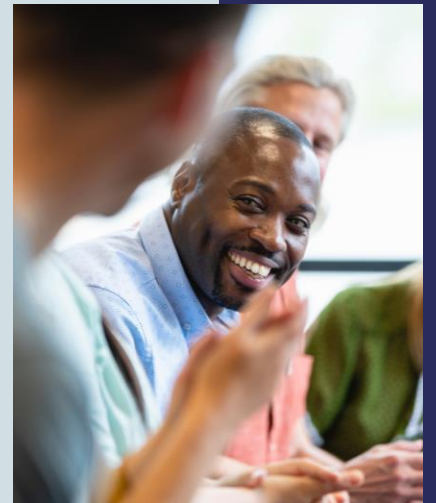


June 15, 2023

Essential Services, Accessibility and Civic Engagement

Digital Equity Outcome Area
Working Group



**BROADBAND
FOR ALL**

AGENDA



- Welcome
- Summary of Key Takeaways from Prior Meetings
- Opening Panel
- Community Discussion
- Public Surveys
- Digital Equity Ecosystem Mapping (DEEM) Tool
- Next Steps and Close

Essential Services, Accessibility and Civic Engagement Outcome Area Working Group

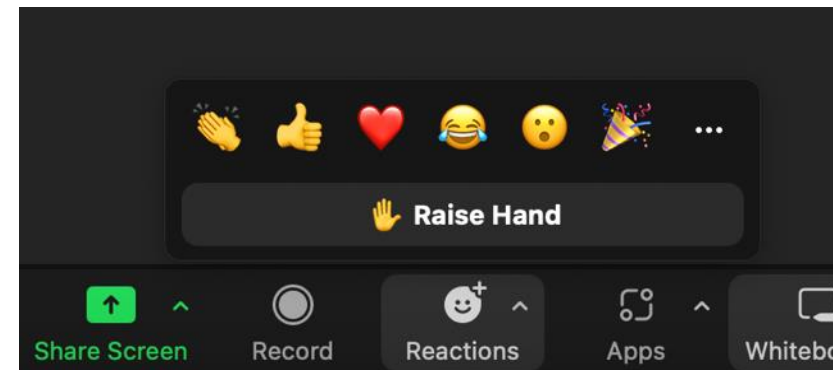
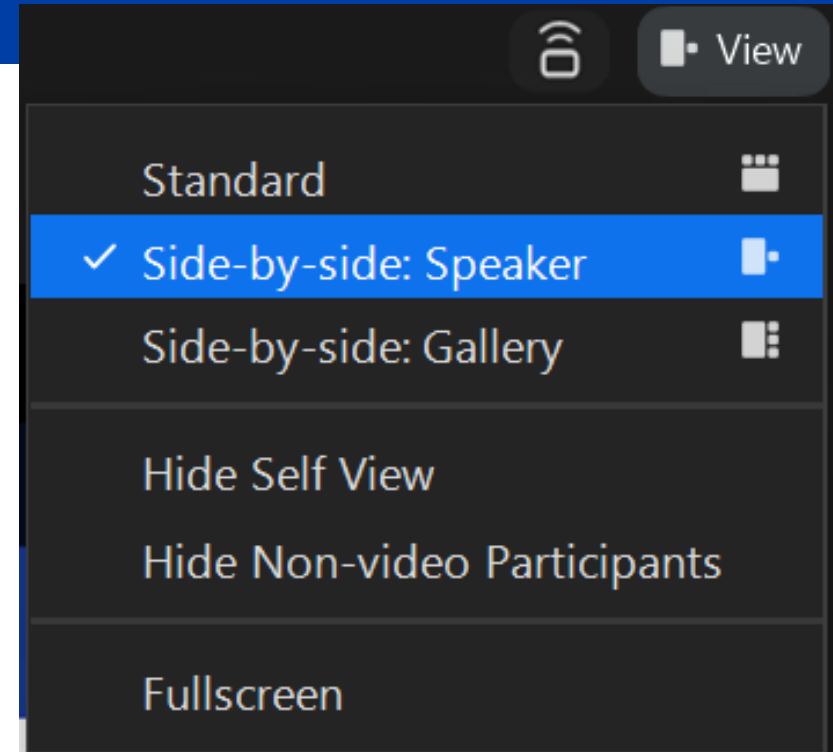
Housekeeping

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

Takeaways from discussion:

1. Access to infrastructure and affordable services
2. Low adoption of assisted technologies (hardware and software)
3. Websites should be created with end users in mind to help those with various needs, which includes making materials at an 8th grade reading level or below.
4. Entities that provide services online need to make processes and forms easy to navigate



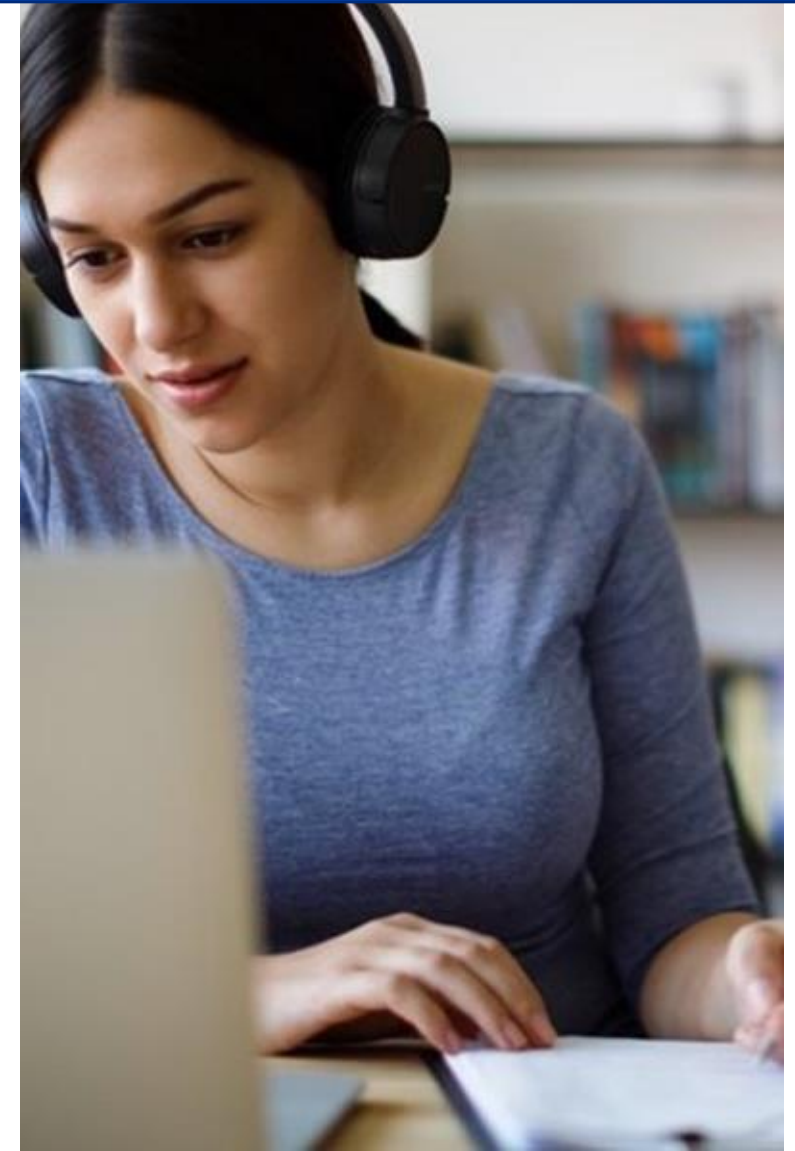
Barriers to Digital Equity

1. Lack of access to online services, resources and processes perpetuating systems of exclusion
2. Unaffordable internet services and devices limit ability to participate in and benefit from essential services and civic engagement
3. Limited availability of culturally inclusive resources and services online, as well as the digital literacy programs to train people to use them, perpetuating inequitable adoption
4. Difficult for users to keep up with rapid pace of technological change



Recommended Strategies

1. Entities that provide digital services should champion benefit programs for broadband service and devices to ensure affordability
2. Develop and fund Digital Navigator Programs
3. Deployment of standardization practices online
4. Standardize the look and feel of all civic platforms online to improve ease of navigation
5. Improve online security and privacy policies to protect internet users from fraud
6. Online access to public meetings increase public participation





Vinhcent Le
Senior Legal Counsel
Greenlining Institute

Julio Tamayo
Program Specialist
American GI Forum

Steffany Dignum
Director of Business Development
The ARC San Francisco

Strat Maloma
Senior Operations Administrator
AARP

Naomi Priddy
Education Direction
The California Museum



Community Discussion: Recommended Strategies

Prompts

1. How can providers of digital services encourage broadband adoption and enrollment in ACP?
2. What parties are most critical to encourage providers of online services to standardize web design and user experience (UX)?
3. What support is needed to increase capacity to eliminate digital equity barriers and improve outcomes in your region?





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.



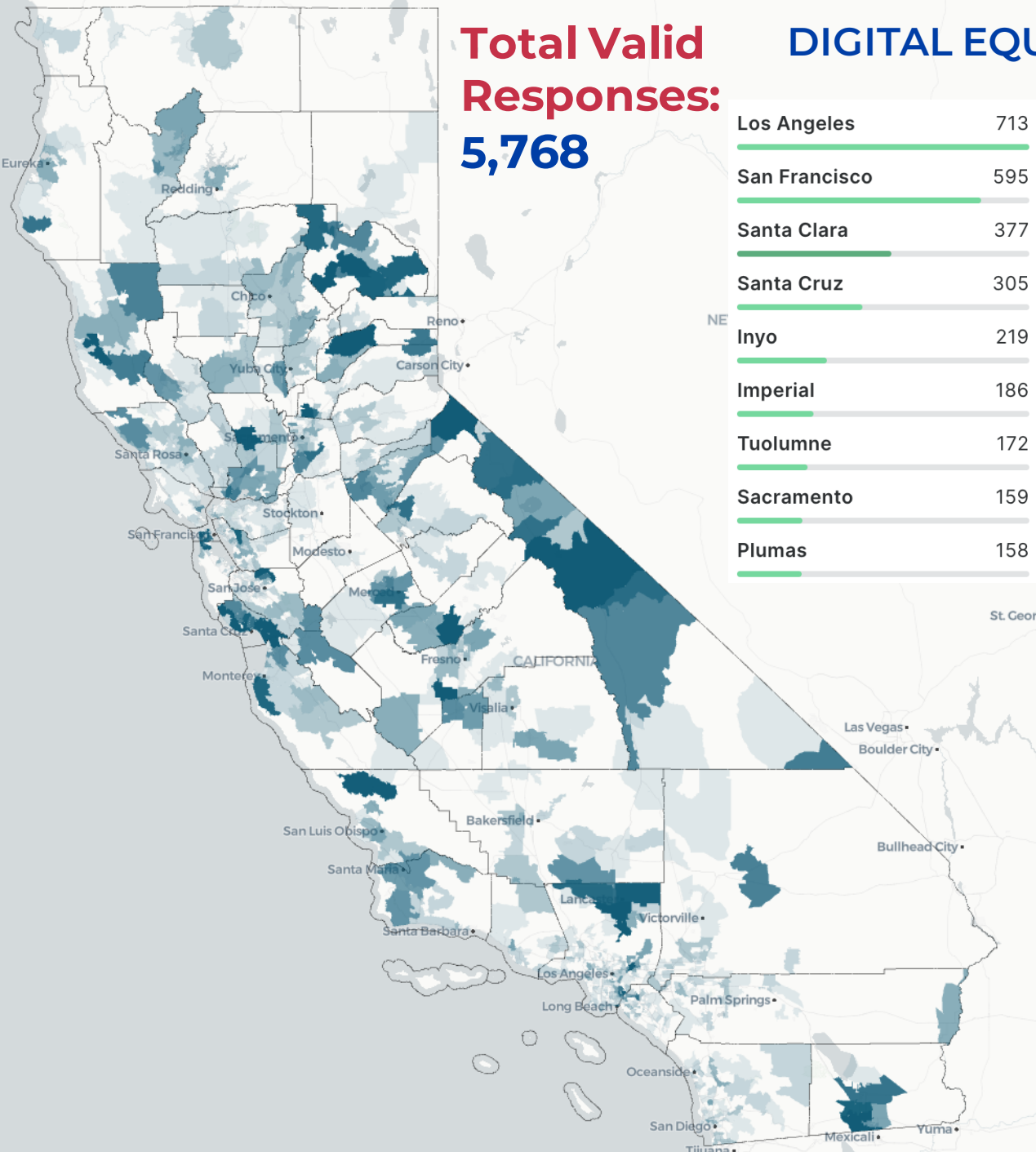
Scan the QR code using your mobile device
or visit us at bit.ly/CADigitalEquitySurvey

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Total Valid Responses: 5,768

DIGITAL EQUITY PUBLIC SURVEY | RESPONSES BY COUNTY



Los Angeles	713
San Francisco	595
Santa Clara	377
Santa Cruz	305
Inyo	219
Imperial	186
Tuolumne	172
Sacramento	159
Plumas	158

Calaveras	150
Trinity	143
Unanswered	143
Fresno	137
San Diego	130
Solano	115
Alameda	107
Mono	104
Orange	103

Yolo	99
Placer	96
Mendocino	93
Monterey	92
San Mateo	90
Lassen	76
San Luis Obispo	74
Sonoma	72
Madera	70

Alpine	68
Santa Barbara	67
Nevada	59
Riverside	59
San Bernardino	57
Tulare	55
Merced	53
Contra Costa	49
Kern	46

Sierra	46
Napa	40
Butte	39
Humboldt	37
San Benito	35
Ventura	32
Lake	32
Yuba	30
Marin	23

Kings	21
Amador	20
Sutter	19
Shasta	17
San Joaquin	16
Del Norte	14
Stanislaus	13
El Dorado	12
Colusa	10

Siskiyou	6
Tehama	5
Glenn	4
Mariposa	4
null	1
Modoc	1

Total Valid Responses: 5,768

- English 83.58%
- Simplified Chinese 5.72%
- Spanish 5.53%
- Traditional Chinese 3.78%
- Vietnamese 0.48%
- Korean 0.25%
- Punjabi 0.15%
- Arabic 0.12%
- Russian 0.11%
- Persian 0.09%
- Tagalog 0.08%
- Khmer 0.06%
- Japanese 0.05%

Population	Survey Respondents	
	#	%
Ethnic or Minority Communities	2,826	49
Aging Individuals (Age 60+)	2,222	39
Rural Communities	1,824	32
Households at or below 150% of the Federal Poverty Level	1,073	19
Immigrant Living in California	899	16
Individuals with Language Barriers (Limited English Proficiency individuals, etc.)	804	14
Individuals with Disabilities	700	12
Veterans	455	8
Tribe or Tribal Community	74	1
Unhoused or Experiencing Homelessness	47	1
None	518	9
Unanswered	287	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

THE DEEM TOOL IS LIVE!

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 every California county.



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

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DIGITAL EQUITY ECOSYSTEM MAPPING

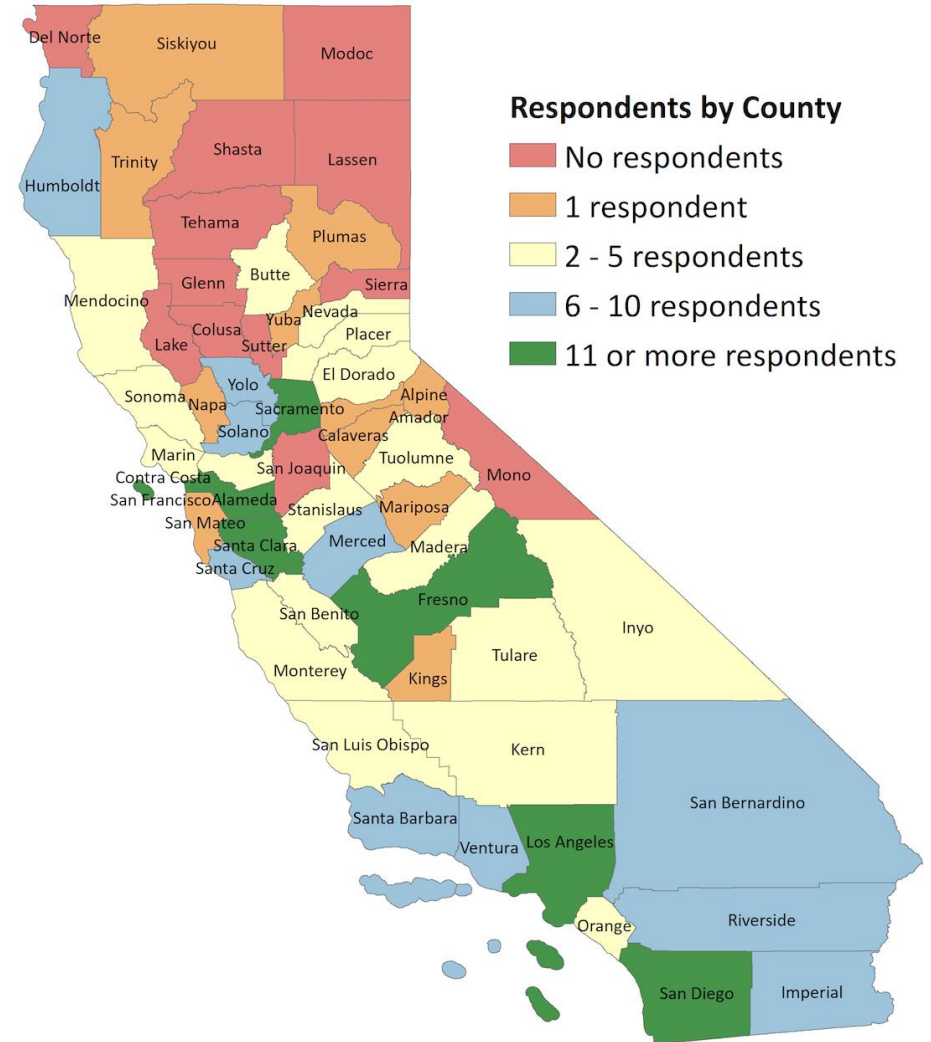
Total Reach

Total Responses*

Completed Responses

	DEEM	DEEM ISP
Total Reach	960	93
Total Responses*	303	28
Completed Responses	205	19

*Total Responses include complete and incomplete responses



DIGITAL EQUITY ECOSYSTEM MAPPING

Government or Public Organization	Count
County Government	42
State Government	25
City Government	22
County Office of Education	21
Local or Regional Authority	16
Council or Metropolitan Planning Organization	6
Public Safety Entity (Government)	6
Tribal Government	5
Special District	4
Other	36

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



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

To RSVP, visit
bit.ly/CADigitalEquityPlanEvents

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How to Take Action

Ways to Get Involved

1. Complete and share the Digital Equity Public Survey with your friends and family and your networks
2. Complete the DEEM Tool
3. Provide public comment on draft SDEP this summer



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

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Contact Us

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Thank You



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