Broadband For All, Digital Equity, and BEAD Regional Planning Workshops
Summary of Recommended Strategies
May 20, 2023
Los Angeles Region Workshop in Long Beach, Los Angeles County
Veterans Park, Long Beach

	Covered Populations	Recommended Strategies
1	Covered Households (150% FPL)	• Use existing resources and trusted messengers, such as social workers, to build trust and engagement. (8) • Provide devices at no cost, not just the $100 credit in the Affordable Connectivity Program (ACP). (7) • Incentivize and empower small Internet Service Providers (ISPs) to serve rural and low-income communities. (3) • Partner with mass media, sports teams, and celebrities to reach Covered Households. (2) • Work to minimize costs for low-income families. (1) • Implement a strategic communication plan for low-income families.
2	Aging Individuals	• Offer devices with accessibility auto-enabled. (5) • Support community organizations to ensure that senior community living complexes have internet and digital literacy resources. (5) • Provide practical services, such as low-tech drop-in assistance. (4) • Assist with phone calls other requests for technical assistance. (2) • Present the use of apps to simplify enrollment. (2) • Incorporate questions about internet access and needs in health surveys. (2) • Employ intentional behavior when doing field work. (1) • Align ACP enrollment and support with Meals-on-Wheels and Senior Centers.
3	Incarcerated Individuals	• Provide devices with minimum specifications for videoconferences and chats with parole officers. (8) • Implement digital literacy programs in halfway housing. (3) • Target support for parolees and parole officers. (1) • Pre-load resources for digital literacy training into devices for the incarcerated. • Promote access to software by incentivizing companies to recycle and re-use. • Collaborate with the federal government to serve incarcerated individuals.
4	Veterans	• Provide resources for veterans, such as charging stations and batteries. (12) • Respond to the demand from homeless veterans who need access to technology to request doctors and medications and schedule appointments. (4) • Utilize mass media connection between federal government and Veterans Administration to promote ACP events. (3) • Offer Veterans Administration enrollment support upon satisfactory discharge. (3)
5	Individuals with Disabilities	• Provide text-to-speech and sensory-sensitive device options. (9) • Install accessibility software prominently. (4) • Fund programs that provide digital literacy training and navigation services in spaces where people with disabilities. (3) • Support accessible devices at community centers and libraries. (3) • Subsidize call centers for support with accessible tools in place. (2) • Partner with CBOs who are trusted partners of people with disabilities. (2) • Offer physical therapy and device provider support. (1)
6	Individuals with Language Barriers	• Mandate Internet Providers to have technicians provide in-home services in native language in communities served. (13) • Design empathetic training that's culturally and linguistically sensitive. (9) • Fund community works in centers, parks and libraries who provide technical assistance in native language. (7) • Provide short instructional videos in native language. (5) • Subsidize CBOs to do in-home training. (2) • Create communications campaigns including town halls and mobile clinics. (2)

7	Racial or Ethnic Minorities	• Connect with community partners such as schools, churches and other trusted partners to do this work. (8) • Participate in community events in public spaces with mobile clinics. (6) • Develop and launch communications campaigns, including town halls and mobile clinics. (5) • Seek trusted messengers to collaborate in-culture and in-language. (4) • Provide digital literacy training, such as short videos and written materials, in native languages. (3) • Support and encourage ACP enrollment for racial and ethnic minorities.
8	Individuals Who Reside in Rural Areas	• Invest in infrastructure for rural areas. (7) • Utilize Universal Service Fund (USF) model to support infrastructure investment. (5) • Centralize commercial and residential hubs. (4) • Provide technology alternatives, such as wireless and satellite technologies. (4) • Deployment broadband infrastructure as essential as sewer, water, and electricity.
9	Women	• Provide wrap-around services and support. (7) • Engage with healthcare and education institutions to advance peer-to-peer STEAM programs. (7) • Develop affordable broadband services for women. (4) • Empower and partner with local women's shelters to engage the community about access to affordable internet (ACP). (4) • Outsource strategies to community groups to implement strategies. • Make benefits qualification "blind" to the person.
10	LGBTQI+	• Designate positions of power that represent the LGBTQIA+ community. (10) • Produce equitable programs and provide safe spaces. (4) • Provide childcare at navigation centers. (3) • Utilize mass media (celebrities and influencers) to promote digital literacy. (2)
Outcome Areas		**Recommended Strategies**
1	Education	• Prevent artificial intelligence (AI) threats to learning, such as plagiarism. (4) • Support digital literacy after-school program for kids and families targeted to information security and digital safety. (2) • Provide free computing devices to qualifying students and households with a lower-income threshold. (2) • Improve the match between technology application and curriculum models. (2) • Raise awareness about ACP and other support programs to qualifying families. (1) • Subsidize devices for kids through school at all levels. (1)
2	Healthcare	• Provide digital devices as essential tools for accessing health care, specifically virtual appointments and mental health services. (8) • Support in-home caregivers with training to assist patients who are unable to leave their homes. (4) • Ensure that digital literacy is available for both providers and patients. (2) • Offer adaptable devices for people that need them through healthcare providers and managed healthcare plans.
3	Digital Literacy and Inclusion	• Present train-the-trainer sessions. (10) • Support the allocation of funding for digital devices. (8) • Provide funding and support to culturally and linguistically knowledgeable CBOs to support in-home training. (7) • Offer peer-to-peer learning and support and community service for students, elders and people at community centers. (3) • Develop and catalog diverse learning and instructional approaches. (2) • Accommodate individual learners as well as group experiences through collaborations. (1)
4	Workforce and Economic Development	• Facilitate access to technology tools and literacy training as part of onboarding workers. (7) • Diversify digital skills programs and apprenticeships. (3) • Make access to technology affordable and provide resources and internet connectivity to the workforce. (3) • Provide hands-on digital skills training in-person and offer support through office hours to support workforce development. (2)

5	Essential Services Accessibility, and Civic Engagement	• Remove barriers to funding and resources by streamlining the application and reporting processes. (25) • Ensure that residents have multiple ways to access public services. (6) • Allow for multiple means of participation in government meetings and public forums.
6	Tribal Collaboration	• Support strong government-to-government communications and ensure that federal, State and local governments are providing benefits that the Tribal Community wants. (4)

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