

Broadband For All, Digital Equity, and BEAD Regional Planning Workshops
Summary of Recommended Strategies
May 19, 2023
Los Angeles Region Workshop in Los Angeles, Los Angeles County
Los Angeles Trade Technical College

Covered Populations		Recommended Strategies
1	Covered Households (150% FPL)	<ul style="list-style-type: none"> • Recognize broadband is essential infrastructure, like a public utility. (32) • Establish automatic enrollment in affordable internet subsidy programs, such as Affordable Connectivity Program (ACP), based on eligibility. (21) • Invest in data collection by community members to inform the federal and State maps. (13) • Increase outreach and awareness of affordable internet programs. (11) • Reduce regulations to enable coordination of benefits. (6) • Deploy infrastructure and provide affordable fiber services. (6) • Clarify terms of agreement and pricing by ISPs. (4) • Establish awareness campaigns, digital literacy skills training, and digital literacy incentives. (4) • Coordinate benefits among programs. (3) • Provide technical assistance for installation. (3) • Support peer-to-peer help for assistance. • Share relatable success stories.
2	Aging Individuals	<ul style="list-style-type: none"> • Make broadband access free or affordable. (38) • Develop curricula for aging populations that address their needs. (27) • Provide digital literacy education. (17) • Facilitate peer-to-peer help and designate peer navigators in assisted-living communities. (10) • Host events at libraries in-person to overcome fear and mistrust the is associated with services offered over the phone. (8) • Identify digital motivators to overcome trust issues, fear, and hesitation. (6) • Establish trusted spaces with credible messengers. (3) • Promote outreach and intergenerational support for seniors. (1) • Connect with other organizations to share successful approaches and best practices.
3	Incarcerated Individuals	<ul style="list-style-type: none"> • Incorporate digital navigation into post-release services. (25) • Make broadband access free or affordable. (12) • Couple device distribution with digital skills training. (5) • Support trusted and credible messengers. (3) • Develop and implement more accessible engaging trainings and assistance. (2) • Provide access to devices. (2) • Increase education around digital literacy. (1) • Deliver devices for residents.
4	Veterans	<ul style="list-style-type: none"> • Collaborate with the Veterans Administration and other veterans-serving groups to educate the community about resources. (18) • Build access points for veterans outside the home, such as bus stops, public transportation, and parks. (7) • Provide devices and literacy trainings. (4) • Make broadband access free or affordable. (4) • Train and deploy trusted and credible messengers. • Partner with organizations and agencies that serve veterans.
5	Individuals with Disabilities	<ul style="list-style-type: none"> • Follow the principles of universal design. (18) • Fund devices with specialized technology to support individuals. (4) • Follow Web Content Accessibility Guidelines (WCAG) standards. (3) • Employ Digital Navigators with disabilities. (3) • Provide cultural translation to individuals with disabilities. (3)

		<ul style="list-style-type: none"> • Increase accommodation for hard of hearing. (2) • Hire individuals with disabilities. (2) • Broaden the scope of what “counts” as a disability – self-attestation, continuous education on disabilities. (2) • Collaborate with groups that support varying needs of the community. (1) • Partner with schools and community-based organizations (CBOs) to reach and serve individuals with disabilities. (1) • Procure accessible devices.
6	Individuals with Language Barriers	<ul style="list-style-type: none"> • Provide more language access for communities. (10) • Employ community health workers (such as Promotoras) and culture keepers that speak the language. (9) • Increase outreach through community cultural outlets. (9) • Develop infrastructure for intergenerational digital literacy training. (8) • Strengthen laws to protect consumers from fraud. (8) • Collaborate with trusted local organizations and groups. (5) • Use marketing techniques that are familiar and approachable. (4) • Combat mistrust of government and institutions to increase comfortability. (2)
7	Racial or Ethnic Minorities	<ul style="list-style-type: none"> • Develop and fund digital literacy training in multiple languages. (19) • Establish neighborhood-based digital navigation centers. (12) • Fund ACP outreach in-language with trusted messengers and CBO support. (10) • Leverage ethnic media, opinion leaders, champions, and trusted messengers. (9) • Support local community cultural groups to promote digital literacy. (2) • Develop education and awareness programs. • Build trust with communities. • Ensure representation of racial and ethnic minorities in all programming. • Provide sufficient notice for all events and outreach to consider work and family obligations. • Combat mistrust in government institutions and banks.
8	Individuals Who Reside in Rural Areas	<ul style="list-style-type: none"> • Develop and fund networks that are reflective of topography and geography; and acknowledge that there are other technology options besides fiber. (19) • Make tech accessible and adaptive to the community. (13) • Engage ISPs with Local Governments through public-private partnerships. (5) • Fund municipal service providers. (4) • Build wired infrastructure, housing, and buildings. (4) • Overcome digital literary barriers. (2) • Provide online learning for residents in rural areas. (2) • Fund mobile Digital Navigator programs. (2) • Support community awareness programs through CBOs and anchor Institutions. • Provide rural subsidies. • Develop pathways for working with non-federally-recognized Tribes. • Foster trusted community organization and establish coalitions of communities.
9	Women	<ul style="list-style-type: none"> • Provide childcare at digital navigation centers. (13) • Require BEAD program grant recipients to hire and train women. (10) • Advance systemic change to embrace women in the technology field. (7) • Embed digital literacy awareness and training at school events. (4) • Leverage trusted partners. (2) • Engage with the community. (1) • Partner with women’s organizations to establish trusted and targeted outreach. • Deliver targeted outreach to women.
10	LGBTQI+	<ul style="list-style-type: none"> • Engage the LGBTQI+ community to spread awareness. (15) • Build safe spaces and utilize trusted messengers to engage the community. (13) • Combat mistrust and fear of possible discrimination. (7) • Meet people where they are and utilize trusted means of communication. (2) • Provide sufficient notice for outreach about ACP. (2) • Support LGBTQI+ community through trusted organizations. (1) • Provide training for online safety. (1) • Recognize challenges with unhoused and moving populations within the community.

		<ul style="list-style-type: none"> • Involve students and the community in developing strategies and solutions. • Provide private spaces for telehealth. • Ensure opportunities for the community to connect are available. • Establish education to increase awareness.
Outcome Areas		Recommended Strategies
1	Education	<ul style="list-style-type: none"> • Build permanent wireless networks in the most-disconnected communities to provide access to school programs. (26) • Require K-12 schools to promote ACP with the National School Lunch Program (NSLP). (15) • Fund schools to build networks out of their facilities as anchor institutions into communities. (12) • Develop customized outreach and assets (such as a tool kit) for schools to promote ACP and provide digital literacy training. (11) • Maintain the multi-collaborations after this Workshop to increase coordination and systemic changes. • Collect data and implement feedback to students. • Embed connectivity and WiFi access in students' homes.
2	Healthcare	<ul style="list-style-type: none"> • Connect with community health workers to assist as Digital Navigators by providing tools and resources. (23) • Involve payers and providers to be in alignment with telehealth. (6) • Communicate with patients outside of clinics and hospitals to help navigate additional tech services. (5) • Utilize local resources to access senior centers, community facilities, and safe spaces. (4) • Increase access to telehealth. (3) • Build a HIPPA-compliant universal platform for private small practices to use. (3) • Encourage easy access and availability of equipment libraries (2) • Provide transparent policies and information that assure healthcare organizations will remain safe and compliant through technology upgrades. • Train healthcare workers and staff on new technologies.
3	Digital Literacy and Inclusion	<ul style="list-style-type: none"> • Host in-person workshops to assist populations with reliable sources. (22) • Provide an incentive for big companies to refurbish and donate old hardware for community use and reduced environmental impact. (16) • Require digital literacy as part of general education courses. (13) • Fund digital literacy training for teachers. (8) • Encourage companies to explain in plain language what their services mean. (4)
4	Workforce and Economic Development	<ul style="list-style-type: none"> • Offer paid internships and apprenticeships in tech programs that actively support black and brown women in their applications for high-wage digital skills jobs. (33) • Deliver fiber infrastructure to enable economic development. (12) • Promote flexible, tailored digital skills training opportunities. (3) • Develop pathways from through K-12 schools to college with reinforced opportunity and value. (3) • Reduce the lack of cooperation and share taxonomies. (3) • Evaluate the type of device, security and software needed. (3) • Cultivate trusted partners and increase digital literacy for business owners. (2) • Establish Digital Navigator jobs to assist people with technology. (2) • Define technology terms clearly.
5	Essential Services Accessibility, and Civic Engagement	<ul style="list-style-type: none"> • Bundle and streamline benefits applications. (18) • Ensure connectivity is included in a healthcare checklist. (12) • Simplify language on documents and fliers. (8) • Focus on universal design with the user populations. (6) • Collaborate among public agencies and departments. (2) • Leverage anchor institutions to educate, engage, and outreach. (1) • Establish consistent topics and workshops with resourced training. • Simplify access to connectivity (ACP application currently is 9 steps). • Bring young people into the conversation to reinforce ideas, advocacy, and trust. • Consider additional opportunities to integrate ACP into routine services, such as orientation in higher education institutions.

		<ul style="list-style-type: none"> • Build community-focused urban design and public places.
6	Tribal Collaboration	<ul style="list-style-type: none"> • Increase the broadband infrastructure workforce within Tribal Communities through skills training. (16) • Expand programs like Tribal Broadband Bootcamp across the state. (9) • Work with Tribal Leaders to provide culturally-sensitive broadband and digital literacy training. • Recognize nuances among federal and State-recognized Tribes, especially regarding accessibility to benefits and services. (5) • Work with pan-Tribal organizations to ensure that the Los Angeles diverse Tribal and Indigenous Communities are involved and represented. (3) • Partner with Tribal Communities and anchor institutions. (2)

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