Broadband For All, Digital Equity, and BEAD Regional Planning Workshops
Summary of Recommended Strategies
Friday, May 5, 2023
Silicon Valley Workshop in San Jose, Santa Clara County
Santa Clara Office of Education

	Covered Populations	Recommended Strategies
1	Covered Households (150% FPL)	• Provide direct technical assistance to households about in-home infrastructure, use, and security of technology. (20) • Meet people where they are with language, timing, and availability. (12) • Collaborate with Counties, Cities and School Districts to deploy robust infrastructure in low-income neighborhoods. (11) • Ensure that organizations providing services are trusted messengers. (10) • Award grants for infrastructure deployment to Internet Service Providers (ISPs) to reach unconnected households. (5) • Help foster parents and homes to provide connectivity in their facilities. (5) • Address competing priorities, such as housing and human services, and partner with trusted messengers to establish programs that integrate services. (3) • Ask the community what they need and want to obtain input. (2) • Look at the needs of individual communities and develop action plans.
2	Aging Individuals	• Increase access to digital literacy programs and training in targeted languages for older adults. (23) • Incorporate assistive technology into all Digital Inclusion programs. (17) • Ensure older individuals have access to programs for affordable devices. (13) • Establish peer support programs and resources specific to aging individuals. (9) • Provide accessible access for older individuals on all devices similar to hidden "easy mode" on Android phones and tablets, but tailored for the elderly.
3	Incarcerated Individuals	• Initiate transitioning services to help inmates who are soon to be released using access to broadband services, devices, and digital literacy modeled after military transition models. (29) • Provide a continuum of services in jail, in transition, and after release. (3) • Reform wrap-around services to include Digital Equity resources. (3) • Fund promotora programs and provide the budget to bridge communities. (3)
4	Veterans	• Build a digital literacy program based on veterans' experiences. (14) • Collaborate with trusted veterans programs to build focused programs. (10) • Provide services for veterans in transition and build a digital literacy program based on veterans' experiences. (2) • Provide affordable access to service members for a year after separation to help bridge across time and ensure successful transition. (1)
5	Individuals with Disabilities	• Research ways to implement accessibility software and hardware to include more people with disabilities in the digital space. (16) • Use television and other communications within systems, such as education, with students and parents to provide outreach to disabled persons. (12) • Develop and implement inclusive design priorities such as accessible technology and user-centered programs. (8) • Develop software to increase accessibility for everyone (universal design). (3) • Support people with access to accessible technology as needed. (5)
6	Individuals with Language Barriers	• Advocate for the Local Control Accountability Plan (LCAP) to incorporate digital components and literacy supports for non-traditional partners, incentives, and multimodal engagement. (18) • Develop and disseminate a regional communication and digitalization tool kit in native languages for non-English speaking communities. (16) • Engage social media influencers in native languages as "cultural brokers" to disseminate education about available resources and programs. (10) • Develop and support networks of digital foreign language ambassadors. (6)

		• Regulate broadband coverage and price like a public utility using a racial equity lens and identity inappropriate language access as a racial equity issue. (5) • Provide a place with access to multiple languages to train and educate. (4) • Use artificial intelligence (AI) as the model to develop flexible, concise, and grammatically-accurate translation services (similar to how Norway is using AI technology to develop contextually-accurate words in their native language based on English-origin words). (2) • Require and implement multiple language devices to support and assist individuals with language barriers.
7	Racial or Ethnic Minorities	• Prioritize funding for specific staff positions and trusted community partners to reach people where they are in-language and in-culture and sufficiently fund the effort. (18) • Develop a robust, broad-reaching, and culturally-competent digital information campaign to increase awareness and support ACP. (17) • Engage influencers as "cultural brokers" to create awareness and education about resources and programs. (12) • Regulate broadband coverage and price like a public utility with an equity lens. (11) • Invest in community capacity to support community programs, such as the promotoras model. (8) • Ask racial and ethnic minorities what they want and obtain input. (2)
8	Individuals Who Reside in Rural Areas	• Increase the options for last-mile wireless and satellite infrastructure for insular, isolated, and rural communities. (24) • Construct infrastructure in rural areas. (11) • Regulate broadband coverage and price like a public utility with a racial lens. (6) • Invest in deployment of broadband infrastructure and digital literacy programs through stakeholder partnerships tailored to the unique needs of rural communities. (3) • Ask rural residents what they need and want to obtain input. • Research different transmission-based technologies to provide access to rural communities (such as military transmission systems that have solved the problem).
9	Women	• Provide women-focused digital skill training in subjects such as STEM and workforce development. (26) • Address systematic bias to foster a more inclusive and Digital Equity strategy. (4) • Ensure privacy of digital browsing and information searches. (1) • Increase women representation and leadership in all roles. (1) • Promote gender equality in technology fields and careers. • Decrease time for accessing online services and benefits, especially from government, and make it easier to navigate and find resources. • Collaborate with non-profits and social services to provide low-cost programs.
10	LGBTQI+	• Establish safe spaces to learn about Digital Equity and provide services. (22) • Collaborate with non-profits and social services to provide low-cost programs. (3) • Ask non-profits and social services agencies what they need to obtain input. (2) • Destigmatize and remove financial and bureaucratic obstacles for benefits. • Ensure equal job opportunities.
Outcome Areas		**Recommended Strategies**
1	Education	• Establish digital literacy programs at all schools, especially in school libraries. (45) • Invest in community based organizations and school district collaborations to bring digital equity skill building to parents and families. (15) • Reform and modernize e-rates and create dedicated funding for school technology projects and services. (5) • Build programs to certify capabilities building on labor force by establishing incentives open to the whole community. (2) • Provide funding for training teachers for a continuous learning model. (2)
2	Healthcare	• Develop an accessible digital navigation system to support all families to get access to healthcare systems and telehealth. (25) • Identify healthcare leaders to lead digital transformation in healthcare. (7)

		• Grow the healthcare community as patrols in Digital Equity and ACP. (2) • Fund digital navigators and trusted messengers. (1) • Focus resources on most underfunded communities. • Collaborate with existing government services to people in their communities.
3	Digital Literacy and Inclusion	• Develop and design a system that enables people to sign-up and qualify for multiple programs at once while protecting data and privacy. (24) • Identify, address, and implement culturally and linguistically-competent services, ensuring that partners and teachers have appropriate training and access. (24) • Collaborate with community-based organizations (CBOs) to work traditionally marginalized communities. (9) • Enhance UNESCO standards to include more tactical learning (lab time) and fund CBOs for the enhancement. (2) • Design a system for tribes for digital literacy. (1) • Adjust poverty level in Silicon Valley.
4	Workforce and Economic Development	• Design programs that provide certification to all supporting small businesses, specifically black, indigenous, and other people of color (BIPOC) and women-led small businesses. (26) • Improve connectivity and provide onboarding and mobile web development services via anchor institutions and CBOs. (12) • Update training frequently and make accessible to the shared community.
5	Essential Services Accessibility, and Civic Engagement	• Provide education and opportunities for the community to have a safe space to learn about the importance of civic engagement and being involved in the community to advocate for programs. (25) • Improve connectivity and provide onboarding and mobile web development services via anchor institutions and CBOs. (7) • Fund development of local broadband and Digital Equity plans to enable and encourage coordination between regional agencies to pool resources and streamline processes. (4) • Develop community-centered and essential training. (2) • Ensure broadband infrastructure provides secure access to vote. (2) • Provide appropriate supports, such as childcare and compensation for time, to participate in civic engagement.
6	Tribal Collaboration	• Design and implement education, outreach, and services to collaborate with Tribes to provide digital literacy, broadband independence, and community growth. (19) • Fund establishment and expansion of native-led broadband CBOs. (10) • Identify Tribal Leaders to work across Tribes to work with government agencies. (6) • Implement cultural sensitivity training for digital literacy trainers and navigators. (3) • Allocate additional resources to work with Tribal Leaders. (1) • Facilitate registration of Tribal Members for affordability and adoption services.

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