

Broadband For All, Digital Equity, and BEAD Regional Planning Workshops
Summary of Recommended Strategies
Wednesday, May 3, 2023
Redwood Coast Workshop in Eureka, Humboldt County
Jefferson Community Center

Covered Populations		Recommended Strategies
1	Covered Households (150% FPL)	<ul style="list-style-type: none"> • Invest in municipal and community-owned and operated networks that have proven to be more robust, resilient, and affordable than absentee-owned legacy networks. (22) • Provide access to affordable computing devices as rentals or with subsidies. (16) • Establish a tiered system for subsidies of affordable internet service. (15) • Form a single office for fraud and complaints for any government program. (8) • Use local and state metrics for poverty instead of federal levels. (8) • Require that all infrastructure built with federal and State funds has an allocation of the infrastructure to the community (for its use and ownership). (7) • Subsidize costs, educate about affordable offers, and conduct outreach. (3)
2	Aging Individuals	<ul style="list-style-type: none"> • Provide free assistance and education to aging individuals, including door-to-door services and engaged outreach. (14) • Leverage existing touch points (ISPs, CalFresh) to provide information to connect individuals to financial support, training, and digital navigator support. (6) • Pair generations to implement mandated programs (harness the power of inter-generational connections). (4)
3	Incarcerated Individuals	<ul style="list-style-type: none"> • Provide digital literacy and technology infrastructure both “in institution” and post incarceration. (22) • Formulate programs with input from incarcerated individuals. (6) • Streamline service delivery. (5)
4	Veterans	<ul style="list-style-type: none"> • Utilize pre-existing programs, ensure support is streamlined, and include families to serve veterans. (16) • Connect veterans' social spaces to the internet to meet them in community gathering places. (10)
5	Individuals with Disabilities	<ul style="list-style-type: none"> • Reach people with disabilities with limited income to explain the affordable Internet options that are available. (7) • Develop and utilize software standards to be accessible for all and establish them as the minimum standards. (6) • Reaffirm the availability of assistive and adaptive technology to reach the community, recognize their diversity, and ensure strategies that target the populations have overlapping (multiple) conditions (mental and physical). (6) • Recognize telehealth as crucial for individuals with disabilities. (5) • Provide internet plan language to reach people with disabilities. (4) • Empower and engage the community, including families, to identify services. (4) • Establish training for advocates who provide services. (3) • Connect disability organizations with other service organizations to communicate information and provide services. (1) • Leverage veterans to assist people with disabilities in need.
6	Individuals with Language Barriers	<ul style="list-style-type: none"> • Utilize multiple outreach channels, including radio and television, in English and other languages for those who most need it. (9) • Develop multi-lingual materials for outreach and ensure all materials have all languages synthesized in a single document. (8) • Provide digital literacy training, internet security training, and digital navigators to individuals with language barriers. (4) • Leverage public service announcements around basic digital literacy trainings and ongoing broadband adoption programs. (2) • Build trust by ensuring program integrity through transparency and a clear code of ethics to ensure accountability. (1) • Translate proactively disseminated information (don't wait for requests).

7	Racial or Ethnic Minorities	<ul style="list-style-type: none"> • Incorporate community participation into human-centered design for network deployment and operation. (9) • Invest in a municipal and community networks that have proven to be more robust, resilient, and affordable than absentee-owned legacy networks. (8) • Leverage trusted resources in the community to militate for closure of the Digital Divide by prioritizing investments where digital redlining has occurred. (7)
8	Individuals Who Reside in Rural Areas	<ul style="list-style-type: none"> • Designate Internet Service Providers (ISPs) as public utility providers. (21) • Design outreach in ways that does not assume or require access to technology or the internet. (13) • Be flexible in the use of technology to provide services to rural areas. (12) • Establish equitable opportunities for the community to have a say in the ISP selected for their region and understand that one size does not fit all. (12) • Require Internet Service Providers (ISPs) who receive state and federal infrastructure grants to provide public benefits, like content creation and digital navigators and funding to support it. (10) • Meet people where they are to obtain input and provide services. (6) • Leverage the assets of existing communities and use of event spaces. (3) • Diversify technology solutions in order to provide resiliency. (2)
9	Women	<ul style="list-style-type: none"> • Provide culturally-appropriate and targeted outreach to marginalized communities around existing opportunities for broadband access. (7) • Hire women to work in the digital world. (2)
10	LGBTQI+	<ul style="list-style-type: none"> • Regulate hate speech. (21) • Provide culturally-appropriate and targeted outreach to marginalized communities on the use of existing resources for broadband access. (8)
Outcome Areas		Recommended Strategies
1	Education	<ul style="list-style-type: none"> • Develop degrees and certifications for all levels of IT needs (such as infrastructure and networking). (14) • Hold accountable the California Department of Education (CDE) to address the Digital Divide challenge. (12) • Ensure sufficient broadband infrastructure in rural areas. (10) • Provide computing devices at an affordable rate or for free. (6) • Prioritize integration and standardization of digital literacy skills and technology knowledge into school curricula. (4) • Use low-risk incarcerated individuals as IT labor force. (4) • Support students by providing computing devices. (4) • Find ways to subsidize broadband for low-income unconnected students. (3) • Keep the momentum going in schools to close the Digital Divide. (1) • Improve broadband infrastructure to support education. (1) • Disburse funding for after-hours computer labs for K-12 and college students. (1) • Provide digital skills training for educators. (1)
2	Healthcare	<ul style="list-style-type: none"> • Provide private space settings for the public to access telehealth. (14) • Inform patients why and how to use patient portals and telehealth. (7) • Educate patients and consumers to use telehealth (or with the option to use) with digital literacy training specific to selected applications and programs. (4) • Leverage and reform California Teleconnect Fund (CTF) and FCC rural health programs to serve community needs to and through healthcare facilities. (4) • Incorporate data literacy into healthcare worker education (how to read non-verbal cues via telehealth). (2) • Ensure patient privacy via robust cybersecurity on digital platforms. (1) • Recruit healthcare IT talent with expertise to ensure data security and privacy. (1) • Ensure Interoperability of healthcare IT systems.
3	Digital Literacy and Inclusion	<ul style="list-style-type: none"> • Require large corporations to invest more in communities in which they work. (13) • Provide technology education and help desks at public spaces (libraries). (12) • Sponsor programs that teach and inform marginalized groups about available digital resources. (6) • Ensure that human services and digital systems include broad representation. (3) • Establish a universal affordable sliding scale for the costs of digital access. (3) • Partner with ISPs to offer targeted literacy services.

4	Workforce and Economic Development	<ul style="list-style-type: none"> • Hire local workers to benefit communities by improving access to stable jobs. (14) • Require funded partners to invest in knowledge transfer to create a strong and sustainable local workforce. (9) • Invest in developing certificated programs around broadband deployment and network engineering and operation. (4) • Require open networks. (3) • Require that all infrastructure built with federal, or state funds have an allocation for the community in which it is being built. (1) • Ensure diverse and resilient infrastructure options to maintain reliability. (1) • Start career engagement in schools at a young age. (1) • Bolster apprenticeship programs and mentorship opportunities. (1) • Patch holes in the workforce development pipeline.
5	Essential Services Accessibility, and Civic Engagement	<ul style="list-style-type: none"> • Diversify and improve redundant broadband systems that stay online in case of natural disasters in order to ensure public safety. (20) • Explore multi-modality for coverage redundancy during emergencies and to support recovery and resilience. (2) • Sustain funding for essential services. (1)
6	Tribal Collaboration	<ul style="list-style-type: none"> • Respect and understand Tribal sovereignty. (20) • Allocate resources to Tribal Nations following State and federal allocations. (4) • Foster equal and trusting relationships with Tribal Leaders from the beginning of developing an initiative or program. (2) • Enable funding to hire assistance for applying to programs.

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