

Broadband For All, Digital Equity, and BEAD Regional Planning Workshops
Summary of Recommended Strategies
Wednesday, May 24, 2023
Orange County Workshop in Santa Ana, Orange County
County Administrative South (CAS) Building

Covered Populations		Recommended Strategies
1	Covered Households (150% FPL)	<ul style="list-style-type: none"> • Negotiate bargaining agreements (between unions and employers) to offer workforce development courses on paid time for Covered Households. (9) • Assist with long-term sustainability by helping Covered Households keep up with payments for Internet service. (5) • Simplify training and onboarding process for digital literacy training. (5) • Secure equitable costs for Internet Service Providers (ISPs) or reliable funding. (5) • Provide digital literacy training to complement programs that provide free computing devices. (5) • Offer a variety of technologies (such as fiber, cable, or wireless) to make internet service affordable to low-income areas. (Fiber is preferable for capacity.) (4) • Build trust by sending appropriate representatives to establish rapport with Covered Households and Covered Populations. (3) • Provide mobilehome parks, lower-income communities, and areas with private road access to affordable broadband. (2) • Generate demand by Covered Households for affordable internet service. • Customize messages to target populations (Covered Households). • Offer broadband services appropriate to low-income persons. • Support more computing device lending programs.
2	Aging Individuals	<ul style="list-style-type: none"> • Bring digital literacy training to where seniors live, such as senior community centers and senior housing complexes. (11) • Establish workshops on digital literacy that emphasize broadband access is a right to which everyone is entitled. (7) • Build Infrastructure to ensure internet access for all, including aging individuals. (3) • Provide outreach that is accessible, including mailers, telephone outreach, texting, and in-person "town hall" meetings. (3) • Use appropriate organizations to reach out to target populations. (2) • Simplify training for literacy. (1) • Deliver community outreach that is tailored to aging individuals. (1) • Ensure safety and security protocols to prevent scamming. (1) • Establish a senior technology support helpline (1-800). (1) • Break the stigma of asking for help. • Stimulate demand for broadband by appealing to the desire to connect with family and friends. • Provide culturally- and age-appropriate digital literacy education. • Expand promotion of the Affordable Connectivity Program (ACP). • Collaborate with community-based organizations (CBOs) and agencies serving aging individuals as trusted messengers. • Utilize mass media to reach Covered Populations.
3	Incarcerated Individuals	<ul style="list-style-type: none"> • Develop a coordinated program for training and re-entry in line with the Orange County Juvenile Justice Commission (OCCJCC) and Juvenile Council within the OC 2025 vision process. (15) • Build Infrastructure that serves hard-to-reach populations. (3) • Increase accessibility to affordable internet service. (3) • Provide training and accessibility programs to help recently-incarcerated and released individuals stay on the right path. (3) • Engage incarcerated individuals who excel at digital literacy to develop training programs for inmates while incarcerated. (3) • Provide digital literacy education to prepare for improving quality of life. (2)

4	Veterans	<ul style="list-style-type: none"> • Partner with Veterans of Foreign Wars (VFW), American Legions, and other current veteran networks to develop ongoing training and assistance programs. (9) • Bring internet resources to veterans where many congregate. (6) • Expand promotion of the ACP to veterans through their existing networks. (2) • Collaborate with CBOs and agencies serving veterans as trusted messengers. (1) • Provide training and education targeted to veterans. (1)
5	Individuals with Disabilities	<ul style="list-style-type: none"> • Develop flexible programs for computing devices and software that accommodate accessibility needs. (14) • Leverage California's CalAIM (comprehensive program to strengthen Medi-Cal focused on outcomes for individuals) to facilitate residence modifications to accommodate home infrastructure for broadband access. (5) • Offer software training to ensure assistive technologies are enabled across all websites. (4) • Empower an "Accessibility Navigator" to reach individuals with disabilities. (4) • Use technology, artificial intelligence (AI), and people-led systems to be the "eyes and ears" for those individuals with disabilities. (3) • Partner with subject-matter experts to enhance access for individuals with disabilities. (1)
6	Individuals with Language Barriers	<ul style="list-style-type: none"> • Utilize multiple modes of communication, such as ethnic or community TV and radio stations, to promote ACP. (14) • Fund local Digital Ambassadors and Digital Navigators as trusted local messengers to promote ACP. (9) • Encourage and foster collaboration between multiple agencies, private sector, philanthropy and CBOs to reach individuals with language barriers. (8) • Partner with schools for digital literacy training and foster "word-of-mouth" communications to reach individuals with language barriers. (5) • Conduct broadband adoption for ACP in language. • Utilize digital signage to promote ACP.
7	Racial or Ethnic Minorities	<ul style="list-style-type: none"> • Provide resources where people gather that are relatable and in the languages and cultures with which they identify. (14) • Fund local Digital Ambassadors and Digital Navigators as trusted messengers to promote ACP. (9) • Encourage and foster collaboration between multiple agencies, private sector, philanthropy, and CBOs. (5) • Conduct broadband adoption and ACP promotion in language. (3) • Build trust by partnering with churches and others trusted sources. (2) • Increase access by extending hours of available services. (2) • Simplify processes to subscribe to internet service and sign up for ACP. (2) • Streamline education and awareness efforts. (1) • Utilize digital signage to promote ACP. (1)
8	Individuals Who Reside in Rural Areas	<ul style="list-style-type: none"> • Increase access in community centers with mobile hotspots. (6) • Add "boots on the ground" to reach individuals who reside in rural areas. (3) • Provide mobile services to reach rural communities. (1)
9	Women	<ul style="list-style-type: none"> • Establish partnerships between School Districts, County Offices of Education, and Local Governments to provide digital resources for women. (7) • Develop a digital literacy program for women. (7) • Increase access for women in schools and community centers. (5) • Extend hours for services that support women. (4) • Built Trust to reach women. (2) • Customize education and awareness programs to reach women. (2) • Encourage more STEM education for girls and young women. (1) • Increase education and awareness. • Support a digital literacy program with childcare for single moms.
10	LGBTQI+	<ul style="list-style-type: none"> • Establish safe and private spaces for telehealth that are easily accessible for the LGBTQI+ community. (11) • Adopt policies that promote inclusivity and eligibility for LGBTQI+ in workforce preparation and development. (6)

Outcome Areas		Recommended Strategies
1	Education	<ul style="list-style-type: none"> • Expand budget capacity to ensure ongoing education opportunities that do not require loss of work or pay. (10) • Provide financial incentives for participation in additional digital education. (7) • Identify a baseline of resources and curricula for equity across all education. (6) • Teach mechanical literacy as well as digital literacy. (4) • Provide resources in all applicable languages and options for in-person and online virtual events. (4) • Provide regular standardized skills assessments to ensure that all rise. (3) • Understand that weak broadband can lead to disparities in class. (3) • Provide free and low-cost childcare for participants in education programs. (1) • Initiate an awareness and education campaign to reach the most participants. • Enforce safety and security trainings.
2	Healthcare	<ul style="list-style-type: none"> • Provide training for both providers and patients. (10) • Simplify processes for participating in telehealth. (6) • Adopt technology standards across the industry. (4) • Focus technology development on free and subsidized community clinics. (4) • Build trust and establish in-person educations and outreach. (3) • Establish community workshops on telehealth. (2) • Designate secure private spaces in community areas for residents. (2) • Deliver instructions and information in languages for the community. • Develop a process to ensure patient record safety. (1) • Ensure security of healthcare and insurance applications.
3	Digital Literacy and Inclusion	<ul style="list-style-type: none"> • Establish a flexible grant programs to develop digital literacy programs. (10) • Demonstrate the purpose and need for digital skills and upskilling. (6) • Deliver messages from trusted sources. (4) • Provide free and low-cost access to devices and hotspots to participate in digital literacy training programs. (4) • Increase inclusive delivery mediums for events, focus groups, and surveys. (3) • Make broadband accessible. (2) • Develop digital literacy programs based on desire and need. • Ensure digital literacy materials are appropriate in-culture and in-language. • Encourage opportunities for digital literacy training.
4	Workforce and Economic Development	<ul style="list-style-type: none"> • Build infrastructure while offering training for job seekers and businesses. (17) • Encourage private and public partnerships with community colleges to foster broadband infrastructure and technology. (12) • Invest in Healthcare Navigators or Promotoras. (6) • Use BEAD funds to build local workforce and bring more awareness at job centers.
5	Essential Services Accessibility, and Civic Engagement	<ul style="list-style-type: none"> • Develop a multi-lingual educational program for civic-engagement and resources for voting. (13) • Teach voters how to access valid information using trusted voices. (7) • Improve user interfaces and capabilities. (5) • Design outreach to encourage culturally-relevant services. (4) • Make broadband an essential service, similar to a public utility. (3) • Provide training for residents on cyber scams. (1) • Acknowledge access to the internet is access to the community. (1) • Provide education in advance on wildfire resources, 2-1-1 services, and fire and evacuation routes and procedures. • Make broadband accessible and affordable. • Ensure broadband services for civic purposes are cyber-secure.
6	Tribal Collaboration	<ul style="list-style-type: none"> • Include Tribal Leaders and Lands to identify Tribal needs and make decisions. (13) • Develop culturally-sensitive digital literacy training in consultation with Tribal educational groups. (7) • Collaborate with Tribal Leaders to encourage deployment of infrastructure on Tribal Lands that is comparable to urban networks. (2) • Launch a campaign to explain broadband benefits for residents on Tribal Lands.

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