

## Digital Literacy and Inclusion Outcome Area Working Group Meeting Transcript

May 17, 2023

Good afternoon and welcome to the third outcome area working group meeting for digital literacy and inclusion. A few housekeeping items before we begin, today's meeting is being recorded and we'll be posting the recording of this meeting the slides and transcripts to the broadband for all portal. Please note we have ASL interpreters who are pinned and available and if you need to be able to see them. In the top right in the view toolbar of Zoom, choose gallery. Additionally closed captioning is available for those who'd like to have closed captioning on chat is open, and we would love to start with you to write your name where you're from as a hello and thank you for joining. Then, finally, we'll be using the reactions toolbar at the bottom for hand raising later on during a community discussion. You can see that little smiley face If you click that there's a raise your hand feature next slide. Here's today's agenda. We will start with an opening panel of experts in the digital literacy and inclusion field who 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 as effective. We'll then have an interactive discussion about the lived experiences of those impacted by the digital divide. And before we get to the panelists we're going to spend some time reviewing important take aways and lessons from our February and March outcome area working group meetings. So really, in the last few digital equity meetings in the February we had a really big conversation about kind of the intersection of all covered populations in the barriers of infrastructure. Really, where is that middle mile, the last mile? How do we get everyone connected and the lack of reliable broadband. It's affordability, and it's accessibility and really a big one is the lack of awareness of ACP which is the Affordable Connectivity Program and the benefits of those for certain prices of broadband of speeds and working with ISPs and the government mistrust. We also have targeted outreach with trusted messengers, and how we can talk about language and awareness barriers and finally talk about capacity, funding, being flexible and directed towards historically marginalized organizations. So after we complete the State digital equity plan when we unlock all this capacity funds from the federal government again making sure it's flexible, and we can move the money appropriately. It's now I'd like to open it up to the panelists and introduce our first speaker. Chris Burger from the Technology Program Manager at the E. A. H. Housing. Good morning. So thank you for putting this together and thank you for having us today. I'm Chris Burger, the Technology Program Manager with housing. We have over 230 properties between California and Hawaii, and we've been actively working with the cast of grants through the CPUC Since about 2017, that first round in 2018 to 2020, we graduated about 1,300 students. I mean 1,300 resident students and all those individuals got a device, whether it was a windows laptop or an Android tablet. So the marker was that they get about 8 or more of digital literacy training, and then, with the current grant we got more grant funding between 2020 and 2022, and we're up to about 500 graduates, and that we have another grant another 10 that we did this year, and so concurrently we have about I'd

say, 30 so 182,131 sites going on concurrently with digital literacy. Speaking, to some of this is the successes that we've been able to do it first of all, with the help, the great assistance and help of the CPUCC. Through the grant funding we've also made a lot of different partnerships, and I think that's one of the most important things I always talk about the network right? What's the most important network? The human network? Get out there, talk to folks, mix it up go meet people like mine discuss best practices what's working, what's not what vendors are to be used you know. Different ISPs in the area all right sharing even resources right now as affordable housing break. We have a partnership with another affordable housing where we're sharing some of our resources. Right? We're inviting them to join some of our remote learning classes, some of their residents. And then we invited our residents to join their remote classes, and so it really helps out quite a bit. Let's speak to some of the challenges for affordable housing or any entity dealing with funding. During COVID we got our funding cut in half right, because a lot of that money had to go to the school district for COVID and so how do you do more with less? Well, you know the necessity of the mother intervention, right? And so we did a lot of remote, but then again how do you teach someone? That's the first-time user to get room to get on, zoom or get on Google meet or get on facetime. You know, any of these applications in order to learn. And so there's a lot of one I want. There's a lot of working overtime there's a lot that you have to be in front of the person, and then you have to develop digital navigators, right? And so what we would do is identify those people on site resident that we're usually involved with a lot of the community events you teach them, and now they could teach the rest. And then each neighbor is going to teach somebody, and so that's really what you're looking for is to get people excited to say, hey, you know what the pandemic showed us, that whether you decided whether you wanted to be in technology or not you didn't have a choice. You wanted to talk to your doctor, you had to do telehealth, you want to go to the bank, you couldn't, you have to go online. So you know, I remember a long time ago learning that you didn't go to college to learn. You go to college to learn how to learn right. And so what I try to do is develop independent active digital users right? And so in doing that they're going to know that the next lesson is to teach their neighbor so financial lack of finances. That was one challenge. Another challenge would be infrastructure. Having a lack of maybe ISPs to choose from the footprint or the existing wiring within the property. And so a lot of times you're educating the user on how to activate their phone into a hotspot. Right? Sometimes we have these things. We just don't aid, know that we already have it that they exist into our current technology and be know how to access it and then providing resources, right emergency broadband benefit program which became the affordable connectivity program holding workshops. So putting out flyers right? Showing people, hey? You could keep it simple. Just call this number. And the FCC broadband map was incredibly helpful. Where you could just go on list the address, and then all the ISPs with their with their speeds would pop up once you put in that address. So you know who to choose from. And so all in all, it's been a beautiful experience. I think that in terms of working with vendors I could rattle off a couple. We have shooting stars which does our youth STEM cans STEM camps for our youth. Also our partner with the San Jose Digital

Inclusion program. Education, superhighway. love them for infrastructure. Urban equity, group for curriculum and devices, eat and housing our partner and digital literacy, infinity, base also curriculum and instruction community tech network also curriculum and education human it. So they're going to be addressing our social portfolio and one of our first partners was Learner Web, which was curriculum, and, so I would say, a person B a self-paced online learning management system like bootle, or something that learner Web created, which wasn't moodle, and then B. C, I would say, remote instruction and support. and then also the small group, one on one and larger group classes, I would say, when you talk about the 3 legs of the digital in closing, I would say, talking about the 3 legs of the digital literacy, competing devices, internet access and digital literacy education. I always like to talk about the seat right? The seat would be continue, tech support and updates. And to me that's one of the most important things. We know this because anybody that has a windows machine knows every Tuesday you have to deal with it. And think about our residents that don't have that strong infrastructure of internet access trying to update through Wi-fi. So you have to answer their calls. You have to do quarterly visits, if not more, to continue them on their way, because once someone gets frustrated that's a new user they're liable just to say no thanks, but it's a big, and incredible experience, and we'll be doing it for a long, long time. I encourage everybody to know and work with each other, and I'm available to network. Just reach out any time and thanks for having us today. No, Chris, thank you for joining, and honestly, there's two things that really stood out for me of what you shared among all the great things you shared mind you but this idea of a peer-to-peer or a neighbor to neighbor digital navigation program, because I mean the frame that I always come at it looking at it is that we need to train some sort of staff of an organization or some community based organization. And while that is part of the solution, I love the idea of a peer-to-peer or a neighbor-to-neighbor digital navigation approach to such a really interesting point something really interesting to pursue. And then also what strikes me is you listed off quite a few partners and it just it strikes me when you list it like that, where this is digital equity, digital literacy and adoption. It takes a village type of thing, right like that is a lot of partnerships. That's a lot of collaboration and sharing resources and expertise. Thank you for sharing and just last part, I would say at the beginning, not so much after COVID at the beginning to be awarded to your device right after 8 of instruction. We also asked that people would volunteer their time. and so that helped when they would tell the neighbor, hey, go ahead and volunteer time, either doing outreach or doing digital navigator instruction or something like that. And so, really, what we're trying to do as affordable housing folks is build community right? So it's not about here. You'll get a free tablet if you do it. Eight any of these three ways. It's like, how do we build community? Because now we're sharing well, resources, health resources. any resources? I always talk about the river in Spanish Rios right resources, information, opportunity, and services. So that's what we like to spread. Thank you so much, Chris. Thank you for your time. Love to keep the conversation going. Now we're going to pass the mic over to Kami Griffiths, who's the Executive Director, and Co-Founder of Community Tech Network. Well, thanks for having me, and

it was great to get a call out from Chris. Thank you. We love all of our partners with the CPC funded program. So our mission is to transform lives through digital equity. We've been doing this work for 15 years. So back in 2008, when there was still this idea that there wasn't a digital divide, even though we knew there was, we started this work to really support partners on the ground who are most connected to the people in need. And it's been a struggle I got to say, because there was not a lot of funding out there previously. And so what we're seeing now is both because of COVID, it's clear to policymakers and to funders that this is a need that we need to meet, and they're backing it up with funding. So we're really in a good position now, our biggest contract that we've had for the longest time since 2010 is with the city and county of San Francisco working on their SF connected program, and I'll talk a little bit about the different work we do through these different partners, but I wanted to highlight our partners out there through the CPU and their funding. We've had 50 partners across the state of California because of COVID. We launched a program called Home Connect, where we procured devices, configured them ship them out to learners and then deliver that virtual training which, as Chris noted, it's very challenging. If someone has a device for the first time, and they've never tapped or swiped. They don't really understand, and it can be very challenging. So not an easy program to run, but very rewarding. We connected over 1,000 people since the beginning of COVID, with tablets and serving folks who speak seven different languages. We were also hired by CDA to train for their chat program. So 500 older adults were trained on iPads remotely through our trainers. And lastly, two really big, amazing programs. We've been able to manage through the access to technology program through the state of California. Sam, Mateo and Sonoma have hired us to help them manage those grants, and it brings all of the good things to play. So we're helping partners on the ground with curriculum and training trainers. We're also supplementing that with home connect. So for the harder to reach individuals, monolingual seniors. We're shipping the devices and providing remote training, and then we're helping to roll out ACP enrollment events and supporting the community. So we are just like Chris said, you said it so well, Chris, thank you for that. We're building community, not just at the local housing development level, but at the wider, nonprofit ecosystem level. So we're really in a good position to help more people get the service providers as well as their clients. So if we talk about the challenges that that clients face or learners face. You've heard all this before. I'll say it again and say some of the things that we're doing to meet the need. So people aren't sure about ACP or how to sign up. They don't want to be upsold, you know they're afraid maybe their language skills there, they can't understand what's being said. What we've done in partnership with our partners on the ground in mostly the bay, San Francisco, but we've done it elsewhere is to host those ACP enrollment events having someone who speaks the language, help that person on the phone through the or online and get them through that process. And we're partnering also with the SF Tech Council and providing our staff to help out with the different language needs that are needed. I think, just to recognize how diverse the diversity of the language needs are, and meeting people where they're at with their language needs is just critical. As for devices, it's a one-time purchase

granted, the device will need to be replaced at some point, but getting folks those devices in the first place, CPC funded projects are paying for devices. That's amazing. There are thousands of devices being distributed through the California Department of Aging, and so what we've been doing is through our partnership with us of connected access to technology. We've had funding to purchase and ship out devices. We've worked with a vendor KBS Mobility where they procure the devices, set them up, which is time consuming, and can often go wrong. They've got the equipment to just do it. The really awesome thing is setting those up in the language that the learner needs. So they ship those tablets, the booklet out to the learner, the learner gets it, and everything's in their language the training material and the device itself. So KBS has been a really amazing partner for that. And as mentioned a few times, and I'll say it again that the language has to be, we have to serve the learners in the language that they're most comfortable in and make it clear that it's available. We've had some people say they'll say, oh, I'll take English, not realizing that we'll offer the class in Spanish if they know we offer it in Spanish they're like, yes, that would be great. It'll just be easier for them to retain the information and Chris mentioned this as well. They say three legs of this tool, and he's saying, the seat that's cool, I say four legs to all. Fourth being the tech support, and it's not just tech support like my thing's broken, but also just, I have this question, what do I do now? And it may not be a technical problem. It really just you. You're not sure if I should open this email, or where did the button go? And so, having some way for folks to come back and ask questions. So we've been solving that problem by offering. We call them digital coaches. They are volunteers that we background check and train, and we pair the one-to-one with our learners who've gone through our home connect program. We also do that same sort of We all also offer that same support on site at our SF Connected locations. That was a project that we've done prior to COVID, and we're continuing to do it. Now, as soon as those labs open up, we can get volunteers to help out. We're also doing things called Q & A sessions which I recognize in other languages, it might not make any sense, but it's an opportunity for folks with a specific language to log in to a zoom room and just ask questions. Some people don't ask questions. They're shy. They may just listen in and learn from the other folks in the questions that they ask. So those are some of the challenges and the ways that the challenges that we've seen, and the ways that we're addressing it. They also ask that I talk about some of our new or existing programs that should be offered. I wanted to echo what Chris said about training trainers, and also this peer here to peer training. This work could simply not be done by the agencies on this call, or even 10 times the number of agencies. It's a village, and the village needs to be trained. So recognizing that there's if you're closest to the learner, and you have a good rapport with them and you're patient. But you're not sure like, well, I don't have curriculum or not quite sure how to explain this. What we've developed is a program specifically for training trainers, and we've made it available on a learning management system, so we call it digital lift, and we're offering it to some of our partners already, and we're trying to roll it out more robustly. But at the end of the day we want more digital navigators to be trained. We want more people out in the community to understand adult learning and what it takes

for an older adult to get over their fear and anxiety around being too old or feeling like they're you know they just can't get it and encourage them and coach them to take on this new ask. And once what we see is people, their lives are changed, and that's why we are just so motivated to do this work and help other trainers do this work and get that same gratification. So I'm really focusing in on supporting the agencies who are on the ground doing the work, training their staff and volunteers. And then the digital navigators who are in the community with lyft experience, training them and supporting them, creating jobs for these digital navigators. I think there's a huge opportunity for us to employ people in the community and for them to be the ambassadors of their community and encouraging folks to get online. And lastly, I'm going to put into the chat a link to a document that we put together of our different training models that we've done over the years, and we encourage people to steal our ideas. These take them, be successful and absolutely contact me if you have any questions. Thanks for this opportunity. No, thank you, Kami. I think you've shared a lot of great information and ideas, and one of the things I wanted to acknowledge is, there are a lot of organizations like yours in the digital literacy and inclusion space working on pretty tight budgets, and I think one of the things I heard you say, and I think is really important to also acknowledge that a big financial burden and a big financial cost is that groundwork right? Which is those that are closeness. Those trusted messengers that have the trust of residents and community members over the government, and kind of in in sharing information about ACP. And low-cost programs. That's where the heavy lifting is, and that's where most of the assistance is needed right and to like you said, building a digital navigation program is not a simple one, and so I'm really excited that you shared not just in the chat about your digital lift program, but now I'm probably going to leave you looking at your digital lift program, and I that go what you what you're saying about Don't reinvent the wheel right? My previous life I was an Economic Development Director in a rural county and capacity. That is all we do, and it works, and don't reinvent the wheel. So I love that, and thank you for sharing. And again you just said 50 partners. I want to say it again this is not a solo project. This is a village. And so I yeah really appreciate all you're doing and all your sharing, and I think one of the things that eventually we will want to bring back up with you, Kami, at some point, and we can't do it now, because we're a move on. But is the work that you're doing with the Department of Aging. Maybe we can string that into some of the conversations on the in the next few questions when we start talking about barriers and the community. So thank you again, Kami. And so next I'd like to invite up AJ Middleton, who's a Senior Vice President and Programs at Human IT. Awesome. Thank you. Cole. Hello, everyone! Such a pleasure to be here. My name is AJ Middleton. I am the Senior Vice President of Programs at Human IT. So we are a nonprofit founded in 2012 out of Los Angeles with the focus to bridge the digital divide. We, since our founding, have really done that in a couple of different ways. On one side of our organization, we take in technology from corporations and companies across the country that they no longer need. We bring that into our location, and then we have the desire to white refurbish, and then redistribute those devices out into the community, either for free at a very low cost. We provide, you know, all new

operating systems for them. I'm sure that they are fully cleaned up and ensured that the individual themselves can access those through a variety of different methods quickly. What we realized in our history is just giving someone a computer really isn't enough to solve all of those problems you have to pair that with other resources that other organizations that you just heard of just talked about Those include access to free or low-cost Internet digital literacy training to ensure that they have the skills and the understanding how to use that tool. And then what was mentioned a couple of times that technical support when things go wrong, because it tends to go wrong technology for everyone. What does an individual that question, when they have that problem? Who did they go to to ensure that that problem gets resolved, and they have a working device? Human IT. We provide all four of those what we call digital navigation services in the house. We want to ensure that individuals can access those for your low-cost devices. I'm in a variety of different methods we work with partners across the country, and then also in California, to provide free devices whenever possible, whether that's in combination with the grants in combination with a local partner that's giving away devices and supportive of other programs like that. And then for any scenario where an individual can't participate in any of these free device programs we want to have an option available where they can purchase a computer at a very low cost. So we have an online technology store that has computers for as low as \$100 and going up depending on what the individuals needs are. All of those devices are available to any individual who would need them. I mean, we would ship them directly to their door, fully refurbished, or brand new, depending on the exact device that they pick with the needed software that they need for their individual whatever that individual would need. We also want to pair that with, as I mentioned access to low-cost internet for about six years. At this point we've been providing households assistance and navigating what all of their different internet options are. So that includes a one-on-one conversation with an individual to understand what it is that they need what it is that their specific situation is from an internet perspective. Do they have multiple people in the household that need to get on at the same time? Is it just them? Do they need to be mobile? Whatever those specific options are, it will help them understand what's available in their specific area, whether that's an offer like frontier or spectrum, or at the or Comcast, or if it's a mobile hotspot, and then we'll actually give them the one-on-one assistance in actually applying and receiving that set service. When the Affordable Connectivity Program came out, we added that into that assistance as well. So we can help individuals that navigate what the affordable connectivity program is, understand how it is, they apply what the benefit is, answer any questions like that. Actually ensure that benefit to their said Internet provider to ensure that they're getting that \$30 off, and it's an affordable offer for them. We provide that, as I mentioned that one-on-one assistance to kind of help them navigate to that process digital skills training. We ourselves provide what we call pre beginner training. It's an online base courseware similar to what Kristen mentioned earlier, where we help people understand really the computer basics. This may be in an individual's first computer. So what a computer is how to use a mouse and a keyboard. Really that beginning skills to actually ensure that this is a tool, and they receive it, that

they feel comfortable exploring and using for whatever it is that they want to accomplish and then from there, if they want to move on to any course where that's more advanced of that we would help them connect to a course where that would make the most sense. Whether it goes into things like coding, or more advanced skilling and specific area, we can help connect them to resources like that, the last one around technical support, technical support. We have a team that is available to answer any questions as simple as you know. How do I download this file to this specific key on my keyboard is not working. We can help navigate those options troubleshoot as much remotely as possible and if needed. If it's a hardware support, we can actually take that device back in hand and see what we can do to fix, replace, or refurbish that for them to ensure that they have a working device. A big portion of this conversation was around, you know, individuals and problems that people facing, connecting to resources like this. In my mind I really see the kind of that they the problems in two different areas. One, individuals need to understand what's available to them, the Awareness factor of you know. How do I? How do I know what's available around me? How do I know that a great program like housing, digital literacy or human, it support? How do we know where that exists? And then, once that individual is made aware, either through partnerships or through, you know, general marketing practices, or however it is, and they get in touch with an organization like us all of those individuals. There is no one size fits all this kind of the best thing for them. Each individual situation is a little bit different. So we had human IT, we have launched our digital navigator program as it earlier this year, and we really took a focus on understanding what that individual wants to accomplish. What is their goal that they want? Are they trying to, you know, attain employment? Are they trying to go to school? Are they trying just to communicate with family members? And really from there identifying what they need in order to accomplish that set goal. So we have a one on one. Sit down with an individual where we' like, I said I understand what it is their goal. The individual wants to apply for school. Okay, what is it? What is it that they need? What gaps do they have to actually attain applying for school? Do they need a device? Do they need internet connection? Did they need the digital skills? Do they need just one of those, and we can really identify what it is that they need help guide them through that process. and it's something that we would provide in house great, we can support them, one on one, and getting that, as I just mentioned, there, if they need to be connected to a service that we don't provide, we will ensure that we are getting them to that point where they're successful with that partner that we know we've kind of vetted, and we trust and ensure that they're actually going to have that end result that they want. And then from there on a long-term perspective, we want to understand? Did they actually accomplish that? What did they actually apply and attend school? And if so, at that point, do they have a different goal? Do they have different needs now base that they've reached that? Does their device need change? Do they need, you know, faster Internet? Do they have different skills that they need to attain? Did they have problems that they need a technical support for? We're trying to build an ecosystem to where an individual can get that individualized support to accomplish whatever it is that they want. And we're really looking at our



success in that matter of did they comp to the individual, accomplish what they want opposed to how many computers we're distributed out, how many people we can. All that information is great, but we want to look one layer deeper to ensure that that is actually being supportive of the individuals we're supporting and accomplishing it, whatever it is. They want to use this technology to do so. Those are kind of the big 2 things that human it is focusing on and ensuring that we're able to partner with organizations across the State to ensure that people are aware of the services we provide. And then, once individuals come to us, they're actually able to receive the services and support that they need to accomplish whatever is that they need to. So thank you. It's not just about the device like you said, but it's understanding both the pairing and the services of those options of devices, and then wrapping it around with also helping them to understand all of the benefit programs that are available to them. But keep going where it's all the ongoing support of not just digital navigation of understanding the programs or their needs. but also like ongoing support of different devices on going through support of new things that they're learning, which then changes their next kind of entry point into adopting more technology. And so I think it's really important to understand both that adoption and literacy like you said, vary by the individual, and what motivates the individual. I love everything you said. I think one of the biggest things that I'm going to want to know going forward is how is Human IT providing all this for free? Where is the funding coming from? And how can we replicate this right across the State? Yeah, definitely. So we have quite a few different funding sources ranging from case of funds from the CPU. We participated in many grants that we seek as a nonprofit support from foundations all across the country, and then, with our ability to take in electronic waste we actually drive a lot of a lot of revenue ourselves to make sure that we're sustainable. Should any philanthropic or funding like that slow down we want to have the ability to be self-sufficient enough to be able to provide these services as well. So funding comes in quite a few different areas. And yeah, as far as replication wise, you know. Happy to, you know, continue to work with people, whether it's replication or awareness and driving people towards things that already exist, and things like that partnership is huge. And all this so happy to partner with any organization that wants to hear more. I look forward to having joined the conversation as we continue going along here next. I'd like to invite up Teresa Valenzuela who's the Community Outreach Manager, and Irina Prokhorova, who's the Lead Digital Navigator at the San Diego Futures foundation. I am Teresa with the San Diego Futures foundation. I'm going to give you an overview of what San Diego Futures foundation does, and Irina is going to be giving you more specifically in regard to the topic of digital literacy itself. So I do have a our point to share with you. Just bear with me for one moment, please. There we go, so we're located in San Diego, California, and we've been in the business of bridging the digital divide since 1999 way before 2020. We're located in City Heights, one of the most actually the most diverse neighborhood in San Diego County. So it also has a quite a few nonprofits that are there. So today again, my colleague, Irina and I will be presenting to you in regard to what we do here at San Diego Futures Foundation as an overview. We have corporate giving, and our main

supporters are this county of San Diego Periton, in the city of San Diego, with a of other individuals, including Sand D. So we have our hardware department, our tech club department and our education department and in the hardware department alone we also do. You waste as well recycling, we've all been able to keep 5 million pounds out of the landfill up to date to date. We've been able to donate computers that the computers that are donated to us. We refurbish them, and then we distribute them up to five free computers per nonprofit per year. And thus far we've been able to provide up to 1,500 nonprofits computers. In fact, we have a lot of repeat offenders if you will. They come back annually. Just keep coming back, and they have built themselves just computer labs in order to help their clientele. Once a year we have a signature annual event where we donate computers to foster families, and we've been able to donate after 4,000 computers to foster families in in 2019. We incorporated transitioning youth as well with laptops down below. You'll see our board President Kevin Morning Star. In regard to donating computers to non pro. I've been to foster for a parents. And then up top is our tech hub where we're able to where we have our low-cost computer program and computer repair program. Our computers run from \$100 to \$300 very affordable, and we did have to put a price on it, and the reason being is a while back, we, before we started charging. We were getting calls from the pod shops because people were giving up going to the pod shop and getting money back, so we had put a price on that as far as total computer distribution, or at 6.60K. And then we have the education component, and from here I'm going to go ahead and let Irina take over. Yes, thank you. So our digital skills program, we offer this program in nin locations throughout San Diego, in English and Spanish from internet safety to online banking and shopping and all about apps and typing skills. We offer it to like 300 senior servers per year, and to 2,000 contact hours. Our digital navigator serve over 600 patterns in one-on-one stations, and just it's in one year, and, in fact, tomorrow we are going to celebrate an anniversary first year of our pilot. So we offer one-on-one, basic tech support, and also enrollment to ACP and assistant in finding internet service providers as far as for speed and for speaking for successes, we are financially accessible. So our classes are for free, and one on one sessions also for free, and we offer desktops and laptops from \$50 to a \$100, and often we actually waive the fee if the patterns cannot afford to pay. So our both digital literary and digital navigation programs have in very popular demand. We have many, many return customers. One of the also important part is that mobile hotspots offered by public libraries are favorite because there is no contract, no hidden fees. People love it. One thing I wanted to mention also ACP one is kind of helpline. It works great when our patterns need help, when our navigators help people to enroll in ACP program. And if as you know it's a multi-step process Yes, so we often have to call 1 800 number, and it works great. Often people are able to, you know tell us the status of the application. So overall community members are very feel empowered by the digital skills. Our seniors are veterans and disabled people, and they are not threatened by technology. We help also in addition access other cities and county resources. And we notice over the year that people advance from basic levels many who return the to self-based programs and up to intermediate level and they become you know, self-

sufficient as fast as for the barriers. Of course you've heard it today. It's lack of trust for internet service providers and government overall. They say, well free internet how does it work? What are the hidden costs, and how much is this equipment, and the ACP has an expiration date, and there is no contract like really. So other barriers, the lack of Internet connection, no broadband. We have patterns in some areas that calling as it have only one internet service providers, and it's so expensive that they cannot you know they live in a small retired community, they cannot afford it. So also customers in the ability to travel or commute. We offer seven locations in the city of San Diego, but we have people who Google us, you know, and they live in alcohol, and they live in San Marcos, and it's just too far for them to travel if they need one. On one assistance we do help have a helpline. We can offer, you know, like a steep enrollments over the phone as some basic questions, but sometimes people prefer to come one on one and another. Barrier is, of course, you know, finding our capacity building, we could do more outreach. We could do more services. We can train more people and expand, and there is a need for that in terms of solution. So of course, we need to offer more locations for digital navigations for digital literacy skills. Also, one more important thing I've heard from my navigators is that create the standards for acceptable five speeds, and, you know, did still work to do digital workshops for 5G. And wifi frequency to dispel the rumors about 5G and Wi-fi, because we have patterns, especially all the one. They say it's harmful to your house. And they you just your virus conspiracy theory and just overall also about, you know. Help people to understand what is appropriate wi-fi of speed for families so another one is outreach so coming to members are where, but that the services are offered, and, you know, continue building digital skills programs that people are not afraid of technology, and don't feel isolated there, that's that. And here's some of the classes that we offer. Our instructors are up to me, and it's teacher Appreciation week. It was last week. I think it was. But let me give you a gist of what we're talking about in the work that we do here in San Diego County, and it looks like this. So these are some of the if you look at it this way, this is San Diego County and these the blue dots represent the nonprofits that we've been able to provide up to five free computers to and because we've been able to do that. I could honestly say that we are able to reach up to a 1 million people here in San Diego County in regard to bridging the digital divide and providing digital skills training. We also have a digital literacy partner sites the ones that are in orange and red. And so, as you can see, we've done quite a bit of work in breaching the digital divide. However, we are aware that there's still quite a quite more to do. That's why we're here today. Thank you. What strikes me, what kind of you've been sharing is using San Diego features foundation as the model. It's amazing that there's such a mature digital inclusion ecosystem like you've been around since 1999 right? And I appreciate organizations like yours we do about the work that. like I said, shared it's the heavy lifting is where you're doing the work right. And so thank you for sharing that map of organizations. That is also very impressive, and it shows the amount of work that we and all of us still have to be able to connect, not just San Diego, but the rest of the state, too. So outstanding work, really cool and really appreciate both of your stories and sharing in in the organization programs that

you have. And now I'm going to invite Josh Levin, who's the director of product and engineering at Community Connect Labs Josh. Hi! There I am Josh Levitan. I work for community connect labs. We're a nonprofit, and we do outreach and engagement exclusively for government and nonprofits to reach underserved and hard to reach populations. That's the people you typically think of immigrants, foreign language speakers, or rural people, tribal members, etc. We have three main focus areas, medical insurance, particularly medicaid elections, and then broadband. We actually got one of our first big projects is doing the digital divide survey of San Jose to Hispanic populations, and we did that over SMS. And with that work we were able to help the city get \$40 million dollars to expand broadband specifically to Spanish speaking populations and help narrow the digital divide. Obviously there's continued to work that needs to be done there. I'm a big consumer experience advocate and so, as people have talked about two of the main problems that we see are lack of awareness of different programs. And then the fact that AP in particular, is kind of a pain in the butt to apply, for I actually have a couple of slides here. So this is a sort of map of the user journey in in case you're unfamiliar with this, there are multiple paths that you can get to signing up for ACP. But usually people are going to a web search. Eventually you might get directed to the ACP site and apply online or fill out a paper form, or you can contact your internet company. You may or may not get approved immediately. You may need to be provided for additional follow up. If you are approved you may need eventually you have to go sign up for broadband from a provider. It's a multi-step process it's kind of a pain. It made me really mad when I tried to do this myself. The next thing is here is a sample user we did a bunch of user research, so not just me getting mad trying to fill this out. But this is a time compressed thing of the 20 something college student who was on both medicaid, and formerly on food stamps. I am not coaching her, I'm just sort of talking to her while she's doing this so you can see she's looking up broadband. She's getting referred to EVB, which is the old program. Eventually she gets referred to the ACP site. She has to sign up and fill in all of this information about herself, create an account, password, information her language fill out a Captcha sign into her account. Great now she's there now she starts an application. Now she checks her information so she goes through the whole process, and they can't immediately confirm her, because she's not currently on benefits, and she winds up needing to provide pay stubs, and she doesn't currently have pay stubs to provide. So the end result of this process was, I'm just going to skip to the end. Here she spent about nin minutes and 28 seconds, and gave up, and when asked what she would do there, she kind of said I probably stop participating in the program, because I don't know how to get the benefits. She does a lot of cash work and doesn't have you know W2 income that she can use to provide. And this is someone who's got a computer and a phone and is tech savvy. So some of the things that we've been working on are at the top of the funnel. So outreach and follow up particularly over SMS letting people know here's a program and here's what you can do to apply. We do a lot of work with chat bots. A lot of the people here have digital navigation digital literacy programs. That's great, but there are often times people will have questions that can be answered in different languages over SMS or

Web Chat, or other channels. What is this program? How do I apply what I need to do to sign eligibility? You don't necessarily need to talk to somebody for that. So chat bots can help you walk through the process. The other thing I'll share my screen one more time we did a pre-screener. So the pre-screener is nice, because this is styled after California. But if you factor in lifeline which California runs its own lifeline program, complicating the matter even further. So if you're trying to get both cell phone coverage and broadband coverage you have to apply in two different places. We made this combined screener. This is what the California lifeline program looks like, and you can just plug in the people in your household. Are you assuming benefits or not? It's got this little step through on the left hand side. It does your income. It does. If you're in different programs, and it'll tell you, if you likely qualify for either both, and then direct you out to where you can go to apply. The other thing that you can do from there is either plug into a digital navigator. If you have an in person thing. We've also automated the form fill for the ACP program completely, so we can ask for a little bit more information from you, and automatically, with your consent, create an account for you and apply for that program. And then the other thing that we do is those follow ups. So you know, were you able to get the help that you need? Do you need to talk to someone? Do you need in person help, or do you need to make an appointment to talk with the digital navigator. Were you able to sign up for broadband from a broadband provider? Do you need help or assistance there. All of those things are things that can help somebody, actually, you know, get signed up and getting ACP and getting through the processes. The first sort of step before you even get a computer or learn how to navigate the Internet and have those digital skills so those are things that we're working on, and that we think can make things easier for folks. I think it's really important to acknowledge that as we start talking about digital equity and adoption and literacy that both. We can also look internally on how to make forms and applications and programs that are related to broadband digital equity also accessible, and a process that anyone and everyone can use. And I think another thing that I'd really like to acknowledge is that while Robin, for all, and the ideas that we are showing here are kind of about ubiquitous broadband and making sure that everyone is connected, it's really important to acknowledge that SMS or outreach through mobile because of its ubiquitous nature of everyone having a mobile device as a great way to share information great way to do outreach, and, like you, share a great way to get surveys and responses to digital equity surveys so very appreciative of all the things that you've shared and I will say one thing that we found encouraging is were talking to the FCC about this, and they're actually working with us digital services on revamping the ACP form because they're aware that it's not the easiest form to use, and they've been doing some user research and are trying to make that better. So one of the things they're working on is making it where you don't necessarily have to register for an account to find out in advance, whether you're eligible or not, which is great to hear. Awesome. Thank you, Josh. And now I'm going to pass it over to Deputy Director Adams of the office of broadband digital literacy. Scott. Hi everyone I'm Scott Adams, Deputy Director of the Office of Broadband and Digital Literacy. I want to thank our panelists, and thank all of you who continue to be a part of this working group in this

sort of community practice that is helping to inform the digital equity plan, and is, you know, just think it's so relevant for all of us is we're putting the plan together, that, as I think, one of the posters said in the chat, that there's still a number of California residents, hundreds of thousands where access and infrastructure and service are our barriers. And you know those are very real situation that the Middle Mile Broadband Initiative, and the CPU sees many last mile programs and then upcoming th deep program and funding can help address and but really looking at the very complex and multi-dimensional challenge of broadband adoption and digital literacy and digital inclusion and how it's really all of these multiple factors of you know overcoming relevance overcoming you know, cost of service and devices, you know, and even the mistrust of government and corporations who are the key players in this system that it's really important to have trusted messengers that are in the community and the regions of those communities, and able to, overcome the language barriers and press barriers. So just think it's so close. We're so grateful that here in California we have a very mature ecosystem that's been doing this work for a long time. That includes, you know, a lot of the state agencies like the Department of Aging and the State Library system. and then the statewide nonprofits, the regional nonprofits that the housing providers. Chris, thank you so much for sharing work you you're doing. This is a good setup for the for the community conversation that's coming up next, which is, how do we continue to leverage the best of what everyone is doing, and continue to kind of increase the coordination and collaboration and the efficiency, and to the extent possible avoid some of the duplication on what are the things we don't have to recreate and free up as much of that digital equity capacity, dollars to actually do that heavy lifting which is the training of the trainers, the multiplying, the digital navigators which are going to be so critical to solving this. So just, from my perspective, we wanted to say thank you all for the work that that you do, and for sharing in such detail in such a short time. One note I would say about Josh's presentation on the ACP obviously the ACP is a is a very useful tool to overcome. You know the barriers associated with service, and I think you know we've heard you all have continued to say that while it's useful, it's an imperfect tool to increase adoption, and I think that suggestions from this working group on how we can continue to recommend that as long as it is in place, how we can improve the enrollment process would make it a lot better. So, Josh. I always love seeing that time lapse video that you show it's so demonstrative, and I know there is a lot of folks in the chat that I could that sentiment. Awesome thanks, Scott, and like you said I wanted to appreciate and thank every all, all of our panelists and excited to now open it up to a more of a community conversation, and really make this a bi-directional conversation. And let's pull this slides back up. And so here's where we want to have a conversation. We would love to open it up in terms of, if one of these questions really strikes, you love for you to share, you can share in the chat, but also, if you want to now go to the reactions and raise your hand. This is the time to have that community conversation and join into the conversation. Scott, do you want to have anything to add as we get those through the conversation, the questions read and start hands raising? I mean the way we've tried to shape these working group meetings to just pull a sample panel together

and have folks talk about what they're doing. As we said, we know that there's a lot of other folks in the space, you know, and in here they're doing the work we'd love to hear about what other folks are doing that are on the call. What the potential gaps or needs are understanding that once the state digital equity plan is developed, there are going to be capacity grant dollars that you know will go to support efforts and not there's going to be that competitive grant dollars, too. So you know we just would like to hear from more people about what you're doing. You know the NTI is requiring us to put together a comprehensive, you know, inventory of assets like you know, organizations, programs, you know funding that's being leveraged as part of the digital equity plan. So that'll be really helpful and then I think that just the you know the key question at the end is, is, what is missing, and what could be addressed by the digital equity, plan and capacity dollars, and then, lastly, I would say, don't be constrained by these questions. I mean, this is an open forum, for all members of this group. If there are things that we're missing. please let us know. A couple of things that I'd like to point out. One thing that's worked really well for us in doing a lot of tech support pop ups and ACP sign-ups for older adults and adults with disabilities as well as the broader community is gift cards or some sort of stipend for volunteers we are able to consistently recruit high quality volunteers, and we offer, you know, a decent size, gift, card, or stipend every time, and people mention over and over again that makes the difference and especially when we're looking at peers for somebody to get on a bus, go across the city. That sort of thing. It kind of says you know what you do is valuable, and it makes a difference. The second thing that has really worked that these is so providing refreshment snacks a lot of times. There's a lot of waiting and standing in line. So we provide seeding areas or try to find venues and for older adults and adults with disabilities, social isolation, and loneliness, and that, especially in San Francisco, we have a huge population of older adults, living alone. These are also connection events, not just, you know the digital connection, but human connection, and they're able to share peer tips with each other as they're waiting for, you know their one-on-one consultation. And so those kinds of things are really really important, and have worked super well for us in terms of what's missing. My colleague, Andrew Broderick and I have just finished conducting about 50 stakeholder interviews across the city of San Francisco, and what we have heard every single time. Staffing, staffing, staffing, staffing, and especially in language, and what no one has the funding to do is hire full time with. You know you know, folks that can do this, that reasonable and competitive wages. and one of the ideas that we've been thinking about is that we haven't seen as sort of a community core of digital navigators, not just every organization having their own, but kind of like a centralized location where they would people we could send people out to different organizations as they need them, as opposed to everybody, handling, staffing, everybody, handling, recruiting, everybody, handing, handling all those kinds of things we haven't seen that model, but we think it could work. So that's our two cents for today. Awesome. Thank you so much for joining and sharing Karla. I think those are some great points that you shared, and glad to see that you not only asking questions, but also responding to those questions. A reoccurring theme, and it's something that I think can be touched on, that most folks

have been, you know, working on. I don't know if shoe string budget, but relatively small budgets up until then. But now that there's all this covered response dollars there's more ability to try to, you know, increase capacity, and then, you know, definitely understand the importance again of the good language and cultural conference each, then, that many of the folks most impacted by the digital divide, and who are currently uncontacted, you know, do you have very specific constraints, not just around language, but you know other things related to language as well, particularly I know it, and showed up at the last meeting we had that, you know we can. We can print materials in language, but if some of the folks that we're looking to connect have low levels of literacy within their own language, that there need to be other means of communicating through, you know, television or radio or word of mouth that kind of peer-to-peer neighborhood. Thank you. Scott and now, Krystal. So I'm at California State University, Dominguez Hills, and I just wanted to add to what Karla was saying about this element of staffing and training, and so one model that we're using here at California, at our institution at CSUDH is to have our institution act as that intermediary for community based organizations. Now, of course, we are doing this with the support of NITA and the CMC grant so thank you. But that is one way that some of our right in the state of California. Of course the CSUs are up and down. That could be a place where we could gather for these small in particular. For these small businesses and community based organizations, we are their trusted partner in many cases. So I just wanted to offer that as a second, and in support of what Karla was saying. Awesome. Thank you so much, Krystal. Thank you for your comments. And next, Linda Hi, Scott, Nicole, this is Linda Thomas from cal.net, and Scott thank you for asking about other folks doing the work in this area as well. So cal.net has cap to funding for fixed wireless and NTIA funding for fiber where we do last mile infrastructure. But as a Microsoft Airband partner. We bring with us other Microsoft partners, and that is the role list who does all of our digital ACP training, digital literacy, and digital fluency training. So we have multiple programs going on in rural California, between Bakersfield and Reading where we're offering free training and also Microsoft devices that are professionally refurbished by Microsoft for \$10, and I just wanted to put that out there, and if anyone is interested in talking to me about that, we are mostly in the valley. and I'm excited to be working in this area. Linda, in response to yours, and some of the what other folks have been saying, we really want to be as inclusive as possible in terms of mapping the work of you know all entities that are doing important work here, and so I just want to make a plug for there's going to be a section later on. I believe Miley Martinez from Broadband Equity Partnership is going to go through it. We have established both the digital equity, ecosystem, mapping tool for government entities, you know, local tribal jurisdictions, community based organizations, schools and libraries to fill out it and kind of map their work. So that's included in the asset inventory for the digital equity plan. And we've also created a specific digital equity system mapping tool for ISP and you know Miley's going to talk a little bit about that. And she's also going to plug that. We will be going live with our digital equity survey, which is both online and mobile, friendly. It's going to be kind of a call to action, would hope all of you would help promote that out, through your networks



and to your residents, clients, customers, etc. To help, you know, get a real comprehensive view of the digital equity barriers for the residents themselves throughout California. We do have two more comments, and then we can move to the next. But for now, George, can you unmute? I just want to pick it back on what Linda said. I encourage people based on some things we've seen around the country actually of really getting involved with the ISP or minute service provider that you'll be working with your populations. Each of them have a little different systems, particularly in how they manage the Wi-fi connections which are essential, but they also have a lot of data in terms of what types of devices are present, what types of applications are being used is the service being used at all. What kind of bandwidth demands there are? And as we follow up on these processes, it's important, I think, for digital navigators to understand these things work very closely with the ISPs, making sure that the not just the community, but people as a whole, or, you know, getting there getting their needs. It's one thing to hook them up you know, to the Internet and the other thing for them to actually use it. You can get a lot of head not in in the process of training them. But it's really important, I think, to understand. If all of this money and all of this time is really being put to use, and it could be just a few minutes of time that an individual needs to leverage that. Thank you. Thank you, George. Thank you for your comment. Alex. We have to make sure our digital environments are accessible to everybody, and the WCAG 2.2 is like the minimum standard. And that's the new version that's going to come out. So if you're in the government, it's probably going to impact Title II, but everyone should be talking about WCAG 2.2, and anything. It relates to authentication. The documents we create, the web spaces we create. Everything has WCAG 2.2 component. So I just want to say it over and over. So tomorrow there's an outcome area working group called the Central Services Accessibility and Civic engagement. I would encourage you to join that meeting as well, and say that WCAG 2.2 multiple times on that one, because that's a group of web based talking about how digital equity on online essential services. So thank you for sharing and thanks for your comment. And I don't want to stop any more conversations. If there's any additional hands raised, or anyone interested in sharing any more information, any comments, any programs that are missing, any successes I'm going to go ahead and give it just a couple more moments to really decide to raise your hand. and I also would acknowledge and share that there is a lot of good conversation going on in the chat. So if you haven't opened up the chat, yet definitely, take a moment to preview and see what's going on there. Okay. With that I really appreciate everyone's comments. All those that did share, and all those that are joining the conversation and chat, and those that are participating. We're next going to move on to the broadband equity partnership, and they're going to share some information about a public survey and the digital equity ecosystem mapping Tool. Thanks, thanks, Cole. Hi, Everyone I'm Maile Martinez from broadcast equity partnership really great to be here and we've really appreciated the conversation and everything that's been shared with on the call, and in the chat, so far as Scott teed up for me, I'm here to talk to you about a couple of tools. We have to literally map and catalog all the amazing work that's happening across the state when it comes to digital equity, and at also identifying gaps.

So I'm going to talk to you about two distinct tools. The first is called the digital equity ecosystem mapping tool, or DEEM this tool is live now, so you can access it right this moment via the QR. Code that you see on your screen, or a short link that is on screen as well, and we will also put in the chat. The audience for the team is organizations, agencies, school districts, library systems, tribes, you know organizations and entities that can speak about the digital equity work that they are conducting. And they did like we work that they could be conducting, so it helps to identify the programs that are currently being offered. Where? Into whom. and that will also help to identify what's missing in each region. So just in the course of this call. I've heard from so many folks that I'm like oh, I really hope that you will fill out the DEEM tool, because we really want to capture the work that you're already doing. It only takes about 10 min, and this tool is available in Spanish and English. So I really hope that folks on this call will take a few minutes to fill it out and we'll do a demonstration in just a moment about how to how that can be done. So next slide, please. This is showing we're tracking our progress and getting feedback via this tool. So far we've had 163 total responses. So there's so much more that we could capture with this tool the map that you see on your screen is a heat map, showing all the counties in the State of California. where the dark green counties are those where we have had 11 or more respondents in the red and orange counties are those where we've had zero or one respondent. So you can see in the northeast corner of the state, and you know many other regions. On top of that we have a lot of opportunity to get a lot more feedback and to really capture this great work that is happening to drive digital equity next slide, please. So the call to action here is to please just take a few moments to complete the tool, and then, once you've done that, please share it with your network. So if I'm sure you're well aware of there's been many partner organizations mentioned on this call, many of which are not here with us today. So if you could please help spread the word and ask them to also take just 10 min to fill out the tool. It will be really helpful. It will help us to catalog and capture all the amazing work that's happening across the State. As I mentioned the tools in Spanish and English, and we also have a toolkit that you can tap into to help. Just make it easy for you to send an email or a message to a partner organization to encourage them to fill out the tool. And then the final link that you can see on this slide is the Dean for ISPs that Scott mentioned. So, Linda, I think you're probably well aware of this hopefully. We've already filled it out, but we could also use help getting the word out to Internet service providers to encourage them to fill out this tool as well, because we know ISPs are also driving this work in unique ways. We also have a public survey, so the tool that I was just talking about the DEEM, the audience for that, like I mentioned, is organizations and agencies. We have a separate tool, the digital equity online survey and the audience for that is households. So individuals heads of household anybody who uses the Internet or not, and that we're trying to find out why across the State, this tool is not live yet, but it's going live tomorrow Thursday, May eighteenth o we're giving you a little preview today. It's mobile friendly it's available in 14 languages with built-in audio functionality so in each of those 14 languages there are audio recordings of every single question on the tool to accommodate communities with limited English as well as

limited literacy in any of those 14 languages and it helps to capture information about internet access affordability and adoption for residents of California household. And this will be open, like, I said to any member of the public who can take a few minutes to fill it out. I think from here we'll go into a quick demo of the tools. So we'll start with the DEEM tool. All right. So again the digital equity ecosystem mapping tool or the DEEM tool is the tool that is, for organizations and agencies to share their work, to drive digital equity across the State. It takes just about 10 minutes and if you scroll up to the upper right here you can see that it's available in English and Spanish, so you can easily change the language of the tool. If you go into the tool itself you'll see that there's some basic information that you can provide right off the top. and we're really asking folks to just take a few minutes. The first page has the most crucial information that we're looking for. So even if you don't have a full 10 min to fill out the survey, just taking a few minutes to provide this basic information will help you be cataloged and included in our asset inventory for our digital equity plan and again, the call to action here is for folks on this call representing organizations and agencies to please take just a few minutes to fill this out, and then spread the word. Now I'd like to show you the public survey the public survey again. This is a different audience, this is for any individual across the state to share their experience, accessing and utilizing broadband and technology in the upper right hand corner. You can see if you click on that English button there's a drop down where you can see there's it's available in 14 languages. This is mobile, friendly, and there are audio recordings of each of these languages so if you click on the play button once you've chosen our language we will hear a read aloud of the instructions or the question to support users with low vision or limited literacy, in whichever language they've selected. So this tool is actually going, live tomorrow. And so this is a call to action to ask each of you to fill it out, and then also to help spread the word and get it out to your constituents, your students, your residents, and the communities where you work. So we can really capture their experience with broadband and technology. Thank you so much. Thank you, Maile and back to the slides. Thank you for sharing about the digital equity survey and the ways that those interested can both share more about their organization, the programs they'd love to share the successes of, and then share within the state digital equity plan but then also how we can get all residents in all California households to share more information, and so both with the call to action for your organizations or your agency to share information through the digital equity ecosystem, mapping tool and share the digital equity survey, starting tomorrow through your networks, and we will share both links and more information through. Follow up emails next slide. We'll wrap up here with a couple more ways that you continue to stay involved the outcome area working group meetings. The next ones will be through the month of June. We do have two more in the next two days the workforce and economic development for tomorrow, and essential services, accessibility and civic engagement in in July and October. Additionally, we'll have the state digital planning group meetings, and these are all virtual events. Next slide. Additionally, we still have more regional events. We've been through about nine or 10 from all the way up in Eureka to all the way down in San Diego, and in between I'm really excited to continue to join these

vents, and actually meet you in person. And here are some more really great impactful stories. I've been to quite a few of these, and they are very exceptional. It's very fun to see you and here more so please join us at an in-person digital equity event. Next slide and just say it one more time. These are the ways to get involved in how to take action in the call to actions we are requesting which is to complete the digital equity ecosystem mapping tool as an organizational or agency level, share and complete the digital equity, survey starting tomorrow with yourself, family, your friends, your networks participate in the virtual outcome area working group meetings, or the statewide planning group meetings and attended planning workshop in your region, and all of this information will be shared with you in an email you can find the links in the chat, and additionally the broadband for all portal will have all the relevant links next slide. With that Here's some contact information, and again, truly appreciate your partnership. Truly appreciate your participation, your sharing of your programs, your stories, and really look forward to your continued advocacy and partnership in the statewide digital equity planning process. Thank you again.