Broadband For All, Digital Equity, and BEAD Regional Planning Workshops
Summary of Recommended Strategies
Thursday, April 27, 2023
Northeastern-Upstate Workshop in Chico, Butte County
Chico Masonic Center

	Covered Populations	Recommended Strategies
1	Covered Households (150% FPL)	• Establish strong outreach programs with trusted community organizations (such as schools, fire department, businesses, health facilities, and libraries). (5) • Coach low-income households on ACP, Lifeline, and other affordable offers. (5) • Engage and leverage "books-on-wheels" to reach low-income households. (4) • Support County Supervisors to fund libraries. (4) • Develop and implement media campaigns to reach low-income households with community media (such as school newsletters and social media). (1) • Work with and through community institutions where people reside and access services, such as schools, libraries, and other public services.
2	Aging Individuals	• Pitch the value of connectivity to seniors with trusted messengers, such as through other family members, and recognize cellphones as a gateway. (8) • Establish mobile access to train workers to reach older residents. (8) • Secure devices for use at healthcare facilities (if none exist at home). (5) • Establish one-to-one coaching at schools, libraries, and clinics. (4) • Encourage a State version of ACP and promote it to aging individuals. (4) • Build on the assets and resources that are already exist to reach aging individuals. • Enhance the ability of telehealth services to fund outreach, devices, and training.
3	Incarcerated Individuals	• Train educators to provide internet land digital literacy services in facilities. (1) • Integrate digital literacy as an important aspect in reentry programs. (5) • Connect and build upon re-existing programs and provide internet services. (2) • Secure reliable internet service at community facilities to ensure re-entry into the community. (3)
4	Veterans	• Coordinate information about digital literacy services, ACP, and other services through trusted messengers (such as libraries and veterans services). (4) • Develop programs that facilitate communication between older and younger veterans to mentor older veterans on technology and digital literacy. (3) • Take services to veterans through outreach to existing programs and facilities. • Embed information for training at Veterans Halls and other facilities. (3) • Restart programs such as "re-bound" for veterans. (3) • Provide free classes for veterans (such as Butte College Promise Program). (2) • Provide targeted training for returning veterans who need digital literacy skills to start businesses. (2) • Partner with Social Services Departments and Offices of Veterans Affairs in each County to reach veterans about ACP and provide digital literacy training. (1) • Engage faith-based communities to help reach and provide services for veterans.
5	Individuals with Disabilities	• Fund library staff to be trained to provide services to community members and individuals with disabilities. (12) • Deploy mobile library unit for in-home workers to assist connecting individuals with disabilities to internet services. (5) • Foster opportunities to access assistive technology with all internet and digital literacy services (including alternative text and speech). (2) • Fund specialized equipment and software to individuals with disabilities. (3) • Connect community clinics and other anchor institutions that support individuals with disabilities to improve health outcomes. (1)
6	Individuals with Language Barriers	• Acknowledge fear of government and establish relationships with trusted messengers and familiar platforms (such as texting and QR codes). (11) • Expand school-based programs to reach individuals with language barriers in all languages (such as "Edu-net" at County Office of Education). (4)

7	Racial or Ethnic Minorities	• Encourage outreach through established channels in local communities. (9) • Familiarize program implementers with trusted organizations that serve specific racial and ethnic minority groups. (3) • Encourage and educate youth to serve as trusted messengers and interpreters for families in delivering public services. (3) • Translate all materials for the target populations. (2)
8	Individuals Who Reside in Rural Areas	• Harden infrastructure underground to ensure greater public safety. (16) • Encourage redundant technology, including micro-grids capacity, to respond to public power safety shut-offs. (12) • Promote new infrastructure and deployment, including considering wireless technology networks in rural Counties. (11) • Leverage mobile and place-based support through trusted community partners (such as libraries, community anchor institutions, and "Passages" at CSUC). (10) • Address affordability objections by educating eligible households about ACP. (8) • Encourage diversification of rural power to support internet infrastructure. (5) • Encourage proactive collaboration between power companies and ISPs to extend infrastructure further into communities. (1) • Overcome trust issues by building relationships with known local community organizations. (1)
9	Women	• Increase public access points for women to use the internet in healthcare facilities and schools. (8) • Provide information on affordable services through social programs, public agency newsletters, and other community facilities. (4)
10	LGBTQI+	• Establish safe havens for internet access points (such as at schools and libraries) for connections to friends, mental health services, and other supports. (11)
Outcome Areas		**Recommended Strategies**
1	Education	• Implement internet service on school buses where infrastructure doesn't exist. (6) • Recruit and support credentialed librarians in schools. (4) • Promote digital safety to prevent financial abuse of elders. (3) • Recognize education is need by more residents than youth and understand that aging groups need digital literacy training. (1) • Incorporate technology education and digital literacy training into adult education, community recreation programs, parenting programs, and regional educational programs. (1) • Utilize existing program delivery systems to provide digital resources.
2	Healthcare	• Build out reliable infrastructure to anchor institutions (including rural hospitals). (9) • Support development of in-house IT services in healthcare facilities. (5) • Establish mobile clinics in every County to provide telehealth services for rural communities. (3) • Develop redundant back-up internet systems for healthcare providers. (2) • Provide hotspots 24/7 during emergencies to support and sustain services. (1)
3	Digital Literacy and Inclusion	• Increase responsibility and compensation of in-home caregivers (especially for seniors) to include digital literacy and inclusion. (5) • Unleash trained workforce to include one to one and cultural competence. (3) • Remove barriers to ensure digital literacy and inclusion. (2) • Establish train-the-trainer programs in collaboration with higher education. (1) • Attract and retain talented IT staff with sufficient funding. (1)
4	Workforce and Economic Development	• Integrate apprentice training and certification programs in community colleges for the BEAD program construction of infrastructure. (4) • Partner with cloud-based entities and new technologies to train local residents, such as in national forests to clear trees using autonomous vehicles. (3) • Imbed technology training in schools to facilitate workforce development. (2) • Collaborate with banks, chambers of commerce, rotary clubs, and other business organizations to provide technology training to business and employees. (2) • Invest in rural networks in underserved communities to ensure reliability. (1) • Incentivize employers to use technology to save funds. • Promote internet enterprise opportunities with other utility programs for businesses.

5	Essential Services Accessibility, and Civic Engagement	• Encourage single point of entry on websites to streamline user access. (4) • Provide experienced grant writers to assist local jurisdictions. (4) • Train public employers broadly on internet and cloud solutions. (2) • Develop an outreach program about where to find emergency information on internet public access facilities. (2) • Encourage trusted partners to identify pain points for emergency responses. (2)
6	Tribal Collaboration	• Familiarize Local Governments and other community leaders with local Tribes (federally-recognized and non-federally recognized) and establish working relationships. (4) • Engage elders in Tribes to establish trusted communications. (2) • Identify barriers for Tribal members to services in the Counties and incorporate services, such as health and dental care, with public health outreach workers. (1) • Identify the most appropriate Tribal Leaders and initiate conversations on what the Tribes need (government-to- government conversations). (2)

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