

Broadband For All, Digital Equity, and BEAD Regional Planning Workshops
Summary of Recommended Strategies
Friday, May 12, 2023
Gold Country Workshop in Grass Valley, Nevada County
Grass Valley Veterans Memorial Hall

Covered Populations		Recommended Strategies
1	Covered Households (150% FPL)	<ul style="list-style-type: none"> • Partner with existing organizations that support low-income populations to enroll and re-enroll Covered Households into assistance programs. (23) • Provide funding for installation and start-up fees, in addition to the monthly subsidy for the Affordable Connectivity Program (ACP). (10) • Construct cell towers to sustain 5G at 50+ Mbps for expanding connectivity into the community. (10) • Encourage faster roll-out of spending for deployment and adoption. (8) • Spread knowledge of ACP via methods familiar to the community—bus ads, billboards, radio, social media (such as TikTok), and library messengers. (7) • Require providers to advertise ACP. (4) • Share mobile devices at community spaces to adapt to the needs of residents. • Build a community-owned network. • Acknowledge that internet subsidy programs require availability of infrastructure. • Fund and build infrastructure to reflect the need for affordable internet subsidy.
2	Aging Individuals	<ul style="list-style-type: none"> • Fund trusted partners to hire staff and recruit volunteers who can help individuals navigate the internet, acquire digital skills, and enroll in internet plans. (16) • Leverage local high school requirements for community service to partner with senior centers to support digital literacy. (13) • Design grants for equipment costs and trainings for the community. (7) • Provide transportation for seniors to community spaces and programs that offer digital literacy support. (7) • Develop an address database and phone bank to offer Internet options. (4) • Establish spaces for digital literacy training in the communities. (1) • Ensure businesses and government offices help with navigating online portals. (1) • Offer interest-based trainings for digital literacy skills and education. • Advertise community-support programs at all State, County, and City locations.
3	Incarcerated Individuals	<ul style="list-style-type: none"> • Establish digital literacy programs prior to release with safe spaces within the institutions for incarcerated individuals to learn skills. (19) • Allow access to internet and equipment as part privileges for inmates. (1) • Foster public-private partnerships to provide support. (1) • Prioritize trainings for job placement, apprentices, housing, and social services prior to release. (2) • Develop peer mentorship programs. • Ensure there are universal internet access policies. • Fund safe and secure interest-based trainings for digital literacy skills. • Engage released community members to train those who are within the system to establish a peer mentor program.
4	Veterans	<ul style="list-style-type: none"> • Work with existing Veteran Affairs Administration programs and veterans groups to survey the needs of the community. (7) • Design and implement peer mentoring with existing veteran groups. (5) • Reach out to homeless veterans to provide access and training. (5) • Leverage partnerships with existing organizations to offer digital services. (2) • Designate a dedicated location for trainings. (1) • Provide digital literacy trainings that are accessible to support job searches. • Utilize existing public services to develop outreach and communication. • Develop and offer interest-based trainings for digital literacy skills.
5	Individuals with Disabilities	<ul style="list-style-type: none"> • Fund community literacy trainings, hardware, and specialized devices. (4) • Establish private telehealth rooms or kiosks for people with disabilities to access healthcare in community facilities. (12)

		<ul style="list-style-type: none"> • Work with trusted partners, local disability groups, and family resource centers. (6) • Employ targeted outreach with communication through care providers and newspapers, with both direct communication and through third parties about programs and benefits. (4) • Educate the community about available supports and services, such as the CPUC deaf and disabled telecommunications program. (2) • Provide back-up power during outages to support medical devices. (2) • Train Digital Navigators to work with diverse populations. (1) • Update devices with accessible software and equipment. • Plan for one-to-one support for those with disabilities.
6	Individuals with Language Barriers	<ul style="list-style-type: none"> • Provide translation devices, in-language resources, funding support for trusted organizations, and technology education. (12) • Utilize mailers, bus signs, local broadcasters, and flyers at community spaces to inform residents about ACP. (7) • Mandate that Internet Service Providers (ISPs) provide bilingual staff. (1) • Increase awareness about existing resources.
7	Racial or Ethnic Minorities	<ul style="list-style-type: none"> • Require broadband infrastructure to be installed in all new and existing affordable housing projects. (19) • Deploy community Digital Navigators who represent minority groups. (9) • Acknowledge that alternative technology solutions for broadband deployment may need to be considered. (8) • Ensure that ISPs offer and advertise ACP. (5) • Survey populations at and through community spaces to discern needs. (2) • Ensure all languages are represented and have access to digital services.
8	Individuals Who Reside in Rural Areas	<ul style="list-style-type: none"> • Build public-owned networks with open access to increase competition and decrease price. (49) • Establish a coherent open access plan led by the County that requires private companies to share infrastructure to extend access and work together to fill the gaps, add fiber to each zone, and have long-term infrastructure plans. (43) • Consider all technology options for delivering broadband. (21) • Require back-up power that is provided during outages. (16) • Encourage local agency partnerships in infrastructure deployment. (11) • Facilitate matching fund loan programs. (8) • Utilize speed test software programs (such as Ookla) to obtain real-time mapping and performance information. (7) • Survey geographic zones for best broadband delivery. (7) • Continue advocacy efforts to secure universal deployment. (5) • Develop targeted outreach by working with organizations to distribute information through mailers and fliers at community businesses, City Council and County Boards of Supervisors public broadcasts, and local newspapers. (2) • Increase public education about the importance of good access. (1) • Leverage disaster funding related to emergency alerts to inform residents.
9	Women	<ul style="list-style-type: none"> • Foster and encourage women-owned ISPs. (19) • Establish third-party advocates for customers during installations. (3) • Provide childcare during digital literacy courses for women. (2) • Engage existing programs to incorporate training and access to services. (1) • Acknowledge that connectivity is not just bandwidth, but also latency. (1) • Make internet access more affordable. • Develop and implement targeted outreach. • Invite women to the table to ensure knowledge of programs and utilize common group discussions. • Improve communications through public outreach utilizing institutional systems, such as the libraries. • Provide broadband education in STEM programs for women. • Utilize student community service requirements during high school to be Digital Ambassadors and Navigators.
10	LGBTQI+	<ul style="list-style-type: none"> • Designate safe and neutral communal spaces for internet access. (7) • Establish third-party advocates for customers during installations. (2)

		<ul style="list-style-type: none"> • Train librarians, schools, and ISPs about inclusive language and behavior. (1) • Ensure gender inclusivity in all public forums and programs. • Utilize existing programs to provide safe spaces and digital literacy programs. • Ensure ISPs process customer needs, such as changing to preferred name. • Educate technicians with cultural and gender-affirming trainings. • Offer options for customers to access safe and comfortable spaces.
Outcome Areas		Recommended Strategies
1	Education	<ul style="list-style-type: none"> • Require all schools to promote ACP to free or reduced-price lunch program households. (10) • Establish peer-to-peer mentorship programs with schools and colleges. (8) • Connect all schools to reliable internet service. (8) • Implement family literacy programs in schools. (6) • Implement digital learning requirements at every K-12 school. (3) • Develop public-private partnerships with companies (such as Mozilla) on hardware and software availability. (4) • Fund hotspot and device loaner programs for parents and adult learners. • Connect all schools to a fiber network. (1) • Fund digital and technical literacy programs at all educational levels, including adult education programs. (1) • Provide school buses with internet access for low-income communities. • Develop a program to provide every student a reliable device. • Require ISPs to participate in strategies to support the community.
2	Healthcare	<ul style="list-style-type: none"> • Accelerate last-mile fiber deployment to support healthcare. (12) • Build more reliable broadband access to enable the use of telehealth. (6) • Reform insurance payment policies and practices to encourage continued telehealth applications in a post-pandemic society. (6) • Unlock statewide access to specialist visits using telehealth technology. (3) • Increase home connectivity to facilitate telehealth and healthcare access. (1) • Design healthcare portals with accessible universal user interfaces. • Offer Digital Navigators for portal support at safe spaces with high-speed internet connections. • Communicate through advocacy groups about available services. • Foster low-bandwidth strategy to deliver services.
3	Digital Literacy and Inclusion	<ul style="list-style-type: none"> • Establish a digital literacy corporation for community outreach and training (including one-to-one training). (26) • Require ISPs to participate and advertise digital literacy programs. (5) • Develop videos to communicate about benefits of the Internet. (1) • Fund schools and libraries to provide digital educational programs. (1) • Utilize public broadcasting to educate and inform residents. • Conduct surveys to discover barriers, fears, and obstacles. • Develop school-based programs to teach coding, commuter repair, and network installation. • Support teachers to deliver classes at recreation centers and senior centers. • Offer staff-facilitated video chatting inside skilled nursing facilities (SNFs).
4	Workforce and Economic Development	<ul style="list-style-type: none"> • Ensure reliable broadband access to open job and training opportunities. (13) • Provide digital literacy training in schools and on-job workforce training. (8) • Include broadband infrastructure in all public works projects. (6) • Offer broadband trainings and certifications at all community colleges. (4) • Fund, build, and train: incorporate workforce development in broadband deployment. (3) • Provide public broadband access points for job search and college applications.
5	Essential Services Accessibility, and Civic Engagement	<ul style="list-style-type: none"> • Fund improved infrastructure reliability to support essential services. (23) • Fund consulting or training technical assistance on web design and platform development with a focus on accessibility and ease. (5) • Provide free digital literacy training for unemployed and disabled individuals. (5) • Identify and share industry standards and best practices for web design and platform layout. (5)

		<ul style="list-style-type: none"> • Ensure all essential services are affordable. (2) • Develop a workforce to help navigate online resources. (1) • Provide transportation to areas and venues with existing internet connectivity.
6	Tribal Collaboration	<ul style="list-style-type: none"> • Contact Tribal Leaders through an ambassador program to determine interests and needs and assess mutual cultural benefits. (12) • Work with Tribal Leaders for community outreach. (2) • Educate and employ local indigenous people as resources. (1) • Work with the California Rural Indian Health Board (CRIHB) and individual Tribes to determine their needs. (1) • Increase training of Native American IT staff. (1) • Fund outreach on ACP benefits on Tribal Lands through trusted organizations. (1) • Partner with external resources for infrastructure buildout.

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