just a few minutes to fill it out and help to spread the word again to your communities, constituents, and and the folks that you, certain work with the online survey is mobile, friendly. It's available in 14 languages. And on the

topic of accessibility it has built in audio functionality to accommodate communities with limited English or vision, low vision or limited literacy proficiency in any of those 14 languages. So I think with this I can demonstrate both of these tools for you. So, starting with the Dean tool. So again, this is a tool that I mentioned that the target audience is organizations and agencies where we are asking for you to share any of the digital equity and inclusion efforts that you are already doing or could be doing. And it takes just about 10 min. It's available in Spanish and English, which in the as you can see in the top right, is where you can change it. It just takes a few moments to complete the first page where you can provide the basic and foundational information. That's really helpful. So even if that's all you can do, that's really great. You can also upload documents. So if you have an annual report or a press release, or a grant, award, or anything, that sort of summarizes the work, and that's a faster and easier way for you to share your information. That is welcome as well. So let's take a look at the public survey. So again this just launched today. We're really really excited. It's available in 14 languages. You can link to them or click on the upper right right-hand corner again to change the language. And this I think, I mentioned this already. It's mobile, friendly. And so residents of California can complete this on their mobile phones or their tablets. They don't have to have a computer or in home high-speed Internet to be able to complete it and it has audio recordings to further enable access. So we'll. We'll demonstrate this here. I think, if we go back to. And if we go back to the slides. Okay. thank you. So again the on the screen. Here we have a QR. Code that will take you to the public survey as well as a link, and really the call to action for both of those surveys is to please take the just a few minutes of your day to complete them and to help us spread the word so we can get it really fulsome catalog of both the great work that's happening across the State to drive digital equity as well as the opportunities and gaps that are facing the state. So yeah, Maile, thank you so much. And and folks really just thank you for your ongoing, you know partnership, and you know just the the the intelligence and innovation that you bring to this conversation and the the local and regional and statewide expertise. One things we do want to stress just more broadly about the digital equity planning process is that we we have a large state, 167,000 you know square miles, nearly 40 million people, and we are committed that broadband for all. And the digital equity plan that we develop, you know, is the next part of that, and the B plan we developed to support that they fulfill it's true mission, which is to to connect, you know, all Californians to reliable Internet at home schools, libraries, and businesses and to enable the ability to have affordable home Internet service and devices. And then the skills and training that folks need to succeed in this digital world. And so the the planning process that we developed with, you know, our virtual statewide planning group and our 6 work virtual working groups, is really important to get the the kind of the the qualitative information, and the the quantitative information is is, you know, equally important, and the Dean tool from organizations will help us develop the the mandatory. You know the the Federal Government is requiring us to do a really extensive, you know, asset inventory of of entities, of organizations of programs and funding sources that are currently being leveraged to to help guide investments in and develop programs to with the digital equity, capacity, dollars. And equally important is, you know, bringing in as much as we can the voice of the residents and the covered populations themselves. And we've taken great care we're doing it. A scientific phone survey with

the California Emerging Technology fund, and we're making great progress on that. But we just felt it with it a a state as large as ours, with as many, you know, you know, in a diverse population, that we wanted to to to go beyond a phone survey which can be quite expensive, and and to just try to to to get is is much information about barriers and needs from folks. And and you really are the the people, you know, with networks and direct, you know, connection to to residents, to consumers, to clients, to customers. And help us push this survey out One of the things that I'm not sure we mentioned is we wanted to build in the ability for folks to test their Internet speed. So there is an open source speed test built into the to the back end of the survey. And you know, we intend to not only use the information from the online survey to help direct the plan, but once we verify it and validate it, you know, we are wanting to insure it back with. You know, local cities and counties to help. You know, any way that it can shape the implementation of their digital equity efforts. And I just have a question. It. It's really a question to you all like. Has anyone tried? You know the DEEM tool? And are there any questions you can ask our team that you know, did you encounter any challenges with it, or do you have any questions about that? And then do you have any ideas on? You know? Effective communications challenge to get out the online survey would really love to get some of your feedback on that as well. There's a hand raised. Oh, yeah, there's a hand raised April. I just was curious. If you guys have implemented any social social media channels to get the link out. Now, Maile, do you want to take that? Sure, you? In brief, the answer for the DEEM is yes, we've done some social media promotion largely from the from CDT's channels. And then, because the online survey just went live today there will be a a full campaign and push around that tool as well. But definitely, if there's if there are channels that we, where we can cross from, prom promote or groups that we should be aware of as we do that outreach for all years. Yeah, in April. One thing there. There is a a partner outreach toolkit right now for the for the survey and the survey and Dean tools can be found on the broadband for all portal on the digital equity page. So you know those resources, you know. Shoulder will be up shortly, and they'll be like. you know, translated social media, you know, images and an imitation letter for folks to send out to the to the residents or the the clients that they serve, etc., and really would just love to hear from you folks. It's it. But like a you know, a feedback loop that you know, if if you encounter in your outreach trying to promote these out that there are more tools that are needed. We're we're eager to know, and we'll do our best to provide those It's great feedback, Thank you. And the Scott to your point. There's a link to a toolkit to to both toolkits when to promote the Dean tool, and when to promote the public survey. Both of those links are in the chat. Okay. Thank you, Scott. Thank you, Maile. Okay. Next slide. I'll wrap this up with some of the called actions, and kind of remind you of you all more ways to join the State digital equity, planning the State wide digital planning group meeting and out compared working group meetings. Our virtual is a reminder. The next statewide digital playing group meeting meets quarterly, so that'll be in July, and after this our next outcome area working group meetings will be in June. Next slide. Additionally in the State digital equity planning we are doing in-person regional events. We've gone through about half of them. We've been all the way up in Eureka and all the way down in San Diego, so really exciting to be actually in person seeing you and meeting you in the flesh. So that's been really fun and exciting. Our next one is actually tomorrow in Los Angeles, and this weekend in

Long Beach. And if you want to come, hang out with me in Sonora, that's on. May the thirtieth finally called actions again complete the digital equity, ecosystem mapping tool for your agency, for your organization, share with the State digital Equity Plan process, all those great programs and the successful community outreach programs that you've been doing and sharing through these outcome air working groups complete and share the digital equity public survey, which again is available starting today. We'd love for you to do it for your friends to do it. Your family, your networks. Please reach out for any of the social media toolkits. We have it. It's on Our social media is like Scott shared today. Look forward to seeing you in our next outcome era working group meetings that just remind you You're not limited to the essential services. There are 6 of them. You're more than welcome to join any and all, and finally look forward to potentially seeing you in a regional workshop. Next slide. Thank you for attending the May Outcome area working group meeting the next essential services, accessibility and civic engagement outcome area working group meeting will be on June fifteenth at 1:00 to 2:30 to stay involved. You can always go to the Broadband for All portal, and also subscribe to our email newsletter. But thank you for all your continued engagement and participation in the state's digital equity, planning efforts. Thank you have a good day.