

June 14, 2023

Digital Literacy and Inclusion

Digital Equity Outcome Area
Working Group



**BROADBAND
FOR ALL**



AGENDA



- Welcome
- Key Takeaways from May Meeting
- Opening Panel
- Community Discussion
- Public Surveys
- Digital Equity Ecosystem Mapping (DEEM) Tool
- Next Steps and Close

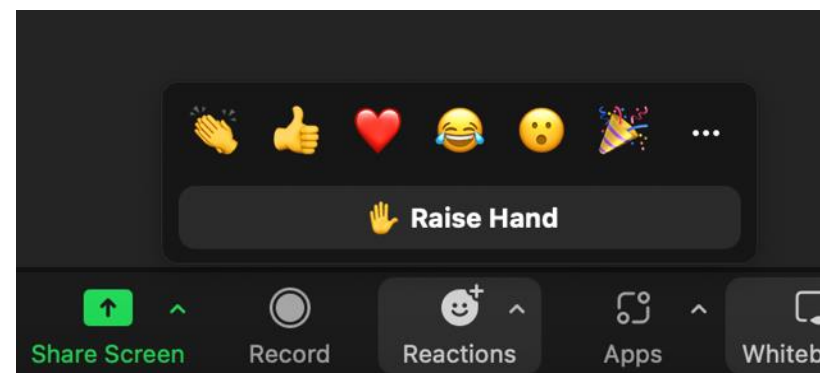
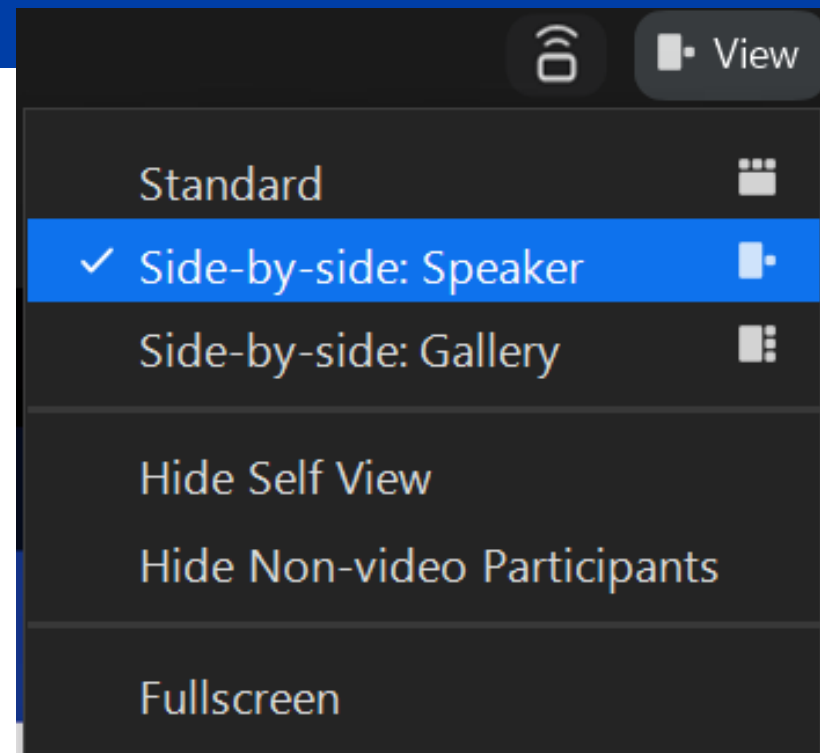
Housekeeping

Select Side-by-Side: Speakers Mode for the best viewing experience and visibility of the ASL interpreter.

Closed Captions English closed captions are available. Choose “CC closed caption” on your toolbar and select "show subtitle".

Chat We invite everyone to introduce themselves in the chat! Share your name, pronouns, organization/title, and where you are joining us from.

Reactions Raise Hand feature



May Meeting What we learned

1. Partnerships are crucial to success, particularly with organizations on the ground leveraging in-language support
2. Importance of "train the trainer" and peer to peer training/ support models
3. Allocate funding to increase digital navigator capacity throughout the state
4. Awareness of resources and supports is a key challenge



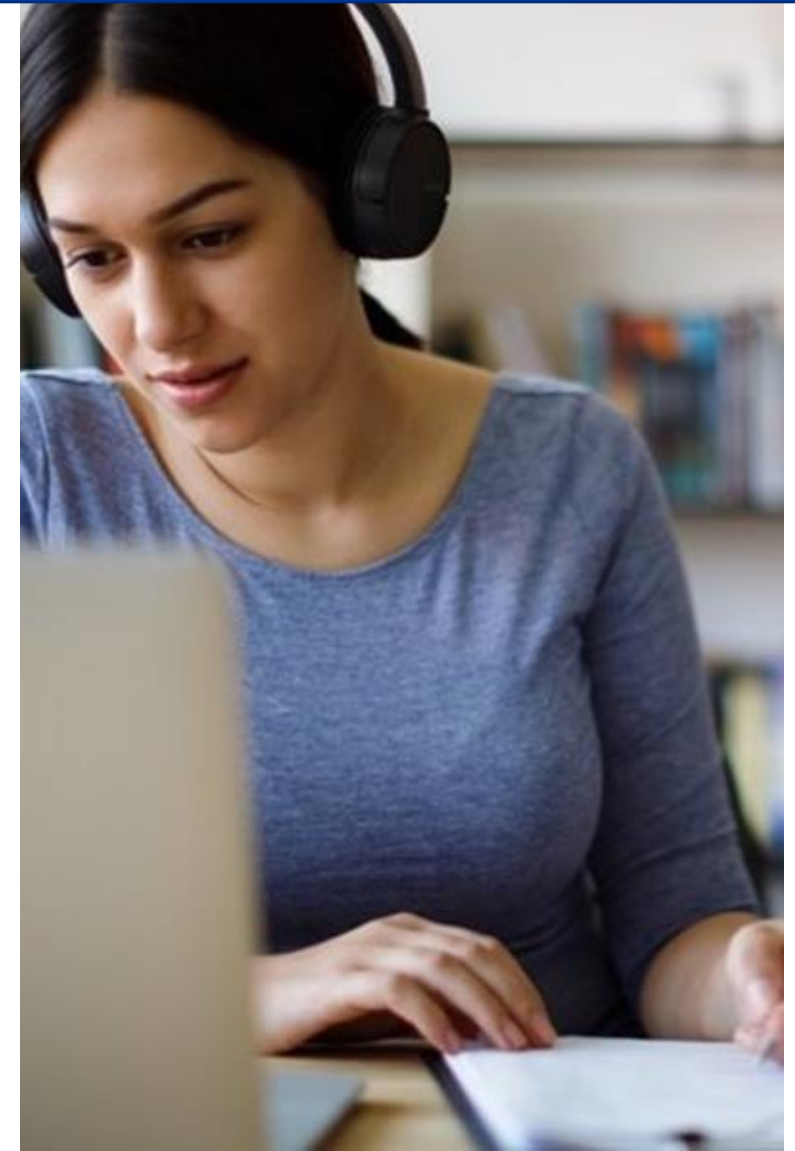
Barriers to Digital Equity

1. Unaffordable internet plans and lack of access to infrastructure, preventing people from receiving critical resources
2. Inequitable adoption and utilization of broadband services, particularly by the disabled and non-English-speaking community
3. Lack of affordable and accessible devices appropriate for the level of need
4. Limited skills training opportunities when need is ongoing and evolving



Recommended Strategies

1. Provide affordable devices for those in need, especially for those within covered populations.
2. Support access to digital literacy training and services offered through community organizations.
3. Ensure digital literacy services are tailored to the needs of the specific populations being served.
4. Promote community outreach efforts for resources related to affordability and accessibility of digital equity services.
5. Conduct outreach campaigns and develop materials that are culturally competent and in language





Curtis Gibbs

Director of Planning and Business
Development

**Community Action Partnership Orange
County**

Rigo Hernandez

Program Coordinator
American GI Forum

Arlene Krebs

Chair of the Board
**Loaves, Fishes and
Computers**

Andy Urrutia

Program Coordinator
Byte Back, Sacramento



Community Discussion Preferred Strategies

Prompts

- Who are the most effective, trusted messengers in the digital literacy and inclusion space?
- What strategies or programs have effectively addressed digital equity barriers?





Digital Equity Survey

Digital Equity Online Survey

- **Mobile-friendly**
- **14 languages**
- **Built-in audio functionality** to accommodate communities with limited English and literacy proficiency

The survey captures information about internet access, internet affordability, and internet adoption for residents in California households.

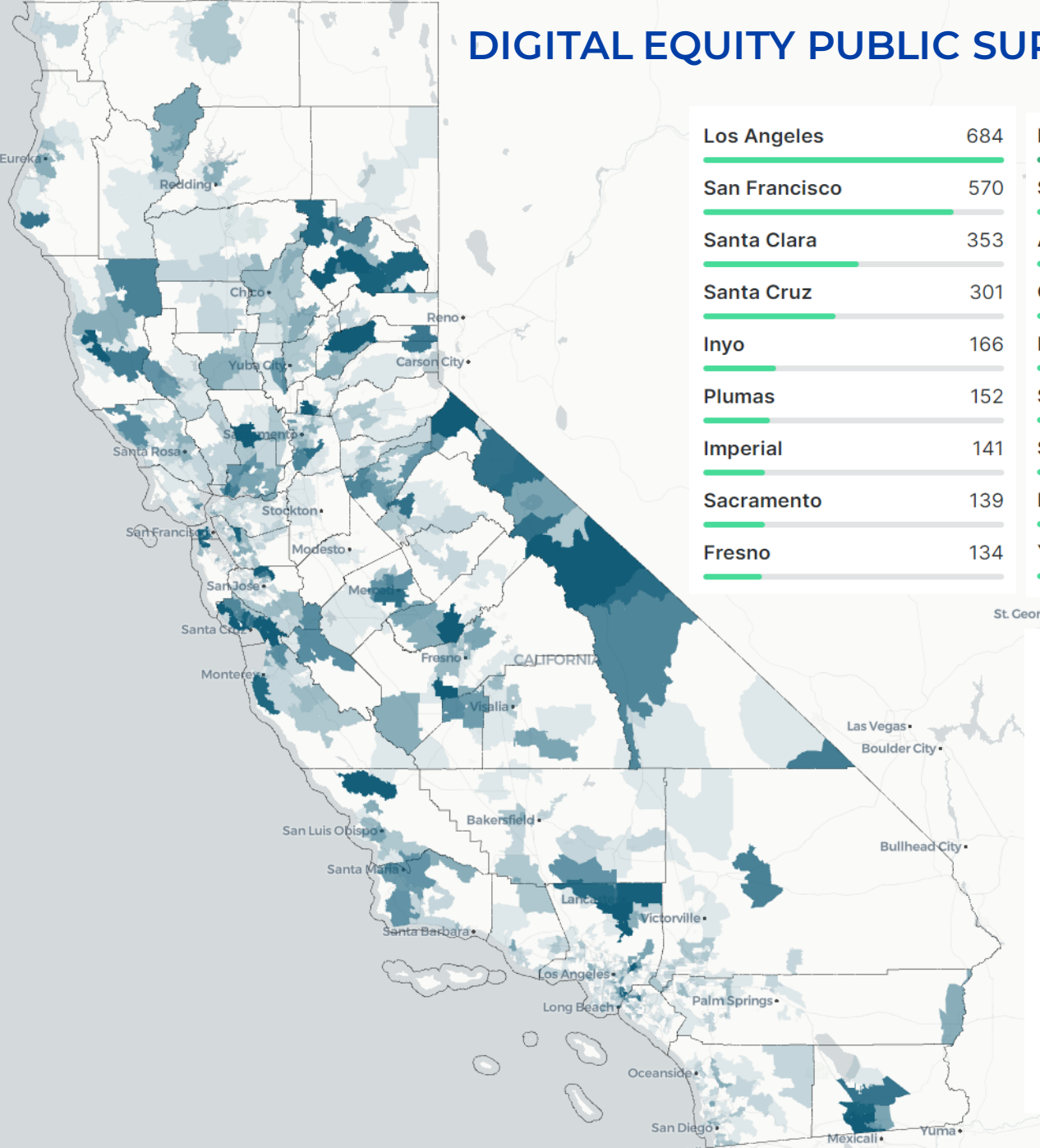


Scan the QR code using your mobile device
or visit us at bit.ly/CADigitalEquitySurvey

CALIFORNIA
ALL

Broadband for All

DIGITAL EQUITY PUBLIC SURVEY | RESPONSES BY COUNTY | AS OF 6.14.23



Los Angeles	684
San Francisco	570
Santa Clara	353
Santa Cruz	301
Inyo	166
Plumas	152
Imperial	141
Sacramento	139
Fresno	134

Mono	102
San Diego	101
Alameda	100
Orange	99
Monterey	88
Solano	86
San Mateo	85
Mendocino	81
Yolo	72

Placer	62
Nevada	58
Sonoma	55
Madera	54
Santa Barbara	54
Merced	51
San Luis Obispo	51
Calaveras	50
San Bernardino	50

Riverside	45
Kern	41
Contra Costa	40
Humboldt	36
Butte	34
Alpine	32
Lake	23
Ventura	22
Marin	22

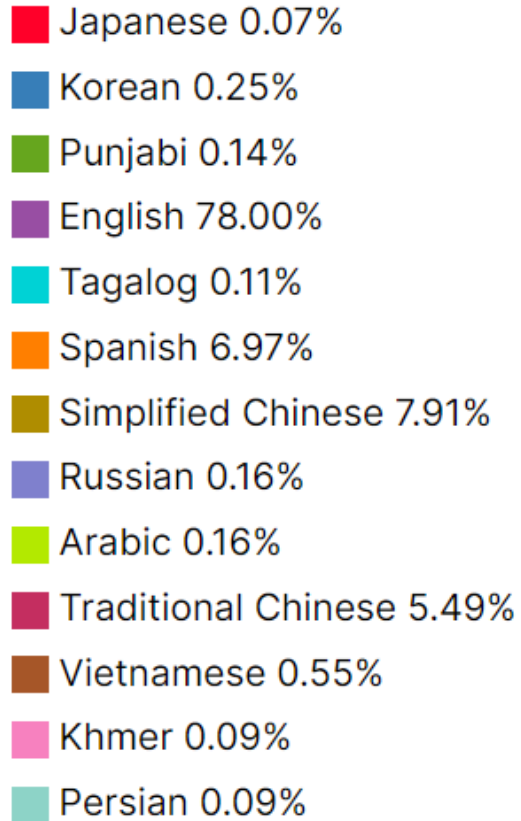
Tuolumne	22
Trinity	22
Kings	18
Sutter	18
Tulare	18
Lassen	13
Shasta	11
Colusa	10
San Benito	10

San Joaquin	9
Yuba	9
El Dorado	9
Amador	9
Stanislaus	5
Napa	5
Sierra	5
Siskiyou	5
Glenn	4

Tehama	3
Mariposa	3
Del Norte	2

Total Valid Responses: 4,571

Total Valid Responses: 4,571



Population	Survey Respondents	
	#	%
Ethnic or Minority Communities	1,957	54
Aging Individuals (Age 60+)	1,483	41
Rural Communities	930	26
Households at or below 150% of the Federal Poverty Level	829	23
Immigrant Living in California	689	19
Individuals with Language Barriers (Limited English Proficiency individuals, etc.)	634	17
Individuals with Disabilities	411	11
Veterans	221	6
Tribe or Tribal Community	43	1
Unhoused or Experiencing Homelessness	29	1
None	322	9
Unanswered	199	5

* Multiple select question, respondents can choose more than one answer choice to this question in the survey.



Digital Equity Ecosystem Mapping (DEEM)

HOW TO TAKE ACTION

Digital Equity Ecosystem Mapping (DEEM) Tool

WE NEED TO KNOW ABOUT YOUR WORK

The Digital Equity Ecosystem Mapping (DEEM) tool tracks **Digital Equity** programs, plans, services, and resources throughout California. The mapping tool identifies:

- What programs are being offered, where they're being offered and to whom, and what is missing in each region.
- Barriers to achieving digital equity in California.



Scan the QR code using your mobile device or visit us at bit.ly/DEEMSurvey



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DIGITAL EQUITY ECOSYSTEM MAPPING

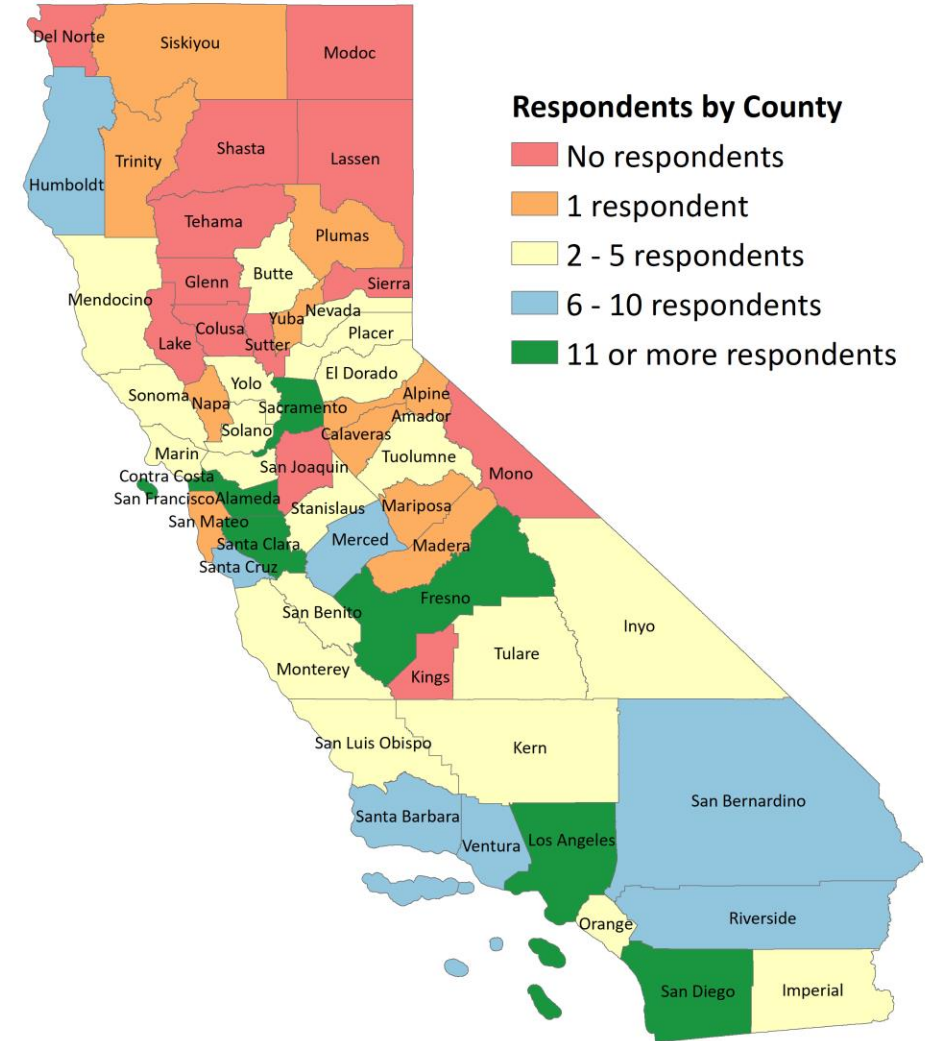
Total Reach

Total Responses*

Completed Responses

	DEEM	DEEM ISP
Total Reach	881	90
Total Responses*	280	27
Completed Responses	189	18

*Total Responses include complete and incomplete responses



DIGITAL EQUITY ECOSYSTEM MAPPING

Government or Public Organization	Count
County Government	41
State Government	24
County Office of Education	20
City Government	19
Local or Regional Authority	14
Council or Metropolitan Planning Organization	6
Public Safety Entity (Government)	6
Tribal Government	4
Special District	3
Other	33

*Multiple select question, respondents can choose more than one answer choice to this question in the survey

CALL TO ACTION

Digital Equity Ecosystem Mapping (DEEM) Tool

Complete the DEEM Tool; Share the DEEM Tool with your network

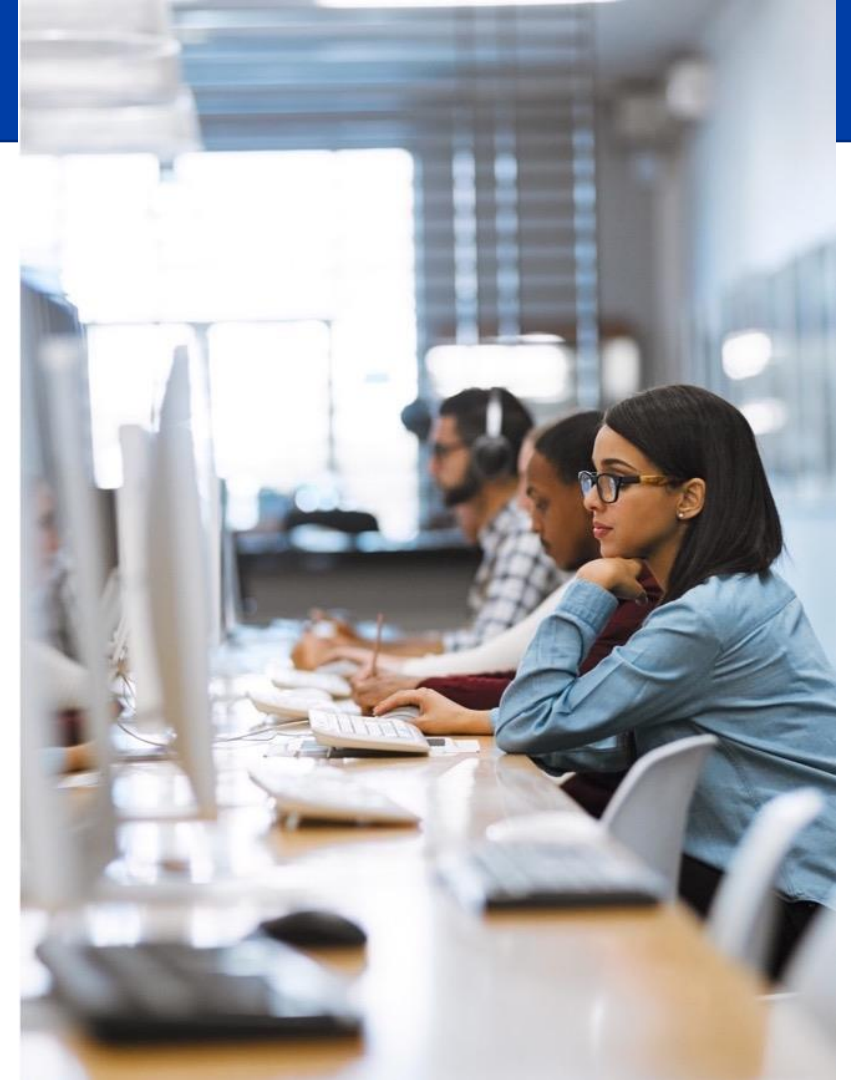
To create a plan that helps close the digital divide in California, we need **everyone's** help!

Help us spread the word by sharing the DEEM Tool with others who help your community get connected.

Access The DEEM Partner Toolkit:
[Bit.ly/DEEMToolkit](https://bit.ly/DEEMToolkit)

[Bit.ly/DEEM-ES](https://bit.ly/DEEM-ES) (Spanish Version)

[Bit.ly/DEEM-ISP](https://bit.ly/DEEM-ISP) (DEEM for ISPs)





Upcoming Broadband for All, BEAD, and Digital Equity Tribal Consultations

For Tribal Leaders, Members, and Representatives ONLY.

Tuesday, June 20
11:30 am to 4:00 pm

Redding Library
1100 Parkview Ave,
Redding, CA 96001.

Thursday, June 22
11:30 am to 4:00 pm

Eagle Mountain Casino
1850 West St.,
Porterville, CA 93257.

Tuesday, June 27
11:30 am to 4:00 pm

**Kumeyaay Tribal
Community College**
910 Willow Glen Dr.
El Cajon, CA 92019.

Wednesday, July 12
1:00 pm to 3:00 pm

This is a virtual event.

To receive registration links, email us at
digitalequity@state.ca.gov



Broadband for All

Upcoming State Digital Equity Planning & BEAD Virtual Events



Statewide Digital Planning Group Meeting

- Wednesday, July 26, 2023
- Wednesday, October 25, 2023

Outcome Area Working Group Meetings

- June 14 – Workforce and Economic Development
- June 15 – Health
- June 15 – Essential Services, Accessibility, and Civic Engagement
- July (date TBD) – Tribal Collaboration

To RSVP, visit
bit.ly/CADigitalEquityPlanEvents



Broadband for All

Take Action

Get Involved



Members of the public interested in helping inform the State Digital Equity Plan can also:

- Complete and share the Digital Equity Public Survey with your friends and family and your networks
- Complete the DEEM tool
- Provide public comment on draft SDEP this summer

Contact Us

Digital Equity Planning General: digitalequity@state.ca.gov

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**BROADBAND
FOR ALL**

Thank You



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FOR ALL**