Capital Region Coalition for Digital Inclusion Quarterly Meeting

December 9th | 11:00 - 12:30 PM

CRCDI Sponsors

CRCDI Steering Committee

Ice Breaker

Please introduce yourself, your organization, and share a celebration you've had this year!

Welcome & Introduction

Caitlin Blockus
Project Manager - *Broadband &
Digital Equity*
Valley Vision

Navreet Hundal
Project Associate - *Broadband &
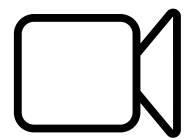Digital Equity*
Valley Vision

Housekeeping

Please mute your microphones

Place any direct questions in the chat or raise your virtual hand, and you will be called on

This meeting will allow time for Q & A

This meeting will be recorded and provided within the post-meeting materials

Agenda

11:00 AM	Introduction & Ice Breaker
11:05 AM	Updates & Announcements
11:25 AM	Coalition Year in Review
11:40 AM	Affordable Connectivity Program (ACP) in the Capital Region
11:50 PM	ACP Leaders in California
12:25 PM	Thank You & Conclusion

Annoucements

Sacramento State Awarded NTIA Grant for the Connecting Minorities Communities Pilot Program

ByteBack to Introduce a Digital Navigator Program in Sacramento

$2.5 Million to Marina Vista and Alder Grove Communities for Youth-focused Community Investments, $1.4 Million Towards Broadband

BYTE BACK
Tech Within Reach

Celebrating
25 Years
of Transforming Lives Through Technology

October 14
www.ByteBack25.com

25 YEARS OF BYTE BACK

WWW.BYTEBACK.ORG

OUR MISSION

TO CLOSE THE DIGITAL DIVIDE BY PROVIDING UNDER-RESOURCED COMMUNITIES AN EQUITABLE PATHWAY INTO THE DIGITAL ECONOMY.

WE ACHIEVE THIS THROUGH TRANSFORMATIVE DIGITAL ADVOCACY, DIGITAL LITERACY, & TECH CERTIFICATION TRAINING.

VISION

WE ENVISION A WORLD WHERE ALL INDIVIDUALS AND COMMUNITIES CAN FULLY PARTICIPATE IN OUR DIGITAL SOCIETY, DEMOCRACY, AND ECONOMY.

BYTE BACK
Tech Within Reach

360

DIGITAL NAVIGATORS

www.Byteback.org/DigitalNavigators

![Byte Back 360 Tech Within Reach — Digital Navigators logo]

www.Byteback.org/DigitalNavigators

What are the 360 Digital Navigators?

▶ **Byte Back's 360 Digital Navigators is our community-2-community approach to closing the digital divide. 360 Digital Navigators are equipped with the skills, resources, and knowledge necessary to support fellow community members with gaining access to the internet and navigating everyday digital tasks imperative to work, health, education, and life opportunities.**

BYTE BACK. Tech Within Reach 360
DIGITAL NAVIGATORS
www.Byteback.org/DigitalNavigators

Through this initiative we will certify hundreds of direct service workers as Byte Back 360 Digital Navigators and support thousands of community members!

www.Byteback.org/DigitalNavigators

Who Are Digital Navigators?

- Digital Navigators are trusted members of their communities and play a critical role in bridging the digital divide by supporting fellow community members with digital tasks and getting them connected to resources such as reliable and affordable internet service, devices, and digital skills.

- Navigators are trained digital equity volunteers or staff who already work in nonprofits, social service agencies, educational and faith-based institutions, libraries, healthcare, and more.

- Navigators help community members identify and successfully access critical online services and resources such as food support, housing, education, employment, childcare, government benefits including the Affordable Connectivity Program (ACP), and more.

BYTE BACK 360

Tech Within Reach

DIGITAL NAVIGATORS

www.Byteback.org/DigitalNavigators

TRAINING OUTLINE

Training Outline

Digital Navigators 101: This 4-hour training teaches the fundamentals of adult learning science, effective teaching strategies, and how to work with someone new to the digital world. This training includes:

- 4-hour class focused on adult education, learning theory basics, and evidence-based best practices.

- Includes a 1 to 2-hour post-training check-in to discuss challenges faced while in the community and best practices learned.

www.Byteback.org/DigitalNavigators

Training Outline

Digital Navigators 102: This 8-hour training builds upon DN 101 by simulating digital literacy training on key topics Navigators can expect to cover. These include but aren't limited to...

- The basics of the computer & safely navigating the internet

- Emailing & managing computer files

- Microsoft Windows OS (Operating System)

- Navigating educational resources, and other online services

- Telehealth & financial/banking applications

- Common workspace tools like Google Docs, Zoom, and Slack

- In-depth simulations that model Navigators' community-based interactions

ByteBack
Tech Within Reach

360

DIGITAL NAVIGATORS

www.Byteback.org/DigitalNavigators

Chrissie Powell, Chief Growth & Impact Officer
cpowell@byteback.org

CRCDI's Year in Review

- **Capital Region Digital Inclusion Portal Launches**
  - Continues to expand through listings and usage
  - moDAT.org/capitalregion

- **4 Coalition Meetings**
  - February: *Expansion of Coaliton from Sacramento to Capital Region + Portal Launch*
  - June: *Funding Opportunities for Digital Equity*
  - September: *Digital Navigators*
  - December: *Affordable Connectivity Program*

- **2 Digital Navigator Programs Joining the Region**
  - ByteBack and Connecting Minority Communities Pilot Program

- **4 Workforce Boards Adopt NorthStar Digital Literacy as a Literacy Baseline Measurement Tool**
  - SETA, Yolo WIB, Golden Sierra, NCCC

- **$15,000 in funding from Union Bank to support the coalition and digital inclusion portal**

- **Grant received from CETF focused on digital equity, including ACP expansion**

Affordable Connectivity Program (ACP)

- Federal Communication Commission benefit program that ensures households can afford the broadband needed for work, school, healthcare and more

- Provides a discount of up to $30 per month toward internet service for eligible households
  - Discount up to $75 per month for households on qualifying Tribal lands

- Eligible households can also receive a one-time discount of up to $100 to purchase a laptop, desktop computer, or tablet from participating providers

- Limited to one monthly service discount and one device discount per household

ACP Eligibility

A household is eligible for the Affordable Connectivity Program if the household income is at or below 200% of the Federal Poverty Guidelines, or if a member of the household meets at least one of the criteria below:

- Current Pell Grant Recipient
- Participates in the following programs:
- National School Lunch/National School Breakfast Programs
- SNAP
- Medicaid
- Federal Public Housing Assistance
- WIC
- Veterans Pension or Survivor Benefits
- FCC Lifeline

- Participates in the following programs & lives on Qualifying Tribal Lands
  - Bureau of Indian Affairs General Assistance
  - Tribal TANF
  - Food Distribution Program on Indian Reservations
  - Tribal Head Start

Capital Region ACP Enrollment Data

	Eligible Households	Enrolled Households - July 2022	Enrolled Households - October 2022	Enrollment Growth
El Dorado	25,272	3,033	3,437	+404 (2%)
Placer	44,796	4,828	5,288	+460 (2%)
Sacramento	248,783	67,996	70,113	+2,117 (1%)
Sutter	17,917	4,245	4,530	+285 (1%)
Yolo	34,653	5,318	5,792	+474 (2%)
Yuba	13,955	4,255	4,641	+386 (3%)
TOTAL:	385,376	89,675	93,801	4,126

Capital Region ACP Enrollment Data

	Eligible Households	Enrolled Households %	Unenrolled Households - October 2022
El Dorado	25,272	14%	21,835
Placer	44,796	12%	39,508
Sacramento	248,783	28%	178,670
Sutter	17,917	25%	13,387
Yolo	34,653	17%	28,861
Yuba	13,955	33%	9,314
TOTAL:	385,376		291,575

CA Enrollment Average: 29%

Capital Region Enrollment Average 24%

Capital Region ACP Enrollment Data

Funding this Region is Leaving Behind:

291,575 unenrolled households

x $30 discount
_____

$8.75 Million monthly

ACP Leaders in California

Kurt Peluso, *EveryoneOn*
Senior Director of Programs & Partnerships

Debbie Shireman, *California Emerging Technology Fund*
Digital Inclusion Program Director

Claudia Corona, *Human-I-T*
Community Partnership Associate

Overview of EveryoneOn

Fostering Digital Equity, Opportunity + Resilience

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Our Mission

EveryoneOn helps unlock social and economic opportunity by connecting families in underserved communities to affordable internet service and devices, and providing digital skills trainings.

Our Impact

1,000,000+
People connected to the internet

5,000+
Devices distributed

HUNDREDS
Participants in new digital skills trainings in past 3 years

EveryoneOn 2021-2022 National Study

EveryoneOn released a 3-part series on broadband adoption among low- and lower-middle income households during the pandemic. Read the reports here: www.everyoneon.org/2022-national-research

Findings provide guidance to federal, state and local leaders on how to use the $65 billion in funds from the Infrastructure Investment and Jobs Act to create fair and inclusive approaches to digital equity. The report also provides relevant data to community stakeholders to help inform local digital inclusion initiatives.

The survey was conducted in collaboration with Dr. John B. Horrigan, an expert digital divide researcher, and funded by the Ballmer Group and Microsoft.

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A MAJOR FINDING SHOWS

7 MILLION HOUSEHOLDS
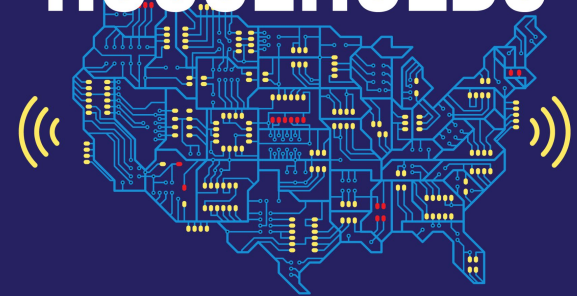
whose annual incomes are $50,000 or under have home high-speed service due to **free or discount offers**

Our Work: Digital Inclusion at Scale

National Offer Locator Tool

Digital platform of local low-cost internet service, affordable computers and tablets, and digital skills training sites

Enrollment Assistance Hotline

One-on-one bilingual internet enrollment assistance for anyone who wants help enrolling in low-cost internet & the Affordable Connectivity Program

Internet Connectivity + Device Solutions

Events to facilitate enrollment in low-cost internet programs and to distribute affordable devices

Digital Skills Academy

Individual and organizational trainings that build local capacity and equip diverse audiences with the knowledge and skills to harness the power of the internet

National + Regional Impact

Cross sector, geographically focused partnerships to innovate new digital inclusion models and replicate nationwide

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National Offer Locator Tool

Our Offer Locator Tool connects people to affordable internet and devices offers, and digital skills training sites in their area. Anyone can find low-cost offers in 3 simple steps at **www.everyoneon.org**. Those who are eligible could receive a temporary $30 a month subsidy toward internet and $100 toward a computer through the Affordable Connectivity Program.

STEP 1
Enter Zip Code

STEP 2
Select Eligibility Criteria

STEP 3
View Offers and Sign Up

Internet Connectivity + Device Solutions

Working closely with national and local partners, we create in-person community digital inclusion events:

- **Internet enrollment events:** bilingual assistance signing up for low-cost internet and the Affordable Connectivity Program

- **Computer donation events:** source and coordinate distribution of laptops, tablets and Chromebooks

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Enrollment Assistance Hotline

We provide one-on-one internet enrollment assistance in English and Spanish for anyone who wants help enrolling in low-cost internet, including signing up for the Affordable Connectivity Program, if eligible.

People can contact our digital navigators via phone, text or email depending on their preference. All information gathered is kept confidential to guarantee privacy.

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Digital Skills Academy

We take a comprehensive approach to ensuring individuals and families living in underserved communities know how, and have the confidence, to use their devices and navigate the internet once they are connected.

Our tailored capacity-building trainings for organizations prepare them to design and implement digital inclusion activities in their communities. Individual participant trainings equip community members with basic to advanced digital skills such as using email, finding information online and submitting resumes.

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Digital Skills Academy

FOR INDIVIDUALS

Digital Connections

This program for adults in underserved areas equips participants with foundational digital skills so they feel confident accessing critical services like healthcare, employment opportunities and online educational resources.

Bridges-to-Tech

Currently in South Salt Lake City, UT; Cleveland, OH; Bellevue, WA; Minneapolis, MN and growing - this program builds pathways to digital resilience and equity, introduces college readiness resources, and exposes participants to tech-based careers to high school students (11th and 12th graders) and adults in underserved communities.

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Digital Skills Academy

FOR ORGANIZATIONS

Digital Inclusion Essentials
We created a robust introductory digital inclusion workshop for diverse organizations, including nonprofits, K-12-serving organizations, public housing agencies and others, to introduce them to resources, tools, and best practices.

Digital Communities
Our train-the-trainer instruction equips community-serving organizations to build capacity and bridge the digital divide among their constituents.

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Components for Success

Our programs are designed to account for the many ways each person learns, their schedules, and to train as many people as possible. Our program provides:

- Materials for self-guided learning

- Group learning in a classroom setting

- One-on-one support from the instructor

- Assistance enrolling in low-cost internet

- Loaner devices or direct donations
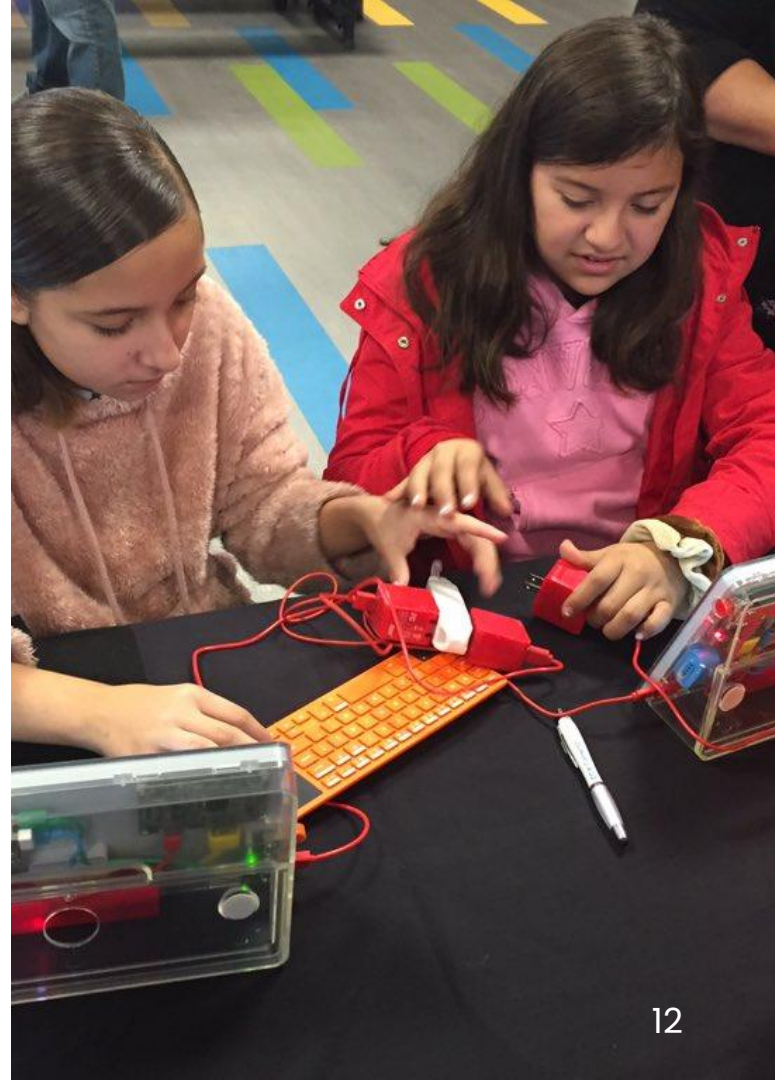
National + Regional Impact

EveryoneOn has national reach and local impact. We leverage cross-sector partnerships and our deep expertise to implement diverse digital inclusion activities. Our model also facilitates our ability to deliver direct service programming such as internet enrollment events, device distributions and digital trainings in multiple states and cities. Partnerships with Microsoft's Airband Initiative (across 8 cities) and Best Buy's National Career Pathways Program are examples of national and regional efforts.

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Our Work in California

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Our Work in California

The following highlights EveryoneOn's past and current place-based work in the Bay Area and Los Angeles, and broader California digital inclusion activities.

| **EveryoneOn Bay Area** (length: 3 years, status: current) | **Funder:** GreenLight Fund Bay Area **Region:** San Francisco Bay Area | GreenLight Fund |

EVERYONEON PROVIDES:

Offer Locator Tool: Connect families to low-cost internet & device offers

Enrollment Assistance Hotline: Provide 1-1 help enrolling in low-cost internet

Digital Skills Academy: Deliver digital skills trainings to individuals (Digital Connections) plus a free device and internet, and to organizations (Digital Inclusion Essentials)

Co-Creation of Local Advisory Board: Support local growth strategy and resource development

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Our Work in California

Fostering Digital Equity
(length: 2 years, status: current)

Funder: Union Bank
Region: Bay Area, Los Angeles & San Diego

UnionBank

EVERYONEON PROVIDES:

Offer Locator Tool: Connect families to low-cost internet & device offers

Enrollment Assistance Hotline: Provide 1-1 help enrolling in low-cost internet

Digital Skills Academy: Deliver digital skills trainings to individuals (Digital Connections) plus a free device and internet, and to organizations (Digital Inclusion Essentials)

Enrollment Events: In-person, low-cost internet enrollment support to the community

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Our Work in California

Funder: Microsoft Airband Racial Equity Initiative

8 Cities: Los Angeles, Atlanta, Cleveland, Detroit, El Paso, Memphis, Milwaukee & NYC

EVERYONEON PROVIDED:

Offer Locator Tool: Connect families to low-cost internet & device offers

Enrollment Assistance Hotline: Provide 1-1 help enrolling in low-cost internet

Digital Skills Academy: Deliver digital skills trainings to individuals (Digital Connections) plus a free device and internet, and to organizations (Digital Inclusion Essentials)

Enrollment Events: Give in-person, low-cost internet enrollment support to the community

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Our Work in California

California Public Utilities Commission
(length: 1 year, status: current)

Funder: California Advanced Services Fund, Broadband Adoption Account

Cities: Boyle Heights, Los Angeles, San Buenaventura, San Jose, San Joaquin

CALIFORNIA
Public Utilities Commission

EVERYONEON PROVIDES:

Offer Locator Tool: Connect families to low-cost internet & device offers

Digital Skills Academy: Deliver digital skills trainings to individuals (Digital Connections) plus a free device and internet

Enrollment Assistance Hotline: Provide 1-1 help enrolling in low-cost internet

Enrollment Events: Provide in-person, low-cost internet enrollment support to the community

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Ms. Gibbs

Ways to Partner

EveryoneOn partners with government, nonprofits and for-profits across many sectors. Ways to partner with us include:

- **Mentor**
- **Share your story**
- **Teach a class**
- **Donate**
- **Help folks sign up for ACP**

Our Team

Norma E. Fernandez
CEO

Gaby Andrada
Senior Program Manager, Bay Area

Nate Antoccia
Director of Operations

Paulina Chavez
Senior Director of Programs + Special Projects

Russell Hartley
Digital Content Associate

Oscar Magaña
Program Manager Los Angeles

Kurt Peluso
Senior Director of Projects + Partnerships
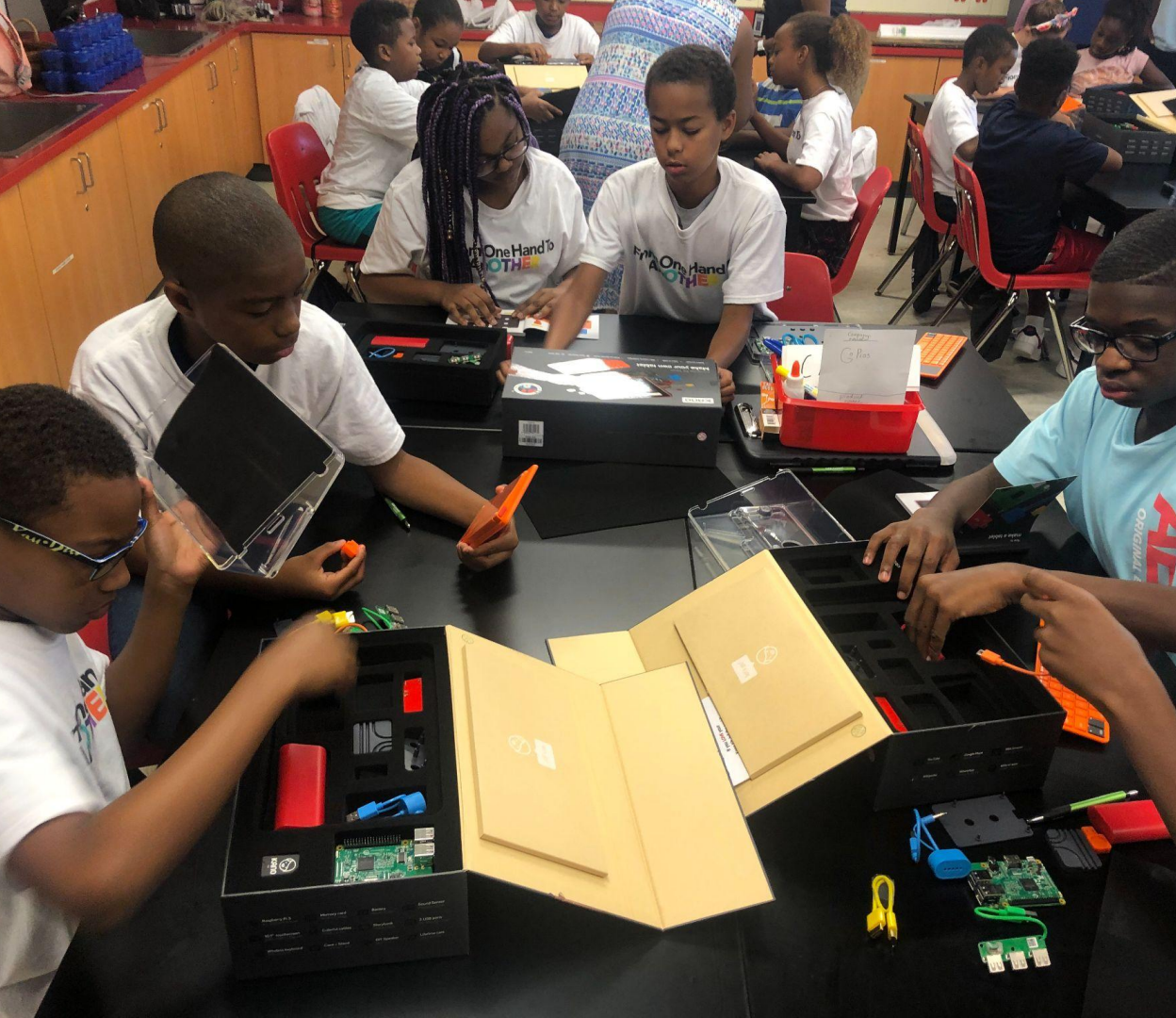
Chris Roesner
Director of Finance

Diana Rodriguez
Vice President of Programs + Strategy

Jessica Scadron
Vice President of Strategic Communications

De'Kendrea Stamps
Program Manager

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Thank You!

Diana Rodriguez
Diana@everyoneon.org

EveryoneOn.org
@EveryoneOn

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Human-I-T

Human-I-T Mission

Human-I-T is a social enterprise that creates equitable access to opportunity
by providing devices, internet access, digital skills training, and tech support
for communities left on the wrong side of the digital divide, while at the same time, empowering businesses and organizations to do good by diverting technology from landfills to protect our planet.

human-i-t

Addressing the Full Spectrum of the Digital Divide

Devices

Internet Connectivity

Digital Literacy

Tech Support

Human-I-T Connect

In the 21st century, having access to the internet is the same as having access to opportunity. That's why we offer the chance for you to get connected to broadband internet between $10 - $25 per month.

We'll help you navigate reduced-rate programs in your area for free or, if you don't qualify, we can get you set up with a mobile hotspot to ensure everyone in your household has reliable access to the web.

- English and Spanish customer support
- Unbiased guidance based on location
- Assessment of available Internet Service Providers
- Step-by-step support from initial outreach to sign-up completion
- Interceding on household behalf with a service provider if needed

human-i-t

Affordable Connectivity Program

The Affordable Connectivity Program (ACP) is a Federal Communications Commission program designed to help households who were negatively impacted due the COVID-19 pandemic.

- Provides qualifying households with up to $30 off their internet bill for 5 years
- The discount covers most low-cost internet offers, allowing families to have a free internet connections or a very reduced bill

How can Human-I-T Help:

- Assist households sign up to the ACP program through any internet provider

ACP Benefits for Human-I-T Offer

- We offer an ACP Eligible mobile hotspot that utilizes the T-Mobile Network.
- We are one of the few providers taking part of the device benefit
    - Recipients can receive up to $100 off a computer after adopting our hotspot offering
- We provide an alternate verification process to qualify
    - Qualification is quicker and does not require clients to go to the national verifier

human-i-t

![human-i-t logo] **human-i-t**

English Flyer

human-i-t

Get free monthly internet service and a discounted laptop through the
Affordable Connectivity Program (ACP)

Human-I-T can help you apply for low-cost internet and devices through the federally-funded Affordable Connectivity Program

Households who sign up for ACP internet through Human-I-T can get a hotspot with free high-speed Wi-Fi, as well as a laptop, for under $100.

How to Get Low-Cost Internet and a Laptop through the ACP

❶ Check your eligibility
Your household may qualify for the ACP if your household income is at or below 200% of the Federal Poverty Guidelines or if at least one household member uses assistance programs including Lifeline, CalFresh, Medicaid, SSI, SSID, Section 8, Free or Reduced School Lunch, or others.

❷ Complete the enrollment form
There are three ways to begin enrolling in the ACP. Call 888.391.7249, visit human-i-t.org/acp, or scan the QR code on this flyer.

❸ You're done!
After you've filled out our form, a representative from Human-I-T will be in touch within one business day to discuss your enrollment options and how to receive your discounted laptop if you're eligible.

Scan the **QR code**, call **888.391.7249**, or visit our site at **human-i-t.org/acp**

Spanish Flyer

human-i-t

Obtenga servicio de Internet gratuito y descuento en una computadora portátil a través
del Programa de Descuentos Para Internet (ACP)

Human-I-T puede ayudarle a calificar a una conexión de internet gratuita o a bajo costo y computadoras a través del Programa de Descuento Para Internet (ACP) financiado por el gobierno federal

Los hogares que se suscriban a la oferta ACP de Human-I-T pueden obtener un Hotspot de alta velocidad Wi-Fi gratis, así como una computadora portátil por menos de $100.

Cómo obtener Internet a bajo costo y una computadora portátil a través del ACP:

❶ Verifique su elegibilidad
Su hogar puede calificar para el programa ACP si su ingreso familiar es igual o inferior al 200% de las Pautas federales de pobreza o si un miembro del hogar usa programas de asistencia que incluyen Lifeline, CalFresh, Medicaid, SSI, SSID, Sección 8, Program Gratuito de Desayunos y Almuerzos Escolares u otros.

❷ Complete el formulario de inscripción
Hay tres maneras de comenzar a inscribirse en el ACP. Llame al 888.391.7249, visite human-i-t.org/acp o escanee el código QR en este folleto.

❸ ¡Ya terminaste!
Una vez que haya completado nuestro formulario, un representante de Human-I-T se comunicará con usted dentro de un día hábil para analizar sus opciones de inscripción y cómo recibir su computadora portátil con descuento si es elegible.

Escanee **el código QR**, llame al **888.391.7249** o visite nuestro sitio en **human-i-t.org/acp**

Human-I-T Equip

Qualified households and non-profits can purchase refurbished or new devices at significantly discounted rates through our **human-i-t** store.

Desktops:

- As low as $75

Laptops and Tablets:

- As low as $100

Hotspot:

- One-time charge to purchase the hotspot at $80
- $15 a month for service
- No Contract
- Unlimited Data
- Free Technical Support

All Devices Come With:

- 1 year of warranty (computers)
- 9 month hardware warranty for hotspots
- 1 year of Tech support
- Free shipping

human-i-t

Human-I-T Digital Literacy

Our Digital literacy course teaches you how to operate your computer, use common programs like e-mail, and navigate the internet on your schedule!

- A self paced online and course available to you 24/7
- Available in both Spanish and English.

Topics Include:
- How to Use a Mouse
- Keyboard Basics
- Operating Systems such as Windows and Chrome OS
- Internet Safety
- Email Basics

Additional Learner Support Includes:
- Live support via phone call, text message and chat Monday through Friday from 8 AM to 5 PM PST
- 1:1 Tutor Support
- Facebook Group and Facebook lives where we add additional skill based topics

Learners who complete the course receive a certificate and discount on a device through our hitconnect.org store.

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Claudia Corona

Community Partnership Associate

claudia.corona@human-i-t.org

human-i-t

Q & A

Thank you for joining!

Join us for Next Quarter's Coalition Meeting!

Friday March 10, 2023 11:00 AM - 12:30 PM

Register here

For more information, please contact:

Caitlin Blockus: caitlin.blockus@valleyvision.org

Navreet Hundal: navreet.hundal@valleyvision.org