Digital Equity Resource Survey

The California Department of Technology (CDT) is enhancing its Digital Equity Resource Finder – a tool designed to assist partner organizations and residents with finding essential digital inclusion programs and services in their communities. This updated version will be distinct from the current version of the DE Resource Finder. The original version was produced from input received during the Statewide Digital Equity Planning Grant, and sought to identify entities providing or interested in providing digital inclusion services.

This new version will focus on organizations that are actively providing digital inclusion services. Programs and services we would like to include are:

- Locating Low-Cost Internet Service Programs
- Enrollment Assistance in Low-Cost Internet
- Digital Navigation (in-person or virtual/call center)
- Technical Support
- Free/Low-Cost Devices
- Free/Low-Cost Hotspots
- Public Wi-Fi
- Computer Center(s)
- Online Educational Resources
- Workforce Development Resources

Who Should Complete This Survey?

As part of this effort, we are seeking responses from organizations, nonprofits, government agencies, experts, and others who provide digital inclusion services. If your organization's work helps people access the internet, computers, or digital skills training, or other information and resources, you should complete this form.

Instructions

Answers are **not** saved automatically. Questions marked with an asterisk (*) are required. The time commitment is about 10 minutes.

Digital Equity Resource Survey

Privacy Notice of Collection

In accordance with California Government Code § 11015.5 and the Information Practices Act of 1977 (Civil Code § 1798 et seq.), and as required by the Statewide Information Management Manual (SIMM) 5310-A, the Office of Broadband and Digital Literacy (OBDL) provides the following notice regarding the collection and use of personal information when completing the Digital Equity Resource Survey form. Personal information is defined in Civil Code section1798.3(a) and Government Code section 11015.5(d)(1).

Purpose of the Collection

OBDL is collecting personal information and business information for the purpose of, including but not limited to:

- Creating a public tool designed to connect residents and organizations with essential digital inclusion programs and services
- Providing public services
- Conducting outreach or research
- Complying with legal obligations and OBDL's statutory functions and responsibilities

Authority for Collection

The collection and use of your personal information is authorized under:

- Government Code sections 11015.5 and 11019.9
- Information Practices Act – Civil Code section 1798 et seq.
- Public Records Act – Government Code section 7920 et seq.
- Statewide Information Management Manual (SIMM) 5310 – A & B
- Applicable state or federal program requirements

Use of Information

The personal information and business information you provide may be used for purposes including, but not limited to:

- Create a public tool (Digital Equity Resource Finder) designed to connect residents and organizations with essential digital inclusion programs and services
- Conducting outreach or research
- Communicating services to the community
- Ensuring program integrity and compliance

Digital Equity Resource Survey

Disclosure of Information

Information may be shared only as authorized by law, including with:

- Other government agencies for verification, creation of Digital Equity Resource Finder and program administration
- Contractors or vendors under strict confidentiality agreements
- Law enforcement or regulatory agencies as required by law

Consequences of Not Providing Information

Providing personal information, business information or vendor information is voluntary. No confidential information should be provided on the Digital Equity Resource Survey. Please do not include any personal information beyond what is specifically requested in this Digital Equity Resource Survey.

Access and Correction

You have the right to access records containing your personal information maintained by CDT OBDL. Requests for access or corrections should be directed to: deem@state.ca.gov.

Authorization *

- ☐ I confirm that I am authorized to submit this information on behalf of my organization to the Digital Equity Resource Survey form. The details provided are accurate to the best of my knowledge.

- ☐ I acknowledge and agree that by submitting information for the Digital Equity Resource Survey form, my organization and I am providing consent to share this information publicly through the Digital Equity Resource Finder.

- ☐ I acknowledge that I have read and understood the above Privacy Notice of Collection.

Digital Equity Resource Survey

Entity/Organizational Information

1. Please provide the following information for your entity/organization.*

   Name of Organization:
   Organization Address:
   Address 2:
   City/Town:
   County:
   Zip Code:
   Business Phone No.:
   Webpage:

2. Please provide a point of contact for your entity/organization. * (Do not provide personal email address)

   Name of Point of Contact:
   Position/Title:
   Business Email Address:

3. Which of the following describes your entity/organization? *

   Community Anchor Institution
   o School (K-12)
   o Library
   o Health Clinic or Health Center
   o Hospital or other medical provider
   o Public Safety Entity (Non-government)
   o Community College
   o Public or State university
   o Private university
   o Public Housing Authority or Affordable Housing Organization
   o Community-based organization/Non-profit (501c3)
   o Workforce Development Organization
   o Other: please specify: _____
   o Not a Community Anchor Institution

Digital Equity Resource Survey

Government or Public Organization
- Tribal Government
- State Government
- County Government
- City Government
- Local or Regional Authority
- Council or Metropolitan Planning Organization
- Public Safety Entity (Government)
- County Office of Education
- Special District
- Other: please specify: _____
- Not a Government or Public Organization

Private Sector and Non-Governmental Organizations
- Internet Service Provider
- Regional Broadband Consortia
- Digital Equity Coalition
- Labor Organization
- Foundation/Philanthropic Organization
- For-Profit Corporation or Business
- Other: please specify: _____
- Not a Private Sector or Non-Governmental Organization

Digital Inclusion Services

4a. (For ISP Only) Do you have a low–cost home internet service offer?
- Yes
- No

4. What digital inclusion service(s) does your entity/organization provide to individuals? Please select all that apply. *

- ❑ Locating low-cost internet service programs
- ❑ Enrollment assistance in low-cost internet service programs
- ❑ Digital navigation (in-person or virtual/call center)
- ❑ Digital literacy & skills training
- ❑ Technical support
- ❑ Free/Low-cost devices
- ❑ Free/Low-cost hotspots
- ❑ Public Wi-Fi
- ❑ Computer center(s)
- ❑ Online educational resources
- ❑ Workforce development resources

Digital Inclusion Service Location

5. What is your entity/organization's service area?
- o Statewide
- o County-wide or across multiple counties
- o City-wide or across multiple cities
- o Specific public or affordable housing development/building
- o Specific school site
- o Specific to a Tribe or available to multiple Tribes
- o Other
  If Selected Other, please share more details below.

6. Please indicate all the counties in which you provide services. Select all the apply.
[Full list of counties will be shown below on the web version]

7. Please indicate all the cities in which you provide services in _____ City. Select all that apply.
[Full list of cities will be shown below on the web version]

8. How does your entity/organization provide its services? Select all that apply. *
- ❑ Virtually
- ❑ In-Person

  Please provide the website URL where more information about your virtual program / service can be found.

If you have more than 5 physical locations where services are provided to add to the Digital Equity Resource Finder, please email our team at deem@state.ca.gov for instructions for bulk upload.

8a. What is the physical location address where your entity/organization provides in-person services? *You can add up to 5 physical addresses on the web survey.*

Address:
Address 2:
City/Town:
County:
Zip Code:
Phone:
Hours of Operation:
Program/Service Webpage:

Digital Inclusion Program / Service Fees

9. Does your entity/organization charge for its services? *

- ○ No. Our services are offered free of cost.
- ○ Yes. We charge a fee for our services and it's less than $25.
- ○ Yes. We charge a fee for our services and it's more than $25.

10. Does your entity/organization serve individuals at or below 150% of the Federal Poverty Level? *

- ○ No
- ○ Yes

10a. If yes, does your entity/organization serve any additional populations? Please select all that apply.

- ❑ Aging Individuals (Age 60+)
- ❑ Incarcerated Individuals
- ❑ Veterans
- ❑ Individuals with Disabilities
- ❑ Individuals with Language Barriers (Limited English Proficiency individuals, etc.)
- ❑ Ethnic or Minority Communities
- ❑ Rural Communities
- ❑ Other
   If Selected Other, please share more details below.

11. What language(s) does your entity/organization provide its services in? Please select all that apply. *
- ❑ English
- ❑ Spanish
- ❑ Tagalog
- ❑ Mandarin
- ❑ Vietnamese
- ❑ Korean
- ❑ Cantonese
- ❑ Armenian
- ❑ Farsi
- ❑ Arabic
- ❑ Hindi
- ❑ Russian
- ❑ Japanese
- ❑ Punjabi
- ❑ French
- ❑ Khmer
- ❑ Other
   If Selected Other, please share more details below.

Digital Equity Resource Survey

Digital Inclusion Services to Organizations

12. Does your entity/organization provide any of the following support or services to other organizations? Please select all that apply.
   - ❑ Digital equity grant writing
   - ❑ Organizational training
   - ❑ Train-the-trainer
   - ❑ Mutual aid (financial)
   - ❑ Partnership opportunities
   - ❑ Collective action
   - ❑ Information sharing
   - ❑ Other

If Selected Other, please share more details below.

13. Does your entity/organization charge for its services?
   - o No. Our services are offered free of cost.
   - o Yes. We charge a fee for our services.