Covered Populations		Recommended Strategies
1	Covered Households (150% FPL)	● Lead an initiative to provide technical support at no cost to sustain free devices and reduce the need for a new device every other year. (19) ● Provide funding for plans and devices. (18) ● Develop capacity to train and deploy Digital Navigators. (18) ● Support plans for in-person outreach. (6) ● Encourage meeting Covered Households where they are to provide access to digital service, training, and support. (4)
2	Aging Individuals	● Partner with existing services and organizations to fund Digital Navigators to provide consistent and practical support and training. (27) ● Encourage technology design for devices based on the needs of age groups, including the elderly and first-time users. (11) ● Establish a program to incorporate Digital Navigators into community-based organizations (CBOs) that already serve the aging population to provide information on affordable offers, training, and ongoing support. (9) ● Provide private spaces for telehealth applications at senior housing and community centers. (5)
3	Incarcerated Individuals	● Provide training and tutorials including digital skills training with updated software and technology readily available to the incarcerated, especially those nearing parole and include additional training upon release. (40) ● Invest in digital literacy training within re-entry programs pre and post release. (15) ● Support programs with the California Department of Corrections and Rehabilitation (CDCR) to bring employers into prisons to educate incarcerated individuals on the importance of digital skills for employment. (6) ● Develop a state-level implementation program that supports local CBOs in delivering digital training and education with dignity, including privacy. (3)
4	Veterans	● Provide affordable and free access to broadband for participation in programs required for veterans. (11) ● Allocate some of the military marketing budget to provide digital literacy training for veterans. (8) ● Support Digital Navigators to provide personalized assistance for veterans. (6) ● Fund local CBOs that currently provide services to veterans to deliver digital inclusion services. (5) ● Incorporate digital literacy education and information about affordable offers into existing programs, including Veterans Administration healthcare facilities. (5)
5	Individuals with Disabilities	● Ensure that all resources available for people with disabilities are packaged together to provide quick and easy access to services, including private-sector and State resources. (15) ● Partner with local disability organizations and public agencies to provide free and discounted devices, including outreach, tailored for people with disabilities. (7) ● Solicit feedback from all including those who may not be fully knowledgeable about new technology to better understand what assistance is needed. (10) ● Identify and understand the kinds of accommodations needed by disability. (7) ● Achieve action to increase awareness regarding the diversity of accessibility needs including with content creators. (5) ● Provide funding for Digital Navigators at CBOs that already serve people with disabilities. (4) ● Establish and promote partnerships with large companies to secure funding to accomplish key goals and strategies. (3)

6	Individuals with Language Barriers	● Develop strategies to fund, train and elevate Digital Navigators, including school-based programs to train families and friends. (21) ● Collaborate with service providers to advertise affordable offers in-language and in-culture through trusted CBOs. (15) ● Support community outreach via trusted partners, including existing programs and efforts. (12) ● Encourage the use of artificial intelligence (AI) for digital translation services, including for training. (4) ● Provide affordable and accurate translation services. (3) ● Allocate funding for technology to enable audio functions.
7	Racial or Ethnic Minorities	● Support programs to hire ethnically diverse people from the community to build trust and increase knowledge. (25) ● Develop partnerships with trusted organizations. (20) ● Establish youth Digital Navigators programs at high schools for training. (10) ● Encourage culturally-competent outreach. (5) ● Create outreach programs in collaboration with trusted community entities including local television and radio stations and grocery stores. (2) ● Advocate for service providers to advertise affordable plans in-language. (2)
8	Individuals Who Reside in Rural Areas	● Support and fund more incentives for service providers to develop rural areas, including leveraging federal and State funding for immediate interim solutions with expedited grant opportunities for rural areas. (29) ● Prioritize the construction of resilient networks to ensure communications access in emergencies. (18) ● Provide access and education specific to the geography and language needs of the area. (12) ● Foster awareness of the needs of underserved rural areas, including geography challenges which can require increased time and funding for deployment. (8) ● Educate the community on which providers offer service in rural areas. (6) ● Partner with governmental agencies, such as the Department of Education, to encourage completion of last-mile projects to support students and education, including collaboration with local trusted leaders. (3)
9	Women	● Support learning spaces that are geared toward women, especially those not in the workforce, to learn important skills. (20) ● Develop a program to better promote opportunities in technology fields for high schools, community colleges, and universities—not just to science, technology, engineering, and math majors (STEM), but to all majors. (14) ● Support funding for workforce training and upskill programs for women. (8) ● Collaborate with existing non-profits to support programs that serve women, including Women, Infants, and Children (WIC), WEAVE, and La Familia. (6) ● Advocate for increased affordable broadband programs. (5) ● Ensure broadband connections are secure and anonymous for women at risk. (5) ● Fund organizations that support women and those who identify as women.
10	LGBTQI+	● Lead an initiative to invest in teaching spaces that are inclusive of LGBTQI+ individuals to create a welcoming and safe environment. (10) ● Fund organizations working with LGBTQI+ to provide digital skills training. (9) ● Partner with America's Job Center of California (AJCC) to prioritize LGBTQI+ for employment, free technology training, and access to computers. (3) ● Work with agencies to ensure government forms and applications are gender-inclusive and inclusive of LGBTQI+. (2) ● Promote transparency between government and LGBTQI+ community.
Outcome Areas		**Recommended Strategies**
1	Education	● Achieve action to transform schools after hours into community centers so that students can have access to the internet. (9) ● Fund stipends for adult learners for digital literacy training. (8) ● Support programs to create internships and apprenticeships to provide workforce training for digital skills and infrastructure (technology). (4) ● Advocate for policies for standardized digital literacy assessments for students and teachers. (5)

		● Support the creation of private spaces for students for telehealth programs and job interviews. (3) ● Launch an initiative to implement digital literacy training for teachers. (3) ● Provide digital literacy programs for adults, including seniors. (2) ● Propose programs to collect data during school enrollment about broadband access. (2) ● Establish maker space programs in middle schools and high schools.
2	Healthcare	● Promote increased investment in statewide training and education for providers and patients on the value of telehealth. (16) ● Propose increased funding to support a program to provide language support and translation services during appointments. (8) ● Support funding dedicated to data collection pilots in various regions to assist in the development of digital programming. (7) ● Partner with public buildings, including libraries, to provide private health room spaces to access a device and the internet for telehealth appointments. (5) ● Advocate for pay parity for telehealth services, including reimbursements. (4) ● Support training for Digital Navigators in healthcare institutions to help patients onsite before leaving facilities or being discharge from hospitals. (3) ● Foster the development of infrastructure to support locally-relevant and accurate statewide data collection to remove barriers to telehealth including availability, affordability, and access to devices. (2) ● Lead an initiative for healthcare providers to re-invest profits to develop programs to provide clients with connected devices and mobile Digital Navigators. (1) ● Provide education on health and access within adult education spaces.
3	Digital Literacy and Inclusion	● Develop a program providing incentives to businesses to donate used computer hardware to community groups to re-distribute. (8) ● Promote the expansion of technology training in other languages. (7) ● Encourage local outreach for digital literacy training in unconnected communities in ethnic grocery stores, youth programs, healthcare centers, senior centers, and local broadcasters. (6) ● Foster expansion of the California Emerging Technology Fund (CETF)-California State University (CSU) Fresno Call Center model providing Affordable Connectivity Program (ACP) support and digital literacy services. (5) ● Propose a policy to include digital literacy education as a graduation requirement for K-12, community colleges, and trade schools. (5) ● Support programs for adults and children that include outreach after training to provide additional follow up. (2) ● Partner with technology companies to provide funding and mentors for digital literacy training. (2) ● Lead an initiative to utilize video games for digital literacy training. (1)
4	Workforce and Economic Development	● Partner with organizations that can provide training on refurbishment of devices, including system upgrades. (12) ● Develop training for adult learners to become workforce professionals within specific communities, including awareness of cultural differences. (9) ● Encourage employers to provide technology training and re-training for employees. (8) ● Promote the use of apprenticeships at every stage of network development from construction to operations and maintenance, including certification. (8) ● Foster programs for large companies to support local workforce needs, including consulting and contracting. (4) ● Provide opportunities to connect the workforce to professional development and training opportunities. (2) ● Propose a requirement of federal grant funding to include hiring and training members of local Covered Populations. (1) ● Fund a training partnership between industry and labor for broadband infrastructure construction and technical training programs. ● Support STEM and digital information technology training programs in inner city, rural, and Tribal Lands.

5	Essential Services Accessibility, and Civic Engagement	● Achieve action to invest in expanded broadband infrastructure. (10) ● Support programs to provide every person with a reliable device and training. (8) ● Launch an initiative to allow all public meetings to be offered remote or hybrid, including with language support. (4) ● Encourage the development and funding of universal accessibility standards for language, literacy, and disability. (3) ● Support strategies to invest in universal design and improve the ease of use of government websites, forms, and applications. (3) ● Develop culturally-sensitive and targeted marketing materials.
6	Tribal Collaboration	● Initiate dialog with the Tribes respectfully through established State channels; it cannot be about Tribal Leaders without them. (17) ● Support and fund existing programs and structures to deliver resources and amplify impact for Tribal communities. (5) ● Develop relationships utilizing trusted messengers to identify the unique needs and corresponding resource requirements for Tribal organizations.

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