

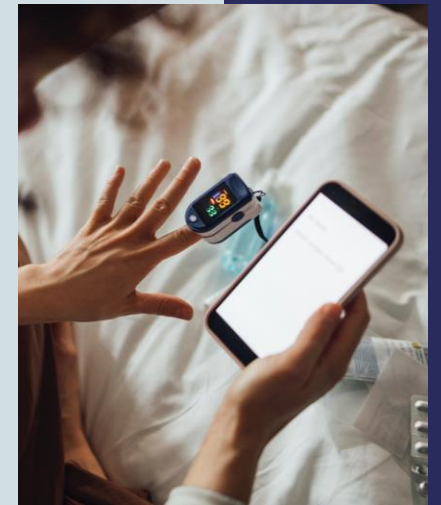
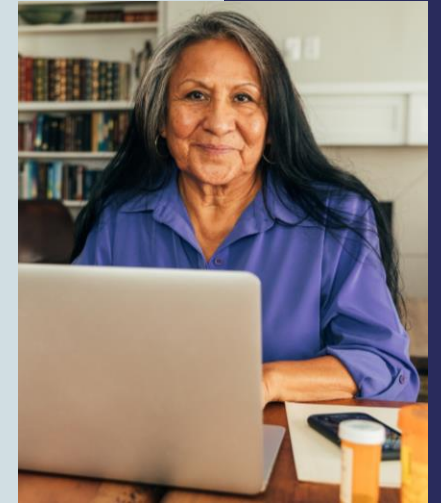
June 15, 2023

Health

Digital Equity Outcome Area
Working Group



**BROADBAND
FOR ALL**



AGENDA



- Welcome
- Summary of Key Takeaways from Prior Meetings
- Opening Panel
- Community Discussion
- Public Surveys
- Digital Equity Ecosystem Mapping (DEEM) Tool
- Next Steps and Close

Education Outcome Area Working Group

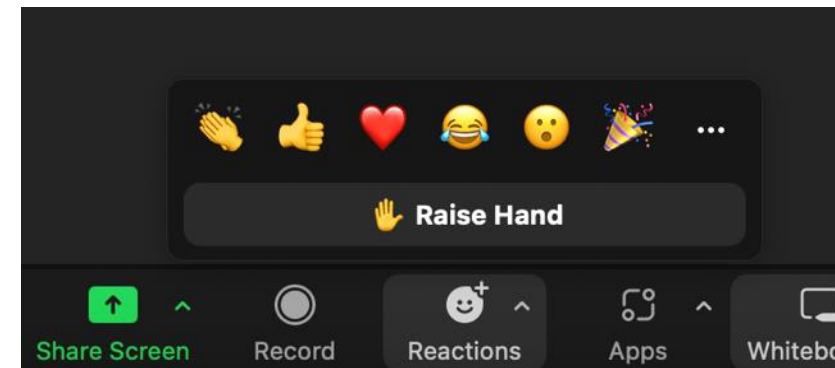
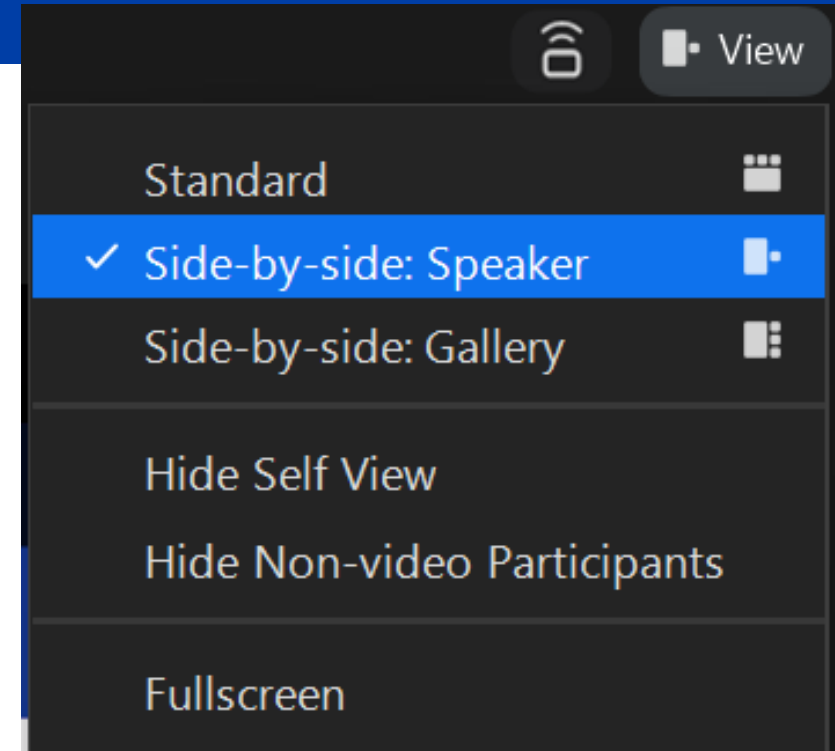
Housekeeping

Select Side-by-Side: Speakers Mode for the best viewing experience and visibility of the ASL interpreter.

Closed Captions English closed captions are available. Choose “CC closed caption” on your toolbar and select "show subtitle".

Chat We invite everyone to introduce themselves in the chat! Share your name, pronouns, organization/title, and where you are joining us from.

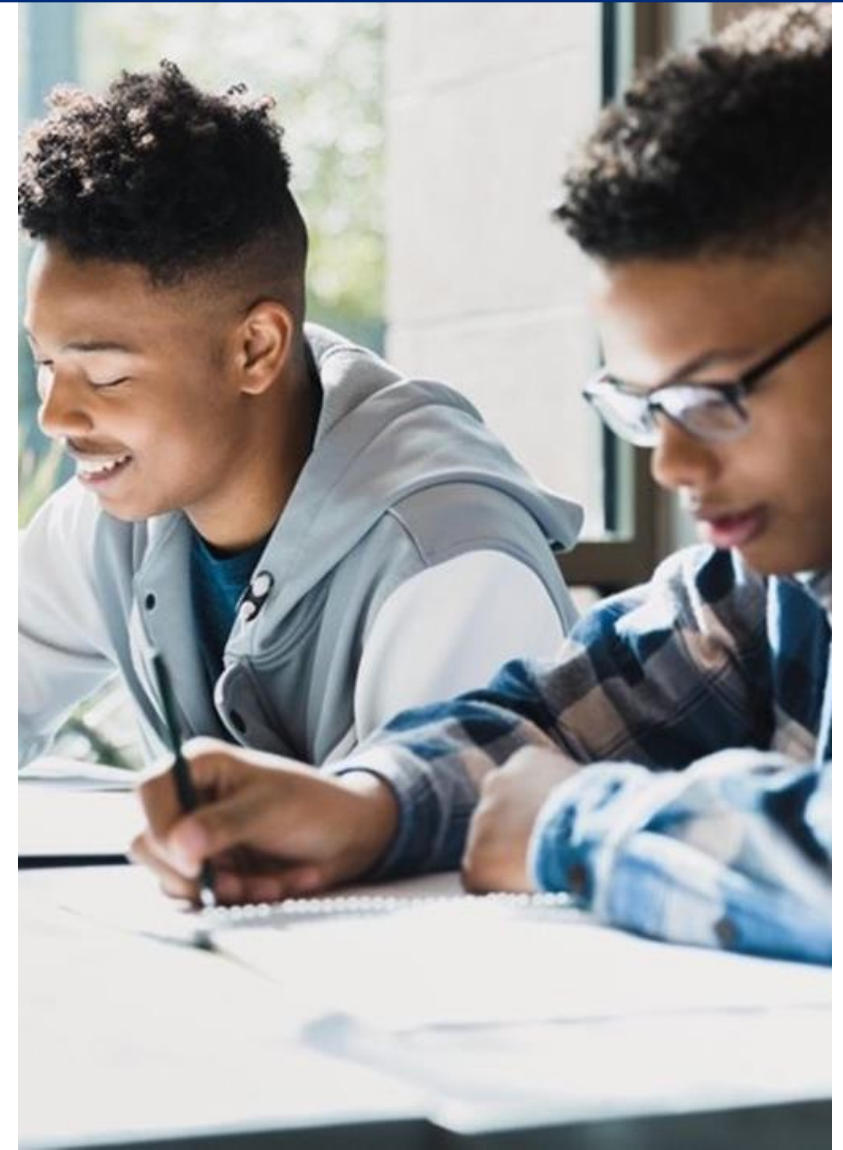
Reactions Raise Hand feature



May Meeting What we learned

Takeaways from discussion:

1. Robust, targeted advertising campaigns are essential to maximizing success of digital equity programs.
2. Internet access increases health information and service accessibility.
3. Devices larger than a phone are necessary for effective virtual healthcare services, suggesting further digital literacy needs.
4. Telehealth offerings allow clinics to retain talented staff more easily, which in turn supports better patient experiences.



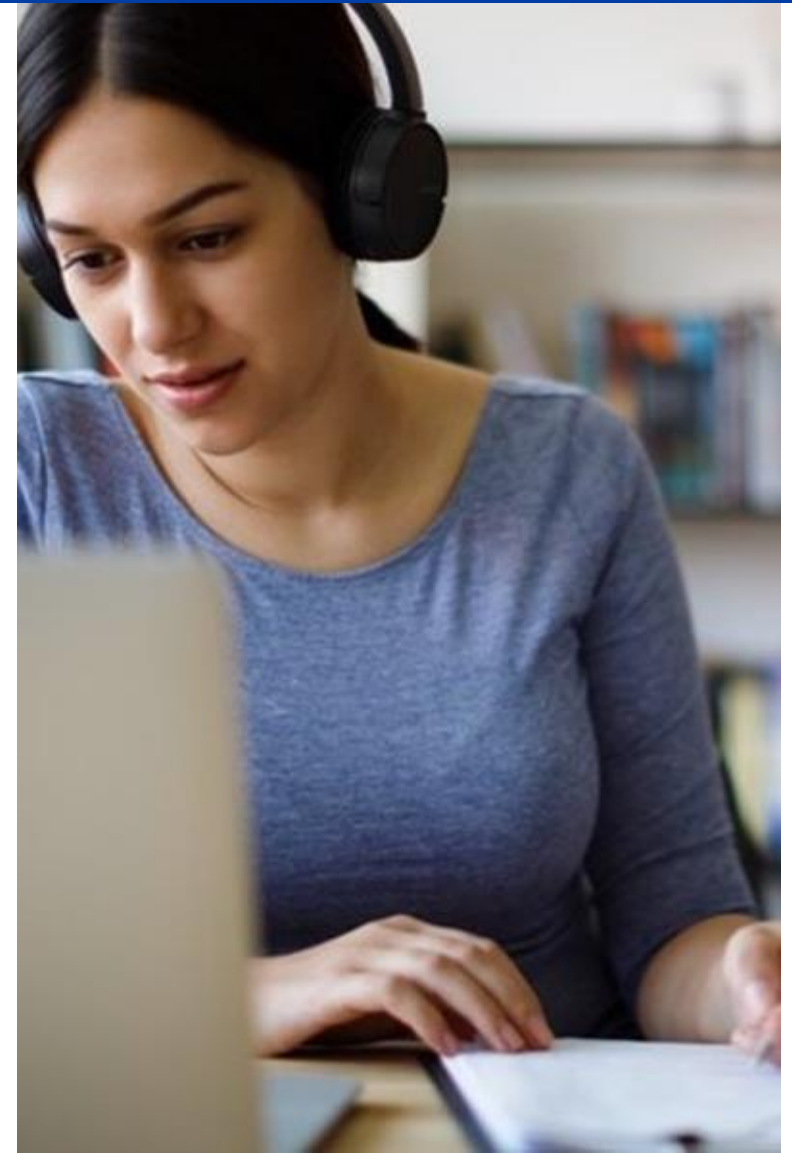
Barriers to Digital Equity

1. Poor connectivity when connecting to telehealth services
2. Limited access to devices sufficient for utilizing telehealth services
3. Insufficient digital literacy among patients to effectively navigate online processes for telehealth (e.g. making appointments or verifying medication)
4. Difficulty accessing online healthcare materials effectively and efficiently



Recommended Strategies

1. Support digital navigators capable of delivering training and digital literacy programs for telehealth services
2. Provide ACP and subsidize connectivity for Medi-Cal subscribers
3. Share information and programs related to digital equity in healthcare among health-focused networks
4. Design educational programming for use of telehealth services.





Kelly Bradfield

Manager, Population Health
**Health Equity & Quality
Transformation Division,
Covered California**

Mar Velez

Director of Policy

Paola Ilescas

Senior Program Manager
**Latino Coalition for a
Healthy California**

Kristy Bird MaKieve

CEO and Founder
Healthy Rural California

Kevin Shimamoto

VP and Advisor to the CIO
Valley Children's Healthcare

Marissa Kraynak Montano

Director of Policy
**Insure the Uninsured Project
(ITUP)**



Community Discussion: Recommended Strategies

Community Discussion

Prompts

1. What strategies would be most effective in the healthcare space? (e.g. Broadband Adoption and ACP enrollment support, Digital Navigation, Technical Assistance and Capacity Building, Digital Literacy Training)
2. Who are the most effective, trusted messengers in this space?
3. What collaborations and partnerships are needed from the community, state, and other organizations for these strategies to be successful?





Digital Equity Survey

Digital Equity Online Survey

- **Mobile-friendly**
- **14 languages**
- **Built-in audio functionality** to accommodate communities with limited English and literacy proficiency

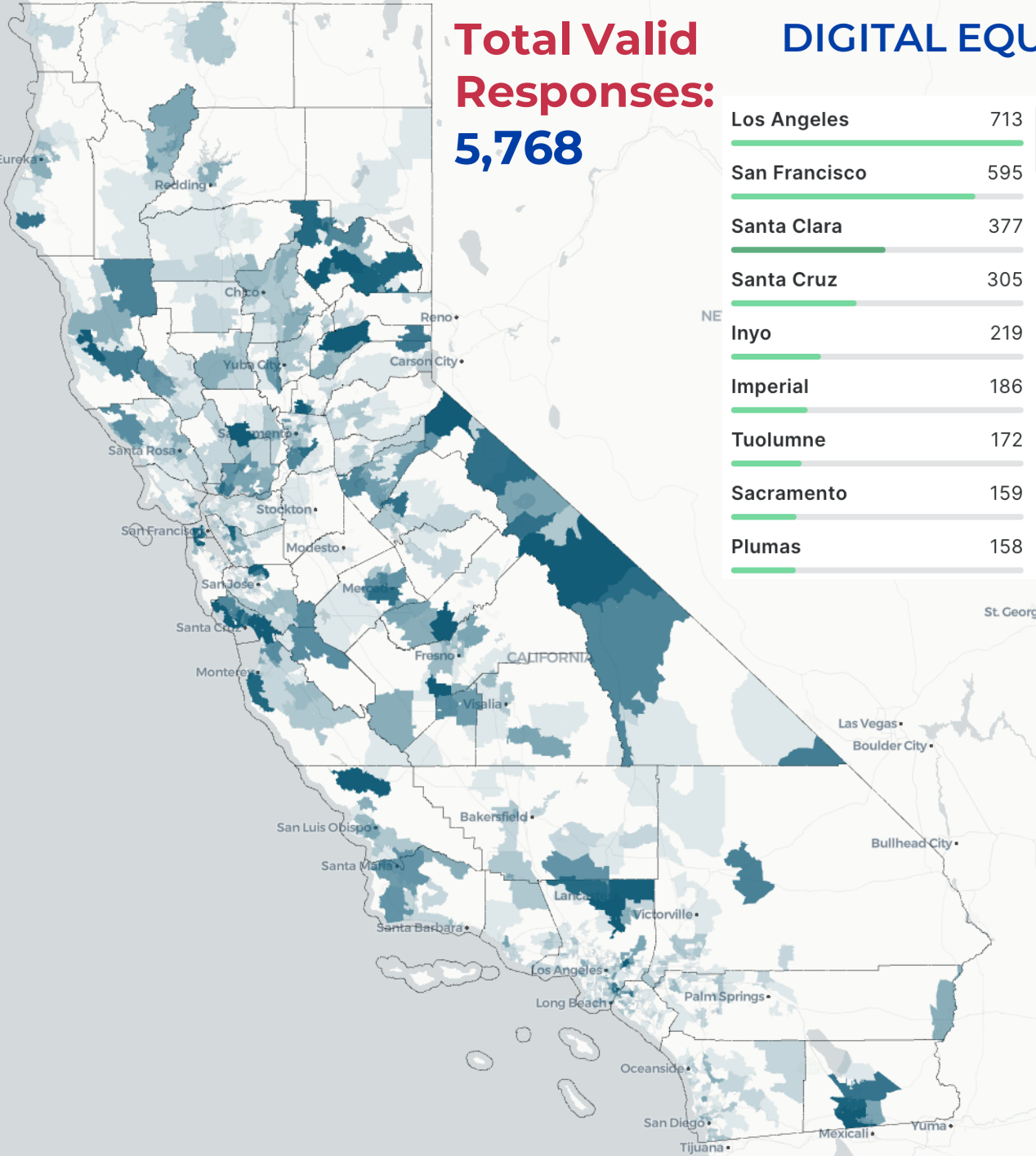
The survey captures information about internet access, internet affordability, and internet adoption for residents in California households.



Scan the QR code using your mobile device
or visit us at bit.ly/CADigitalEquitySurvey

CALIFORNIA
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Total Valid
Responses:
5,768

DIGITAL EQUITY PUBLIC SURVEY | RESPONSES BY COUNTY

Los Angeles	713	Calaveras	150	Yolo	99	Alpine	68
San Francisco	595	Trinity	143	Placer	96	Santa Barbara	67
Santa Clara	377	Unanswered	143	Mendocino	93	Nevada	59
Santa Cruz	305	Fresno	137	Monterey	92	Riverside	59
Inyo	219	San Diego	130	San Mateo	90	San Bernardino	57
Imperial	186	Solano	115	Lassen	76	Tulare	55
Tuolumne	172	Alameda	107	San Luis Obispo	74	Merced	53
Sacramento	159	Mono	104	Sonoma	72	Contra Costa	49
Plumas	158	Orange	103	Madera	70	Kern	46
		Sierra	46	Kings	21	Siskiyou	6
		Napa	40	Amador	20	Tehama	5
		Butte	39	Sutter	19	Glenn	4
		Humboldt	37	Shasta	17	Mariposa	4
		San Benito	35	San Joaquin	16	null	1
		Ventura	32	Del Norte	14	Modoc	1
		Lake	32	Stanislaus	13		
		Yuba	30	El Dorado	12		
		Marin	23	Colusa	10		

Total Valid Responses: 5,768

- English 83.58%
- Simplified Chinese 5.72%
- Spanish 5.53%
- Traditional Chinese 3.78%
- Vietnamese 0.48%
- Korean 0.25%
- Punjabi 0.15%
- Arabic 0.12%
- Russian 0.11%
- Persian 0.09%
- Tagalog 0.08%
- Khmer 0.06%
- Japanese 0.05%

Population	Survey Respondents	
	#	%
Ethnic or Minority Communities	2,826	49
Aging Individuals (Age 60+)	2,222	39
Rural Communities	1,824	32
Households at or below 150% of the Federal Poverty Level	1,073	19
Immigrant Living in California	899	16
Individuals with Language Barriers (Limited English Proficiency individuals, etc.)	804	14
Individuals with Disabilities	700	12
Veterans	455	8
Tribe or Tribal Community	74	1
Unhoused or Experiencing Homelessness	47	1
None	518	9
Unanswered	287	5
* Multiple select question, respondents can choose more than one answer choice to this question in the survey.		



Digital Equity Ecosystem Mapping (DEEM)

HOW TO TAKE ACTION

Digital Equity Ecosystem Mapping (DEEM) Tool

THE DEEM TOOL IS LIVE!

The Digital Equity Ecosystem Mapping (DEEM) tool tracks **Digital Equity** programs, plans, services, and resources throughout California. The mapping tool identifies:

- What programs are being offered, where they're being offered and to whom, and what is missing in each region.
- Barriers to achieving digital equity in every California county.



Scan the QR code using your mobile device or visit us at bit.ly/DEEMSurvey



Broadband for All



DIGITAL EQUITY ECOSYSTEM MAPPING

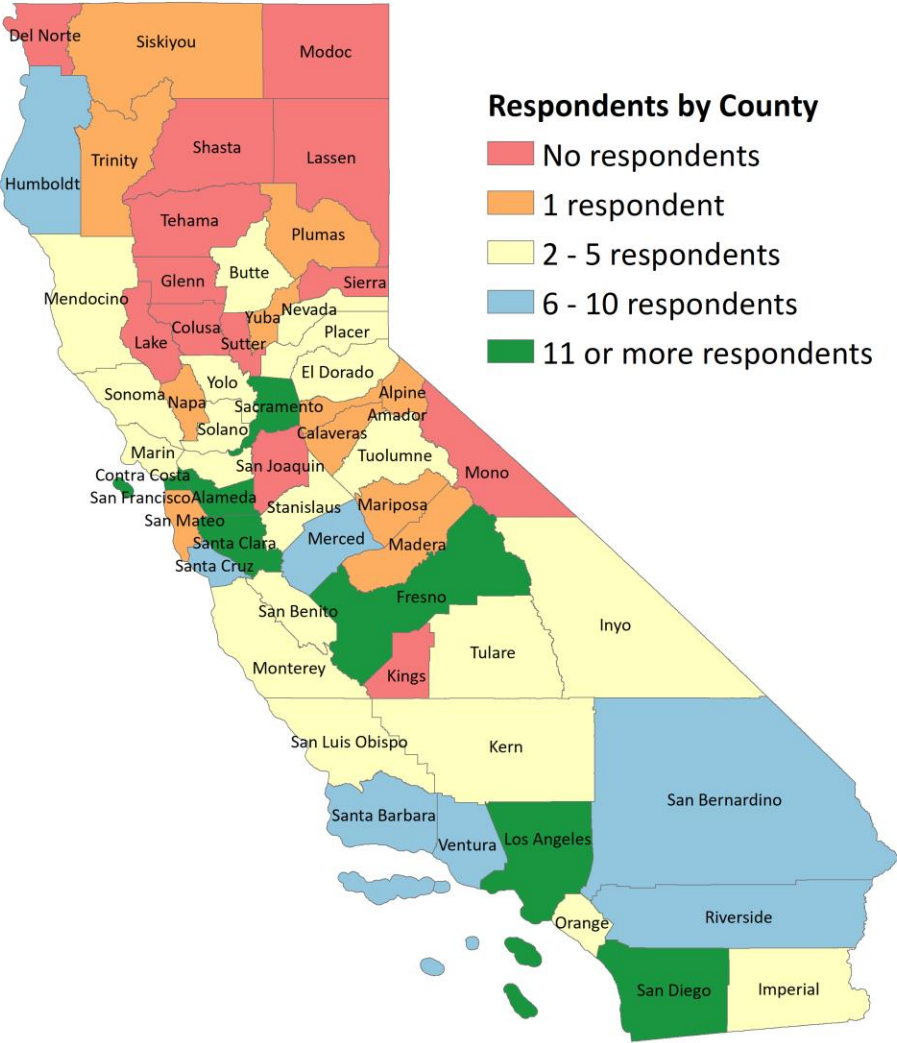
Total Reach

Total Responses*

Completed Responses

DEEM	DEEM ISP
960	93
303	28
205	19

*Total Responses include complete and incomplete responses



DIGITAL EQUITY ECOSYSTEM MAPPING

Government or Public Organization	Count
County Government	42
State Government	25
City Government	22
County Office of Education	21
Local or Regional Authority	16
Council or Metropolitan Planning Organization	6
Public Safety Entity (Government)	6
Tribal Government	5
Special District	4
Other	36

*Multiple select question, respondents can choose more than one answer choice to this question in the survey

CALL TO ACTION

Digital Equity Ecosystem Mapping (DEEM) Tool

Complete the DEEM Tool; Share the DEEM Tool with your network

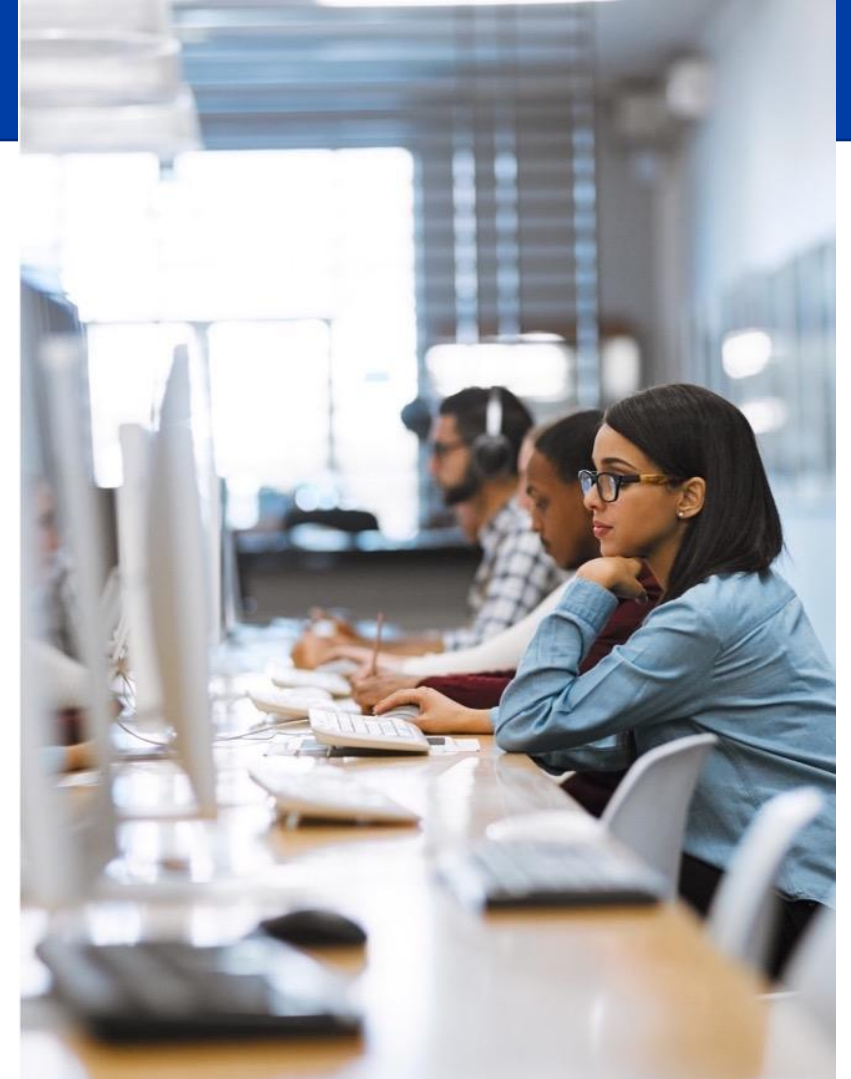
To create a plan that helps close the digital divide in California, we need **everyone's** help!

Help us spread the word by sharing the DEEM Tool with others who help your community get connected.

Access The DEEM Partner Toolkit:
[Bit.ly/DEEMToolkit](https://bit.ly/DEEMToolkit)

[Bit.ly/DEEM-ES](https://bit.ly/DEEM-ES) (Spanish Version)

[Bit.ly/DEEM-ISP](https://bit.ly/DEEM-ISP) (DEEM for ISPs)





Upcoming Broadband for All, BEAD, and Digital Equity Tribal Consultations

For Tribal Leaders, Members, and Representatives ONLY.

Tuesday, June 20
11:30 am to 4:00 pm

Redding Library
1100 Parkview Ave,
Redding, CA 96001.

Thursday, June 22
11:30 am to 4:00 pm

Eagle Mountain Casino
1850 West St.,
Porterville, CA 93257.

Tuesday, June 27
11:30 am to 4:00 pm

**Kumeyaay Tribal
Community College**
910 Willow Glen Dr.
El Cajon, CA 92019.

Wednesday, July 12
1:00 pm to 3:00 pm

This is a virtual event.

To receive registration links, email us at
digitalequity@state.ca.gov

CALIFORNIA
ALL

Broadband for All

Upcoming State Digital Equity Planning & BEAD Virtual Events



Statewide Digital Planning Group Meeting

- Wednesday, July 26, 2023
- Wednesday, October 25, 2023

Outcome Area Working Group Meetings

- June 14 – Workforce and Economic Development
- June 15 – Health
- June 15 – Essential Services, Accessibility, and Civic Engagement
- July (date TBD) – Tribal Collaboration

To RSVP, visit
bit.ly/CADigitalEquityPlanEvents



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Take Action

Get Involved



Members of the public interested in helping inform the State Digital Equity Plan can also:

1. Complete and share the Digital Equity Public Survey with your friends and family and your networks
2. Complete the DEEM tool
3. Provide public comment on draft SDEP this summer

Contact Us

Digital Equity Planning General: digitalequity@state.ca.gov

California Department of Technology, Office of Broadband and Digital Literacy

Anh Nguyen, Engagement and Operations Manager
anh.q.nguyen@state.ca.gov

Melanie Downing
melanie.downing@state.ca.gov

Amelia Taylor-Hochberg
amelia.taylor-hochberg@state.ca.gov



**BROADBAND
FOR ALL**

Thank You



**BROADBAND
FOR ALL**