Broadband For All, Digital Equity, and BEAD Regional Planning Workshops
Summary of Recommended Strategies
Friday, April 28, 2023
North Bay North Coast Workshop in Santa Rosa, Sonoma County
Santa Rosa Veterans Building

	Covered Populations	Recommended Strategies
1	Covered Households (150% FPL)	• Advocate for ACP rules that allow each household with the same address (as residents in multi-unit complexes or shared housing) to enroll in the program. (22) • Promote ACP to eligible households through trusted messengers in-language and in-culture. (18) • Establish universal qualifiers, such as CALFRESH, MediCAL, and National School Lunch Program, to enroll all unique households at the same address. (17) • Deploy municipal broadband and centralize information. (7) • Establish flexibility for interim infrastructure solutions to connect households who cannot wait for deployment. (6) • Replicate mesh networks for free internet access and service (such as Guerneville and Forestville). (3) • Encourage each ISP to become a certified ACP provider. (2) • Establish a measurement of progress in schools to acquire a device. (2) • Use multi-cultural approaches to reach all low-income households. (1)
2	Aging Individuals	• Establish automatic enrollment through ISPs (based on established qualifiers) instead of requiring each individual household to enroll. (12) • Use senior centers to provide digital literacy training and support (working with peer-to-peer counsellors and programs such as Meals on Wheels). (11) • Use multiple modalities to reach priority populations beyond text messaging. (7) • Provide digital literacy training for using telehealth (an application of particular interest to seniors). (6) • Use multi-cultural approaches to reach all aging individuals. (5) • Improve quality of ISP affordable internet offers (such as Comcast Essentials). (4) • Recognize quality internet as a basic human right. (3)
3	Incarcerated Individuals	• Integrate digital literacy for incarcerated individuals into pre-release programs and establish accessible libraries post-release. (19) • Understand that those in other confined facilities (such as for chronic illnesses and rehabilitation) also require access to services and devices. (7) • Identify agencies serving incarcerated individuals for on-going support. (2) • Connect to incarcerated individuals through existing programs. (1)
4	Veterans	• Use multi-cultural approaches to reach veterans. (12) • Utilize existing program networks serving veterans (veterans organizations, training, County Offices of Veterans Affairs) to provide resource materials. (10) • Establish a proactive mode to provide resources through existing service providers.
5	Individuals with Disabilities	• Use multi-cultural approaches to reach individuals with disabilities. (17) • Recognize diversity of the disabled community (diversity of individuals with disabilities) to provide specialized services for the individual. (10) • Develop internet access to individuals with electromagnetic field (EMF) sensitivities by providing wired infrastructure and education about access. (7) • Provide online audio recordings to assist persons with visual impairments. (4) • Distribute accessible equipment and software through existing services and promote technical assistance and training to service providers. (4) • Update online tools for existing resources and establish standards for public agencies (such as for updating websites). (2)
6	Individuals with Language Barriers	• Partner with trusted organizations to engage populations in their preferred language. (14) • Expand digital inclusion services to agricultural community for farm workers. (11) • Ensure all translated materials are accurate and culturally-sensitive. (10)

		• Provide assistance with troubleshooting, billing, and acquisition of services in multiple languages, including through community media. (5) • Assist schools with multi-lingual services specific to families and guardians to support their children. (5) • Use multi-cultural approaches to reach individuals with language barriers. (3)
7	Racial or Ethnic Minorities	• Identify individuals and families in need of assistance and establish a timeline for providing services (with accountability for results). (16) • Deploy trusted messengers in-language and in-culture to provide curricula materials, services, outreach, and training. (14) • Diversify outreach to all racial and ethnic minorities that is culturally-sensitive (including print, radio, and social media). (5) • Provide services to racial and ethnic minorities by people with expertise in their languages and culture (including hiring people from the community). (5) • Dedicate resources to long-term support. (4) • Promote outreach to community through events to educate and empower. (4)
8	Individuals Who Reside in Rural Areas	• Provide a State CEQA Exemption for last-mile broadband projects. (45) • Generate more funding streams for expanded infrastructure for access, especially network design. (13) • Establish "Dig Once, Dig Smart" policy and practice. (11) • Ensure ISPs build out last mile underground and incorporate redundancy. (10) • Streamline community data collection from all sources. (9) • Collaborate with Regional Agencies to get word out about services (work with schools, libraries, local media markets). (7) • Establish access points for those who are unhoused. (7) • Provide hubs and public access points for internet and devices. (5) • Develop, engineer, and build last-mile projects with 100% grant funds. (5) • Conduct community outreach where people naturally congregate (such as barbershops, beauty salons, grocery stores, laundry-mats, and churches). (2) • Foster trust in Local Government by setting forth, adopting, and achieving community measurable goals. (1) • Expedite internet network deployment. (1)
9	Women	• Provide new phones for service and connectivity at shelters providing service for survivors of domestic and family abuse. (17) • Provide childcare for digital literacy courses and utilize schools to offer training courses during school hours. (4) • Use multi-cultural approaches to reach all women. (4) • Pass the Equal Rights Amendment. (3) • Ensure small business owners (many are women) have connectivity options. (1)
10	LGBTQI+	• Use multi-cultural approaches to reach all LGBTQI+ individuals. (12) • Provide secure and confidential internet access areas at community spaces. (4) • Provide digital access for homeless youth. (4) • Promote community engagement and education to foster a more inclusive environment. (3) • Train ISP staff on soft skills to break down barriers to create safe, inviting spaces for everyone. (2) • Provide telehealth services for mental health and other support for LGBTQ+. (1)
Outcome Areas		**Recommended Strategies**
1	Education	• Improve minimum standards for baseline affordable. (21) • Establish youth digital literacy training for parents and students. (7) • Monitor quality of internet services for students. (7) • Advocate for FCC to provide services to local low-income community through schools and libraries. (5) • Consider Joint Powers Agreement (JPA) for providing hot spots for students. (4) • Establish a mentorship program and train mentors on how to access and use high-speed internet services. (4) • Provide longer satellite services on an interim basis. (3) • Reform federal USF E-Rate to allow access into low-income communities. (1)

2	Healthcare	• Invest in telehealth and work with digital healthcare service providers. (13) • Provide community health workers with the tools for internet access. (8) • Provide access in facilities for patients to utilize technology. (7) • Provide accessible and affordable internet for healthcare workers. (1)
3	Digital Literacy and Inclusion	• Prioritize in-person digital inclusion programs. (14) • Structure affordable internet service process in partnership with ISPs. (12) • Establish a universal center and database that has ethics, safety, principles, and compassion. (8) • Establish clear lines of communication for residents to know about funding opportunities and know when to apply. (5) • Provide education that is truly linguistically and culturally sensitive. (1)
4	Workforce and Economic Development	• Recruit local employees and residents to train and build infrastructure that will benefit them. (16) • Partner with libraries to provide hotspot and internet access to provide professional development and workforce opportunities. (5) • Incentivize employers to survey employees and provide digital literacy training. (3)
5	Essential Services Accessibility, and Civic Engagement	• Build disaster relief, climate resilient, high-capacity state-of-art centers for first responders and the ability to extend into the community. (16) • Use municipal networks to reduce traffic on cellular towers. (7) • Establish a process to regularly update outreach materials for government agencies and non-profit community-based organizations (CBOs). (3) • Hatch digital communication centers for community and businesses (such as through USDA Reconnect Grants). (3) • Develop universal website design standards that are accessible and take into account specific languages and cultural needs. (3) • Encourage service agencies and programs such as Women Infant and Children (WIC) to promote ACP. (2) • Apply for USDA Reconnect Grants by June 20, 2023. (2)
6	Tribal Collaboration	• Hire Native Americans to design and construct the broadband networks. (12) • Provide more funding for digital literacy and adoption for tribal members. (12) • Work with Regional Tribal Chairmen's Associations. (5) • Provide broadband grant funding to all Tribes (Reservations and Rancherias). (3) • Fund more tribal broadband bootcamps. (3) • Support outreach in-language and in-culture. (1)

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