Broadband For All, Digital Equity, and BEAD Regional Planning Workshops
Summary of Recommended Strategies
Tuesday, May 30, 2023
Central-Eastern Sierra Workshop in Tuolumne, Tuolumne County
Tuolumne Resiliency Center

	Covered Populations	Recommended Strategies
1	Covered Households (150% FPL)	• Incentivize full network build-out, streamline permitting process, and establish free or low-cost internet services. (40) • Fund technology access centers to lower the barriers of deployment. (12) • Expand infrastructure to reach off-grid locations or individuals who live far from community centers. (13) • Meet people where they are by facilitating internet program use. (3) • Use existing government agency lists of low-income households receiving public assistance to do outreach about affordable plans and computing devices. (1) • Provide in-person and online training that is educationally-appropriate. (1) • Reduce stigma for receiving government and State services. • Empower businesses and community leaders with information about affordable programs to be trusted partners.
2	Aging Individuals	• Fund inter-generational digital literacy mentoring groups and Digital Navigators for education. (22) • Organize "train the trainer" events for trusted outreach partners. (9) • Conduct low-tech outreach to educate populations about programs. (3) • Encourage adoption through breaking the fear of technology. (3) • Build trust through forming relationships with key community organizations. (2) • Build communication about programs through trusted partners. (1)
3	Incarcerated Individuals	• Establish a pre-release digital literacy program to inform the community. (15) • Develop digital literacy programs for incarcerated individuals. (1) • Increase access to current technology for incarcerated and released individuals to support community re-entry. (1) • Develop a mentor program for formerly-incarcerated individuals. (1) • Establish an advocate program to support digital needs of incarcerated people. • Increase the number of kiosks for digital use in the community. • Evaluate policies for appropriate access, particularly in the 90 days prior to release.
4	Veterans	• Develop and implement a veterans training program connecting younger and older veterans where they gather. (16) • Designate a centralized help service for veterans. (15) • Fund and train organizations to reach veterans with resources, software, and equipment, including for disaster communications. (13) • Establish an advocate program to support digital needs of military veterans. • Provide training programs for veterans. • Find ways to leverage trusted systems to build confidence in technology. • Increase access to affordable devices configured for those with disabilities.
5	Individuals with Disabilities	• Designate a centralized help service for individuals with disabilities. (13) • Utilize artificial intelligence (AI) to assist individuals with disabilities. (9) • Fund and train organizations to reach community members with resources, software, and equipment including disaster communications. (2)
6	Individuals with Language Barriers	• Designate a centralized help service for individuals with language barriers. (12) • Fund devices for use with language translation and interpretation lines. (4) • Ensure that services are field tested to meet in-language needs with those who need the support. (2)
7	Racial or Ethnic Minorities	• Fund cultural brokers to connect racial and ethnic minorities to technology. (13) • Dedicate resources to build trust to ensure adoption of technology. (6) • Invest in promotion of the Affordable Connectivity Program (ACP), public WIFI, and high-speed mobile service.

8	Individuals Who Reside in Rural Areas	● Invest in middle-mile networks and last-mile projects in rural regions. (56) ● Fund mobile vans to enter rural areas with technology tools and training. (11) ● Establish network access everywhere, regardless of population density. (11) ● Invest in and advocate for open access municipally-owned networks to foster competition. (10) ● Leverage access at anchor locations to reach into communities. (7) ● Utilize communications and coaching from trusted sources that do not require digital access. (6) ● Promote co-location policies (for construction of broadband infrastructure). (4)
9	Women	● Provide access to rural institutions, shelters, and housing. (5) ● Utilize communications and coaching from trusted sources that do not require digital access. (4) ● Build intuitive technology and interfaces to reach women. (4) ● Provide training and workshops that are online and in-person to support the use of technology. (2)
10	LGBTQI+	● Utilize communications and coaching from trusted sources that do not require digital access. (7) ● Build intuitive technology and interfaces to reach LBGTQI+ individuals. (4) ● Provide culturally-sensitive programing to reach LGBTQI+ individuals. (3) ● Invite the community to join conversations in a safe environment to learn about programs or access to devices. (2) ● Provide workshops and training both in-person and online.
Outcome Areas		**Recommended Strategies**
1	Education	● Use existing programs to deliver information on ACP to populations that have illiteracy challenges and who are economically-disadvantaged. (18) ● Place internet access hubs in public locations while awaiting last-mile projects. (6) ● Develop videos to support digital literacy. (2)
2	Healthcare	● Build resilient infrastructure and redundant back-up systems. (9) ● Establish a provider-to-patient or insurer-to-patient coaching on digital access for health records. (8) ● Educate users about online privacy settings. (7) ● Streamline online applications for healthcare insurance coverage. (7) ● Ensure deployment of consistent bandwidth networks. (5) ● Increase access to appropriate technology and devices. (5) ● Fund the cost of devices with realistic data plans. (2)
3	Digital Literacy and Inclusion	● Utilize communication and coaching from trusted sources that do not require digital access. (12) ● Use existing programs to deliver information on ACP to populations that have literacy challenges and who are economically-disadvantaged. (10) ● Build training capacity to teach residents about how to avoid scams. (3) ● Promote digital literacy programs and provide transportation to training. (3) ● Encourage communities to attend digital literacy events. (2) ● Empower individuals to be Digital Navigators for their community. (2) ● Offer training that demonstrates the benefits of being connected. (1) ● Leverage trusted sources and locations to support digital literacy trainings. (1) ● Support transportation programs to access points. (1) ● Develop videos to support digital literacy. ● Establish multiple forms of communications for all digital learning programs and for those with disabilities. ● Coordinate local business resource centers, job assistance centers, workforce development centers, and family digital literacy programs.
4	Workforce and Economic Development	● Build broadband infrastructure with reliable connectivity with sufficient bandwidth, to support workforce preparation and economic development. (18) ● Develop a local and regional broadband workforce through apprenticeship programs and partnerships. (15) ● Build broadband training programs as encouragement for returning youth. (6) ● Deploy reliable infrastructure. (5) ● Improve access to remote options for job applications.

5	Essential Services Accessibility, and Civic Engagement	● Develop a service that is consistent across the state to help individuals engage with essential services. (9) ● Dedicate a resilient broadband line to anchor institutions. (8) ● Engage local public agencies and educate organizations about the California Multiple Access Schedule (CMAS) to obtain statewide rural broadband connectivity and managed services. (4) ● Provide welcome packets to new homeowners that include information about broadband and digital literacy services. (2) ● Fund infrastructure efficiently to support the community. (1)
6	Tribal Collaboration	● Engage with Tribal Leaders on what is needed to meet the needs of Tribal Lands and Tribal Organizations. (15) ● Assist Tribal Organizations IT staff with how to build a network via a "shadowing program" or a Tribal Broadband Bootcamp. (2) ● Personalize and customize outreach to Tribal Leaders and Tribal Organizations through trusted sources. (2) ● Provide technology skills training to build trust within communities. (1) ● Maintain and respect Tribal sovereignty. ● Invite and nurture Tribal Leadership buy-in in promoting Digital Inclusion and achieving Digital Equity. ● Acknowledge there is a lack of trust by Tribal Organizations of the non-Tribal community and other governments.

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