

Broadband For All, Digital Equity, and BEAD Regional Planning Workshops
Summary of Recommended Strategies
Tuesday, May 16, 2023
Inland Empire Workshop in San Bernadino, San Bernadino County
California State University San Bernardino

Covered Populations		Recommended Strategies
1	Covered Households (150% FPL)	<ul style="list-style-type: none"> • Work with schools to reach Title I and McKinney Vento Homeless Assistance Act eligible residents and multi-generational households. (14) • Form a team of local leaders to organize and convene a resource fair to develop trust and share information on programs and to share outcomes. (14) • Incentivize Covered Households to engage in work training opportunities. (7) • Provide grants and compel apartment and multiple-dwelling unit (MDU) owners to install and/or upgrade internet infrastructure for all units. (4) • Assist small Internet Service Providers (ISPs) to participate in the Affordable Connectivity Program (ACP) and to leverage their reach and resources. (3) • Require free internet service for residents in publicly-subsidized housing complexes supported by State or federal funds. (2) • Seek community ISPs. (1) • Host an event for Covered Households and targeted populations. (1) • Establish a lending program for computing devices. (1)
2	Aging Individuals	<ul style="list-style-type: none"> • Establish trust by connecting with community senior centers. (25) • Fund Digital Navigators to provide digital literacy and technology support. (4) • Deploy trusted messengers and community-based organizations (CBOs) to assist seniors with connecting to the internet and using resources (such as Nest). (3) • Fund specific hardware and devices that are appropriate for seniors. (2) • Identify devices that accommodate visual and hearing impairments. (2) • Train "health navigators," such as In-Home Support Services (IHSS) workers, to also be Digital Navigators. • Acknowledge the hesitance that seniors have around sharing information and participating in questionnaires and programs.
3	Incarcerated Individuals	<ul style="list-style-type: none"> • Educate and train incarcerated individuals and those being released to use the internet and computing devices to facilitate re-integration. (11) • Fund training of incarcerated and released individuals through partner agencies with existing relationships. (6) • Develop community trust for re-entry of formerly incarcerated individuals. (6) • Establish a loaning library for devices. (5) • Implement a program to educate incarcerated individuals about digital skills. (5) • Utilize entities such as the Parole and Community Team (PACT) with CBOs to deliver digital literacy training and other resources. (3) • Establish the basic need for all Californians to have minimum technology trainings, which includes cyber security, training to access online education, and healthcare. (1)
4	Veterans	<ul style="list-style-type: none"> • Include broadband access in Veterans Affairs benefits. (12) • Develop funding to equip all Veterans Affairs offices with internet. (10) • Establishing reliable and adapting parameters for internet service and ensure that parameters directed by the State are "future proof." (6) • Establish affordable broadband access for veterans. (5) • Fund CBOs to provide literacy training in home or in a shared space for other services to veterans. (5) • Educate veterans on ACP. (3) • Ensure that high speeds are available as internet infrastructure is deployed. (2) • Connect Local Governments to CBOs that represent the veteran populations to incorporate broadband planning and community outreach. (1)

5	Individuals with Disabilities	<ul style="list-style-type: none"> • Establish partnerships with CBOs who represent disabled populations. (16) • Streamline the process of deploying applications needed on devices for those with disabilities. (9) • Measure, assess, and allocate funds first to disadvantaged communities. (5) • Incorporate disabled populations into community outreach planning. (2) • Identify what the needs are in order to properly assist and support people with disabilities. (1) • Ensure that expert knowledge and input from the community with disabilities is prioritized in developing programs and services. (1) • Partner with subject-matter experts to deliver programs to individuals with disabilities. • Reach out to the community and individuals with disabilities to build trust. • Adapt swiftly to assist those with disabilities. • Normalize asking for help among individuals with disabilities.
6	Individuals with Language Barriers	<ul style="list-style-type: none"> • Advocate to the FCC for a simpler ACP registration process. (11) • Establish a trusted messenger network with bilingual and multilingual resources to establish personalized resources. (9) • Disseminate information in a way that the target community can understand. (7) • Partner with translation and interpretation agencies to provide services. (7) • Provide in-language and in-culture digital literacy training from trusted CBOs. (5) • Eliminate process barriers and extra steps for enrolling in ACP. (3)
7	Racial or Ethnic Minorities	<ul style="list-style-type: none"> • Develop trust within the community among racial and ethnic minority groups. (18) • Utilize trusted community leaders to reach minority communities. (14) • Build capacity within racial and ethnic minority groups to pursue infrastructure projects. (13) • Meet people where they are for digital literacy training and other programs. (12) • Promote partnerships to ensure appropriate translation of services. (5) • Establish a device loaner program with donated devices from corporations and government agencies. (2) • Connect benefit recipients with ISPs that are relatable and trustworthy. (2) • Reach racial and ethnic minorities with appropriate notifications for meetings. (1) • Gauge the audience to gather local input from racial and ethnic minorities.
8	Individuals Who Reside in Rural Areas	<ul style="list-style-type: none"> • Decrypt (simplify) environmental reviews and build infrastructure for essential services, health centers, and libraries. (22) • Promote competition among ISPs. (21) • Build and refurbish community centers for economic development. (20) • Establish fast, resilient, and reliable infrastructure. (4)
9	Women	<ul style="list-style-type: none"> • Incentivize digital literacy workshops for women with workforce opportunities. (10) • Require recipients of broadband infrastructure grants to hire and train women. (7) • Partner with veteran, union, and temporary agencies to recruit more women. (6) • Provide women with more work-from-home opportunities. (5) • Work with OBGYN offices to provide help and internet access opportunities for those experiencing intimate partner violence (IPV). (2) • Facilitate more informational sessions through schools, PTAs, and parent resource centers. (1) • Provide internet access about missing and murdered Indigenous women programs to set-up and connect to Feather Alert System.
10	LGBTQI+	<ul style="list-style-type: none"> • Provide technical assistance grants to LGBTQI+ community to ensure proper outreach to LGBTQI+ individuals. (10) • Establish spaces in safe and comfortable areas to reach LGBTQI+ youth. (7) • Partner with CBOs to promote access for those living in group homes. (5) • Support outreach programs to homeless youth and provide technology services to the LGBTQI+ community. (5)
Outcome Areas		Recommended Strategies
1	Education	<ul style="list-style-type: none"> • Establish a center to educate the community about technology with a “makers’ tech center” utilizing robotics. (18) • Provide flexibility in delivering information about technology to accommodate family schedules. (12)

		<ul style="list-style-type: none"> • Increase technical assistance funding for educational institutions that lack capacity (including planning through implementation). (10) • Develop outreach initiatives for all racial, cultural, and ethnic groups. (6) • Develop tool kits to streamline programs. (4)
2	Healthcare	<ul style="list-style-type: none"> • Promote and expand telehealth services for primary and specialty care in remote and rural areas for differently-abled persons. (19) • Conduct proactive outreach to Medi-Cal patients about ACP and to recipients of other programs (WIC, Pell grants, CalFresh). (4) • Increase capability to renew and apply for Medi-Cal and/or Medicare services to increase health care coverage using telehealth. (3) • Fund CBOs to collaborate with healthcare providers to reach Covered Populations for targeted communities to access the internet for telehealth. (3) • Require health providers to promote ACP. (1) • Fund rural community telehealth centers. (1)
3	Digital Literacy and Inclusion	<ul style="list-style-type: none"> • Fund CBOs to train and educate Covered Populations. (16) • Provide computer classes and workshops to encourage workforce training courses (such as CompTIA and Python). (7) • Increase the number of CBOs to expand new programs. (5) • Partner with private and non-profit organizations to deliver digital literacy. (4) • Support community workshops to gather local community input and to target benefits and resources. (1)
4	Workforce and Economic Development	<ul style="list-style-type: none"> • Embed digital literacy and skills training at all levels of school and fund paid apprenticeship programs to deploy broadband infrastructure. (4) • Develop and fund career technology training programs in higher education. (2) • Promote broadband infrastructure training and certificate programs at higher education institutions and partner with industry. (9)
5	Essential Services Accessibility, and Civic Engagement	<ul style="list-style-type: none"> • Build reliable broadband to enhance delivery of essential services. (14) • Work with CBOs to teach community residents about how to connect to the internet and use technology. (12) • Utilize existing essential service organizations to spread the word about available broadband services. (1)
6	Tribal Collaboration	<ul style="list-style-type: none"> • Strengthen funding for technical assistance to Tribal Organizations, including planning to implementation. (14) • Incorporate Tribal Organizations into Local Government planning efforts for broadband deployment and adoption. (12)

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