

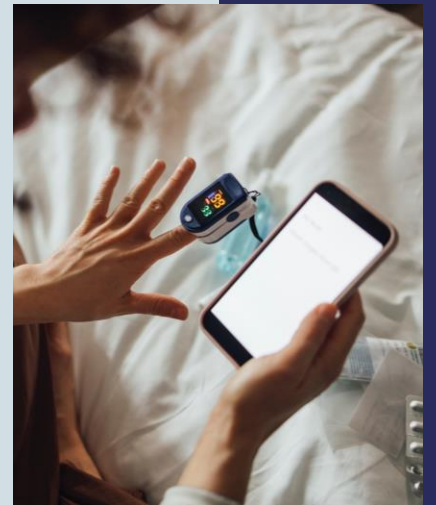
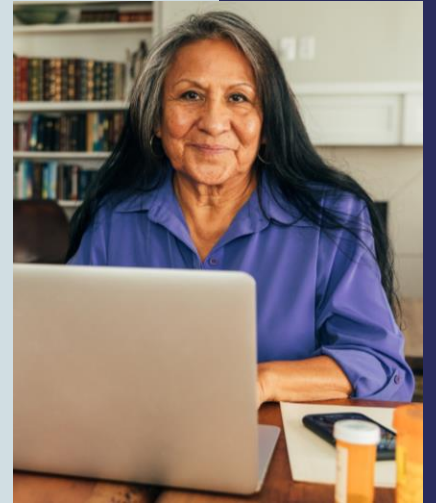
June 15, 2023

# Health

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

# Education Outcome Area Working Group

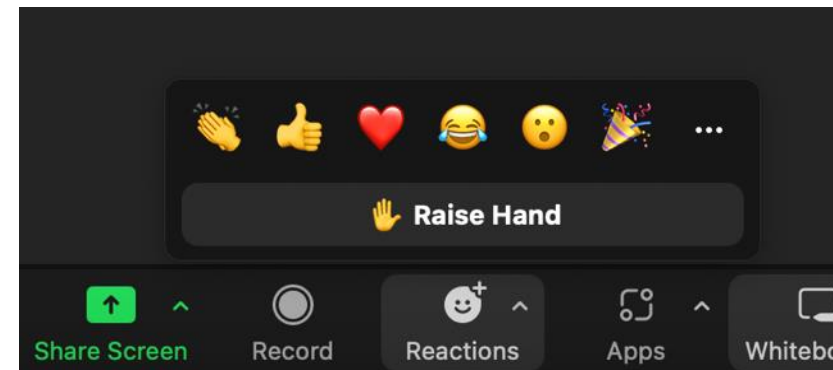
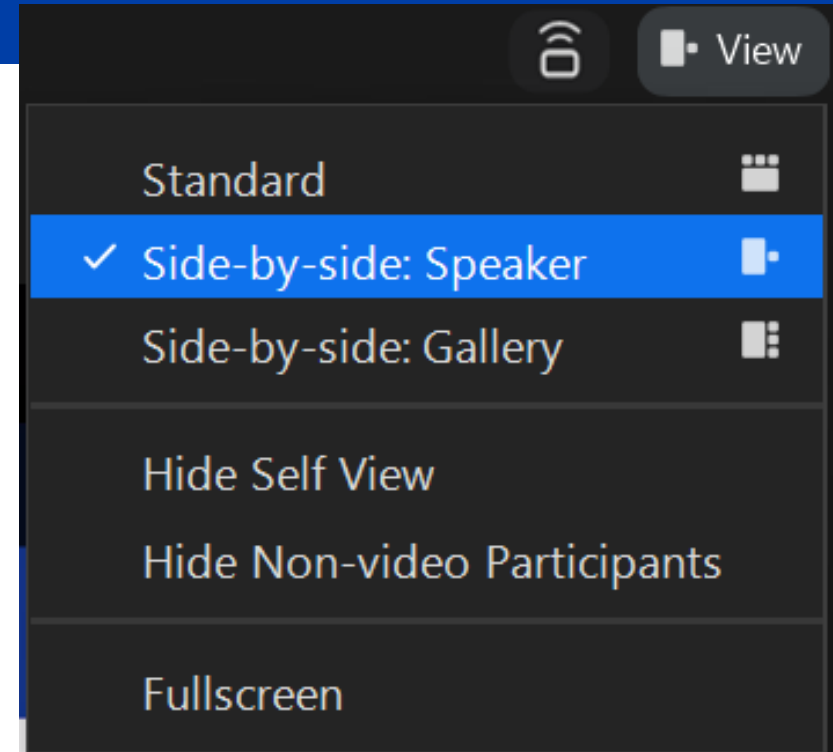
## Housekeeping

**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.

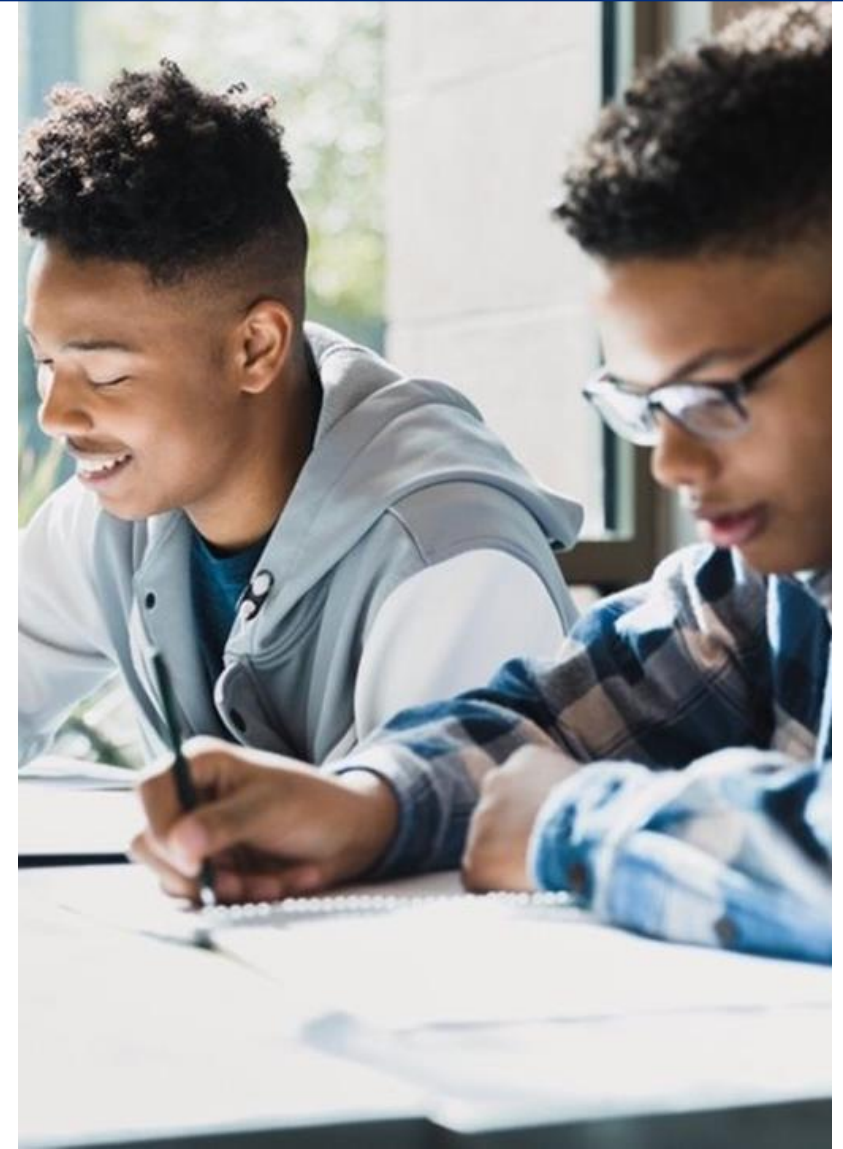
**Reactions** Raise Hand feature



# May Meeting What we learned

## Takeaways from discussion:

1. Robust, targeted advertising campaigns are essential to maximizing success of digital equity programs.
2. Internet access increases health information and service accessibility.
3. Devices larger than a phone are necessary for effective virtual healthcare services, suggesting further digital literacy needs.
4. Telehealth offerings allow clinics to retain talented staff more easily, which in turn supports better patient experiences.





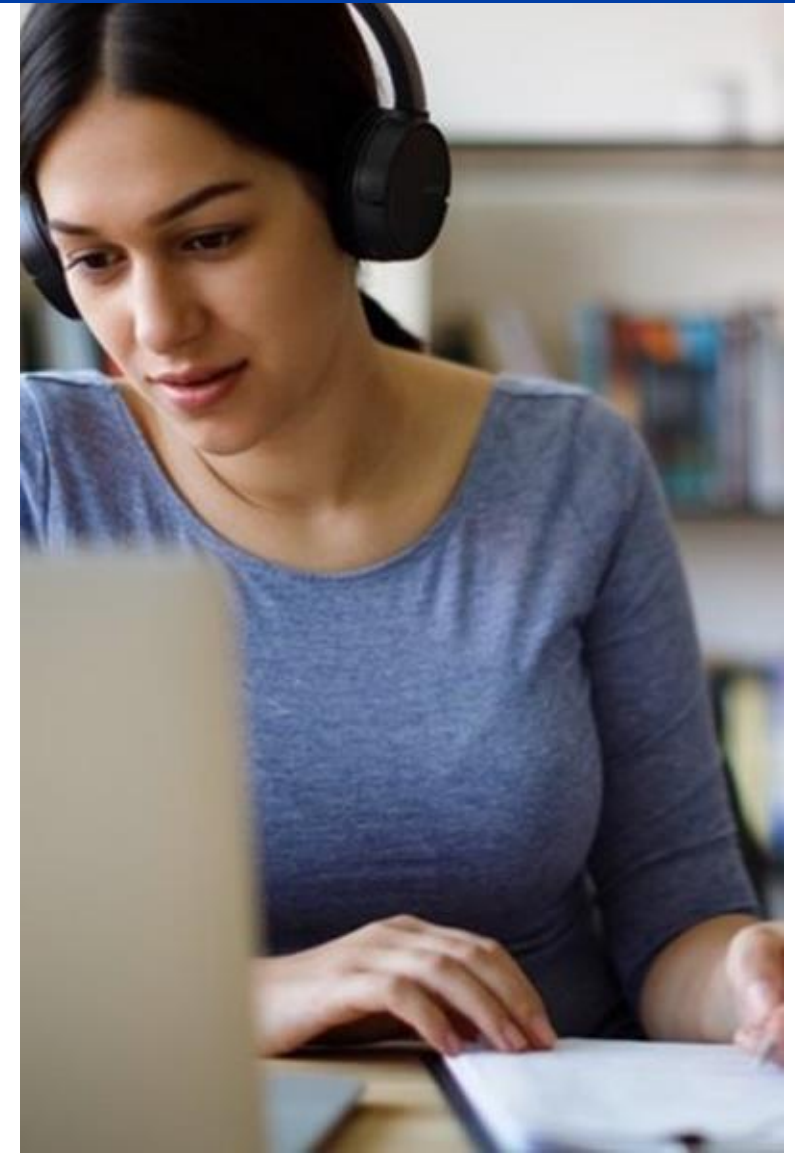
# Barriers to Digital Equity

1. Poor connectivity when connecting to telehealth services
2. Limited access to devices sufficient for utilizing telehealth services
3. Insufficient digital literacy among patients to effectively navigate online processes for telehealth (e.g. making appointments or verifying medication)
4. Difficulty accessing online healthcare materials effectively and efficiently



# Recommended Strategies

1. Support digital navigators capable of delivering training and digital literacy programs for telehealth services
2. Provide ACP and subsidize connectivity for Medi-Cal subscribers
3. Share information and programs related to digital equity in healthcare among health-focused networks
4. Design educational programming for use of telehealth services.





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**Health Equity & Quality  
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Director of Policy

**Paola Ilescas**

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**Kevin Shimamoto**

VP and Advisor to the CIO  
**Valley Children's Healthcare**

**Marissa Kraynak Montano**

Director of Policy  
**Insure the Uninsured Project  
(ITUP)**



# Community Discussion: Recommended Strategies



# Prompts

1. What strategies would be most effective in the healthcare space? (e.g. Broadband Adoption and ACP enrollment support, Digital Navigation, Technical Assistance and Capacity Building, Digital Literacy Training)
2. Who are the most effective, trusted messengers in this space?
3. What collaborations and partnerships are needed from the community, state, and other organizations for these strategies to be successful?





# 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.



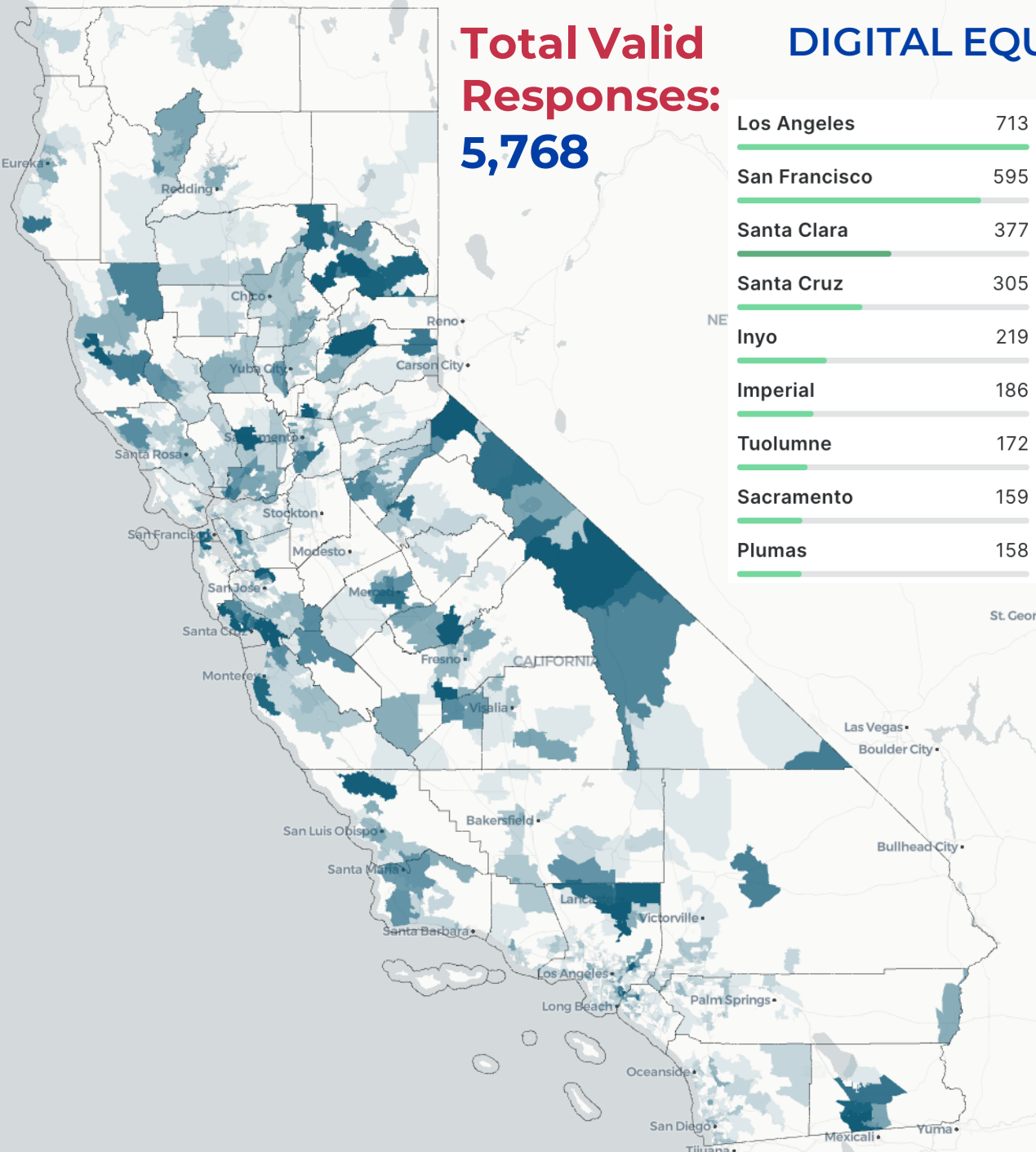
Scan the QR code using your mobile device  
or visit us at [bit.ly/CADigitalEquitySurvey](https://bit.ly/CADigitalEquitySurvey)

CALIFORNIA  
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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%

## Survey Respondents

Population	#	%
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](https://bit.ly/DEEMSurvey)

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 SCAN ME

# DIGITAL EQUITY ECOSYSTEM MAPPING

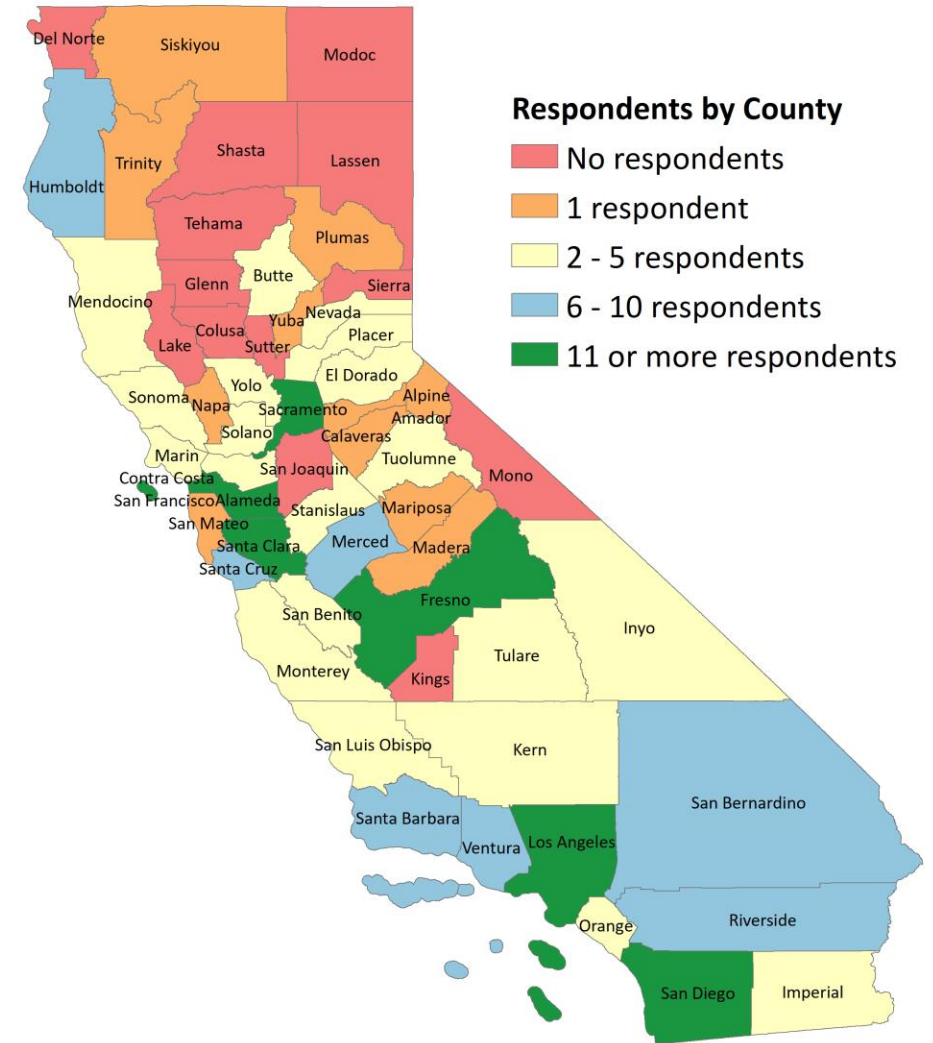
Total Reach

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

<b>Government or Public Organization</b>	<b>Count</b>
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

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!

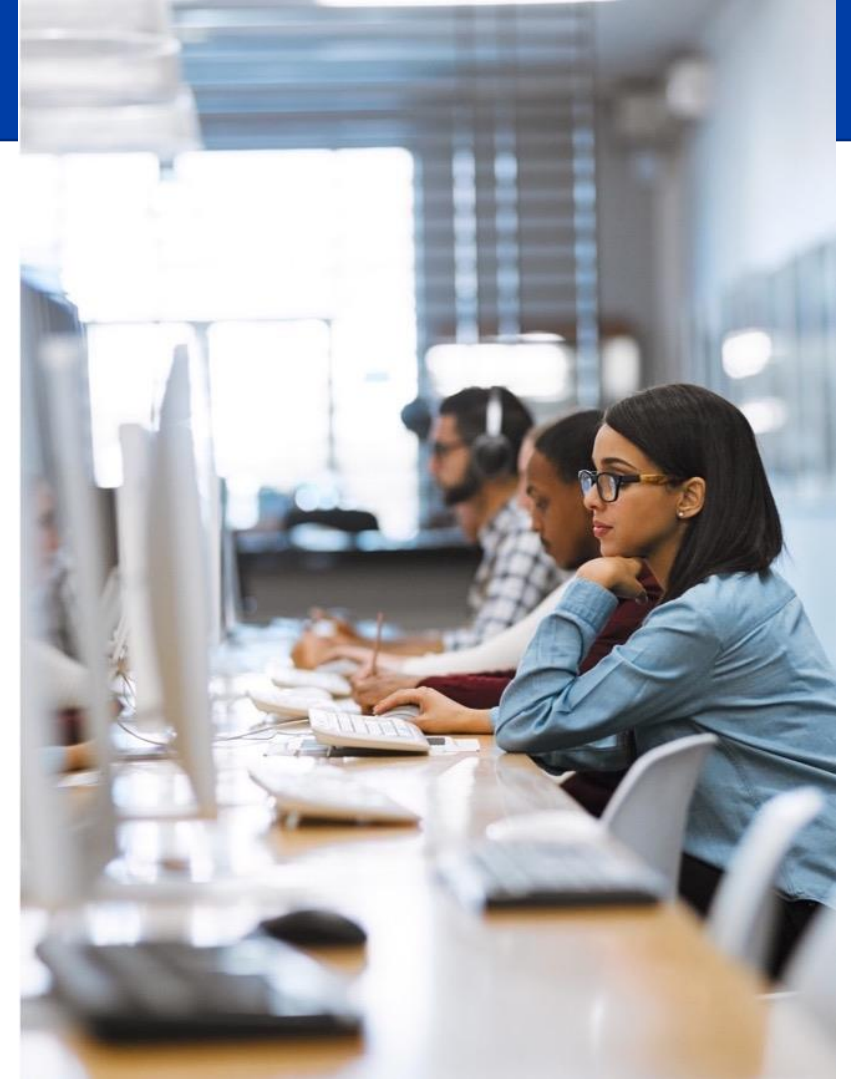
Help us spread the word by sharing the DEEM Tool with others who help your community get connected.

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](mailto: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](https://bit.ly/CADigitalEquityPlanEvents)

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Take Action

# Get Involved



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

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

# Contact Us

**Digital Equity Planning General:** [digitalequity@state.ca.gov](mailto:digitalequity@state.ca.gov)

**California Department of Technology, Office of Broadband and Digital Literacy**

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# Thank You



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