Digital Equity Ecosystem Mapping (DEEM)

About

The California Department of Technology (CDT) developed the Digital Equity Ecosystem Mapping Tool (DEEM) to further build out the State's existing asset inventory at a **more granular regional and local level** and to **better understand the organizations and entities** providing digital equity services in California. The DEEM Tool has enabled CDT to methodically expand its statewide inventory of digital-equity related entities, programs, services, and funding sources. Most importantly, the DEEM tool identified where resource gaps exist. CDT intends to update the DEEM Tool on an annual basis.

The DEEM tool was disseminated statewide between February and August 2023 and reached over 1,400 organizations across California. CDT promoted the DEEM tool widely through email campaigns with multiple distribution partners, via social media, direct outreach to organizations, and at [State Digital Equity Planning engagement opportunities,](#) including quarterly Statewide Planning Group Meetings, 24 Outcome Area Working Group Meetings, and 17 Regional Planning Workshops. Other partners in CDT's ecosystem further promoted the DEEM tool among their constituents, including the American Association of Retired Persons of California (AARP), Rural County Representatives of California (RCRC), California Workforce Association (CWA), San Diego Association of Governments (SANDAG) and the California State Library (CSL).

The survey was launched as three separate surveys to address the unique needs of three distinct organization types:

1. Public and private organizations (such as non-profits, government, and businesses)
2. Internet service providers
3. Tribal entities

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Key Findings

In total, **over 440 community anchor institutions, 260 government entities and public organizations, 250 private sector organizations, and 35 internet service providers** responded to the survey detailing their programs and services.

As demonstrated above, DEEM respondents represent a broad array of organization and program types within California. **Collectively, these organizations offer 288 programs that range from digital literacy, workforce development, network and device access, senior care, benefits enrollment in ACP and related programs, and more.** Notably, many of these organizations' programs depend on state and federal funding for their operations.

While many respondent organizations offer a wide range of services in the State, there are notable service gaps related to coverage. For instance, most organizations surveyed are concentrated within the southern portion of the State and major population centers. Significantly fewer organizations reported being based out of the northern and rural portions of the State.

Similarly, there are service gaps related to covered populations served by organizations. Over 320 organizations reported servicing at least half of the eight covered populations prioritized by the National Telecommunications and Information Administration (NTIA). However, there is a stark difference between the most and least-served covered populations -- incarcerated individuals have access to only a third of the organizational resources available to ethnic and minority communities (the most served in the State).

The DEEM also asked respondent organizations about barriers that impact their programs and services. **Most organizations reported a lack of funding availability as a major barrier that impacts their ability to conduct and expand programming.** Notably, over 60% of DEEM respondents reported difficulty accessing funding sources. As noted previously, most organizations rely on public funding for their programs and operations. Increased funding opportunities could bolster the impact of existing organizations by allowing them to bring in new staff and expand programming.

If you would like to add or edit any information about your organization on the DEEM Tool, please contact CDT at digitalequity@state.ca.gov.

Learn more about Digital Equity Ecosystem Mapping and The Digital Equity Plan at BroadbandForAll.cdt.ca.gov/state-digital-equity-plan.