

**Broadband For All, Digital Equity, and BEAD Regional Planning Workshops**  
**Summary of Recommended Strategies**  
**Friday, April 21, 2023**  
**Southern Border Workshop in San Diego, San Diego County**  
**San Diego Central Library**

<b>Covered Populations</b>		<b>Recommended Strategies</b>
1	Covered Households (150% FPL)	<ul style="list-style-type: none"> <li>• Integrate the fragmented assistance programs. (14)</li> <li>• Expand public access points with longer hours and overnight access. (10)</li> <li>• Remove barriers to entry including credit cards. (8)</li> <li>• Provide devices on a stable basis long-term. (3)</li> <li>• Consider homeless populations in developing plans. (3)</li> <li>• Identify sustainable funding for services past ACP. (2)</li> <li>• Establish comprehensive community access programs. (2)</li> <li>• Create outreach in various languages. (1)</li> <li>• Establish a personal device help desk. (1)</li> </ul>
2	Aging Individuals	<ul style="list-style-type: none"> <li>• Achieve action to establish in-person digital literacy training. (17)</li> <li>• Sponsor intentional design for seniors for devices and training. (14)</li> <li>• Create campaigns to target seniors and use multimedia. (14)</li> <li>• Encourage consumer education and computer credit for ISPs. (7)</li> <li>• Fund youth-led digital navigators. (6)</li> <li>• Support devices that are easy to use with outcome-based training. (5)</li> <li>• Make libraries more accessible. (3)</li> </ul>
3	Incarcerated Individuals	<ul style="list-style-type: none"> <li>• Provide digital navigation tailored to re-entry. (16)</li> <li>• Reward re-entry programs that lead to jobs. (11)</li> <li>• Create pre-release and post release digital kits. (6)</li> <li>• Partner with community colleges on training. (5)</li> <li>• Support more public access to WiFi. (4)</li> <li>• Establish workforce development programs. (4)</li> <li>• Wire the prisons and common areas with internet. (2)</li> </ul>
4	Veterans	<ul style="list-style-type: none"> <li>• Encourage younger veterans to support training for older veterans. (18)</li> <li>• Support outreach before separating. (13)</li> <li>• Partner with existing veterans groups. (7)</li> <li>• Find spaces for inter-generational veterans to come together. (5)</li> <li>• Provide assistive technology for veterans with disabilities. (3)</li> <li>• Fund pre and post digital kits. (2)</li> <li>• Increase awareness of ACP.</li> </ul>
5	Individuals with Disabilities	<ul style="list-style-type: none"> <li>• Partner with caregivers to establish network of consistent assistance. (22)</li> <li>• Allow others to support ACP enrollments on behalf of people with disabilities. (16)</li> <li>• Establish open ended grant programs. (8)</li> <li>• Improve access to libraries and public areas. (7)</li> <li>• Encourage matching with trusted messengers. (3)</li> <li>• Curate online content to be more accessible. (4)</li> <li>• Support strategies to increase ADA compliance overall. (2)</li> </ul>
6	Individuals with Language Barriers	<ul style="list-style-type: none"> <li>• Establish trusted messengers promotoras. (17)</li> <li>• Support sub-grants to organizations with more capacity. (10)</li> <li>• Provide tutoring opportunities in population's language. (10)</li> <li>• Dispatch support to groups with needs. (6)</li> <li>• Create communications based on language dialects. (4)</li> <li>• Promote dual-language services and information. (4)</li> <li>• Establish tele-interpreters for helplines. (2)</li> </ul>
7	Racial or Ethnic Minorities	<ul style="list-style-type: none"> <li>• Develop programs to eliminate mis-information. (39)</li> <li>• Spread awareness of digital red-lining. (6)</li> <li>• Streamline processes for new internet users (ACP). (4)</li> <li>• Distribute more hotspots. (4)</li> </ul>

		<ul style="list-style-type: none"> <li>• Assist with translations for various languages. (4)</li> <li>• Promote collaboration among ISPs. (2)</li> </ul>
8	Individuals Who Reside in Rural Areas	<ul style="list-style-type: none"> <li>• Support incentives for ISPs to invest in rural areas. (23)</li> <li>• Establish universal standards for ISPs. (12)</li> <li>• Provide increased collaboration among stakeholders. (12)</li> <li>• Look at other network options other than fiber. (8)</li> <li>• Provide technical assistance in rural areas. (5)</li> <li>• Leverage community centers to share resources. (4)</li> <li>• Understand dynamics of total communities, including concerns over health risks with technology and misinformation. (4)</li> <li>• Fund more dedicated resources to build rural networks.</li> </ul>
9	Women	<ul style="list-style-type: none"> <li>• Provide childcare and elder care for digital literacy classes. (26)</li> <li>• Fund access to healthcare in safe spaces. (10)</li> <li>• Coordinate opportunities for Medi-Cal and CalFresh parents to receive training on ACP. (8)</li> <li>• Provide STEM opportunities and digital careers. (7)</li> <li>• Support single-parent households to support the whole family. (4)</li> <li>• Promote and integrate services where heads of households are located. (4)</li> <li>• Assist in building a career path for women. (1)</li> <li>• Coordinate better ways to include homeless to come online. (1)</li> <li>• Achieve action to increase awareness of trusted programs that fit family needs.</li> </ul>
10	LGBTQI+	<ul style="list-style-type: none"> <li>• Provide Digital literacy training for youth in staying safe. (14)</li> <li>• Create access to affordable local devices. (10)</li> <li>• Provide private rooms in community centers for online access. (8)</li> <li>• Ensure access in safe spaces. (6)</li> <li>• Promote strategies to remove intimidation and provide security. (5)</li> <li>• Utilize existing CBO networks to reach LGBTQI+ individuals. (1)</li> </ul>
<b>Outcome Areas</b>		<b>Recommended Strategies</b>
1	Education	<ul style="list-style-type: none"> <li>• Provide long-term funding for each diverse population. (14)</li> <li>• Train staff and educators. (14)</li> <li>• Connect to practical education in STEM. (6)</li> <li>• Expand bandwidth for larger families. (5)</li> <li>• Educate school districts on the type of devices they are providing. (4)</li> <li>• Create digital literacy starter kits. (3)</li> <li>• Prepare students with safe uses of technology. (3)</li> <li>• Access to equipment for all family members. (1)</li> <li>• Provide computer training in other languages. (1)</li> <li>• Leverage existing programs.</li> </ul>
2	Healthcare	<ul style="list-style-type: none"> <li>• Provide education for isolated communities about benefits of telehealth. (10)</li> <li>• Establish privacy booths in public spaces. (7)</li> <li>• Increase support for promotoras. (5)</li> <li>• Improve access to HIPPA-related sites and make it easier access, including facial recognition. (4)</li> <li>• Provide education for self-monitoring. (3)</li> <li>• Write FAQs for resistant and reluctant populations. (1)</li> <li>• Share information and market e-rates for rural communities.</li> <li>• Support consideration of cultural relevance in virtual visits.</li> <li>• Lead an initiative to make real-time notifications of appointment updates.</li> </ul>
3	Digital Literacy and Inclusion	<ul style="list-style-type: none"> <li>• Support more funding for digital navigator programs. (14)</li> <li>• Partner with Districts for after-school digital literacy. (8)</li> <li>• Support certification programs for digital proficiency. (6)</li> <li>• Increase access to accessible devices. (3)</li> <li>• Add multimedia approach to strategies. (1)</li> <li>• Partner with district disability offices to understand needs.</li> <li>• Incentivize caregivers in vulnerable communities.</li> <li>• Support education for community centers and churches.</li> </ul>

		<ul style="list-style-type: none"> <li>• Empower peers to teach one another.</li> <li>• Provide more funding for agencies who offer digital literacy.</li> <li>• Create curricula for different levels of language.</li> <li>• Provide resources to schools to provide training.</li> </ul>
4	Workforce and Economic Development	<ul style="list-style-type: none"> <li>• Fund work-based training and interns. (17)</li> <li>• Incentivize employers to develop workforce educational programs. (12)</li> <li>• Support policies to hire locals when infrastructure is built. (9)</li> <li>• Engage communities to identify key strategies and need, including boots on the ground. (5)</li> <li>• Incentivize workforce training for disadvantaged communities. (4)</li> <li>• Provide workforce education for basic skills. (4)</li> <li>• Market online training for vocations needed to build the internet. (4)</li> <li>• Partner with private sector for devices. (3)</li> <li>• Provide bilingual outreach to multi-generational populations. (1)</li> <li>• Establish maker spaces in libraries and development centers.</li> </ul>
5	Essential Services Accessibility, and Civic Engagement	<ul style="list-style-type: none"> <li>• Pair need for digital access with other services they need (such as utilities). (16)</li> <li>• Provide good access to data and evaluation or data. (9)</li> <li>• Use digital literacy platforms to build network before an emergency. (6)</li> <li>• Increase education for introductory training. (6)</li> <li>• Align platforms between different agencies. (5)</li> <li>• Make services easier to navigate. (3)</li> <li>• Involve elected officials in messaging. (3)</li> <li>• Promote more outreach in multiple languages. (2)</li> <li>• Educate department of corrections and organizations, such as the Peace Officers Association of California (PORAC), related to the incarcerated. (2)</li> <li>• Partner with other existing initiatives already addressing needs. (1)</li> <li>• Provide a 1-800 number for digital assistance.</li> </ul>
6	Tribal Collaboration	<ul style="list-style-type: none"> <li>• Listen to Tribal Leaders to build trust and collaboration—work jointly to find solutions. (22)</li> <li>• Understand the value of leadership for tribal engagement (government-to-government respectful relationships). (8)</li> <li>• Engage those not at the table in robust discussions. (7)</li> <li>• Communicate with tribes on Tribal Employment Rights Ordinance (TERO) and business permitting. (4)</li> <li>• Facilitate discussion opportunities to know what tribes need. (3)</li> <li>• Communicate and educate on the benefits of internet effectiveness, such as for telemedicine.</li> <li>• Build relationships built on trust with ongoing consultative processes.</li> <li>• Encourage areas of collaboration based on tribal needs.</li> </ul>

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