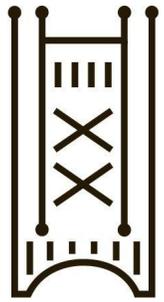


Sacramento Coalition For Digital Inclusion

May Monthly Meeting Notes

May 21, 2021



Updates/Action Plan Rollout - Trish Kelly, Valley Vision

- Governor Newsom announced \$7 billion in broadband, we will be working more with the Governor's office and the counsel on the specifics.
- Continue to be several bills in the legislature that touch lots of different kinds of topics that are of interest for us. See April SCDI meeting notes for details from Assemblymember Eduardo Garcia.
- Continue tracking federal programs that affect libraries and schools, including the Emergency Broadband Benefit. We will report back on that.
- We have finished the [2021 SCDI Action Plan](#), but it is a living doc to flesh out in our work groups. Thank you to our Steering Committee and input from our work group members.
 - City of Sacramento's Digital Equity Response plan:
<https://sacramentocovidrelief.org/individuals-and-families/digital-access/>
 - Please give us ideas on how to distribute it more broadly.

Guest Speaker Presentation – Sacramento Public Library

Jeff Davis, Senior Principal & Director of Social Equity, Arch Nexus

Rivkah K. Sass, Library Director & CEO, Sacramento Public Library

Jarrid Keller, Deputy Director, Sacramento Public Library

- Provided a walk through covering resources from the Sacramento Public Library.
- Overall context: some libraries are doing incredible things and noting them to learn.
 - Libraries without Borders
 - Cleveland Foundation
 - Bronx Digital Equity Team
 - Salt Lake City
 - Charlotte Mecklenburg
 - Los Angeles Library Digital Inclusion
 - Phoenix Public Library Staff Training
 - Phoenix and Los Angeles are developing a data driven staff training program. Using classes and content that can be made available to others if they need them. Staff training program, but also community and other coalition members.
 - Libraries are into convening and providing training to partners.
- Reached out to other libraries in the region: Yolo, El Dorado, Sutter, and Placer County libraries. Each has their own plan for digital literacy already implemented before

COVID-19, but COVID-19 has shown a light on what these needs are. Helped libraries get more traction on what they are trying to accomplish, for example: CARES act funding for hotspots for students to provide internet. Just one way libraries are helping in the region.

- Obstacles/opportunities/solutions in the face of the pandemic, government collaboration is an issue.
 - Sacramento Public Library tried to expand Wi-Fi presence, but couldn't because of a mandate from USAC saying we couldn't. Rules got in the way.
 - There is hope for additional government collaboration to provide services.
 - Pandemic shows how important the things we have been working on are.
 - Big issue is people experiencing homelessness: How do you qualify for what you need (phones, jobs, etc.) without addresses and internet access? How do you get the digital skills that you need?
 - This should get the conversation going. Jarrid is happy to see the growth and change for opportunity that they are doing, especially how some regulations are getting loosened a bit.
 - We are getting there, but there are opportunities to come up with solutions.
- City of Sacramento has a digital equity response program, website, residents can request relief or internet access through the city.
 - <https://sacramentocovidrelief.org/individuals-and-families/digital-access/>
 - Goal is to provide internet to 10,000 households and computers to 1,000 people.
 - The Sacramento Public Library was integral to this: within 2 weeks got 1,000 hotspots to communities impacted by COVID-19. Helped get connectivity where it was needed.
 - Sacramento Public Library was not a direct recipient from CARES Act funds, but worked with the City to accomplish their needs.
- Jarrid is proud of the libraries on what they continue to do, and Sacramento in particular.
- Rivkah is proud of the fact that they had a program up and running 4 days after closing the libraries.
 - Programs online such as resources for job seekers.
 - Instagram account as one of the tools to help parents understand early learning with their kids.
 - Teens have been involved, active, organized and
 - Staffed a homework zone by teens. Live online homework help from 1-11 pm, K-college with certified teachers.
 - Bilingual story time. Helps kids stuck at home.
 - Trying to see what sticks while.
- Vincent Van Go AKA "Vinnie"
 - Wi-Fi signal up to 1,500 feet and provide services with Wi-Fi to high density housing communities that otherwise would not have had.
 - Staff immediately rose to the challenge.

- Electric vehicles and mobile fleet:
 - In the process of rolling out 2 electric mobile book mobiles or roaming technology vehicles:
 - Wi-Fi, monitors for trainings, training on the fly and programs and having these are truly wonderful with all these additional services.
 - Even pop up furniture to basically deliver the library to you as a mobile learning environment.
 - Environmentally friendly.
- Early in the pandemic partnered with RTD to improve Wi-Fi busses
 - Team equipped with roving Wi-Fi hotspots, high density housing where the community needed it instead of only parking lots.
- At the start of the pandemic, the library tried to do everything it could to expand their network footprint. In some areas they were the only connection in the community. Very optimistic about funds coming from FCC. Hoping to extend reach to a mile outside of the library, this may be something we can bring to fruition.
- Very proud of our partnerships.
 - Leataata Floyd Elementary - CPUC grant to teach digital literacy skills to students in need (the first of its kind for us).
 - 275 computers to move to next phase of life to give to SCOE to give to students who needed access.
 - Coding programs library games with people. Along with virtual story time, homework help, the list goes on.
 - Del Paso Heights Library – reinventing this library and partnering with the community on dynamic STEM and STEAM work. Purchased a 24/7 library vending machine that patrons can access outside. Reconfigured space to be a technology hub, which is something the community has wanted for a while.
 - Patrons have the ability to come in and use tablets. Check out loans of hotspots (400), tablets, and Chromebook, 1,000 available. This is leveraged through partnerships with the City of Sacramento and California State Library.
 - Niche academy through California State Library to allow for training in the community and. Although the pandemic is draining, it has allowed us to do things that we have been hoping to do for a while.
- Stockton Library which is currently under construction to add more for early literacy and preschool services, place based design is helping the community.
- Ramp up the use of the SCDI website to get the information out.
- Hope to have the Sacramento Public Library team speak again in a few months on how everything is going.
- Student success cards serving 14 school districts, only 5 are taking advantage of student success cards, free library cards for high school students.

Guest Speaker Presentation - Rebecca F. Kauma, MPA, Economic and Digital Inclusion Program Manager, City of Long Beach

- Key accomplishments the next couple years:
- Long Beach City digital inclusion initiative: every individual in Long Beach, regardless of background, neighborhood, or identity has high quality accessible technology resources and services to be civically engaged and economically empowered.
 - Uplift communities most impacted by the digital divide. Focus area for capacity:
 - Capacity - Free multilingual computer literacy training and technical support (many Long Beach residents speak languages other than English in their households).
 - Connectivity – Low-cost and free high speed, quality in-home internet services and technical support.
 - Technology – Low-cost and free, quality internet- enabled technology devices and technical support.
 - Literacy training to uplift the community, connectivity for low cost and free laptops and desktops for residents. And devices when needed, low or no cost.
- Fortunate enough to be recognized by California digital inclusion teams:
 - 2020 Charles Benton Digital Equity Champion Award from National Digital Inclusion Alliance (NDIA)
 - 2020 Digital Inclusion Trailblazers Recognition from the NDIA
 - 2018 Award of Distinction for the Digital Inclusion Week Social Media Engagement Campaign from the California Association of Public Information Officials (CAPIO)
- Collective impact: strive to uplift this as part of our work.
 - Bring together cross sector partners and communities.
 - Not one entity should be addressing the digital divide. City of Long Beach along with Long Beach Public Library, higher education, Cal State Long Beach, and CBOs. Having the members of the community to have a say in the impacts.
 - Collective impact allows us to foster a collaborative model.
 - Established vision statement,
 - Disaggregating data to coordinate, to understand which communities are most affected by the digital divide.
 - Then continuous communication, the City helps set agenda and strategy.
 - Uplift the importance of racial equity, especially after the riots last summer. When we have racial equity, race should no longer need to be used as a tool to equity.
 - We believe we cannot apply a one size fits all strategy, each community is different and should be met where they are at with a tailored strategy.
 - Acknowledge root cause analysis that are caused by limitations for internet access to causes.

- People might not access the internet because they cannot pay for it. So why can't they pay for it? Cost, many people can't afford internet access because they are being paid low wages.
 - Disaggregated data to learn which communities are most affected by the digital divide and should be uplifted.
- Part of the process is to look at system change, but most are band aids. We look at how this is a shift in the system and policy change efforts.
- **Digital inclusion road map overview:** strategic plan and blueprint to ensure everyone in Long Beach has equitable access to the internet. Both stakeholder and communities. This Plan is going to the Long Beach City Council next month.
 - Vision statement, goals, objective strategies to address the digital divide.
 - Stakeholder engagement with a multi discipline committee with entities that represent all different aspects of digital inclusion.
 - Community ambassadors to ensure that it is equitable and inclusion, they have a voice and are encouraged to participate as well as compensated for participating.
- Part 2: community engagement partnered with local CBOs trusted, because they have the trust with the community. Partnered with CBOS that already have the relationships and trust. They helped look at different ways to engage the community.
 - Not typical of local government.
 - Art and storytelling to share community members' experiences to live in a community with digital access. They created and told their story with graphics, cut outs. Community interviews to get their experiences.
 - Communities pop up in high traffic areas.
 - Went to homes, physically distanced, to get feedback.
- Top strategies from partners and community:
 - Capacity strategies:
 - Provide free resources. Free internet and tablets and comps, English literacy courses.
 - One-on-one tutoring for computer and internet training.
 - Hotline to resolve issues with internet service providers.
 - Connectivity strategies:
 - Free quality high speed internet services.
 - Low-cost quality high speed internet services.
 - Free public Wi-Fi at public libraries or parks.
 - Technology strategies:
 - Free, quality desktops computers or tablets.
 - Free technical support
 - Low-cost quality desktops, computers or tablets.
- **CARES Act:** received \$40 million for the city and \$1 million for digital inclusion.

- o Hired 9 CBOs and provided them with funding to take part in intensive community outreach to let Long Beach residents know of resources.
 - Reached 21,000 residents and 18,000 multilingual materials.
- o Also established a digital inclusion hotline, there was not a trusted place to call and ask about resources and services, Long Beach Public Library helped set this up digital inclusion navigators who were bilingual in with English, Spanish, Khmer, or Tagalog.
 - Responded to 2,400 inquiries.
- o Residents who participated received free hotspots and services for participation. Came with a one year free internet service plan and came with tablets and Chromebooks.
 - 1,000 hotspots
 - 1,500 Chromebooks
- o Launched digital inclusion guides in multiple languages for all to understand.
- o Equity indicators that are measurable. Disaggregated data showed 90% of recipients were of color (received comps and services). Close to 50% of those residents that received resources and services were in areas disproportionately affected by the digital divide.
- o All of this was crucial to cover the racial and equity lens, this will be valuable as we move forward.
- Human IT, provide technical support by calling number
- **Question:** How handling new programs that are rolling to residents, challenges?
 - o Paying attention to the program. Partners (Human IT) are one of the liaisons that help residents sign up and complete the application process. Continue encouraging programs. Constant conversations to discuss challenges and barriers of programs because providers deny them.
- **Question:** What happens when the program ends? Will people be forced to pay higher costs for programs?
 - o Long Beach residents can choose to sign up for low cost internet, for as low as \$15 a month. Still looking at strategies that are long term. Low cost resources are not affordable for people with low incomes, especially when they are on fixed income. Continuing to look for funding opportunities. Hope to see additional structural funding in the future, especially around the new State broadband plan which sounds hopeful. CARES act, and additional funding through the American Rescue Plan, and other funding dollars,

BREAKOUT ROOMS:

Digital Literacy/Skills Working Group Notes

The digital literacy/skills breakout group discussed narrowing their focus. Due to several concurrent efforts in the K-12 and educator space, this group will focus more specifically on adult digital literacy/skills. Efforts from Sacramento County Office of Education (SCOE), California Department of Education (CDE) and the following resources were shared with the group. Members were encouraged to bring forth policy or advocacy efforts related to K-12 education or instructor professional development for consideration of support from SCDI. Members with strong interest in K-12 were encouraged to monitor or get involved with one of these ongoing efforts.

- [California K-12 Computer Science Standards](#)
- [The Kapor Center](#)
 - [Teacher Landscape](#)
- [CSforCA](#)

Additional conversation included the acknowledgement that Broadband Access is fundamental to young students as well as adult learners and there are efforts in the Access and Adoption working group to address disparities in Broadband for youth as well as adults with some pilot projects for youth.

A final revision in terms to be used by the Coalition and this working group resulted in the following:

Foundational Digital Literacy - the ability to use digital tools to complete basic tasks in various settings and evaluate digital content (examples: send an email, locate accurate information, download documents, fill out an online application)

Occupational Digital Skills - specific technology-related skills needed for particular occupations or industry or to participate in higher education to achieve career goals (examples: Microsoft Office Suite, Web GIS, Enterprise Resource Planning - ERP)

Primary changes from the previous version include adding “evaluate online information” in the first term and exchanging some of the examples in both.

Next steps for this working group will include:

- Examining open source skill building platforms and frameworks for learning
- Exploring assessment tools to measure effectiveness of Digital Literacy/Skills training programs
- Creating stair step matrix of programs aligned to industry needs

There was also discussion on including Juniors and Seniors and considering skills from post-secondary to adult learning and employment in our focused efforts.

In order to accomplish this, we need members to identify and send information on any digital literacy/skill building platforms and programs. These can be sent to Caitlin Blockus at Caitlin.Blockus@valleyvision.org or to Renee John at Renee.John@valleyvision.org. Additionally, a request was made of members to invite CBOs, other stakeholders and partners to join the Coalition and

our group. Specifically, we are looking for those involved in direct service to help us best determine which skill building platforms, programs, and assessment tools will best serve the region's diverse demographics.

Hardware Devices Working Group Notes

I. Welcome and Introductions

II. Device Distribution

- United Way
 - We'll have to push United Way's Digital Equity program launch to first week of July, because it needs to be approved by City Council
 - Initially 500 devices were asked for, but then with additional funding, we're aiming for 800 devices
 - We have a full fiscal year to distribute 800 devices before the winter holidays
 - C4K and Los Rios
 - Storage of Devices
 - Transportation of Devices
 - Refurbishing and moving devices around can cause damage to them
 - beer to have on pallets and move them that way
 - There'll be a need for heavy equipment (pallet jacks, trucks)
 - 500 devices at Los Rios gym need to be stored elsewhere
 - 100 devices moving to CRC
 - We can move 100 units to C4K
 - Still leaves 300 that need to be moved
 - Potential storage help: Joel from Bay Area
 - We can potentially use rooms at Sac City's West Sacramento campus
 - Sac City's Folsom campus can potentially offer additional storage space
 - If it comes down to renting storage space, do we have funding to do so?
 - Barry can reach out to Storage Space owner
 - C4K could potentially rent space using United Way's and SMUD's funds if needed
 - Can we address SMUD, in lieu of funding, be able to use one of their facilities as storage space?
 - In contract with SMUD, money has to be used to distribute devices
 - Outstanding request from Dept of General Services
 - Could offer temporary storage
- C4K can offer additional technology support and education
 - Work study will allow students to intern with C4K, and act technical support
 - C4K has been doing this for past 10 years
 - Add to Hardware Devices Work Plan
 - Students can offer multilingual services as well
 - Provide technical support - keeping device going

- o Teaching safety techniques (i.e., how to use email, word processor)
 - License and software to be able to troubleshoot remotely
 - May need to be necessary, although in-person assistance is necessary as well
- Kevin and Jesse can bring this technical support aspect of our distribution system to the Digital Literacy/Skills working group
 - o It may need to be helpful to meet with Digital Literacy/Skills group at least once a month
- United Way has collected demographic data, but we may not have data on multilingual households right away; but we can connect with community partners to find out more about that
- Take a look at human IT and their website: <https://www.human-i-t.org/>
- SHRA
 - o Computers donated will end up with no hard drive, since they choose to rid of them rather than wipe information
 - o C4K encourages agencies to wipe information, since it can cost \$15-25 per hard drive to replace
 - o Wiping software nowadays is very good at not allowing information to be recovered

Broadband Access and Adoption Working Group Notes

- What are the mechanisms for Cap to Cap? What are the shovel ready projects?
 - o ISPs have to take on the application projects.
- Valley Vision just completed the Preferred Scenarios report: <https://www.valleyvision.org/resources/preferred-scenario-for-unserved-households-in-the-connected-capital-area-broadband-consortium-region-2021/>
- What does a mechanism look like? Is all this money coming from the CPUC?
- Release policy guide to help local government adopt what they need to do.
- SCAG for funds distributor.
- Ability to be creative.
- Mapping needs anchor institutions, that should be there already.
- Where would private investment naturally go to really maximize efforts?
 - o Are we able to be collaborators, or only puzzle pieces? Gaps in fiber then lease from each other to create a full fiber connection coverage.
 - o Preferred Scenario. Looks at cost structure. Federal funds are trying to come to the region first.
 - o Only one carrier, this field is very competitive.
 - We are experts, yet it's hard to get in the door in our own region. Not obvious about where those practices come in.
 - Have industry in the room so it actually works.
 - Need cities, counties and providers in the room at the same time.
 - o Micro trenching, less invasive and lower cost. SACOG board presentation.
- How do we operationalize the money coming in?
 - o Connected region and hearing that broadband paper is the next part of it.

- Jazmine will follow up on this.
 - David is available for consulting with Rochelle's team.
 - Some local governments are not ready:
 - Profiled to South bay to connect municipal cities, worked with provider to have a full fiber ring. Need more like that. David has been reaching out to new partners. Multiple ISPs with leasing to compete.
- **Rochelle:** The RDEF funds are not helping us, are you seeing that too?
 - **Trish:** Talk with David about that. Laborious applications, 10 years to build out, but kicks you out for their funding like CASF. Would be good to follow up with David.
 - Funding avalanche and what is needed?
 - **Rochelle:** don't have grant writers and not subject matter experts, need an entity that can help with needs for applications. Worry that we won't be able to use all the capital funds, not one-time funds, they need to be long term.
 - How many people are experiencing poor connections while we sit and wait here for funds? Kids are struggling to be connected.
 - **Trish:** providers applications last May and are still waiting to see what the federal money is doing. Right now, it is a private partner. Master license agreement, but they have to waive federal rights. Lack of understanding that these are hurdles. Waiving fed rights in companies are unreasonable. Well intended folks get in their own way.
 - The need is not magically within jurisdiction borders, it is too cookie cutter. Some of the activists, the pushback is harming the impacted areas, pushback are people that are in areas where it is not needed, but the loudest.
- David is working on the CalSPEED app and chamber to get a follow up call on that.
 - Call every other week with the city. The last year with the prosperity partners. How to raise the issues so that providers can ask for what they need. Need a common ordinance across the region.
- A partner said here are the barriers that we see and that we need to move past to move together. Some other counties too, such as LA. Setting the tone that it is not about blaming, but open and honest to get across what we need to say.
 - Present the rollout with a provider's voice: talking about those things.
 - Finance strategy and project readiness strategy.
 - Rural, unserved urban, urban, and business and agriculture. Push the conversation along. Could be a resource to figure out what to do.
 - The governor's goals, but also varied typography.
- Valley Vision is working on an application to EDA as well. Analyzing data.
- **Next Steps and final thoughts:**
 - Set up a call with Rochelle Swanson and Jazmine Alop with David.
 - Cap to Cap starting back up.
 - Invest where it is needed, but not addressing it so they don't see a need because they aren't bringing it up.