

**Broadband For All, Digital Equity, and BEAD Regional Planning Workshops**  
**Summary of Recommended Strategies**  
**Thursday, June 8, 2023**  
**Bay Area Workshop in Oakland, Alameda County**  
**Oakstop, 2323 Broadway, Oakland**

<b>Covered Populations</b>		<b>Recommended Strategies</b>
1	Covered Households (150% FPL)	<ul style="list-style-type: none"> <li>• Communicate with culturally-competent organizations often and co-develop programs to serve Covered Populations. (22)</li> <li>• Increase competition through low-cost, open access infrastructure, especially in monopolized low-income communities. (16)</li> <li>• Deploy free, high-speed WiFi in least-connected communities. (11)</li> <li>• Simplify the process, eligibility, and criteria for users of digital access services. (10)</li> <li>• Fund local grassroots organizations to overcome trust issues. (8)</li> <li>• Produce videos about internet safety which include trusted local voices. (7)</li> <li>• Use Area Median Income (AMI) in lieu of federal poverty guidelines. (6)</li> <li>• Address the federal poverty guidelines shortfall by using State resources to bridge or backfill the gap. (4)</li> <li>• Remove the stigma of “free” access and services. (3)</li> <li>• Engage, partner, and fund trainings at community centers, transitional housing facilities, and places of worship. (2)</li> <li>• Install free digital-device charging stations for the unhoused. (2)</li> </ul>
2	Aging Individuals	<ul style="list-style-type: none"> <li>• Deliver training in senior community centers to reach aging individuals. (35)</li> <li>• Support partnerships between existing media, technology organizations, social services, and cultural organizations to maximize impact. (16)</li> <li>• Provide funding, less screenings, better policy for renters, more digital literacy training, and multilingual resources (recognizing challenges of infrastructure, affordability, program requirements). (12)</li> <li>• Mandate an internet bill “nutrition label” to simplify the billing process. (12)</li> <li>• Provide right-sized devices for easy use by aging individuals. (9)</li> <li>• Offer access to affordable income-based internet service. (9)</li> <li>• Encourage a central system to navigate resources. (8)</li> <li>• Fund programs to access telehealth. (6)</li> <li>• Educate people where they live and gather in the community. (6)</li> <li>• Promote “access” through radio and TV and tap into the existing network of community media organizations (also known as public access stations). There are large senior populations participating as producers of their own shows, who engage their social networks. (6)</li> <li>• Use participant-centered language to advertise (with language support). (5)</li> <li>• Identify motivating topics, provide consistent support, and fund library programs and partnerships. (4)</li> <li>• Consolidate digital literacy programming to increase visibility and accessibility, especially in elder communities, such as skilled nursing facilities (SNFs). (3)</li> <li>• Provide access to affordable income-based technology. (2)</li> <li>• Establish communications channels between trusted service providers and community-based organizations (CBOs) and the community in need.</li> </ul>
3	Incarcerated Individuals	<ul style="list-style-type: none"> <li>• Recognize trauma from incarceration, provide training and access inside facilities, and fund library programs and partnerships for incarcerated individuals. (22)</li> <li>• Invest in tech upgrades and “at scale” education and training programs (inside the walls), and better connect returning citizens with tools and resources to access online services. (20)</li> <li>• Support the CROP (Creating Restorative Opportunities &amp; Programs) organization in Oakland and Los Angeles. (18)</li> <li>• Adapt existing programs offered by media arts and technology organizations for justice-related populations (media arts organizations have curriculum and provide equity framework, but need funding). (11)</li> </ul>

		<ul style="list-style-type: none"> <li>• Provide digital literacy training to incarcerated individuals. (9)</li> <li>• Activate local, community-based partners to reach incarcerated individuals. (5)</li> <li>• Implement a train-the-trainer model in halfway houses. (3)</li> <li>• Use participant-centered language to advertise. (3)</li> <li>• Articulate the need (in the right forums and arenas). (1)</li> <li>• Promote device-access solutions. (1)</li> <li>• Develop relevant and robust tools. (1)</li> <li>• Increase awareness about the Affordable Connectivity Program (ACP) through partnerships.</li> </ul>
4	Veterans	<ul style="list-style-type: none"> <li>• Re-prioritize Veterans Administration and other investments to focus on highest-need veterans who usually have shared attributes with other populations (such as low-income Covered Populations and people with disabilities). (9)</li> <li>• Recognize trauma in veterans to better deliver services. (6)</li> <li>• Provide consistent support for digital access to veterans. (4)</li> <li>• Build broadband networks that reach veterans where they live. (2)</li> </ul>
5	Individuals with Disabilities	<ul style="list-style-type: none"> <li>• Develop plain language and diverse training tools. (15)</li> <li>• Educate and enforce ADA compliance with technology companies. (10)</li> <li>• Seek out trusted community organizations to provide education. (6)</li> <li>• Design for accessibility in both physical infrastructure and online tools. (5)</li> <li>• Organize outreach to the communities of people with disabilities and educate about existing tools that support people with disabilities. (3)</li> <li>• Customize focused approaches and solutions to address different disabilities. (3)</li> <li>• Provide low- or no-cost programs to increase access to assistive technology and appropriate devices. (2)</li> <li>• Increase assistive technology access in minority communities (outreach and awareness of assistive technology resources). (2)</li> <li>• Provide financial assistance for people with disabilities to purchase accessible technology. (1)</li> <li>• Ensure digital literacy programs are regularly accessible. (1)</li> <li>• Provide funding to serve people with disabilities at libraries and lending hubs.</li> </ul>
6	Individuals with Language Barriers	<ul style="list-style-type: none"> <li>• Establish city-wide Digital Navigator corps (full-time, well-paid, in-language). (14)</li> <li>• Provide multi-lingual support to the community. (12)</li> <li>• Offer subsidies for smartphones for low-income individuals. (9)</li> <li>• Develop web resources in language. (5)</li> <li>• Deliver comprehensive literacy programs (common terms, internet safety). (5)</li> <li>• Help promote translation applications and help make them affordable (offer bundles that will expose folks to these apps). (4)</li> <li>• Support individuals with language barriers with long-term troubleshooting. (4)</li> <li>• Incorporate a sense of humor to bridge the Digital Divide and ease comfort in adoptions, in all languages. (3)</li> <li>• Translate websites and provide telephone interpretation. (3)</li> <li>• Promote ACP outreach and awareness on ethnic TV, radio, and print media. (2)</li> <li>• Award digital navigation grants to CBOs. (2)</li> <li>• Use speech interfaces for online government services and artificial intelligence (AI) for navigation support. (2)</li> <li>• Provide self-paced instruction in language for students during class and in after-school learning opportunities. (1)</li> <li>• Fund broadband adoption and ACP outreach in multiple languages. (1)</li> <li>• Lean on communities and small companies in rural areas. (1)</li> </ul>
7	Racial or Ethnic Minorities	<ul style="list-style-type: none"> <li>• Expand ACP eligibility to congregate living facilities (including shelters, halfway houses, supertime housing) to leverage individual subsidies. (22)</li> <li>• Engage CBOs to partner with State Agencies to lead and conduct outreach and engagement activities in communities of color. (13)</li> <li>• Fund stable, affordable housing for WiFi connectivity. (8)</li> <li>• Support small group one-to-one training to build trust and relationships. (6)</li> <li>• Expand ACP eligibility to AML-adjusted poverty levels. (5)</li> <li>• Leverage community health workers and promotoras as Digital Navigators in diverse communities. (5)</li> </ul>

		<ul style="list-style-type: none"> <li>• Formalize equity commitments in funding programs. (4)</li> <li>• Provide free smartphones for refugees (waiting for work permit status). (3)</li> <li>• Expand and adapt specific programs run by community media organizations. (1)</li> <li>• Address misinformation in diverse communities.</li> <li>• Ensure digital equity programs are community-driven with like-minded peers.</li> </ul>
8	Individuals Who Reside in Rural Areas	<ul style="list-style-type: none"> <li>• Establish broadband access as a public good, similar to public utilities, that is regulated by the State and allows for competition and open access to built infrastructure to provide service to rural communities. (22)</li> <li>• Build out middle-mile broadband networks and last-mile infrastructure. (10)</li> <li>• Deliver digital literacy services to rural areas. (8)</li> <li>• Develop land accessibility for deployment in unpaved environments. (6)</li> <li>• Encourage Cities and Counties to consult CPUC to develop broadband cooperatives and small power authorities (SPAs). (5)</li> <li>• Expand ACP subsidy to cover expense of non-wired technology. (3)</li> <li>• Use BEAD funding for a nimble grant program to fund non-wired technology networks in rural areas. (2)</li> <li>• Promote policy that accounts for physical environment protections. (2)</li> <li>• Incentivize Counties to deploy underground broadband infrastructure. (2)</li> <li>• Designate community centers as digital access hubs (schools, hospitals).</li> <li>• Deploy workforce development programs.</li> <li>• Fund telehealth programs.</li> </ul>
9	Women	<ul style="list-style-type: none"> <li>• Close the pay equity gap. (20)</li> <li>• Provide devices and access at domestic abuse shelters. (7)</li> <li>• Offer free and affordable childcare. (6)</li> <li>• Continue educational programs and skills development for women. (5)</li> <li>• Disrupt systemic-limiting beliefs that block women accessing STEM courses. (3)</li> <li>• Establish relevant telehealth programs. (1)</li> <li>• Combat misinformation and hate speech with public and legal intervention.</li> </ul>
10	LGBTQI+	<ul style="list-style-type: none"> <li>• Fund existing programs serving LGBTQI+ for needs assessment. (14)</li> <li>• Provide resources to the LGBTQIA+ centers. (2)</li> <li>• Support train-the-trainer models (in-person trusted queer messengers). (2)P</li> <li>• Combat misinformation and hate speech with public and legal intervention. (2)</li> <li>• Mitigate discrimination in academic and professional settings. (2)</li> <li>• Develop holistic wrap-around services with a digital component (housing, health, employment). (1)</li> <li>• Partner with organizations that work with LGBTQI+ populations. (1)</li> <li>• Fund relevant telehealth programs. (1)</li> <li>• Assess the community needs with technologies.</li> <li>• Understand better access obstacles (belonging, stigma, safety issues).</li> <li>• Provide a portable (multiple addresses) benefit for housing-insecure LGBTQI+.</li> <li>• Promote service effectively using print and digital media that reach LGBTQI+.</li> <li>• Continue remote public comment.</li> <li>• Invest in culturally-competent interlocutors.</li> </ul>
<b>Outcome Areas</b>		<b>Recommended Strategies</b>
1	Education	<ul style="list-style-type: none"> <li>• Provide affordable devices, ACP enrollment for Pell Grant recipients (higher education), and ACP enrollment for multiple households in one dwelling. (12)</li> <li>• Ensure equitable access to broadband service, equipment, and lessons. (11)</li> <li>• Allocate funding for equipment (PC, laptop, tablet, cell phone). (8)</li> <li>• Expedite "means of verification" (MOV) partnership process between School Districts and CBOs. (7)</li> <li>• Tie real-world needs to educational programs. (4)</li> <li>• Deliver life-long learning through K-12, college, and adult education systems. (4)</li> <li>• Expand E-rate program funding (symmetrical access). (4)</li> <li>• Educate K-12 and adult learners about online safety and cybersecurity awareness for safe use of internet tools and services. (3)</li> <li>• Fund artist-led cultural project using emerging technology (AI, VR/AR/XR, streaming) in collaboration with partner organizations, engaging covered populations (STEAM education). (2)</li> </ul>

2	Healthcare	<ul style="list-style-type: none"> <li>• Conduct a regulatory overhaul to improve system integration and align technology with the end user. (15)</li> <li>• Address lack of access by increasing broadband efforts to address historical redlining in transportation. (12)</li> <li>• Invest in digital literacy training and navigation resources as the Digital Divide is a social determinant of health. (9)</li> <li>• Integrate “cultural-competency 360° approach” into digital healthcare while providing other solutions for the disconnected. (8)</li> <li>• Establish a culturally-competent ecosystem for digital literacy, outreach, training, and policy change management – ecosystem for health industry to address disparate outcomes establishing best practices. (2)</li> <li>• Standardize all health care user access interfaces. (2)</li> <li>• Leverage community health worker and promotoras workforce as the trusted community bridge to provide digital navigation support.</li> <li>• Standardize all State health database protocols.</li> <li>• Encourage healthcare CBOs to promote and expand ACP adoption.</li> </ul>
3	Digital Literacy and Inclusion	<ul style="list-style-type: none"> <li>• Partner with existing community media organizations who already have the facilities (usually in transit-accessible locations), the technology, and culturally-competent staff to provide digital literacy services. (11)</li> <li>• Fund programs teaching technology to covered populations through the arts. (9)</li> <li>• Provide individualized-specialized training (not “one-size-fits-all” classes). (9)</li> <li>• Meet people where they are and engage trusted individuals as Digital Navigators to reach cohort communities. (7)</li> <li>• Ensure compelling and inclusive messaging when conducting outreach. (5)</li> <li>• Establish and fund programs to train multi-lingual digital literacy instructors. (5)</li> <li>• Staff training and provide continuous tech support. (4)</li> <li>• Standardize digital literacy and inclusion training in multiple languages. (3)</li> <li>• Provide one-on-one support and/or tutoring in appropriate languages. (3)</li> <li>• Train through demonstration, visual, audio, and reading materials. (2)</li> <li>• Develop videos about shared experiences about the value of learning tech and digital tools. (2)</li> <li>• Recognize the needs for basic digital literacy, including digital terminology. (1)</li> <li>• Support community media organizations who already train target populations (diverse youth and unemployed adults) to enhance their existing programs. (1)</li> <li>• Encourage and fund partnerships between community media organizations and cultural, social service, and social justice organizations so that conduct robust outreach and well-designed programs.</li> <li>• Conduct workshops in appropriate languages.</li> <li>• Provide tech support and troubleshooting for individual devices.</li> <li>• Fund digital literacy reaching deeply into the community.</li> <li>• Invest in culturally-competent interlocutors.</li> <li>• Allocate funding for digital literacy CBO capacity.</li> <li>• Require digital literacy curriculum at all levels of school for students and leaders.</li> <li>• Provide a device to every student who doesn't have one at home.</li> <li>• Fund community Digital Navigators to provide tech support.</li> </ul>
4	Workforce and Economic Development	<ul style="list-style-type: none"> <li>• Fund pre-apprenticeships related to broadband and digital equity. (14)</li> <li>• Support older worker upskilling digital programs and specialized workforce development tracks for people 50+ years old. (11)</li> <li>• Utilize Communication Workers of America apprentice and referral services. (10)</li> <li>• Provide financial literacy training (bank apps, Zelle, PayPal, credit report). (6)</li> <li>• Fund restorative programs. Tie into private-public programs. (4)</li> <li>• Support flexible training programs to adjust to future needs. (4)</li> <li>• Advance “success” versus “survival” (asking if the education will benefit the person while not taking away from other priorities) and support staff to take the time for digital literacy and workforce development trainings. (4)</li> <li>• Offer “fill out your taxes” and “how to start your own business” workshops. (3)</li> <li>• Provide more funding for vocational training both online and in-person. (1)</li> <li>• Facilitate and support private-public programs for real world experiences. (1)</li> </ul>

		<ul style="list-style-type: none"> <li>• Fund community media organizations to develop videos and marketing content (short videos and audio) through “earn and learn” training programs, such as paid internships and apprenticeships. (1)</li> <li>• Offer worksite training about internal systems.</li> <li>• Provide green-sustainability training (water, energy conservation, products).</li> <li>• Encourage entrepreneurship for 50+ to support financial security goals and create alternative employment pathways (training on tech tools and business services).</li> </ul>
5	Essential Services Accessibility, and Civic Engagement	<ul style="list-style-type: none"> <li>• Develop a universal application in language with audio options for all government services (including housing, healthcare, and food). (34)</li> <li>• Integrate digital access services with County Veterans Affairs services and with new California Department of Social Services (CDSS) BenefitsCal portal to increase enrollment in aid programs, including ACP and Lifeline. (8)</li> <li>• Expand baseline internet speeds (fiber for all). (4)</li> <li>• Eliminate eligibility requirements. (1)</li> <li>• Invest in community spaces that address community needs and wants. (1)</li> <li>• Build a “one-e-app like” model for streamlining applications for online government services. (1)</li> <li>• Continue remote participation in public meetings (online, phone, email, letters).</li> </ul>
6	Tribal Collaboration	<ul style="list-style-type: none"> <li>• Employ culturally-sensitive ambassadors for outreach to Tribal Leaders to identify what level of connection is wanted and facilitate cross-jurisdictional coordination for infrastructure upgrades. (9)</li> <li>• Engage Tribal Leaders in all matters regarding technology and digital access. (7)</li> <li>• Use a specialized approach to incorporate and embrace cultural diversity. (6)</li> <li>• Develop successful strategies to connect those most isolated. (4)</li> <li>• Use local experiences to demonstrate why and how to use digital skills. (3)</li> <li>• Provide subsidies for newer devices (to replace outdated devices). (1)</li> <li>• Distribute basic information about the digital world to show value and relevance of interest. (1)</li> </ul>

Note: Numbers following Recommended Strategies represent the “votes” by participants at the Workshop.