CALIFORNIA
Digital Equity Plan

California Department of Technology

2024

Foreword

Access to the Internet is essential for education, healthcare, workforce and economic development, essential services, and civic participation. As we learned during the COVID-19 pandemic, Californians' ability to access and use broadband internet is the difference between being able to fully engage in today's digital economy and being cut off.[1]

Yet there is a persistent digital divide in California. One in five residents lack access to reliable, high-speed broadband, affordable internet service and devices, and the training and skills to use them.[2]

Broadband for All is the Newsom Administration's comprehensive, multi-billion-dollar program to close the digital divide. It reflects the work of the California Broadband Council and its members, Executive Order N-73-20, the *Broadband for All* Action Plan (2020), the historic *Broadband for All* Act (SB 156, 2021), and a statewide mobilization effort to address affordability and increase broadband adoption rates by promoting low-cost service offers and the federal Affordable Connectivity Program (ACP).

While California has made great strides in advancing *Broadband for All,* given the vastness of the State's167,000 square miles and nearly 40 million residents, more effort and investment is required to achieve the program's goals.

The State has actively leveraged all available funding sources to achieve *Broadband for All* by participating in the federal *Internet for All* broadband programs included in the Biden Administration's Investment Infrastructure and Jobs Act (IIJA), including the Digital Equity Act (DEA) and the Broadband Equity, Access, and Deployment (BEAD) program. As directed by Governor Newsom and the California Legislature in Assembly Bill 2750, the California Department of Technology (CDT) sought federal funding to develop this digital equity plan in consultation with the California Public Utilities Commission (CPUC) and the California Broadband Council (CBC).

CDT developed this Digital Equity Plan in close coordination with the CPUC, the State's administering entity for the BEAD program, and with input from over 50,000 residents and stakeholders through four statewide planning group meetings, 24 outcome area working groups meetings, three statewide surveys, 20 in-person planning workshops and tribal consultations, and numerous meetings and listening sessions. The State's Digital Equity Plan and the BEAD Five-Year Action Plan represent the next chapters in the evolution of the State's *Broadband for All* program.

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[1] https://broadbandcouncil.ca.gov/wp-content/uploads/sites/68/2020/12/BB4All-Action-Plan-Final.pdf, accessed September 18, 2023.
[2] https://publicadvocatesprodtemp.cpuc.ca.gov/-/media/cpuc-website/divisions/communications-division/documents/broadband-implementation-for-california/bead/broadband-for-all-fact-sheet-english.pdf.

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Executive Summary

Digital equity means all Californians have access to the technology and digital skills they need to participate fully in modern society. The California State Digital Equity Plan describes how the State will pair its existing *Broadband for All* investments and efforts with new federal funding from the National Telecommunications and Information Administration (NTIA).

This draft Digital Equity Plan follows the requirements for NTIA's Digital Equity Planning Grant and California Assembly Bill 2750 (Chapter 597, Statutes of 2022).

This Plan identifies barriers to digital equity for eight "covered populations" outlined in the Digital Equity Act and includes the State's strategies for addressing those barriers to achieve specific objectives for each of the State's three *Broadband for All* goals. The implementation of this Plan will be funded by a federal Digital Equity Capacity Grant.

Individuals living in covered households with an income at or below 150% Federal Poverty Level	**Aging individuals (60+)**	**Incarcerated individuals** other than individuals who are incarcerated in a Federal correctional facility	**Veterans**
Individuals with disabilities	**Individuals with language barriers** including individuals who are English learners, and have low levels of literacy	**Members of a racial or ethnic minority group**	**Individuals who primarily reside in a rural area**

Figure 1: The eight "covered populations" outlined in the Digital Equity Act.

In total, 33.5 million Californians—85% of the State's population—belong to one or more of these populations.[3] CDT recognizes that some activities must be more targeted to populations whose needs are greater than others.

In alignment with the State's BEAD Five-Year Action Plan, this Plan also identifies barriers to digital equity for other digitally disadvantaged communities, including members of the LGBTQIA+ community and individuals who identify as women or female. While not required by NTIA, California also placed additional focus on tribal communities and individuals who are unhoused, in line with the State's overall commitment to equity.

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[3] https://www.census.gov/programs-surveys/community-resilience-estimates/partnerships/ntia/digital-equity.html.

California Digital Equity Plan Framework

Vision A California in which all residents have access to high-performance broadband, affordable service and devices, and the training and support necessary to enable digital inclusion for economic and other social benefits.		

Goal 1: All Californians have high-performance broadband available at home, schools, libraries, and businesses.	**Goal 2:** All Californians have access to affordable broadband and necessary devices.	**Goal 3:** All Californians can access training and support to enable digital inclusion.

What we're measuring (Our objectives)	**Where we are** (Current baseline) [4]	**Where we're going** (Our targets)	**How we'll get there** (Strategies and key activities)
We've defined specific objectives for each goal that will allow us to measure our progress as we implement this Plan.	This is a summary of the current state of each objective and recognizes that some covered populations start from different places.	These targets are where we want California to be after implementing Broadband for All.	These are the actions that we will take to achieve our goals. This Plan focuses on actions to complement infrastructure investments.

Assets
Organizations across the State offer digital inclusion programs. These statewide and locally based efforts offer a foundation for progress that this Plan will strengthen.

Priority Outcomes
This Plan will improve outcomes for California residents in the following areas:

Education	Health	Digital Literacy & Inclusion	Workforce & Economic Development	Essential Services, Accessibility, Civic Engagement	Tribal Collaboration

This Executive Summary provides an overview of each key component. A summary chart at the end of the Executive Summary provides details for each goal. The full draft of the Digital Equity Plan includes more detail in a format outlined by the NTIA.

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[4] Baseline data is derived from the statewide telephone survey, online public survey, 2021 American Community Survey data tables, NTIA Digital Equity Population Viewer, Outcome Area Working Groups, Regional Planning Workshops, Tribal Consultations, and 1:1 meetings, interviews, and listening sessions.

Vision, Goals, and Objectives

Vision

A California in which all residents have access to high-performance broadband, affordable service and devices, and the training and support necessary to enable digital inclusion for economic and other social benefits.

This vision embodies and expands on the State's three long-term goals defined in the 2020 *Broadband for All* Action Plan by establishing specific objectives for each goal and how we will measure progress.

Goals and Objectives

Goal 1 All Californians have high-performance broadband available at home, schools, libraries, and businesses.	Objective 1.1: Increase the percentage of Californians who are connected to broadband internet service.
	Objective 1.2: Increase the percentage of Community Anchor Institutions that are connected to broadband internet service.
	Objective 1.3: Increase the percentage of Californians who report that their internet service is reliable.
	Objective 1.4: Increase the percentage of Californians who have a choice of at least three internet service providers.
Goal 2 All Californians have access to affordable broadband and necessary devices.	Objective 2.1: Decrease the percentage of Californians who cite cost as the primary barrier to internet service.
	Objective 2.2: Reduce the percentage of Californians who rely solely on a smartphone to use the internet due to devices being inaccessible and unaffordable and increase the percentage with a home computing device.
	Objective 2.3: Increase the percentage of Californians enrolled in low-cost internet options and subsidies, including the Affordable Connectivity Program or successor program.
	Objective 2.4: Reduce the average cost that covered populations pay for internet service.

Goal 3 All Californians can access training and support to enable digital inclusion.	Objective 3.1: Increase the availability of digital literacy, cybersecurity, and skills training programs.
	Objective 3.2: Increase the percentage of Californians who have access to technical support services for internet-connected devices.
	Objective 3.3: Reduce the percentage of Californians whose concerns for privacy and cybersecurity prevents broadband adoption or effective use.
	Objective 3.4: Increase the percentage of Californians who possess basic, intermediate, and advanced digital literacy skills.
	Objective 3.5: Expand the number of members of covered populations trained/hired in broadband infrastructure and technology jobs.
	Objective 3.6: Increase the percentage of Californians who utilize the internet to apply for or use public benefits and other essential services and can participate in civic and social engagement online.

California's Goals and Objectives outlined above, are derived from the deep public engagement and planning process described in Section 4 and aligned with the State's Broadband for All Action Plan. They also correspond to the following categories of digital equity support activities articulated by the National Telecommunications Information Agency (NTIA) as Measurable Objectives (MO):

a. The availability of, and affordability of access to, fixed and wireless broadband technology;

b. The online accessibility and inclusivity of public resources and services;

c. Digital literacy;

d. Awareness of, and the use of, measures to secure the online privacy of, and cybersecurity with respect to an individual; and

e. The availability and affordability of consumer devices and technical support for those devices.

A table that outlines California's *Broadband for All* Goals and Objectives, the NTIA Measurable Objectives, the current baseline for each covered population, and the target can be found in Appendix A.

Achieving these goals and objectives will create a digitally equitable California and achieve outcomes in the state's priority policy areas. This Plan is designed to complement existing statewide policy initiatives to realize these outcomes.

Priority Outcome Areas	
Education Students and educators can use technology at home and in the classroom to enable more equitable educational outcomes.	**Health** Residents can access healthcare information and virtual healthcare services online, improving public health and the healthcare experience.
Digital Literacy and Inclusion Residents have access to digital literacy and skills training, and technical support in multiple languages delivered by community-based instructors.	**Workforce and Economic Development** Members of covered populations and digitally disadvantaged communities benefit from broadband investments and training to get better jobs, improve their earnings, and contribute to local economies across the State.
Essential Services, Accessibility, and Civic Engagement Residents, regardless of language, literacy level, or ability, can access online public resources and benefit programs, and fully participate in civic engagement activities.	**Tribal Collaboration** The State develops meaningful partnerships with tribes in California to increase connectivity in tribal communities while respecting sovereignty, ownership, and long-term economic sustainability.

Current State of Broadband and Digital Equity

California has made significant progress in closing the digital divide because of its existing *Broadband for All* investments and efforts, which include the CPUC's California Advanced Service Fund programs, Middle and Last Mile programs, and the statewide mobilization to raise awareness and enroll California residents in the Affordable Connectivity Program (ACP), which has led to over 2.9 million eligible households enrolling in the program over the last two years.

More Californians can access the internet and digital resources than ever before. A statewide telephone survey conducted with the California Emerging Technology Fund (CETF) and researchers from the University of Southern California Annenberg School for

Communication and Journalism as part of this digital equity planning effort revealed that over the last two years broadband adoption has increased among older adults, residents without a high school degree, households with people who have disabilities, and households with annual income less than $20,000.[5] Home connectivity rates also followed a pattern of convergence among counties, in which gains in connectivity in rural counties grew to match counties statewide more closely.[6]

Nonetheless, significant barriers to digital equity remain in communities throughout the State, particularly for Californians who identify as members of covered populations and digitally disadvantaged communities.

Section 3 of this Plan details the current state of digital equity in California. CDT, CPUC, and other state agencies and departments advanced an inclusive cross-cutting planning process that allowed CDT to gather both qualitative and quantitative data and included the following:

- Statewide Digital Equity Planning Group
- Outcome Area Working Groups
- Statewide Digital Equity Surveys
    - Telephone Survey
    - Public Online survey
    - Digital Equity Ecosystem Mapping
- Regional Planning Workshops
- Ongoing Stakeholder Engagement

This engagement and analysis highlighted specific barriers to broadband access, affordability, and adoption. Building on the three overarching goals of *Broadband for All*, this Digital Equity Plan defines specific objectives that will serve as the primary basis for measuring progress toward the State's vision. The strategies outlined in this Plan are informed not only by the over 50,000 Californians who shared their experiences and ideas at public meetings but also by the following baseline measures of these indicators, including how they differ for each covered population and digitally disadvantaged community.

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[5] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 15.
[6] Ibid.

Overall Needs and Barriers

Barriers to digital equity highlighted through CDT's multi-pronged engagement process can be considered in three categories: access, affordability, and adoption.

Access

When it comes to the availability of internet infrastructure, there are over 450,000 unserved and underserved locations in California.[7] Serving these locations is the first step in achieving the *Broadband for All* vision, and one that California is focused on through the Middle-Mile Broadband Initiative (MMBI) and CPUC's last mile programs, including those to be funded through BEAD. Additional specific barriers related to broadband infrastructure access include:

- Lack of available infrastructure/service;

- Lack of reliable/resilient service (speed and other variables);

- Evolving, but incomplete, state broadband data/maps; and

- Uncertain localized labor supply for broadband infrastructure jobs.

Affordability

For those who do have service available, affordability remains the top barrier to digital equity for all populations throughout the State. Sixty-one percent of telephone survey respondents identified cost as the primary barrier to obtaining home internet service.[8] Specific barriers highlighted by communities and surveys through this digital equity planning process include:

- Lack of awareness of low-cost offers and subsidies like the Affordable Connectivity Program;

- Challenging enrollment processes, including eligibility requirements that do not include high-cost communities within CA;

- The need for a sustainable broadband subscription subsidy;

- Lack of consumer choice and competition among Internet Service Providers (ISPs); and

- Mistrust of government and corporations.

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[7] https://www.cpuc.ca.gov/-/media/cpuc-website/divisions/communications-division/documents/broadband-implementation-for-california/bead/california-bead-five-year-action-plan---final-draft---20230828.pdf, accessed September 16, 2023, page 111.
[8] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 27.

Adoption

Even if service is available, Californians cite additional barriers to broadband adoption. U.S. Census Bureau data indicates that about 8% of households in California lack a computer or broadband subscription.[9] The statewide telephone survey and online public survey obtained granular data on Californians' comfort level with device usage, digital literacy skills, and online privacy and cybersecurity. The telephone survey found that one-third of households that do not subscribe to the internet do so because nobody in the household has a desktop, laptop, or tablet, supporting the theory that device access affects broadband connectivity.[10] There is strong interest by online survey respondents (33%) to take an internet or computer training course.[11] Specific barriers to adoption include:

- Lack of awareness of low cost offers and subsidies;

- Lack of perceived need (including reliance solely on mobile phones);

- The cost of devices like computers and tablets;

- Lack of digital literacy skills and training, including online safety; and

- Lack of technical familiarity or awareness due to the rapid pace of change in technology (including hardware and software).

Data

Data granularity and accuracy was cited as a barrier during the development of the *Broadband for All* Action Plan and remains a barrier today.[12] While significant efforts have been made at the state and federal levels to improve broadband availability, affordability, and adoption data, there are small but significant differences in what the data tells us and what we hear from communities and residents based on their lived experiences.[13]

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[9] American Community Survey (ACS), 2021 5-Year Estimates.
[10] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 36.
[11] Digital Equity Online Survey Analysis and Needs Assessment, slide 34.
[12] https://broadbandcouncil.ca.gov/wp-content/uploads/sites/68/2020/12/BB4All-Action-Plan-Final.pdf, page 20, accessed September 17, 2023.
[13] Education Digital Equity OAWG, Pages 7-9, Presentation by Philip Neufeld, Executive Officer Enterprise Infrastructure and Services Fresno Unified School District, Education OAWG, March 14, 2023. California Broadband Council Meeting July 25, 2023 - YouTube, 1 hr, 52 minutes, Public Comment by Patrick Messac, Director, #OaklandUndivided.

Specific Barriers for Covered Populations

In addition to these overall barriers, different covered populations experience distinct barriers to digital equity. These barriers include the following examples, which were highlighted through CDT's public participation throughout this digital equity planning process.

Covered Populations	Examples of Specific Barriers
Individuals who Live in Covered Households (under 150% FPL)	Lack of awareness of low cost offers and ACP
	Availability in multi-dwelling units (MDUs) and subsidized housing
	Individual units within MDUs and subsidized housing are not accurately counted on State and Federal Broadband Maps
	Industry business practices constrain service availability/ options where multiple families reside in the same unit
Aging Individuals (60+)	Lack of distinction between broadband connection and cellular connection
	Inadequate devices/technology
	Lack of digital skills training
Incarcerated Individuals	Lack of training during incarceration
	Housing & economic insecurity upon re-entry
	Evolution of technology
Veterans	Mistrust of government and corporations
	Economic and housing insecurity
	Lack of digital skills and training
Individuals with Disabilities	Inadequate accessible hardware and software
	Training on hardware and software
	Accessibility of online services
Individuals with Language Barriers	Mistrust of government and corporations
	Information in primary language
	Literacy in primary language
	Digital skills training in language

Covered Populations	Examples of Specific Barriers
Individuals who are Members of a Racial or Ethnic Minority Group	Structural racism, discrimination, and discriminatory practices
	Mistrust of government and corporations
	Information in primary language
	Literacy in primary language
	Digital skills training in language
Individuals who Primarily Reside in a Rural Area	Infrastructure
	Competition
	Wildfires and disasters
	Isolation and distance from support
LGBTQIA+	Unique concerns around safety
	Underrepresentation in broadband industry jobs
Women, and those who identify as female	Digital literacy and workforce development focus
	Balancing work and childcare
	Displacement and trauma due to domestic violence
	Underrepresentation in broadband industry jobs

Baseline Measures

Through existing data and new datasets developed for this Digital Equity Plan, the State has identified the following baseline conditions against which we will measure progress. For many objectives, we also identified differences among covered populations.

> **Goal 1:** All Californians have high-performance broadband available at home, schools, libraries, and businesses.

Objective 1.1   **Increase the percentage of Californians who are connected to broadband internet service.**

Federal Communications Commission (FCC) data estimates 306,910 unserved locations (locations without 25/3Mbps service) and an additional 151,107 underserved locations (lacking 100/20Mbps service) [14]—the basis for California's BEAD funding allocation. According to a representative sample of Californians surveyed for this Plan 91% are connected to broadband, indicating that an estimated 3.5 million Californians remain unconnected to internet service due to limited infrastructure, affordability issues, and other barriers. [15] The covered populations that are among the least connected include low-income households (81%), individuals with language barriers (81%), individuals who primarily reside in a rural area (86%), and Hispanic or Latin(o) households (88%). [16]

Objective 1.2   **Increase the percentage of Community Anchor Institutions that are connected to broadband internet service.**

As part of its planning process for the BEAD program, CPUC is evaluating current levels of connectivity among community anchor institutions in the state.

Objective 1.3   **Increase the percentage of Californians who report that their internet service is reliable.**

Although 91% of Californians are connected to broadband service, only 62% report that their service is reliable for their household needs. [17]

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[14] https://www.cpuc.ca.gov/-/media/cpuc-website/divisions/communications-division/documents/broadband-implementation-for-california/bead/california-bead-five-year-action-plan---final-draft---20230828.pdf, accessed September 16, 2023, page 111.

[15] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 11.

[16] Ibid., 21.

[17] Ibid., 30.

Objective 1.4   **Increase the percentage of Californians who have a choice of at least three internet service providers.**

Consumer choice is an important part of a thriving marketplace for internet service and has been correlated to broadband affordability,[18] but CPUC's 2018 Competition Report found that 35% of California households have access to only one provider offering service greater than 25/3 Mbps, and only 6.8% have access to three providers offering service greater than 25/3 Mbps.[19]

Goal 2: All Californians have access to affordable broadband and necessary devices.

Objective 2.1   **Decrease the percentage of Californians who cite cost as the primary barrier to internet service.**

Sixty-one percent of households who do not adopt internet service say that the cost of internet service is the main reason they do not subscribe.[20] This percentage is meaningfully higher for covered populations and other digitally disadvantaged communities.[21]

Objective 2.2   **Reduce the percentage of Californians who rely solely on a smartphone to use the internet due to devices being inaccessible and unaffordable and increase the percentage with a home computing device.**

While the percentage of Californians who rely solely on a smartphone to use the internet has been cut in half over the last two years, more than 1.1 million (3%) Californians still cannot make full use of the internet because they do not have a computer or tablet.[22] This percentage is significantly higher for covered populations, including the 23% of individuals who live in covered households who currently rely solely on a smartphone for internet use.[23]

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[18] https://www.calfund.org/wp-content/uploads/Pricing-Disparities-Report.pdf, Accessed October 31, 2023.

[19] https://www.cpuc.ca.gov/industries-and-topics/internet-and-phone/competition.

[20] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 27.

[21] Digital Equity Online Survey Analysis and Needs Assessment, slide 15.

[22] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 11.

[23] Digital Equity Online Survey Analysis and Needs Assessment, slide 31.

Objective 2.3 **Increase the percentage of Californians enrolled in low-cost internet options and subsidies, including the Affordable Connectivity Program or successor program.**

Approximately 2.95 million of 5.84 million eligible households (50%) are enrolled in ACP,[24] but 77% of unconnected households remain unaware of the program,[25] and only 22% of survey respondents are aware of low-cost options from internet service providers (ISPs).[26]

Objective 2.4 **Reduce the average cost that covered populations pay for internet service.**

Californians spend an average $83.60 per month on broadband, with notable variations among covered populations.[27] Covered populations that report paying more than the average cost include aging individuals, veterans, individuals with disabilities, and members of the LGBTQIA+ community.

Goal 3: All Californians can access training and support to enable digital inclusion.

Objective 3.1 **Increase the availability of digital literacy, cybersecurity, and skills training programs.**

While it is difficult to quantify a baseline for this objective, locally based service providers have shared details of more than 270 programs currently offering digital skills training in the state through this digital equity planning process.[28] These programs are complemented by numerous other programs supported by CPUC, CETF, and other entities. Implementation of this Plan will help identify gaps in the availability of these programs more clearly.

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[24] https://broadbandforall.cdt.ca.gov/affordable-connectivity-program/acp-enrollment/, accessed February 6, 2024.
[25] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 39.
[26] Digital Equity Online Survey Analysis and Needs Assessment, slide 74.
[27] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 59.
[28] Digital Equity Ecosystem Mapping (DEEM) Findings, slides 9-11.

Objective 3.2   **Increase the percentage of Californians who have access to technical support services for internet-connected devices.**

Technical support for computers and other devices is an essential component of digital equity, but 22% of survey respondents say they do not have access to these services in their household or community. Covered populations that have the least access to services include individuals who live in covered households, aging individuals, individuals with disabilities, and individuals with a language barrier. [29]

Objective 3.3   **Reduce the percentage of Californians whose concern for privacy and cybersecurity prevent broadband adoption or effective use.**

Even as privacy and cybersecurity are increasing concerns for digital equity, 42% of telephone respondents cite concern over privacy as a barrier to home internet. [30]

Objective 3.4   **Increase the percentage of Californians who possess basic, intermediate, and advanced digital literacy skills.**

Nearly one in three Californians who lack broadband at home cite limited digital skills as one of the reasons for not subscribing. [31] Thirty-three percent of online survey respondents are interested in internet or computer training classes—a figure that rises to 77% for some covered populations. [32]

Objective 3.5   **Expand the number of members of covered populations trained/hired in broadband infrastructure and technology jobs.**

According to the Fiber Broadband Association, "fiber workers are predominantly white (59.6%) and male (89.8%) and skew older than the median age worker in the US at 44 years old." [33]

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[29] Digital Equity Online Survey Analysis and Needs Assessment, slide 33.

[30] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 36.

[31] Ibid., 44.

[32] Digital Equity Online Survey Analysis and Needs Assessment, slide 34.

[33] https://www.zippia.com/fiber-optic-technician-jobs/demographics/, accessed October 11, 2023.

Objective 3.6   **Increase the percentage of Californians who utilize the internet to apply for or use public benefits and other essential services and can participate in civic and social engagement online.**

An estimated 46% of Californians—and only 21% of those without an internet subscription or who only use a smartphone—use the internet for telehealth. [34] Fifty-five percent of online survey respondents rarely or never use the internet to apply for or use public benefits like CalFresh, SNAP, Medi-Cal, or Social Security. [35]

Digital Equity Assets and Gaps

Most digital inclusion work happens at the regional and local levels through community-based organizations that know their communities best, deliver programs and services in relevant languages with cultural sensitivity, and are trusted messengers in their communities.

Local governments and community anchor institutions [36]—including those in education, healthcare, workforce and economic development, libraries, and housing—Tribes, nonprofit organizations, philanthropy, internet service providers, and organizations that represent and serve each of the covered populations and other digitally disadvantaged communities all do essential work to help realize statewide goals. Leaders in each of these types of organizations contributed meaningfully to the development of this Plan, and partnership, collaboration, and alignment with these organizations will be central to Plan implementation.

This Plan contains a preliminary inventory of more than 700 digital equity plans, organization and individual contacts, and programs, including state managed efforts, locally developed digital equity plans, organizations who are working to promote digital inclusion statewide and at the local level, and programs that offer funding and services ranging from digital literacy training to device distribution and tech support.

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[34] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 46.
[35] Digital Equity Online Survey Analysis and Needs Assessment, slide 64.
[36] See Senate Bill 156, Section 11549.54(d)

California has perhaps the strongest and most mature digital equity ecosystem in the nation—one that has been growing stronger since the creation of the CBC in 2010. Nonetheless, these organizations highlighted several barriers to their ability to make an impact throughout this digital equity planning process, including:

Top Barriers for Organizations

- **Funding and Sustainability:** The most cited barrier is the lack of sustainable funding.

- **Staff and Organizational Capacity:** Adequately trained staff and other organizational capacity limitations, including in-language capacity, impede these organizations.

- **Difficulty Accessing and Applying for Funding:** When funding opportunities do arrive, the complexity of applying for and reporting on the funds can overwhelm organizations.

- **Lack of Awareness and Engagement:** Promoting programs that support communities in need of digital inclusion services remains a challenge for organizations seeking to deliver these services.

- **Coordination and Collaboration:** Stronger coordination and collaboration among organizations offering digital equity resources could reduce the unnecessary duplication of efforts and promote the sharing of resources and best practices.

Additional gaps in organizational resources exist between geographic regions within the state. Continuing to collect data on organization-based digital inclusion programs and capacities through the implementation phase of this Plan will help the State tailor its programmatic investments to the places and programs in which they have the greatest opportunity to achieve our goals.

Strategies and Implementation Activities

During the State's 20 regional planning workshops and group tribal consultations, more than 2,200 Californians, including leading digital inclusion practitioners, advocates, and members of all covered populations helped to identify and prioritize strategies that the State should pursue to address barriers to digital equity.[37] These priority strategies are summarized into the following themes:

- Construct high-speed broadband infrastructure throughout the state to achieve ubiquitous deployment foundational for universal adoption; expedite construction and development of middle-mile network and last-mile projects.

- Implement comprehensive digital inclusion programs that overcome the three overarching barriers for low-income households to achieve universal adoption: sign up for affordable home internet service; acquire an affordable computing device; and access digital literacy training to become digitally proficient.

- Ensure that communities disproportionately impacted by barriers to digital equity are central to the design, development, and delivery of digital equity programs, and that socioeconomic benefits are captured primarily within these communities. Consult and empower covered populations and other digitally disadvantaged communities to help plan and implement all strategies to achieve digital equity. Those intended to be served must be involved in planning and delivering the services.

- Deliver services to people where they live and gather. Meet people where they are; take services to the people instead of requiring people to come to the services. Ensure that digital inclusion programs and resources are tailored to the specific cultural dynamics of covered populations and are made available in the languages that Californians speak.

- Engage and support "trusted messengers" in existing community-based organizations and institutions who already serve the covered populations to deliver digital inclusion programs and services.

- Develop all informational materials and awareness media in-language and in-culture.

- Advance universal design to ensure accessibility and assistive technology for everyone.

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[37] *Broadband For All*, Digital Equity, and BEAD Regional Planning Workshops, 10 Overall Themes of Recommended Strategies from the 17 Regional Workshops, CETF, June 12, 2023.

- Leverage existing resources by engaging major institutions—including counties, cities, schools, higher education, tribal governments—and human services systems, such as education, healthcare, libraries, economic and workforce development, and essential services, to integrate digital inclusion strategies into current programs and services.

- Align and integrate human services to focus on outcomes and convenience for individuals and households. Train existing social workers, health workers (promotores), educators, librarians, and other human and community service workers to serve as Digital Navigators.

- Incorporate peer-to-peer and inter-generational strategies into digital inclusion programs.

In alignment with these cross-cutting strategies, this digital equity Plan will help realize the *Broadband for All* vision, goals, and objectives by advancing the following seven key activities focused on outcomes, accountability, and broadband adoption at the individual and residential level:

Key Activity 1: Complete *Broadband for All* infrastructure investments within federal and state deadlines.

CDT, CPUC, and other State agencies tasked with building out broadband infrastructure will continue the build-out of existing *Broadband for All* investments and BEAD-funded projects. Increasing the miles constructed, the number of ISPs providing service, and the number of connected homes, businesses, and community anchor institutions, will increase the level and quality of internet service available to residents in California, including covered populations, and the unserved and underserved residents of the state.

Key Activity 2: Convene digital equity stakeholders to strengthen collaboration.

CDT will convene partners and stakeholders and provide regular updates on implementation through the California Broadband Council, Middle-Mile Advisory Committee, and continue engagement and outreach forums developed during the digital equity planning process by extending the quarterly convenings of the Statewide Planning Group and the Outcome Area Working Groups. Program planning and delivery will involve members of the communities served.

Key Activity 3: Refine digital equity data and maps.

Federal and state government entities are committed to refining digital equity data and mapping efforts. The CPUC has compiled extensive data within its Annual Affordability Report, which aggregates pricing and service offering data from communication service providers to monitor pricing trends in different areas of the state. Continued collection of granular broadband deployment and subscriber data will allow for better understanding and assessment of unserved and underserved

locations and broadband adoption rates in California to effectively target resources as needed. The data will also inform public policies looking to bridge the digital divide in California.

CDT will work to develop systems to track the impact of *Broadband for All* investments to inform future policy and funding decisions and validate that the State is receiving its fair share of federal resources. CDT will y regularly conduct digital equity surveys to understand how grant funding has improved broadband access, adoption, and reduced barriers.

Key Activity 4: Develop a California Connect Corps digital equity capacity grant program to expand statewide and community-based digital navigation and digital inclusion programs.

The state will develop a California Connect Corps (CCC) digital equity capacity grant program to support statewide and nonprofit organizations to conduct outreach to underserved populations to advance digital inclusion.[38] This program will include a part of a broader set of digital equity grants that the state plans to make available to local and tribal governments, community anchor institutions, community-based organizations, and other digital inclusion service providers to deliver comprehensive or issue-specific digital inclusion programs.

This program, contingent on federal funding, and if authorized, will fund the delivery of digital inclusion services from trusted messengers in existing statewide and community-based organizations and institutions who can provide support in the communities and languages in which it is needed most.

Key Activity 5: Fund new and expand existing State-managed digital inclusion programs.

The State intends to fund state-managed digital inclusion programs like those being managed by the State Library, Department of Aging and others offered by State agencies and other statewide partners as identified in Section 3 of this Plan.

Key Activity 6: Develop and promote digital inclusion tools and best practices.

Although digital inclusion programs that reach the hardest to connect are best delivered in a hyper-local manner, in and by the communities most disconnected, these service providers often cite a lack of capacity to deliver these programs at the scale needed. Part of the solution to capacity-building can be to provide standard tools and resources that these providers can use and customize for their communities, saving time and cost while building on best-demonstrated practices from other providers across the state.

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[38] https://trackbill.com/s3/bills/CA/2021/AB/2750/analyses/senate-energy-utilities-and-communications.pdf.

CDT will work with the State Library, Department of Aging, Department of Education and others to lead the development of new and existing tools and resources to make it easier for locally based digital inclusion providers to realize their goals. As part of this work, the State will:

- Develop, fund, and make available a statewide digital literacy training platform;

- Develop a statewide multilingual digital literacy training framework and learning assessment; and

- Build the statewide asset inventory as a common resource for local governments, social services, workforce development, and healthcare organizations, and for all Californians to see the digital inclusion programs available in their community.

Key Activity 7: Promote low-cost service offers and subsidy programs, such as the Affordable Connectivity Program (ACP), and advocate for a sustainable successor program.

This Plan calls for multiple measures to overcome the fact that cost is the primary barrier to internet adoption, including publicly funded network development and the promotion of consumer choice and competition among ISPs. However, the State also recognizes that many low-income households will continue to rely on subsidized service, so they are not forced to choose between internet service and mobile service, or other life necessities.

As part of this work, the State will:

- Bundle outreach for low-cost plans, ACP other subsidies and successor programs with services like the National School Lunch Program (NSLP), Medicaid, WIC, or Pell Grants;

- Provide enrollment assistance with low-cost plans, ACP, and other subsidies and successor programs to covered populations;

- Advocate for improvement of enrollment processes for low-cost offers, ACP, and other subsidies and successor programs, including low-cost offers and middle-class plans offered by BEAD subgrantees.

- Continue to track eligibility and adoption rates of low-cost offers and subsidy programs statewide to understand and demonstrate California's level of need;

- Advocate for an extension of ACP or a successor program or develop a State-led affordable offer; and

- Encourage the establishment of a data-matching agreement between the state and federal government for subsidy eligibility.

What's Next

While the State has resources to advance the objectives and key activities identified in this Plan, it will seek additional funding through a Digital Equity Capacity Grant from the NTIA, expected to be available in mid-2024.

Capacity Grant funding will be insufficient to accomplish the objectives and meet the targets outlined in this Plan. CDT will support its digital inclusion stakeholders in the state to apply for the **Digital Equity Competitive Grant** program from the NTIA, expected in late 2024. This Plan acknowledges that sustainable programs cannot rely solely on state or federal funding.

Funding from local governments, philanthropy, the private sector, and public-private partnerships are key to realizing our statewide objectives. CDT will continue to promote locally funded digital equity programs that support Plan goals and to pursue additional sources of funds to expand or complement key implementation activities.

All Californians can play a role in executing this Digital Equity Plan. As CDT oversees its implementation, it will continue to advance an inclusive, collaborative process with its partners in State government, local and tribal governments, and other digital inclusion organizations and stakeholders throughout the state.

The tables below identify the objectives, baseline, target, and relevant key activities for each of the three goals stated earlier. The targets in this plan are intentionally ambitious and dependent on the completion of the Broadband for All and BEAD infrastructure projects, efficient use of Capacity Grant funds, and competitive grants, philanthropy and private investments. These targets will be reviewed and revised as needed to respond to developments in future years which may impact the ability to meet or exceed them. More details on the objectives, baseline, and targets can be found in Section 2.5, and details on the seven relevant key activities for each objective can be found in Section 5.1.

Goal 1: All Californians have high-performance broadband available at home, schools, libraries, and businesses.			
Objective	Current Baseline	Target	Key Actions
1.1 - Increase percentage of Californians who are connected to broadband Internet service.	Ninety-one percent are connected to broadband; covered populations less well-connected include individuals who live in covered households (81%); individuals with language barriers (81%); individuals who primarily reside in rural areas (86%). (*Telephone Survey*)	To the extent possible, all Californians who identify as a member of a covered population, have access to broadband service by 2030.	1. Complete infrastructure 2. Convene 3. Refine data 4. N/A 5. Expand state efforts 6. Promote tools 7. Secure subsidies
1.2 - Increase the percentage of Community Anchor Institutions (CAIs) that are connected to broadband internet service.	CPUC is currently evaluating levels of connectivity as part of its BEAD planning process.	All Community Anchor Institutions, including schools, government entities (i.e., correctional facilities), healthcare institutions, libraries, public safety points and tribal lands, have access to gigabit service by 2030.	
1.3 - Increase the percentage of Californians who report that their internet service is reliable.	Eighty-two percent of telephone survey respondents report that internet service is adequate for their	To the extent possible, all Californians, including those who identify as a member of a	

Objective	Current Baseline	Target	
	household needs. *(Telephone Survey)*	covered population, have access to reliable internet service that is adequate for their household and business needs by 2030.	
1.4 - Increase the percentage of Californians who have a choice of at least three internet service providers	An estimated 35% of households have access to only one broadband provider. *(CPUC)*	To the extent possible, more than 6.8% of Californians have access to at least three internet service providers by 2030.	

Goal 2: All Californians have access to affordable broadband and necessary devices.

Objective	Current Baseline	Target	Key Actions
2.1 - Decrease the percentage of Californians who cite cost as the primary barrier to internet service.	Cost is the main reason that 61% of households do not subscribe. Covered populations citing cost as a barrier include individuals who live in covered households; individuals with disabilities; individuals with language barriers; members of a racial or ethnic minority group; individuals who primarily reside in rural areas. *(Telephone Survey)*	Reduce the percentage of California households, including those who identify as a member of a covered population, who cite cost as the reason for not adopting internet service by 2030.	1. Complete infrastructure 2. Convene 3. Refine data 4. CA Connect Corps Digital Equity Capacity Grant Program 5. Expand state efforts 6. Promote tools 7. Secure subsidies
2.2 - Reduce the percentage of Californians who rely solely on a smartphone to use the internet due to devices being inaccessible and unaffordable and increase the	An estimated 3% of Californians do not have a computer or tablet. *(Telephone Survey)*	Reduce the percentage of those who identify as a member of a covered population, who rely solely on a smartphone and increase the percentage that	

percentage with a home computing device.		have a home computing device by 25% 2028 and 50% by 2030.	
2.3 – Increase the percentage of Californians enrolled in low-cost internet options and subsidies, including the Affordable Connectivity Program or successor program.	2.95 million of 5.84 million eligible households (50%) are enrolled in ACP *(BB4A portal)*; 77% of unconnected households remain unaware of the program *(Telephone survey)*; 1 in 5 may be unaware of low-cost options *(Online survey)*.	To the extent possible, all ACP-eligible households, including those who identify as a member of a covered population, are enrolled in a low-cost plan by 2030.	1. Complete infrastructure 2. Convene 3. Refine data 4. CA Connect Corps Digital Equity Capacity Grant Program 5. Expand state efforts 6. Promote tools 7. Secure subsidies
2.4 – Reduce the average cost that covered populations pay for internet service.	Californians spend an average $83.60 per month on broadband, with notable variations among covered populations; covered populations paying more than the average include: veterans; individuals with disabilities; aging individuals *(Telephone Survey)*.	To the extent possible, reduce average costs for all covered populations so that fewer households cite cost as the reason for not adopting internet service by 2030.	

Goal 3: All Californians can access training and support to enable digital inclusion.

Objective	Current Baseline	Target	Key Actions
3.1 - Increase the availability of digital literacy, cybersecurity, and skills training programs.	More than 270 programs currently offering digital skills training support. *(DEEM responses)*	Expand the number of Californians, especially those who identify as part of a covered population or a digitally disadvantaged community, who received digital literacy, cybersecurity, or	

		digital skills training—34% by 2027, and 50% by 2030.	1. N/A 2. Convene 3. Refine data 4. CA Connect Corps Digital Equity Capacity Grant Program 5. Expand state efforts 6. Promote tools 7. Secure subsidies
3.2 - Increase the percentage of Californians who have access to technical support services for internet-connected devices.	Twenty-two percent of respondents do not have access to technical support for computers and other devices in their household or community. *(Online Survey)*	Increase digital navigation services, which includes technical support for internet-connected devices, provided to those who identify as a member of a covered population—34% by 2027, and 50% by 2030.	
3.3 - Reduce the percentage of Californians whose concerns for privacy and cybersecurity prevents broadband adoption or effective use.	Forty-two percent of Californians cite concerns over privacy as a barrier to home internet adoption. *(Telephone Survey)*	Increase awareness of cybersecurity measures among members of covered populations and reduce the percentage of those whose concerns about privacy and cybersecurity negatively impacts their use of the internet—34% by 2027, and 50% by 2030.	
3.4 - Increase the percentage of Californians who possess basic, intermediate, and advantaged digital literacy skills.	Nearly one in three Californians who reported lacking broadband at home cite limited digital skills as a reason for not subscribing. *(Telephone Survey)* When it comes to intermediate digital skills,	Reduce the share of Californians, including those who identify as part of a covered population or digitally disadvantaged	

	such as installing new applications or making appointments online, 20% of online survey respondents are uncomfortable. *(Online Survey)* Only 56% of Californians may be considered to have more advanced digital skills. *(Telephone Survey)*	community, who lack basic digital literacy skills— 34% by 2027, and 50% by 2030.	1. N/A 2. Convene 3. Refine data 4. CA Connect Corps Digital Equity Capacity Grant Program 5. Expand state efforts 6. Promote tools 7. Secure subsidies
3.5 - Expand the number of members of covered populations trained/hired in broadband infrastructure and technology jobs.	Fiber workers are predominantly white (59.6%) and male (89.8%) and skew older than the median age worker in the US at 44 years old.	Increase the number of individuals in all covered populations who are trained and hired for broadband infrastructure and technology jobs by increasing the number of training programs and apprenticeships developed in partnerships with Workforce Investment Boards, California Community Colleges, labor unions, community-based organizations, and private companies.	
3.6 - Increase the percentage of Californians who utilize the internet to apply for or use public benefits and other essential services and can	An estimated 46% of Californians—21% of those without an internet subscription or who only use a smartphone—use the internet for telehealth. *(Telephone Survey)* 55% of online survey respondents	Increase the share of Californians, especially those who identify as part of a covered population or digitally disadvantaged	

participate in civic and social engagement online.	rarely or never use the internet to apply for or use public benefits like CalFresh, SNAP, Medi-Cal, or Social Security. *(Online Survey)*	community, who are able to access the internet to apply for or use public benefits and other essential services and can participate in civic and social engagement online—34% by 2027, and 50% by 2030.	

2. Introduction and Vision for Digital Equity

This Statewide Digital Equity Plan (SDEP) establishes California's vision, digital equity goals, and priorities. It presents a needs assessment that will inform how the State allocates its Digital Equity Capacity Grant from NTIA and establishes baseline data that the State will use to measure its progress. This Plan is structured to meet the requirements of a Digital Equity Planning Grant from NTIA.

This Plan aligns with the *Broadband for All* program, which reflects Governor Gavin Newsom's significant commitment to close the digital divide in California. This is exemplified in the *Broadband for All* Action Plan, prepared in response to Executive Order N-73-20, the once-in-a-lifetime investments authorized under Senate Bill 156 (Chapter 112, Statutes of 2021), which committed $6 billion toward the development of a statewide open-access middle-mile network and complementary last-mile infrastructure and adoption grants programs. It also includes the statewide Get Connected CA! Mobilization led by CBC members to increase enrollment in the FCC's Affordable Connectivity Program (ACP).

2.1 Vision

Under the banner of *Broadband for All*—California's commitment to closing the digital divide—the state seeks to realize the following vision by the end of 2028:

A California in which all residents have access to high-performance broadband, affordable service and devices, and the training and support necessary to enable digital inclusion for economic and other social benefits.

2.2 Alignment with Existing Efforts to Improve Outcomes

Realizing this vision will not only ensure equitable access to technology but also help achieve other statewide policy outcomes, including:

- Improve educational attainment and achievement,

- Increase access to healthcare and healthcare services,

- Enable digital literacy and inclusion,

- Empower workforce and economic development,

- Foster greater access to essential services, accessibility, and civic engagement, and

- Strengthen tribal collaboration and partnerships.

Recognizing the digital equity imperative in each of these priority outcome areas was foundational to CDT's digital equity planning process, and this Plan complements existing statewide policy priorities and goals in each area. Examples of these priorities include the following:

Education

Objectives in this Plan (see Section 2.5) will positively affect educational outcomes in the state. Key collaborators in this effort include the California Department of Education (CDE), the University of California (UC), California State University (CSU), California Community Colleges (CCC), County Offices of Education, and local school districts.

Transforming Schools: Superintendent's Initiatives details the priorities and initiatives of CDE to transform K-12 public schools by integrating new programs and strategies for students, families, educators, and local education agencies.[39] One of these initiatives is "Closing the Digital Divide" which "focuses on identifying needed resources and partnerships to support distance learning in California schools and equip all California schools with computing devices and connectivity."[40] During the COVID-19 pandemic, CDE facilitated the development of California Educators Together, a platform supporting a community of practice that encourages the sharing of digital assets and delivering online coursework.[41] Many of the objectives set forth in this Plan, such as the goal of increasing connectivity and device ownership and encouraging partnerships across State agencies, directly support this initiative of CDE.

Higher education systems in California are also working to promote digital equity as a central tenet of their mission. As noted in a report by the CITRIS Policy Lab, UC is well suited to advance digital equity "because of its extensive geographic footprint, vast infrastructure, technical capacity, and deep ties to surrounding communities."[42]

CSU's mission is to advance and extend knowledge, learning, and culture, especially in California. One key program supporting digital equity is California State University Connectivity Contributing to Equity and Student Success (CSUCCESS). CSUCCESS addresses the technology equity gap and enhances student achievement by providing industry-leading technology to the CSU community.[43] The program includes high-quality personal computing devices, broadband connectivity, digital literacy, and

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[39] California Department of Education, accessed October 10, 2023.

[40] https://www.cde.ca.gov/eo/in/digitaldivide.asp, accessed October 29, 2023.

[41] https://www.caeducatorstogether.org/, accessed November 17, 2023.

[42] https://citrispolicylab.org/wp-content/uploads/2022/05/Building-on-UC-Broadband.pdf, Accessed October 16, 2023, page 1.

[43] CSUCCSESS, accessed October 10, 2023.

shared best practices across the CSU for technology-focused student support. [44] CSU also provides its students with Eduroam Wi-Fi connectivity, which allows students to access the internet from other participating institutions of higher education. [45]

The California Community College Vision 2030 aims to increase educational attainment among CCC's existing 1.9 million students but also prioritizes postsecondary attainment for the 6.8 million Californians between the ages of 25 and 54 who have a high school diploma but no postsecondary credential. [46] While all three 'Leading with Equity' goals in Vision 2030 are critical to student success, the goals of "Equity in Support" align with the work of this Plan, by making it easier to receive digital equity supports and services. CCC also hosts Calbright College, a free online training program for non-traditional learners in areas such as IT Support and Cybersecurity. This program is a "competency-based model so learners move through the coursework at their own pace and as they feel comfortable with the material." [47]

This Plan advances the goals of these educational initiatives by eliminating financial and/or administrative burdens by working collaboratively with State agencies and other entities. By implementing the key activities suggested in this Plan (see Section 5.1), the State can make progress on its education outcomes.

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[44] Ibid.

[45] https://www.calstate.edu/coronavirus/Pages/campus-wireless-access.aspx

[46] Vision 2030 A Roadmap for California Community Colleges, accessed October 10, 2023.

[47] https://www.calbright.edu/why/.

Health

The California Health and Human Services (CHHS) and the California Department of Public Health (CDPH) are two entities addressing barriers to health and digital equity. CHHS's mission "is to work together with counties, cities, and communities, as well as public, private, faith, and educational partners to make California a healthy, vibrant, inclusive place to live, play, work, and learn."[48] One of the policy priorities outlined in CHHS's *Guiding Principles and Strategic Priorities* is to build a healthy California for all, aiming to "ensure all Californians have meaningful and timely access to care by enhancing technological infrastructure…"[49]

CDPH envisions a California where every resident is part of a strong and thriving community.[50] CDPH, in partnership with the California Department of Social Services, commissioned "*Community Strategies to Address California's Digital Divide and Its Impact on Children and Families,*" which identified many of the same barriers and offers many of the same solutions offered in this Plan.[51] By implementing the key activities suggested in this Plan (see Section 5.1), the State can make progress on its health outcomes as well.

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[48] About - California Health and Human Services
[49] Guiding Principles and Strategic Priorities, accessed October 10, 2023.
[50] https://www.cdph.ca.gov/Pages/About.aspx, accessed October 29, 2023.
[51] https://www.pacesconnection.com/fileSendAction/fcType/5/fcOid/525718672527258968/fodoid/525718672527258964/DigitalDivide_FIN.pdf, accessed October 29, 2023.

Digital Literacy and Inclusion

Many state agencies and nonprofits are engaged in providing digital literacy and inclusion programming. The implementation of this Plan supported by capacity grants will further strengthen their work. Through its Connected California program, the California State Library connects residents with Digital Navigators to assist with finding low-cost internet options, obtaining a device, and learning digital literacy skills. [52] The California Department of Aging is host to the Access to Technology program which provides grants to Counties to support older adults and individuals with disabilities in acquiring devices and digital skills. [53]

There are multiple statewide, national, and local nonprofit entities doing excellent work in the California digital inclusion space, including the California Emerging Technology Fund, EveryoneOn, Community Tech Network, San Diego Futures Foundation, American GI Forum, #OaklandUndivided and many others.

This Plan will support agencies and organizations like these to seek funding to scale their efforts through Digital Equity Capacity or Competitive Grants. By implementing the key activities suggested in this Plan (see Section 5.1), the State can make progress on its digital literacy and inclusion outcomes.

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[52] https://connectedca.org/, accessed October 31, 2023.
[53] https://aging.ca.gov/Information_and_Resources/Access_to_Technology/, accessed October 31, 2023.

Workforce and Economic Development

Digital equity is foundational to equitable economic and workforce development, and the California Labor and Workforce Development Agency (LWDA), the Governor's Office of Business and Economic Development (GO-Biz), and the Office of Planning and Research's Community Economic Resilience Fund (CERF) have all been active partners with CDT in advancing digital equity in the state.

LWDA works to ensure safe and fair workplaces, deliver critical worker benefits, and promote good jobs for all.[54] Strategies identified in this Plan will support LWDA's goals and programs by educating residents and promoting access to good jobs in the broadband industry.

GO-Biz is California's leader in job growth, economic development, and business assistance efforts.[55] Increased access to high-speed reliable broadband service in all jurisdictions establishes a fair and level playing field in the attraction of new businesses and increases to job access and opportunity. Many of GO-Biz's policy priorities will benefit from ensuring universal broadband adoption and the development of digital skills to strengthen the state's workforce – both of which are implementation strategies offered in this Plan.

The CERF Fund promotes "a sustainable and equitable recovery from the economic distress of COVID-19 by supporting new plans and strategies to diversify local economies and develop sustainable industries that create high-quality, broadly accessible jobs for all Californians."[56] COVID-19 showed us just how significant the digital divide was in California, and key activities (see Section 5.1) in this Plan will help build a highly skilled workforce and further empower statewide economic development.

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[54] LWDA | Labor & Workforce Development Agency (ca.gov), accessed October 9, 2023.
[55] https://business.ca.gov/#.
[56] Community Economic Resilience Fund - Office of Planning and Research (ca.gov).

Essential Services, Accessibility and Civic Engagement

CDT, the Office of Data and Innovation (ODI), the Department of Rehabilitation (DOR), and the California Government Operations Agency (GovOps) are working in concert to promote the online accessibility and inclusivity of public resources and services, which are crucial components to improving outcomes in delivering essential services.

At the forefront of this work is CDT, which aims "to advance California's technology and ensure secure, equitable, and reliable solutions through effective policy and oversight, statewide strategies, and innovative services." [57] CDT is tasked with the State's broadband and digital equity planning. [58]

GovOps leads implementation of strategic initiatives focused on accelerating innovation in state operations. [59] Their goals are to develop the State workforce, accelerate innovation, sustain business transformation, and advance equity, and are supported by implementation strategies and key activities identified in this Plan. [60] The work of GovOps is critical to achieving the objectives outlined for the delivery of essential services. By implementing the key activities suggested in this Plan (see Section 5.1), the State can further expand its efforts related to access to essential services, accessibility, and civic engagement outcomes as well.

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[57] https://cdt.ca.gov/about/.

[58] Ibid.

[59] https://www.govops.ca.gov/about-the-california-government-operations-agency/.

[60] https://www.govops.ca.gov/what-we-do/vision-mission-and-goals/.

Tribal Collaboration

Executive Order B-10-11 established a policy that states "every state agency and department subject to executive control is to encourage communication and consultation with California Native American tribes."[61] CDT and CPUC, as part of the digital equity and BEAD planning process, endeavored to thoughtfully and meaningfully engage with tribal leaders, tribal governments, and tribal entities to ensure that the concerns of tribes were heard and to incorporate strategies that address barriers to digital equity that are unique to tribes and tribal lands.

There are activities included in this Plan that will positively benefit tribal communities, including support for obtaining federal infrastructure funding, promotion of the ACP benefit for those living on tribal lands, and funding for organizations to hire and train digital navigators that understand the needs of specific tribal communities. These activities, when combined with ongoing partnership and collaboration, will help bridge the digital divide for tribal communities. By implementing the key activities suggested in this Plan (see Section 5.1), the State will further its goals for tribal collaboration and partnership.

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[61] Governor Edmund G. Brown Jr., Executive Order B-10-11, Signed September 19, 2011.

2.3 Alignment with Existing Statewide Initiatives

California has long been committed to closing the digital divide and is a national leader in advancing digital equity. The State's existing efforts include the following:

The California Broadband Council (CBC)

The CBC was established in 2010 by SB1462 (Chapter 338, Statutes of 2010) to promote broadband deployment in unserved and underserved areas of the state (as defined by the CPUC) and broadband adoption. CDT chairs the CBC, staffed by the Office of Broadband and Digital Literacy (OBDL), which manages the statewide ecosystem of individuals and organizations dedicated to closing the digital divide. See Appendix B for a complete list of CBC member organizations.

California Advanced Services Fund (CASF) Programs

CPUC administers CASF, comprising six programs that support broadband deployment, adoption, and technical assistance. Since its inception in 2008, $348 million has been awarded to support 108 projects, with the potential to benefit 327,957 households across 43 counties. [62] CASF programs are funded via surcharges collected by telecommunications providers; the programs are ongoing and may collect applications on a rolling basis. [63]

Executive Order N-73-20

In August 2020, in response to the COVID-19 pandemic, Governor Newsom signed Executive Order N-73-20 to improve digital connectivity across the state. The Executive Order directed State agencies to undertake specific actions to improve digital equity, and it directed the CBC to develop a statewide Broadband Action Plan by December 31, 2020. The CBC released its *Broadband for All* Action Plan three months later with input from 700 entities.

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[62] CPUC Five Year Plan, https://www.cpuc.ca.gov/-/media/cpuc-website/divisions/communications-division/documents/broadband-implementation-for-california/bead/california-bead-five-year-action-plan---final-draft---20230828.pdf, accessed September 16, page 12.

[63] Ibid.

Broadband for All Action Plan

The *Broadband for All* Action Plan acknowledges that broadband access, affordability, and adoption are critical components of digital equity. The State Digital Equity Plan aligns with and builds upon foundational digital equity efforts established in the *Broadband for All* Action Plan. Both Plans focus on achieving three long-term goals:

Goal 1:	Goal 2:	Goal 3:
All Californians have high-performance broadband available at home, schools, libraries, and businesses.	All Californians have access to affordable broadband and necessary devices.	All Californians can access training and support to enable digital inclusion.

To achieve these goals, the California Broadband Council leverages the State's full range of tools, including policies, programs, funding, partnerships, and collaborations with federal, municipal, and tribal governments. The *Broadband for All* Action Plan lays out key actions:[64]

- Modernize broadband speed and performance standards
- Simplify processes and leverage existing assets and construction
- Set reliability standards
- Increase access to affordable broadband services and devices
- Promote affordable broadband services and devices
- Encourage broadband competition
- Strengthen partnerships and coordinate initiatives
- Improve broadband data and mapping transparency and usability
- Develop technical assistance and support
- Bolster partnerships

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[64] https://broadbandcouncil.ca.gov/wp-content/uploads/sites/68/2020/12/BB4All-Action-Plan-Final.pdf, page 3.

The Action Plan assigned 24 action items to State entities. CDT and OBDL oversee the implementation of the Action Plan, working in close collaboration with State agencies to track the progress and report to the CBC. The Action Plan is reviewed and updated annually.

Significant progress has been made on many of the Action Plan items, as shown in the table below. More details may be found on the *Broadband for All* Action Plan Tracker, which was last updated in September 2023. [65]

Item	Description	Lead	Status	Term
1	Develop Shared Broadband Standards	CPUC	Complete	Short
2	Identification of State and Federal Funding	GO-Biz	Complete	Short
3	Universal Service Programs	CPUC	In progress	Long
4	Develop Dig Smart Policy	DOT	Complete	Short
5	Improve Encroachment and Rights-of-Way Management	DOT	Complete	Short
6	Enhance Permitting Processes at Levels	CDT	Complete	Short
7	ID State Property for Broadband Deployment	CDT/DGS	Complete	Long
8	Next-Generation 9-1-1 and Public Safety Infrastructure	OES	In progress	Short
9	Network Resiliency and Reliability Standards	CPUC	In progress	Short
10	Consumer Protection and Equitable Service	CPUC	In progress	Long
11	Establish Broadband Service Affordability Standards	CPUC	Complete	Short
12	Improve the California LifeLine Program	CPUC	In progress	Long
13	Service for Publicly Subsidized Housing Units	HCD	Complete	Long
14	Leverage State Contracting and Procurement Vehicles	CDT/DGS	Complete	Long
15	Analyze Needs of Aging Populations	CDA	Complete	Short
16	Promote and Track Affordable Service Programs	CDT	Complete	Long

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Item	Description	Lead	Status	Term
17	Guidance to Local and Tribal Governments	CPUC	In progress	Long
18	Establish Digital Inclusion Stakeholder Network	CDT	Complete	Long
19	California Interactive Broadband Map	CPUC	In progress	Short
20	CPUC's Broadband Cost Model	CPUC	Complete	Short
21	Broadband for All Portal	CDT	Complete	Short
22	Technical Assistance	CPUC	In progress	Short
23	Interagency Broadband Planning Group	GO-Biz	Complete	Long
24	State Entity Broadband Strategic Planning	CDT	Complete	Long

Senate Bill 156 "Broadband for All Act"

In July 2021, Governor Newsom signed historic broadband legislation into law. SB 156 (Chapter 112, Statutes of 2021) accelerates the State's commitment to bridging the digital divide by increasing equitable, affordable access to high-speed internet service across California. The Broadband for All Act allocated a $6 billion multi-year investment to provide more Californians with broadband access.

- **Middle-Mile Broadband Initiative (MMBI)**: $3.25 billion was allocated to CDT to oversee the development, construction, maintenance, and operation of a statewide open-access middle-mile network through the MMBI. Significant progress has been made on the 10,000-mile plus MMBI project, which includes contracts for building, leasing, and purchasing segments of the network, as well as procurement of thousands of miles of conduit and fiber to mitigate potential supply chain risks.

- **Last-Mile Programs**: $2.75 billion was allocated to the CPUC for last-mile grants programming for Local Agency Technical Assistance, the Federal Funding Account, and the Loan-Loss Reserve Fund.

These programs were funded with a combination of federal and State dollars and must be completed by December 2026.

Get Connected! California Mobilization

The *Broadband for All Action Plan* directed State agencies to develop partnerships to promote and track enrollment in low-cost programs to increase the State's broadband adoption rates. These efforts began during the pandemic with the promotion of the Emergency Broadband Benefit program and continued with the promotion of the FCC's ACP.

In 2022, the CBC established the goal of connecting 90% of the state's eligible population to the ACP.[66] Led by CDT, CPUC, CETF, CDE, CSL, and regional partners, this effort has built a statewide cohort of entities that coordinates efforts to raise awareness of ACP through direction notifications and assists eligible individuals to enroll in the program through onsite enrollment events.

This expanding cohort consists of state agencies, internet service providers, regional and local governments and departments, broadband consortia, and community-based organizations.

CDT actively promotes ACP on the Broadband for All Portal and, in partnership with CETF and California State University, Chico, developed a number of tools to support these efforts, including a low-cost offer finder, ACP resource page, and ACP enrollment

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[66] https://broadbandcouncil.ca.gov/wp-content/uploads/sites/68/2022/10/cbc-meeting-presentation_10-12-22.pdf, slide 24.

tracker by county and zip codes. As a result, California leads the nation with 2,945,281 ACP enrollments as of February 7, 2024.

Households eligible and enrolled households

ACP eligible households in California

5,844,797 eligible households out of 13,044,258 households

45%

Eligible California households enrolled in ACP

2,945,281 households enrolled out of 5,844,797 households

50%

Updated weekly on Monday evenings
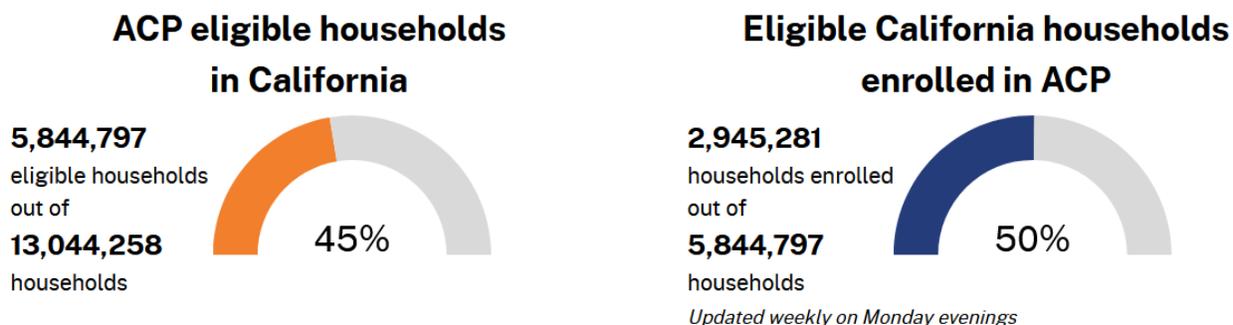
Figure 2: ACP eligible households in California

In further support of these efforts, 15 California entities, including CDT and CETF, were awarded $6 million in ACP Outreach grants from the FCC in 2023. With existing ACP funding scheduled to run out at the end of April 2024, the FCC announced in January 2024 that no new ACP enrollments will be accepted beginning February 7, 2024, necessitating the winddown of grant activities. During the active grant period, these funds supported a statewide outreach and awareness campaign through direct notifications and localized ACP enrollment events.

The Get Connected! California mobilization will continue to promote low-cost offers, ACP and other subsidies, and successor programs if funding for the ACP is not authorized. It will also coordinate with BEAD subgrantees to promote low-cost offers and a middle-class plan developed as required in alignment with BEAD requirements during SDEP implementation.

Infrastructure Investment and Jobs Act (IIJA) Broadband Programs

The Infrastructure Investment and Jobs Act (IIJA) included a $65 billion investment to further broadband and digital equity efforts in states and communities across the nation. All programs funded through this federal legislation – the ACP, Digital Equity Planning, Capacity, and Competitive Grants, the BEAD Program, Enabling Middle-Mile Infrastructure Program, Tribal Broadband Connectivity Program, and ReConnect Program – provide critical funding for the *Broadband for All* program.

Digital Equity Act

The federal [Digital Equity Act](#) established three sequential grant programs to be administered by the NTIA, including the State Digital Equity Planning Grant Program, the State Digital Equity Capacity Grant Program, and the State Digital Equity Competitive Grant. CDT received a $4 million NTIA State Digital Equity Planning grant that has funded the production of this Digital Equity Plan. The State intends to apply for its allocation of Digital Equity Capacity Grants to implement the plan and to support entities within the State to apply for Digital Equity Competitive Grants and other funding sources.

Broadband Equity, Access, and Deployment (BEAD) Program

The CPUC is the State's administering entity for the BEAD program. It developed its initial Five-Year Action Plan in close coordination with CDT. California received a BEAD allocation of $1.86 billion. The Five-Year Action Plan augments and expands the State's existing efforts to ensure that every Californian is served by affordable and reliable broadband. [67] As noted in the Five-Year Action Plan, the CPUC plans to develop a data-driven broadband strategy, leverage State and federal funding, create a holistic approach to funding, and provide technical assistance to tribes, local governments, and other entities. [68] The CPUC has submitted a draft version of its Initial Proposal and is continuing to work with NTIA to obtain approval of the BEAD Initial Proposal to guide the implementation of the required BEAD challenge process and subsequent subgrantee selection process.

Enabling Middle-Mile Infrastructure Program [69]

In 2023, CDT received $73 million from this grant program to fund spurs of the MMBI network to extend the State's network to unserved communities.

Tribal Broadband Connectivity Program [70]

Since 2022, 28 tribal entities have received grants totaling $157 million to be used for broadband deployment on tribal lands, as well as for telehealth, distance learning, broadband affordability, and digital inclusion.

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[67] California's BEAD Five Year Action Plan, https://www.cpuc.ca.gov/-/media/cpuc-website/divisions/communications-division/documents/broadband-implementation-for-california/bead/california-bead-five-year-action-plan---final-draft---20230828.pdf, page 9, accessed September 16, 2023.
[68] Ibid.
[69] [Enabling Middle Mile Broadband Infrastructure Program | BroadbandUSA (doc.gov)](#)
[70] https://broadbandusa.ntia.doc.gov/resources/grant-programs/tribal-broadband-connectivity-program.

Reconnect Program (USDA Rural Utility Service)[71]

Since 2019, almost $91 million in grants have been received by California entities through the ReConnect Loan and Grant Program to provide funding for the cost of construction, improvement, or acquisition of facilities and equipment needed to provide broadband service in eligible rural areas.

Connecting Minority Communities Pilot Program

In 2022, over $24 million was awarded to nine institutions of higher education in California to provide funding for "the purchase of broadband internet access service and eligible equipment or to hire and train information technology personnel."[72]

Digital Equity Bill of Rights

Signed by Governor Newsom on October 8, 2023, this bill states, "…that it is the principle of the state, to ensure digital equity for all residents of the state, that residents shall have access to broadband that meets specific requirements, … to the extent technically feasible, broadband internet subscribers benefit from equal access to broadband internet service within the service area of a broadband provider…"[73]

2.4 Local Digital Equity Plans

CDT reviewed and tracked local and regional digital equity planning efforts to identify common goals and initiatives, promote coordination and alignment among plans and the SDEP, and identify any additional goals and barriers related to covered populations.

Many local and regional digital equity plans acknowledge the importance and need for greater access to affordable internet (see pages 77-79), as infrastructure remains a crucial issue in many parts of the state. Some of these plans also discuss the need for greater access to affordable devices (see pages 79-81), digital skills training (see pages 82-83), and increasing adoption. Most acknowledge the need to engage directly with community members, collaborate with various entities, and develop partnerships, as working together is the only way to reach digital equity (see Section 4). We have included specific references to local digital plans on pages 68, 78, and 148.

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[71] https://www.usda.gov/reconnect.

[72] https://broadbandusa.ntia.doc.gov/funding-programs/connecting-minority-communities.

[73] https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB414, accessed October 9, 2023.

Below is a sample of local and regional digital equity plans from across the state that were shared during the planning process and informed the development of this SDEP. Components of these plans, and others like them, may be eligible for funding through the State's Digital Equity Capacity Grant or NTIA's forthcoming Digital Equity Competitive Grants.

Local Entity	Title of Plan
City of Chula Vista	Digital Equity and Inclusion Plan
County of El Dorado	Digital Equity and Inclusion Plan
City of Fairfield	Digital Equity Playbook (Version 1)
City of Fort Bragg	Digital Infrastructure Project
City of Long Beach	Digital Inclusion Roadmap
County of Los Angeles	Free Broadband for the Residents (Delete the Divide)
County of Marin	Strategic Plan
City of Moorpark	Broadband Strategic Plan
City of Oceanside	City of Oceanside Digital Equity Plan
County of San Diego	Comprehensive Broadband Plan
San Diego Association of Governments	Regional Digital Equity Strategy and Action Plan
San Diego Region	Broadband Planning, Permitting, and Implementation
City of San Francisco	Digital Equity Strategic Plan; Digital Equity Playbook
City of San Jose	Digital Inclusion and Broadband Strategy
County of Sonoma	Broadband Strategic Plan; Access Sonoma Broadband Action Plan
City of Ventura	Broadband and Fiber Master Plan

2.5 Objectives and Strategies

Informed by more than a year of data collection, civic engagement, and participatory planning, and in alignment with the requirements of the Notice of Funding Opportunity under the State Digital Equity Planning Grant, this Digital Equity Plan defines additional objectives and corresponding strategies to accelerate the State's ability to achieve its goals.

Covered Populations

The Digital Equity Act establishes the following "covered populations" as those for whom digital equity investments are intended, based on national research regarding populations most impacted by barriers to digital equity.[74] In total, 33.5 million Californians – 85% of the State's population – belong to one or more of these populations.[75] CDT recognizes that some activities must be more targeted to populations whose needs are greater than others.

Covered Population	Total across CA	Share of CA population
Individuals who live in covered households (Below 150% Federal Poverty Line)	7,852,694	20%
Aging individuals (60+)	7,968,822	20%
Incarcerated individuals[76]	199,000	0.5%
Veterans	1,467,026	4%
Individuals with disabilities	4,126,478	10%
Individuals with a language barrier including individuals who are English learners, and have low levels of literacy	6,377,455	48%
Individuals who are members of a racial or ethnic minority group	24,223,326	61%
Individuals who primarily reside in a rural area	2,278,733	6%

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[74] https://broadbandusa.ntia.doc.gov/sites/default/files/2022-05/DE%20PLANNING%20GRANT%20NOFO.pdf, page 8.
[75] U.S. Census Bureau, American Community Survey 2021 (5-Year Estimates).
[76] Ameelio Recommendations, August 31, 2023, slide 9.

Objectives

The following objectives build on *Broadband for All* and are derived from the deep public engagement and planning process described in Section 4. Organized according to California's well-established goals, they also align to five categories of the NTIA Measurable Objectives defined in the Digital Equity Act, including:

A. The availability of, and affordability of access to, fixed and wireless broadband technology;

B. The online accessibility and inclusivity of public resources and services;

C. Digital literacy;

D. Awareness of, and the use of, measures to secure the online privacy of, and cybersecurity with respect to, an individual, and

E. The availability and affordability of consumer devices and technical support for those devices.

Goal 1: All Californians have high-performance broadband available at home, schools, libraries, and businesses.

The Digital Equity Plan objectives closely align with the NTIA Measurable Objectives. Furthermore, the State's BEAD Five-Year Action Plan, developed by CPUC in collaboration with CDT, includes two objectives that will also be tracked through this Digital Equity Plan, as described below. :

Objective 1.1   **Increase the percentage of Californians who are connected to broadband internet service.**

NTIA Measurable Objective A: The availability of, and affordability of access to, fixed and wireless broadband technology.

Baseline: Using the NTIA and FCC's data and broader eligibility criteria for served locations, California has an estimated 306,910 unserved locations (locations without 25/3 Mbps service) and an additional 151,107 underserved locations (lacking 100/20 Mbps service). [77] A representative sample of Californians surveyed by telephone for this Plan, suggests that only 91% of Californians are connected,[78] which results in an estimated 3.5 million Californians remaining unconnected to internet service as a result of limited infrastructure, affordability issues, and other barriers.[79]

Baseline connection data for covered populations[80] include:

- Individuals who live in covered households - 81%
- Individuals with a language barrier - 85%
- Individuals who primarily reside in a rural area - 86%
- Aging individuals - 87%
- Members of a racial or ethnic minority group, in this case specifically Hispanic or Latin(o) households - 88%

Target: To the extent possible, all Californians who identify with a covered population have access to broadband service by 2030.

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[77] https://www.cpuc.ca.gov/-/media/cpuc-website/divisions/communications-division/documents/broadband-implementation-for-california/bead/california-bead-five-year-action-plan---final-draft---20230828.pdf, accessed September 16, 2023, page 105.

[78] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 11.

[79] Ibid.

[80] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 21.

Objective 1.2   Increase the percentage of Community Anchor Institutions (CAIs) that are connected to broadband internet service.

NTIA Measurable Objective A: The availability of, and affordability of access to, fixed and wireless broadband technology.

Baseline: As part of its planning process for the BEAD program, CPUC is evaluating current levels of connectivity among community anchor institutions in the state. The California Department of Corrections and Rehabilitation reports that there are approximately 3,000 Wi-Fi access points in deployed in its 33 facilities and 45 fire camps with no internet access, impacting incarcerated individuals' ability to access the internet.[81]

Target: All Community Anchor Institutions, including schools, government entities (i.e., correctional facilities), healthcare institutions, libraries, public safety points and tribal lands,[82] have access to gigabit service by 2030.

This Digital Equity Plan adds two access metrics to focus on quality of service and reliability, as well as consumer choice:

Objective 1.3   Increase the percentage of Californians who report that their internet service is reliable.

NTIA Measurable Objective A: The availability of, and affordability of access to, fixed and wireless broadband technology.

Baseline: Eighty-two percent of telephone survey respondents report that internet service is adequate for their household needs.[83]

Covered populations report the adequacy of their internet to be:[84]

- Veterans - 81%
- Individuals who are members of a racial or ethnic minority group - 81%
- Individuals with a language barrier - 79%
- Individuals who live in covered households - 77%
- Individuals who primarily reside in a rural area - 76%
- Individuals with disabilities - 74%

Target: To the extent possible, all Californians who identify as a member of a covered population have access to reliable internet service that is adequate for their household and business needs by 2030.

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[81] California Department of Corrections and Rehabilitation, Tablets and Telephone Calls, Tablets and Telephone Calls - Family & Friends Services

[82] California Senate Bill 156 (Chapter 112, Statutes of 2021), https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202120220SB156

[83] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 33.

[84] Ibid., 33.

Objective 1.4 **Increase the percentage of Californians who have a choice of at least three internet service providers.**

NTIA Measurable Objective A: The availability of, and affordability of access to, fixed and wireless broadband technology.

Baseline: The CPUC's 2018 Competition Report found that 35% of California households have access to only one provider offering service greater than 25/3 Mbps, and only 6.8% have access to three providers offering service greater than 25/3 Mbps. [85]

Target: More than 6.8% of Californians have access to at least three internet service providers by 2030.

Goal 2: All Californians have access to affordable broadband and necessary devices.

Objective 2.1 **Decrease the percentage of Californians who cite cost as the primary barrier to internet service.**

NTIA Measurable Objective A: The availability of, and affordability of access to, fixed and wireless broadband technology.

Baseline: According to the telephone survey, "Cost is known to be the main factor that affects a household's decision to adopt broadband service." [86] Sixty-one percent of telephone respondents [87] and 70% of respondents to CDT's online survey cite cost as the main reason for not having an internet connection at home. [88]

Covered populations citing cost as a barrier include:[89]

- Individuals who live in covered households - 77%
- Individuals with a language barrier - 76%
- Individuals with disabilities - 76%
- Individuals who are members of a racial or ethnic minority group - 75%
- Aging individuals - 65%
- Veterans - 63%
- Individuals who primarily reside in a rural area - 54%
- Additionally, 43% of incarcerated individuals cited cost as the biggest challenge. [90]

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[85] https://www.cpuc.ca.gov/industries-and-topics/internet-and-phone/competition.
[86] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 27.
[87] Ibid., 36.
[88] Digital Equity Online Survey Analysis and Needs Assessment, slide 14.
[89] Ibid., 15.
[90] Survey conducted by Santa Clara County Office of Diversion and Reentry Services, Summer 2023.

Target: Reduce the percentage of California households, including those who identify as a member of a covered population, that cite cost as the reason for not adopting internet service by 2030.

Objective 2.2

NTIA Measurable Objective E: The availability and affordability of consumer devices and technical support for those devices.

Reduce the percentage of Californians who rely solely on a smartphone to use the internet due to devices being inaccessible and unaffordable and increase the percentage with a home computing device.

Baseline: Three percent of respondents to the telephone survey rely solely on a smartphone – half of the percentage in 2021;[91] 10% of online survey respondents only use a smartphone to connect to the internet.[92]

The covered populations that are the most reliant on a smartphone for connectivity[93] include:
- Individuals who live in a covered household -23%
- Individuals with a language barrier - 23%
- Individuals who are members of a racial or ethnic minority group - 15%
- Individuals with disabilities - 12%
- Aging individuals - 8%
- Veterans - 6%
- Fifty-four percent of incarcerated individuals reported they did not own a digital device and 26% said they did not know how to access a device.[94]

Target: Reduce the percentage of Californians who rely solely on a smartphone and increase the percentage that have a home computing device—25% by 2028 and 50% by 2030.
- Individuals who live in covered households, that would be a reduction to 12% in 2030.
- Individuals with a language barrier, that would be a reduction to 12% in 2030.
- Individuals who are members of a racial or ethnic minority group, that would be a reduction to 8% in 2030.
- Individuals with a language barrier, that would be a reduction to 6% in 2030.
- Aging individuals, that would be a reduction to 4% in 2030.
- Veterans, that would be a reduction from 3% in 2030.

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[91] [Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 11](#).
[92] [Digital Equity Online Survey Analysis and Needs Assessment](#), slide 31.
[93] [Digital Equity Online Survey Analysis and Needs Assessment](#), slide 31.
[94] Survey conducted by Santa Clara County Office of Diversion and Reentry Services, Summer 2023.

Objective 2.3	**Increase the percentage of Californians enrolled in low-cost internet options and subsidies, including the Affordable Connectivity Program or successor program.**

NTIA Measurable Objective A: The availability of, and affordability of access to, fixed and wireless broadband technology.

Baseline: As of February 6, 2024, 2,925,882 of 5,844,797 eligible households (50%) are enrolled in ACP.[95] Seventy-seven percent of unconnected households are unaware of ACP,[96] and only 22% of online survey respondents are aware of low-cost options from internet service providers.[97]

Results from the online public survey show enrollment rates for covered populations as:[98]

- Individuals who live in covered households - 23%
- Individuals with disabilities - 17%
- Individuals who are members of a racial or ethnic minority group - 12%
- Individuals with a language barrier - 11%
- Aging individuals - 9%
- Veterans - 8%

Target: To the extent possible, all ACP-eligible households, including those who identify as a member of a covered population, are enrolled in a low-cost plan by 2030.

Objective 2.4	**Reduce the average cost that covered populations pay for internet service.**

NTIA Measurable Objective A: The availability of, and affordability of access to, fixed and wireless

Baseline: Californians spend an average of $83.60/month on broadband, with notable variations among covered populations.[99]

The covered populations that spend the most per month include:[100]

- Veterans - $105.60/month
- Individuals who primarily reside in a rural area - $88.20/month
- Households with an individual(s) with a disability - $86.30/month
- Aging individuals - $85.90/month
- Individuals who are members of a racial or ethnic minority group - $79.90/month

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[95] https://broadbandforall.cdt.ca.gov/affordable-connectivity-program/acp-enrollment/, accessed February 7, 2024.

[96] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 39.

[97] Digital Equity Online Survey Analysis and Needs Assessment, slide 74.

[98] Digital Equity Online Survey Analysis and Needs Assessment, slide 19.

[99] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 27.

[100] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 27.

broadband technology.

- Households with language barriers - $76.50/month
- Low-income households - $69.40/month

Target: Average costs are reduced for all covered populations and fewer households, cite cost as the reason for not adopting internet service by 2030.

Goal 3: All Californians can access training and support to enable digital inclusion.

Objective 3.1

Increase the availability of digital literacy, cybersecurity, and skills training programs.

NTIA Measurable Objective C: Digital literacy

Baseline: State and locally based digital literacy training providers have shared details of more than 270 programs currently offering digital training skills support in the state, with meaningful differences by geography.[101] These are complemented by numerous other programs supported by CPUC, CETF, and other entities. CDT is continuing to build out its inventory of these programs statewide through implementation of this Digital Equity Plan.

The covered populations most interested in internet or computer training courses[102] include:

- Individuals with a language barrier - 61%
- Individuals who live in a covered household - 47%
- Individuals who are members of a racial or ethnic minority group - 43%
- Individuals with disabilities - 26%
- Aging individuals - 34%
- Veterans - 29%
- The baseline for incarcerated individuals is unknown; thus zero. The baseline will be established under the Capacity Grant by continuing to partner with the CDCR, local correctional facilities, entities that provide services to incarcerated individuals, and recently released individuals and families of incarcerated individuals.

Target: Expand the number of Californians, especially those who identify as part of a covered population or a digitally disadvantaged community, who received digital literacy, cybersecurity, or digital skills training—34% by 2027 and 50% by 2030.

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[101] Digital Equity Ecosystem Mapping (DEEM) Findings, slides 9-11.
[102] Digital Equity Online Survey Analysis and Needs Assessment, slide 34.

Objective 3.2	**Increase the percentage of Californians who have access to technical support services for internet-connected devices.**
NTIA Measurable Objective E: The availability and affordability of consumer devices and technical support for those devices.	**Baseline:** Twenty-two percent of online survey respondents say they do not have access to technical support services in their household or community. [103] Covered populations without access to technical support services[104] include: • Individuals who live in a covered household - 28% • Individuals with disabilities - 26% • Aging individuals - 24% • Individuals with a language barrier - 23% • Individuals who are members of a racial or ethnic minority group - 22% • Individuals who primarily reside in a rural area - 22% • Veterans - 21% **Target:** Increase the amount of digital navigation services, which includes technical support for internet-connected devices, provided to all Californians, including those who identify as a member of a covered population—34% by 2027 and 50% by 2030.
Objective 3.3	**Reduce the percentage of Californians whose concerns for privacy and cybersecurity prevents broadband adoption or effective use.**
NTIA Measurable Objective D: Awareness of, and the use of, measures to secure the online privacy of, and cybersecurity with respect	**Baseline:** Even as privacy and cybersecurity are increasing concerns for digital equity, 42% of telephone respondents cite concerns over privacy as a barrier to home internet. Twenty-two percent of online respondents are unfamiliar with cybersecurity [105] and 17% have no cybersecurity measures setup on their devices or do not know if they do. [106] The covered populations that are most unfamiliar with cybersecurity[107] include: • Individuals with a language barrier - 54% • Individuals who live in a covered household - 40% • Individuals who are members of a racial or ethnic minority group - 33% • Individuals with disabilities - 25%

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[103] Ibid., slide 33.

[104] Ibid., slide 33.

[105] Ibid., slide 53.

[106] Ibid, slides 53-54.

[107] Ibid. slides 53-54.

to, an individual,	• Aging individuals - 20% • Individuals who primarily reside in a rural area - 16% • Veterans - 15% **Target:** Reduce the share of Californians, especially those who identify as part of a covered population or digitally disadvantaged community, whose concerns about privacy and cybersecurity impact their use of the internet—34% by 2027 and 50% by 2030. • Individuals with a language barrier, this would be a reduction to 27% by 2030. • Individuals who live in covered households, this would be a reduction to 20% by 2030. • Individuals who are members of a racial or ethnic minority group, this would be a reduction to 17% by 2030. • Individuals with disabilities, this would be a reduction to 13% by 2030. • Aging individuals, this would be a reduction to 10% by 2030. • Individuals who primarily reside in a rural area, this would be a reduction to 8% by 2030. • Veterans, this would be a reduction to 8% by 2030. • Incarcerated individuals, the baseline will be developed during the Capacity Grant. We would aim to reduce the baseline by 34% by 2030.
Objective 3.4 **NTIA Measurable Objective C:** Digital Literacy	**Increase the percentage of Californians who possess basic, intermediate, and advanced digital literacy skills.** **Baseline:** Nearly one in three telephone survey respondents who lack broadband at home cite limited digital skills as one of the reasons for not subscribing to the service. [108] Nineteen percent of online survey respondents are less than comfortable downloading and installing a new app on their smartphone or tablet, [109] 17% are less than comfortable making an appointment online (e.g., DMV), [110] and 15% are less than comfortable when paying bills online. [111] Fifty-six percent of telephone survey respondents were found to have advanced digital skills. [112]

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[108] [Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 44](#).
[109] [Digital Equity Online Survey Analysis and Needs Assessment](#), slide 42.
[110] Ibid.
[111] Ibid.
[112] [Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 45](#).

The percentage of each covered population that reported having advanced digital skills[113] include:

- Individuals who are members of a racial or ethnic minority group - 53%
- Veterans - 53%,
- Individuals who primarily reside in a rural area - 51%,
- Aging individuals - 49%,
- Individuals with disabilities - 43%,
- Individuals who live in covered households - 42%,
- Individuals with a language barrier - 40%.

Target: Reduce the share of Californians, including those who identify as part of a covered population or digitally disadvantaged community, who lack basic digital literacy skills—34% by 2027, and 50% by 2030.

Objective 3.5 **Expand the number of members of covered populations trained/hired in broadband infrastructure and technology jobs.**

Baseline: According to the Fiber Broadband Association, "fiber workers are predominantly white (59.6%) and male (89.8%) and skew older than the median age worker in the US at 44 years old."[114]

Target: There is an increase in the number of individuals who identify as part of a covered population trained and hired for broadband infrastructure and technology jobs by increasing the number of training programs and apprenticeships developed in partnerships with Workforce Investment Boards, California Community Colleges, labor unions, community-based organizations, and private companies.

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[113] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 46.

[114] https://www.zippia.com/fiber-optic-technician-jobs/demographics/, Accessed October 11, 2023.

Objective 3.6	**Increase the percentage of Californians who utilize the internet to apply for or use public benefits and other essential services and can participate in civic and social engagement online.**

NTIA Measurable Objective B: The online accessibility and inclusivity of public resources and services.

Baseline: Forty-six percent of telephone survey respondents – and only 21% of unconnected or underconnected respondents – use the internet for telehealth.[115] Fifty-five percent of online survey respondents rarely or never use the internet to apply for or use public benefits (e.g., CalFresh/Supplemental Nutrition Assistance Program, Medi-Cal, Social Security, etc.).[116]

Covered population respondents who stated they rarely or never use the internet to apply for or use public benefits[117] include:

- Individuals who primarily reside in a rural area - 63%
- Veterans - 58%
- Aging individuals – 44%
- Individuals who are members of a racial or ethnic minority group - 43%
- Individuals with a language barrier - 44%
- Individuals with disabilities - 41%
- Individuals who live in covered households - 28%

Target: Increase the share of Californians, especially those who identify as part of a covered population or digitally disadvantaged community, who are able to utilize the internet to apply for or use public benefits and other essential services and can participate in civic and social engagement online—34% by 2027, and 50% by 2030.

- Individuals who primarily reside in a rural area, that would mean those reporting to rarely or never use the internet to apply for or use public benefits would fall to 32% in 2030.
- Veterans, that would mean those reporting to rarely or never use the internet to apply for or use public benefits would fall to 29% in 2030.
- Aging individuals, that would mean those reporting to rarely or never use the internet to apply for or use public benefits would fall to 22% in 2030.
- Individuals who are members of a racial or ethnic minority group, that would mean those reporting to rarely or never use the internet to apply for or use public benefits would fall to 22% in 2030.

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[115] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 46, 48.
[116] Digital Equity Online Survey Analysis and Needs Assessment, slide 64.
[117] Digital Equity Online Survey Analysis and Needs Assessment, slide 64.

- Individuals with a language barrier, that would mean those reporting to rarely or never use the internet to apply for or use public benefits would fall to 22% in 2030.
- Individuals with disabilities, that would mean those reporting to rarely or never use the internet to apply for or use public benefits would fall to 21% in 2030.
- Individuals who live in covered households, that would mean those reporting to rarely or never use the internet to apply for or use public benefits would fall to 14% in 2030.
- Incarcerated individuals, the baseline will be developed during the Capacity Grant. We would aim to increase the baseline—34% by 2027 and 50% by 2030.

Strategies

Realizing California's *Broadband for All* goals requires strategies specific to each goal. These strategies complement the action items in the *Broadband for All Action Plan* as well as CPUC's BEAD Five-Year Action Plan. They are necessary to overcome the barriers identified in Section 3.3 and provide additional framing for the key activities identified in Section 5.1. Most of the strategies fall into ten broad categories that emerged from the State's 21 regional planning workshops and group tribal consultations:[118]

- Construct high-speed broadband infrastructure throughout the state to achieve ubiquitous deployment foundational for universal adoption. (Expedite construction and development of middle-mile network and last-mile projects.)

- Implement comprehensive digital inclusion programs that overcome the three primary barriers for low-income households to achieve universal adoption: (a) sign up for affordable home internet service; (b) acquire an affordable computing device; and (c) access digital literacy training to become digitally proficient.

- Ensure that communities disproportionately impacted by barriers to digital equity are central to the design, development, and delivery of digital equity programs, and that socioeconomic benefits are captured primarily within these communities. Consult and empower covered populations and other digitally disadvantaged communities to help plan and implement all strategies to achieve digital equity. Those intended to be served must be involved in planning and delivering the services.

- Deliver services to people where they live and gather (meet people where they are; take services to the people instead of requiring people to come to the services). Ensure that digital inclusion programs and resources are tailored to the specific cultural dynamics of covered populations and are made available in the languages that Californians speak.

- Engage and support "trusted messengers" in existing community-based organizations (CBOs) and institutions who already serve the covered populations to deliver digital inclusion programs and services.

- Develop all informational materials and awareness media in-language and in-culture.

- Advance universal design to ensure accessibility and assistive technology and the training to use such assistive technology for everyone.

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[118] *Broadband For All*, Digital Equity, and BEAD Regional Planning Workshops, 10 Overall Themes of Recommended Strategies from the 17 Regional Workshops, June 12, 2023

- Leverage existing resources by engaging major institutions (including counties, cities, schools, higher education, tribal governments) and human services systems (such as education, healthcare, libraries, economic and workforce development, essential services) to integrate digital inclusion strategies into current programs and services.

- Align and integrate human services to focus on outcomes and convenience for individuals and households (instead of institutional bureaucracies). Train existing social workers, health workers (promotores), educators, librarians, and other human and community services workers to serve as Digital Navigators.

- Incorporate peer-to-peer and inter-generational strategies into digital inclusion programs.

Each of these overarching strategies will underpin the following specific strategies associated with each of the State's *Broadband for All* goals. The key activities for the State to deliver on these strategies are in Section 5.1.

Strategies for Goal 1: Access	Complete build-out of existing *Broadband for All* investments and BEAD.
	Ensure new broadband infrastructure is resilient to wildfires and disasters.
	Continue to leverage and explore all available current/future funding.
	Promote interim alternative technology solutions.
	Refine data/maps to meet state's goals.
	Fund and provide resources to increase the capacity of other entities to contribute to mapping.
	Prioritize hiring/training local covered populations for broadband jobs.
Strategies for Goal 2: Affordability	Complete deployment of existing *Broadband for All* infrastructure investments.
	Fund last mile programs to connect to MMBI.
	Require providers connecting to MMBI to promote low-cost offers.
	Conduct statewide and hyperlocal awareness campaigns regarding low-cost offers.
	Advocate for extension of ACP or successor program, or development of state affordable offer.

Strategies for Goal 3: Adoption	Conduct statewide and hyperlocal awareness campaigns regarding benefits to in-home internet and desktop/laptops.
	Persistent and multi-level promotion of low-cost programs.
	Conduct outreach in language and in culture through trusted messengers.
	Bundle broadband adoption and low-cost offer outreach with other services and programs with similar eligibility requirements.
	Provide enrollment assistance to covered populations.
	Deploy digital navigators and ethnic and cultural group.
	Develop or fund device subsidy program for covered populations.
	Procure a statewide digital literacy training framework and certificate program.
	Procure and make available a statewide digital literacy training platform.
	Develop grants to fund training centers at Senior Centers and Veterans Halls.
	Fund and coordinate multi-level digital navigation programs to provide technical support.
	Develop a California Connect Corps digital equity capacity grant program to fund digital navigation.

3. Current State of Broadband and Digital Equity

3.1 Introduction

As noted in the State's *Broadband for All* Action Plan in 2020, the vast size and diversity of California makes broadband delivery a complex issue.[119] California's diverse geography and topography pose immense challenges. Five percent of California's population is spread across 147,000 square miles of the state, while the remaining 95% live in urban areas that span 8,200 square miles.[120] This geographic divide compounds the digital divide in California.[121]

There are regional and local differences in the amount of historic investment, lack of competition, and need for additional funding to incentivize broadband infrastructure expansion and adoption. This has led to disparate access and a persistent digital divide that impacts our most vulnerable communities and residents. This Plan focuses on alleviating digital equity barriers for members of covered populations who are most impacted by the digital divide.

Access

At the close of 2018, nearly 95% of the State's households had access to broadband download speeds that were advertised at 100 Mbps or greater due to extensive deployment of cable and fiber infrastructure in densely populated urban areas.[122]

Using the NTIA and FCC's broader eligibility criteria for served locations, California has an estimated 306,910 unserved locations (lacking 25/3 service) and an additional 151,107 underserved locations (lacking 100/20 service) based on FCC data.[123]

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[119] https://broadbandcouncil.ca.gov/wp-content/uploads/sites/68/2020/12/BB4All-Action-Plan-Final.pdf, page 9.
[120] Ibid.
[121] https://www.benton.org/blog/internet-all-california
[122] https://broadbandcouncil.ca.gov/wp-content/uploads/sites/68/2020/12/BB4All-Action-Plan-Final.pdf, page 8, accessed September 6, 2023.
[123] https://www.cpuc.ca.gov/-/media/cpuc-website/divisions/communications-division/documents/broadband-implementation-for-california/bead/california-bead-five-year-action-plan---final-draft---20230828.pdf, accessed September 16, 2023, page 105.

Affordability

According to data from CETF and California State University, Chico, 2.7 million (47%) of the 5.8 million eligible households are enrolled in the ACP.[124] Concurrent with the CPUC's BEAD Five-Year Action Plan, this Plan found that while low-cost internet service offers and subsidies are available, there is low awareness of these programs.[125] Additional barriers include difficult enrollment processes, eligibility rules that don't factor in California's high cost of living, lack of culturally competent and accessible outreach, and general mistrust in government and corporations.[126]

Adoption

U.S. Census Bureau data indicates that about 8% of households in California lack a computer or broadband subscription. Further, about 19% of the State's population does not use the internet, and around a third of the population does not use a tablet or computer.[127]

The statewide telephone survey and the online public survey obtained granular data on Californians' comfort level with device usage, digital literacy skills, and online privacy and cybersecurity. The telephone survey found that one-third of households that do not subscribe to the internet do so because nobody in the household has a desktop, laptop, or tablet, supporting the theory that device access impacts broadband connectivity.[128]

Seventy-one percent of respondents to the online public survey said they use a laptop, with 54% using a tablet and 40% using a desktop to connect to the internet. However, over 90% said they use a smartphone to connect to the internet, making it the most used device.[129] Per the NTIA's Internet Use Survey, 34.8% of Californians do not use a desktop, laptop, or tablet.[130]

When asked about digital skills, 56% of respondents to the telephone survey self-identified as "high-skill" users.[131] Most respondents to the online public survey said they were comfortable with basic skills such as sending an email with an attachment (84%)

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[124] https://broadbandforall.cdt.ca.gov/affordable-connectivity-program/acp-enrollment/, accessed September 16, 2023.

[125] Digital Equity Online Survey Analysis and Needs Assessment, slide 75.

[126] Digital Literacy and Inclusion Outcome Area Working Group Meeting, virtual, February 15, 2023.

[127] U.S. Census Bureau, Digital Equity Act Population Viewer, https://mtgis-portal.geo.census.gov/arcgis/apps/webappviewer/index.html?id=c5e6cf675865464a90ff1573c5072b42.

[128] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 36.

[129] Digital Equity Online Survey Analysis and Needs Assessment, slide 32.

[130] https://ntia.gov/other-publication/2022/digital-nation-data-explorer#sel=pcOrTabletUser&disp=map.

[131] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 45.

or searching for a job online (84%). [132] However, a much lower percentage of respondents to the online public survey (57%) said they were comfortable with cybersecurity, such as setting up protections against phishing and spam email. There is strong interest by respondents (33%) to take an internet or computer training course. [133]

Data

Data granularity and accuracy was cited as a barrier during the development of the *Broadband for All* Action Plan and remains a barrier today. [134] While significant efforts have been made at the state and federal levels to improve broadband availability, affordability, and adoption data, there are small but significant differences in what the data is saying and is heard from communities and residents based on their lived experiences.

For example, the data from NTIA and the FCC may indicate that 95% of the state has served levels, but according to the California Community Foundation, "19% of LA County households and 16% of California households remain unconnected or under-connected to the internet." [135] Similar input has been shared throughout the planning process from other entities, including the Fresno Coalition for Digital Inclusion, [136] and #OaklandUndivided. [137] Both statements may be true because of how the Federal and State programs define "served," while "unconnected" could be due not only to lack of facilities, but also a lack of affordability or lack of a device.

Continuing to prioritize the accuracy of data at the location, household, and unit level is critical to understanding the true extent of the barriers and creating strategies to counteract those barriers. CDT and CPUC are committed to improving the state's data collection methods and working with stakeholders at the State and local level.

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[132] Digital Equity Online Survey Analysis and Needs Assessment, slide 35.
[133] Ibid.
[134] https://broadbandcouncil.ca.gov/wp-content/uploads/sites/68/2020/12/BB4All-Action-Plan-Final.pdf, page 20, accessed September 17, 2023.
[135] https://www.calfund.org/digital-equity-initiative/#issue-background, Access September 14, 2023.
[136] Education Digital Equity OAWG, Pages 7-9, Presentation by Philip Neufeld, Executive Officer Enterprise Infrastructure and Services Fresno Unified School District, Education OAWG, March 14, 2023.
[137] California Broadband Council Meeting July 25, 2023 - YouTube, 1 hr, 52 minutes, Public Comment by Patrick Messac, Director, #OaklandUndivided.

3.2 Digital Equity Assets

California has a strong and increasingly mature digital equity ecosystem that has been growing since the creation of the CBC. While developing the *Broadband for All* Action Plan, the State expanded its awareness of State agencies, organizations, entities, programs, and funding sources that support digital equity efforts.

CDT and CPUC are coordinating the development of the State's asset inventory through the concurrent SDEP and BEAD planning process. Because both efforts are designed to create one State asset inventory, CDT included most of the assets CPUC identified in the BEAD Five-Year Action Plan in this Plan's asset inventory.

CDT also gained new insights into California's digital equity landscape through a new Digital Equity Ecosystem Mapping (DEEM) effort. More than 400 community anchor institutions, government and public organizations, private sector and non-governmental organizations, Internet Service Providers, and tribal entities used new DEEM tools to "put themselves on the map," sharing details about the digital inclusion programs, services, and assets they provide. The DEEM tools identified organizations, programs, resources, and gaps in California's digital equity ecosystem and further informed the State's asset inventory included in this Digital Equity Plan.

This section includes:

- An overview of organizations whose work is essential to achieving the State's Broadband for All goals,

- A summary of DEEM respondents, and

- Key findings and gaps in existing efforts.

CDT acknowledges that this Plan is not inclusive of all the assets in the State. Given the state's scale, it is difficult to accurately quantify where gaps in digital inclusion programs and services exist relative to needs. Nonetheless, the planning and engagement process that informed this Plan, including hundreds of meetings with organizations supporting digital inclusion activities and responses to DEEM tools, shaped CDT's understanding of its role in strengthening this ecosystem statewide and for covered populations.

Overview of Organizational Assets

California has long engaged with a wide range of organizations throughout the state to promote digital equity. From the creation of the *Broadband for All* Action Plan through the development of this SDEP, these entities have consistently partnered with the State to ensure progress is being made toward digital equity. These entities include statutory bodies such as members of the CBC, State agencies for education, workforce and economic development, health and civic participation, nonprofits, community-based organizations, and local, regional, municipal, and tribal governments. A complete list of these entities can be found in Appendix C.

California Broadband Council Members, Action Item Plan Parties, Members of the CBC, entities responsible for implementing various items in the *Broadband for All* Action Plan, and key partners all played significant roles in the digital equity planning process. Many of these entities are part of the Middle-Mile Broadband Initiative, the Middle-Mile Advisory Committee, the digital equity Statewide Planning Group (SPG), and the Outcome Area Working Groups. These entities were critical to the development of the plan and will be highly engaged in its implementation. A list of the California Broadband Council is below, and a complete list of CBC Members, Action Items Plan Parties, and Key Partners can be found in Appendix D.

California Broadband Council Members	
Department of Technology	California Transportation Agency
Public Utilities Commission	California Emerging Technology Fund
Governor's Office of Emergency Services	Department of Food & Agriculture
Department of Education	California State Library
Department of General Services	Governor's Office of Tribal Affairs
Member of the Senate (The Honorable Stephen Bradford)	Member of the Assembly (The Honorable Mike Gipson)

Regional Broadband Consortia

The Regional Broadband Consortia supports the deployment of broadband services in regional and local communities, including providing technical support for applicants to State programs in project development and application processes. Regional Broadband Consortia are supported by the CASF Rural and Urban Regional Broadband Consortia Account, administered by the CPUC, which has distributed $10 million to 15 regional consortia for work over the next three to five years. [138]

Regional Broadband Consortia have been critical participants throughout the outreach and implementation processes for Regional Planning Workshops, as well as disseminating the telephone, the online survey, and the DEEM tool to their respective networks. A complete list of the Regional Broadband Consortia and the Counties they represent can be found in Appendix E.

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[138] https://www.cpuc.ca.gov/industries-and-topics/internet-and-phone/california-advanced-services-fund/casf-consortia-account, accessed September 16, 2023.

Statewide and Regional Partners
CDT collaborated closely with many statewide and regional partners in support of its digital equity planning efforts. Many of the following partners have collaborated with CDT since 2020 in support of the development of the *Broadband for All* Action Plan. These partners assisted in the implementation of Action Items and worked with CDT throughout the development of the SDEP. These partners were instrumental in a successful public engagement campaign, ensuring that the voices of community members and those with lived experience could participate in the process. A complete list of Statewide and Regional Partners can be found in Appendix F.

Local Digital Equity Coalitions
Local Digital Equity Coalitions play an important role in informing and engaging local communities on matters of digital equity. A resource guide was developed to assist local and regional governments in designing their digital equity plans.[139] A list of Local Digital Equity Coalitions who partnered in this effort can be found in Appendix G. These organizations were included in outreach for all forums noted in Section 4 of this document and were also encouraged to invite their networks to participate as well.

State-Managed Assets for Access, Affordability, and Adoption[140]
The State of California currently manages a significant inventory of physical assets, grants, and public-facing informational resources in support of digital equity. The following assets are managed or administered by multiple State agencies but are all in support of digital equity. A list of State-Managed Assets for Access, Affordability, and Adoption can be found in Appendix H. This is a non-exhaustive list. CDT and CPUC are coordinating to have one asset inventory. Additional assets can be found in the California BEAD Five Year Action Plan from pages 45 – 63.

Digital Navigation Service Providers
Per Assembly Bill 2750 (Chapter 597, Statutes of 2022), CDT is required to include in the Digital Equity Plan, "An assessment of existing digital navigation programs in the state and recommendations for a statewide strategy for digital navigators to serve covered populations, including opportunities to integrate with other social service outreach programs and opportunities for covered populations to participate as navigators with training they can then leverage to enter careers in the information technology sector."[141] A complete list of organizations that responded to the DEEM tool and self-identified as offering digital navigation services can be found in Appendix I.

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[139] https://www.cetfund.org/wp-content/uploads/2021/04/Getting-Connected-A-Broadband-Deployment-and-Adoption-Resource-Guide-For-Local-and-Regional-Government-Leaders.pdf.
[140] https://www.cpuc.ca.gov/-/media/cpuc-website/divisions/communications-division/documents/broadband-implementation-for-california/bead/california-bead-five-year-action-plan---final-draft---20230828.pdf.
[141] Department of Technology: state digital equity plan. (ca.gov), Cal. Gov. Code § 11546.46 (2023).

Digital Equity Ecosystem Mapping (DEEM) Tool

CDT developed the DEEM tool to further build out the State's existing asset inventory at a more granular regional and local level and better understand the organizations and entities providing digital equity services in California. The DEEM tool has enabled CDT to expand its statewide inventory of entities, programs, and funding sources methodically. Most importantly, the DEEM tool identified where resource gaps exist. CDT intends to update the DEEM tool on a regular basis.

The DEEM tool was promoted 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, Outcome Area Working Group Meetings, and Regional Planning Workshops. Other partners in CDT's ecosystem further promoted the DEEM tool among their constituents, including AARP, RCRC, CWA, SANDAG, and CSL.

CDT created three versions of the DEEM tool to address the unique needs of government and community-based organizations, internet service providers, and tribal entities. The tool was distributed over six months, from February to August 2023, and garnered over 480 responses. As of August 2023, the DEEM tool has reached over 1,400 organizations across the state. These organizations include educational institutions, community-based organizations, private companies, and government entities. A complete list of organizations that responded to the DEEM tool, their program(s), covered populations they serve, and funding sources can be found on the Broadband for All portal and attached as Appendix J.

Respondent Profiles

Respondents to the DEEM tool represent a broad array of organization types within California. The three organization types surveyed include community-anchor institutions, government and public organizations, and private sector and non-governmental organizations.

453 Community Anchor Institutions	**265** Government and Public Organizations	**260** Private Sector and Non-Governmental Organizations

Additional Assets by Covered Population

The DEEM tool indicates that 330 or more organizations serve half of the covered populations, and that ethnic or minority communities are the most served covered population among the data collected. There is a stark difference between the most and least-served covered populations – for example, incarcerated individuals have access to only a third of the organizational resources that are available to ethnic and minority communities.

DEEM Responses by Covered Population

Covered Population	Responses
Ethnic or Minority Communities	370
Individuals in Households at or Below 150% Poverty	366
Individuals with Limited English Proficiency	344
Aging Individuals (Age 60+)	330
Individuals with Disabilities	303
Rural Communities	244
Veterans	240
Women	214
LGBTQIA+	189
Incarcerated Individuals	126
Other	89
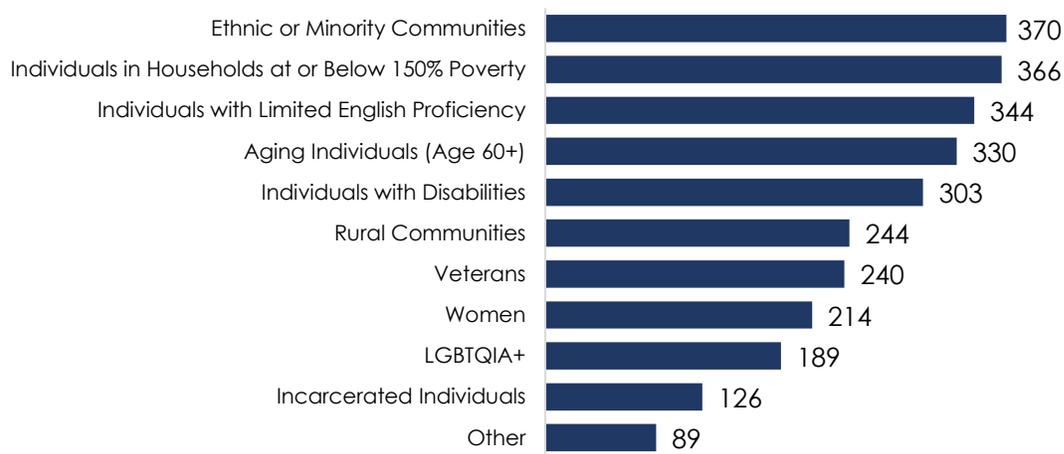
Figure 3: Digital Equity Ecosystem Mapping (DEEM) responses by covered population.

Additional Assets by Program Type

The DEEM tool collected information regarding the types of digital inclusion programs available in the state. The following chart provides a snapshot of the number of locally based programs for which CDT has collected detailed programmatic information through DEEM.

Digital Inclusion Programs

Program Type	Number
Digital Skills and Technical Support	270
Computer/Device Access	262
Broadband Access, Affordability and Adoption	226
Workforce Development	129
Digital Equity Research, Planning, or Organizing	121
Publicly Accessible Online Services	93
Public Computer Center	69
Digital Equity Program Funding	67
Cybersecurity and Privacy Training	52
We do not provide digital equity programs or services,…	28

Figure 4: Digital Inclusion programs collected from DEEM.

Additional Assets by County
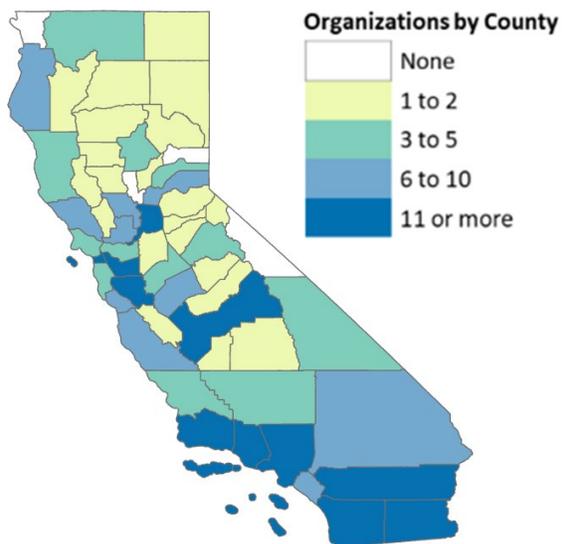
Figure 5: Digital Equity Ecosystem Mapping tool responses by county.

The following chart provides a snapshot of where local digital inclusion organizations are based in the state. Given that the data is incomplete, this map summarizes where organizations that participated in DEEM to date are located.

It also represents the location of those organizations and may not be reflective of the service areas for each organization.

Number of Responses	California County
None	Del Norte, Mono, Sierra, Sutter
1-2	Alpine, El Dorado, Glenn, Madera, Napa, Plumas, San Benito, San Mateo, Tulare, Amador, Calaveras, Colusa, Kings, Lake, Lassen, Mariposa, Modoc, San Joaquin, Shasta, Tehama, Trinity, Yuba
3-5	Butte, Marin, Mendocino, Nevada, San Luis Obispo, Contra Costa, Stanislaus, Inyo, Kern, Siskiyou, Tuolumne
6-10	Merced, Monterey, San Bernardino, Solano, Humboldt, Yolo, Orange, Placer, Santa Cruz, Sonoma
11 or More	Los Angeles, San Francisco, Sacramento, Alameda, San Diego, Fresno, Santa Clara, Ventura, Riverside, Santa Barbara, Imperial

Internet Service Provider Low-Cost Offers and ACP Participation

The DEEM tool also looked specifically at ISP, and asked whether they participate in ACP or offer a low-cost offer. Of the 35 entities to either participate in the DEEM tool or be listed in the BEAD Five-Year Action Plan, 18 participate in the ACP, and 17 have a low-cost offer. The complete list can be found in Appendix K.

Key Findings and Gaps in Existing Efforts

For many years, California has been the leader in digital equity. The State leads in building broadband infrastructure, connecting households to internet service, and ensuring its residents can fully utilize the technology. There are hundreds of organizations actively working to promote digital equity, which is unique to this state.

However, with all the successes the State has experienced, there are still ways to improve. Upon review of the DEEM tool responses and organizational engagement, four main barriers and gaps in existing efforts became evident. These gaps negatively impact the ability of organizations to deliver digital equity programs and services.

Top Barriers for Organizations

- **Funding and Sustainability:** The most cited barrier to providing digital equity services was the lack of access to sustainable funding to support their organization. Approximately two-thirds of device access and digital skills organizations reported this as their number one barrier.[142] Sustainable and reliable funding is critical to organizations supporting covered populations across the state. This Plan intends to provide financial support to entities that provide digital equity and digital inclusion services to residents of California.

- **Staff and Organizational Capacity:** Adequately trained staff and support are crucial to organizations providing digital equity services. Staff are out in the communities teaching digital literacy skills, conducting ACP outreach, and engaging with community members, especially members of covered populations. It is critical these organizations be able to hire staff that can support their communities in-language and in-person. Solutions aimed at filling the gap in staffing and organizational capacity are addressed in this Plan.

- **Difficulty Accessing and Applying for Funding:** When funding opportunities do arrive, the complexity of applying for and reporting on the funds can overwhelm organizations, especially those with limited resources. Providing technical assistance for organizations seeking grants and/or sources of government funding is addressed in this Plan.

- **Lack of Awareness and Engagement:** The role of community engagement in promoting digital equity supports and services cannot be stressed enough. Currently, there is a lack of awareness and engagement in communities on the issue of digital equity. Key activities in this Plan aim to support organizations in doing this work.

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[142] Digital Equity Ecosystem Mapping (DEEM) Findings, slide 13

- **Coordination and Collaboration:** Stronger coordination and collaboration among organizations offering digital equity resources could reduce unnecessary duplication of efforts and promote sharing resources and best practices.

Filling these gaps will be critical to the success of this Plan. By ensuring that organizations that serve covered populations and residents throughout the state have access to sustainable funding, the staff and organizational capacity to serve their communities, technical assistance in applying for and accessing funds, and support in promoting their services, we can ensure progress toward digital equity is being made.

3.3 Overview of Digital Equity Needs and Barriers

CDT developed a multi-pronged, inclusive approach to gather substantial qualitative and quantitative data for this needs assessment's baseline. The statewide telephone survey (see Appendix P), the online public survey (see Appendix S), and other data sources, such as the 2021 American Community Survey (ACS) data tables and NTIA Digital Equity Population Viewer, provide quantitative data. The Outcome Area Working Groups, Regional Planning Workshops, Tribal Consultations, one-on-one meetings, interviews, and listening sessions form the basis for the qualitative data provided in this document.

These data sources provide the baselines for the specific objectives provided in Section 2.5. The overarching objectives are:

> **Objectives for Goal 1:** All Californians have high-performance broadband available at home, schools, libraries, and businesses.

> **Objectives for Goal 2:** All Californians have access to affordable broadband and necessary devices.

> **Objectives for Goal 3:** All Californians can access training and support to enable digital inclusion.

Through this comprehensive process, the State identified common barriers to digital equity for all Californians members of covered populations impacted by the digital divide and specific barriers experienced by covered populations and digitally disadvantaged communities. This data builds upon the *Broadband for All Action Plan*, which identified access, affordability, and adoption as the top common barriers to digital equity. These overarching barriers remain today and further elucidate the findings in this Plan.

Access

Barriers to equitable access to broadband include:

1. **Lack of available infrastructure and service,**
2. **Lack of reliable/resilient service,**
3. **Evolving state broadband data and maps, and**
4. **Uncertain localized labor supply for broadband infrastructure jobs.**

A central barrier to internet access is the **lack of available broadband infrastructure and service**. For many California residents, businesses, and community anchor institutions, a high-speed internet connection is simply not available at their address. This barrier affects communities across the state. Many steps are being taken through the MMBI and CPUC's last-mile programs, and efforts to increase access will be further supported by BEAD investments.

About a third of telephone survey respondents and online survey respondents who cannot access internet from home cited that a **lack of available or adequate internet services** at their home presented as an important barrier that contributed to their lack of home internet access. [143] According to the telephone survey, individuals who live in covered households, individuals with a language barrier, individuals who are members of a racial or ethnic minority group, and individuals who primarily reside in a rural area reported lower rates of connectivity at home compared to the state as a whole. [144]

Even when an address is technically serviceable by an ISP, many Californians face a secondary barrier in the **lack of reliable and resilient service**, as reflected by inconsistent broadband speeds and regular outages. Individuals who live in covered households, individuals with disabilities, individuals with a language barrier, individuals who are members of a racial or ethnic minority group, individuals who primarily reside in a rural area, and individuals who identify as LGBTQIA+ all report unreliable service at a higher rate than overall respondents. [145]

Rural communities, tribal lands, and certain urban areas face resiliency challenges that impact residents' ability to receive online government services, conduct remote work, engage in distance learning, or benefit from online healthcare services. Lack of reliable service in rural communities hinders the effective implementation of emergency services, including delivering emergency evacuation orders to residents and locating residents who need emergency assistance. [146] The Sonoma County Broadband Strategic Plan further highlights the rural challenge, stating "rural communities are a classic example of potentially expensive locations to build given the small number of homes per square mile."[147]

Californians' need for high-performance broadband continues to increase, yet the economics of infrastructure deployment often discourage investment in rural and tribal communities. [148] Deployment in these communities often means thinner profit margins and more capital-intensive investments, discouraging competition among providers. [149]

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[143] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 36; Digital Equity Online Survey Analysis and Needs Assessment, slide 13.
[144] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, pages 21-22.
[145] Ibid., 30.
[146] *Broadband for All* Cvr Letter and Action Plan 2020 (ca.gov), page 11.
[147] Sonoma County Broadband Strategic Plan, https://www.mendocinobroadband.org/wp-content/uploads/Sonoma-County-Broadband-Strategic-Plan.pdf, page 55.
[148] *Broadband for All* Cvr Letter and Action Plan 2020 (ca.gov), page 12.
[149] Ibid., 12-13.

Public interventions in the form of capital subsidies like those offered through CASF are necessary to incentivize providers to deliver service to these communities. [150] The State's *Broadband for All* investments, including middle- and last-mile programs funded in SB 156, Federal Funding Account, Loan Loss Reserve Fund, and the BEAD program will further address incentives network build-out.

A third barrier associated with internet access stems from California's **state data and maps.** While federal and State data and mapping capabilities continue to increase, current data and mapping definitions may not always reflect the lived experiences of communities across the state.

The CPUC has compiled extensive data within its Annual Affordability Report, [151] which aggregates pricing and service offering data from communication service providers to monitor pricing trends in different areas of the state. Continued collection of granular broadband deployment and subscriber data will allow for a better understanding and assessment of unserved and underserved locations in California to effectively target resources as needed. The data will also inform public policies that are looking to bridge the digital divide in California.

Finally, the **uncertain localized labor supply for broadband infrastructure jobs** is projected to be a significant barrier to the speedy deployment of new and improved broadband networks across the state. Communities and ISPs poised to address the access barrier may increasingly encounter labor force challenges when they begin to build those broadband networks.

Many experts have reported that the lack of labor access is prohibitive to broadband deployment and that long-term wage stagnation in the telecommunications industry has impeded hiring and retaining skilled workers. [152] CDT plans to collaborate closely with the CPUC to promote workforce development efforts and encourage the equitable hiring and training of employees as part of SDEP and BEAD-funded projects.

The results of this needs assessment confirm that expanding access to reliable, high-speed broadband, both at home and throughout the community, and ensuring that broadband services are adequate for the needs of households is a priority in advancing digital equity.

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[150] Ibid., 13.

[151] California Public Utilities Commission, 2021/2022 Annual Affordability Report, October 2023, https://www.cpuc.ca.gov/-/media/cpuc-website/divisions/energy-division/documents/affordability-proceeding/2021-2022/2021-and-2022-annual-affordability-report.pdf.

[152] Communications Workers of America District 9, Jobs with Justice San Francisco, Labor Network for Sustainability, United Steelworkers District 12, United Steelworkers Local 675, (pg. 3-8, 10-11), https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M506/K522/506522994.PDF.

Affordability

In addition to access, affordability remains a top barrier for households and individuals accessing at-home broadband services. Through the engagement process, CDT identified affordability barriers that include:

1. **Lack of awareness of low-cost offers,**
2. **Challenging enrollment processes and eligibility does not reflect high-cost communities within California,**
3. **Need for a sustainable, low-cost subsidy,**
4. **Lack of consumer choice and competition, and**
5. **Mistrust of government and corporations.**

There is a **lack of awareness of low-cost offers and affordability programs**. California has invested in ongoing efforts to spread awareness of affordability programs, such as Get Connected! California Mobilization to increase enrollment in the ACP. As of February 2024, over 2.9 million households in California have enrolled in ACP, representing about 50% of eligible households.[153] However, nearly 77% of respondents to the telephone survey from unconnected households[154] were unaware of the program. Of those who were aware of the program but were not signed up, about 29% of telephone survey respondents stated that they thought they would not qualify, and about 23% reported not knowing how to apply.[155]

Even when households are aware of low-cost offers, the **complexity of the enrollment process can be challenging**, and eligibility does not reflect high-cost communities within California. It is clear that "awareness is not enough to effectively increase enrollment among eligible households, and that local outreach efforts … include assistance in navigating the enrollment process."[156] Outreach efforts must be targeted and appropriate to the different characteristics of the population across regions.

There is a continued **need for sustainable, low-cost subsidies and affordability programs**, given the uncertain future of ACP. Campaigns to raise awareness of low-cost offers and subsidies and efforts to provide enrollment assistance will be funded by the State's allocation of the Digital Equity Capacity Grant, Digital Equity Competitive Grants, and other efforts funded by private sector and philanthropic organizations.

Additionally, **a lack of competition** amongst providers limits consumer choice and negatively impacts costs for Californians. Covered population households that responded to the telephone survey cited an average monthly cost of $83.60,[157] which is

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[153] Affordable Connectivity Program enrollment tracker, https://broadbandforall.cdt.ca.gov/affordable-connectivity-program/acp-enrollment/.
[154] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 39.
[155] Ibid., 44.
[156] Ibid.
[157] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 25.

comparable to the 2023 FCC Broadband Rate Survey for California of $82.40/month.[158] Online public survey respondents who can access internet from home reported paying an average of $102.72 for their home internet service.[159] Moreover, CPUC's 2018 Competition Report found that 35% of California households have access to only one provider offering service greater than 25/3 Mbps, and only 6.8% have access to three providers offering service greater than 25/3 Mbps.[160]

All Respondents

Less than $25	6%
$25 - $50	7%
$50 - $75	24%
$75 - $100	20%
More than $100	42%

More than $100
by Covered Populations

Individuals Primarily Residing in...	51%
Veterans	46%
Tribal Communities	45%
Women	42%
Aging Individuals (60+)	41%
LGBTQIA+ Individuals	41%
Individuals with Disabilities	41%
Racial or Ethnic Minority Groups	38%
Immigrants	33%
Unhoused Individuals	32%
Individuals with Limited English...	30%
Individuals in Households Below...	30%

*Monthly bill may include bundled services such as TV, phone service, etc.
Figure 6: Home internet service costs of Digital Equity Online Public Survey respondents.

The CPUC's Rulemaking to Establish a Framework and Processes for Assessing the Affordability of Utility Service (R.18-07-006) emphasizes the importance of affordable utility services, including communications services, for individuals' health, safety, and participation in society.[161]

Finally, we learned from the OAWGs, regional workshops, interviews, and listening sessions that another reason for households not enrolling in the ACP is **a mistrust of government and corporations**, including resistance among some residents to apply for programs and a lack of information being developed in-language by trusted messengers. One respondent to our DEEM tool stated, "*Many of our residents don't qualify or won't accept or apply for statewide services such as CalFresh, Women*

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[158] Federal Communications Commission, Urban Rate Survey Data & Resources, https://www.fcc.gov/economics-analytics/industry-analysis-division/urban-rate-survey-data-resources.
[159] Digital Equity Online Survey Analysis and Needs Assessment, slide 18.
[160] https://www.cpuc.ca.gov/industries-and-topics/internet-and-phone/competition.
[161] State of California Five-Year Action Plan: Broadband Equity, Access, and Deployment (BEAD) Program, https://www.cpuc.ca.gov/-/media/cpuc-website/divisions/communications-division/documents/broadband-implementation-for-california/bead/california-bead-five-year-action-plan---final-draft---20230828.pdf, page 43, accessed August 28, 2023.

Infants and Children (WIC), and more. This makes qualifying or enrolling in ACP more difficult." Existing *Broadband for All* investments work to address affordability via expanding competition, including the CASF programs, MMBI, FFA, and the Loan-Loss Reserve.

Adoption

Californians face additional barriers to digital literacy and skills, device access, cybersecurity, and online privacy. These adoption barriers include:

1. **Lack of awareness of low-cost offers and subsidies,**
2. **Lack of access to affordable devices,**
3. **Lack of distinction between cellular and broadband connection,**
4. **Lack of digital literacy skills and training (basic, intermediate, and advanced), and**
5. **Lack of technical familiarity or awareness due to the rapid pace of change in hardware and software technology.**

As mentioned above, **a lack of awareness of low-cost offers** is a barrier for households. Additionally, the cost of devices is a very real barrier to sustainable broadband adoption. Thirty-three percent of respondents to the telephone survey stated, "Nobody in my household has a desktop, laptop, or tablet computer" as a reason for not having internet access at home. [162] Ensuring households have access to high-quality, low-cost devices is important to achieving digital equity.

Among online public survey respondents, a smartphone is the most abundantly available and widely used device, with 43% of unhoused individuals relying exclusively on smartphones to access the internet. [163] For individuals with limited English proficiency and individuals in households below 150% of FPL, 23% of respondents use smartphones only. [164] Without **affordable laptops or desktop computers**, these individuals are highly constrained in the resources and digital opportunities they can access online.

For some, the reason they rely on smartphones and may not have a home broadband subscription is because there is **a lack of distinction between cellular and broadband connection**. As *the Broadband for All* Action Plan discusses, broadband adoption requires more than the availability and affordability of services and devices. Individuals must be exposed early and often to the breadth of digital opportunities available online, including digital skills training for job opportunities. [165]

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[162] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 36.
[163] Digital Equity Online Survey Analysis and Needs Assessment, slide 31.
[164] Ibid.
[165] California Broadband Council, *Broadband for All* Action Plan, 2020, https://broadbandcouncil.ca.gov/wp-content/uploads/sites/68/2020/12/BB4All-Action-Plan-Final.pdf, page 136

A fourth barrier to adoption is the **lack of digital skills**, which the telephone survey found to be the most relevant barriers for digital equity.[166] The survey distinguishes between basic, intermediate, and advanced digital skills – "basic" skills include the ability to connect to a Wi-Fi network, send an email with an attachment, or search for information online; "intermediate" skills include the ability to download and install a new app on a smartphone or tablet, make an appointment online, or pay bills; and "advanced" skills include the ability to set up protection against phishing and spam email, set up parental controls, or delete cookies on a web browser.

The share of advanced-skills users is significantly below average for non-English language households (40%), low-income residents (42%), and households with disabilities (43%).[167] About a third of online public survey respondents said that they would be interested in participating in computer training classes, indicating significant demand in the state for increased opportunities for building computer skills.[168] Individuals with limited English proficiency and immigrants demonstrated the greatest interest in such opportunities.[169]

About a quarter of all online public survey respondents said they were unfamiliar with cybersecurity measures. Individuals with limited English proficiency, immigrants, individuals who live in covered households, and those who identified as belonging to racial or ethnic minority groups all had lower rates of familiarity with these measures than the overall survey respondents. Veterans and individuals residing in primarily rural areas had the highest rates of familiarity.[170] Cybersecurity and online privacy should be considered critical components of any digital skills training.

As technology rapidly evolves, **the lack of technical familiarity or awareness of hardware and software** will be an increasingly challenging barrier to address. Continued investment in digital skills training will be necessary to ensure that Californians are not left further behind, particularly for covered populations with additional vulnerabilities. An example of a program doing this work is the Santa Monica Summer Youth Tech Program that teaches "students lean start up methods, coding, leadership, critical thinking, and collaboration skills."[171]

These barriers to access, affordability, and adoption are found across almost all covered populations and throughout the state. The implementation strategies and key activities (see Section 5) aim to address them in the State's effort to advance digital equity.

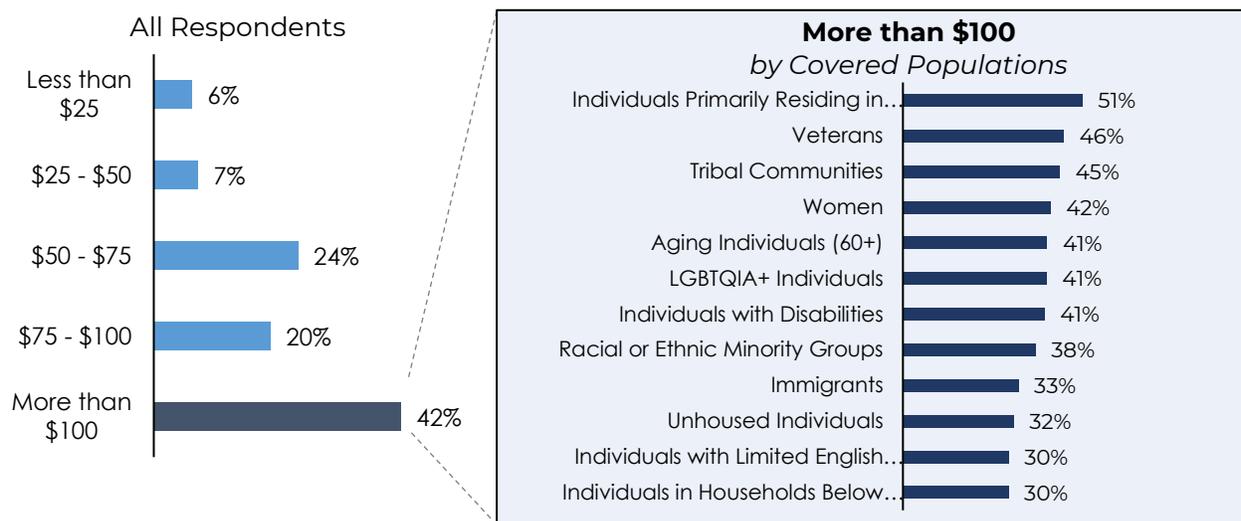[166] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 37.
[167] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 46.
[168] Digital Equity Online Survey Analysis and Needs Assessment, slide 34.
[169] Ibid.
[170] Digital Equity Online Survey Analysis and Needs Assessment, slide 53.
[171] Sonoma County Broadband Strategic Plan, https://www.mendocinobroadband.org/wp-content/uploads/Sonoma-County-Broadband-Strategic-Plan.pdf.

3.4 Specific Barriers and Baseline for Covered Populations and Digitally Disadvantaged Communities

Solutions for digital equity are not one-size-fits-all, and different covered populations start from different baselines, with some in greater need than others across different dimensions of access, affordability, and adoption. This section highlights some of those differences between each covered population and digitally disadvantaged community. It includes both specific barriers that were elevated through CDT's multi-pronged research and engagement program, and specific data points regarding the different baseline conditions for these populations when the baseline data demonstrates that that population needs greater attention to realize the State's targets for a given objective.

Individuals who Live in Covered Households (under 150% FPL)

Covered Population	Specific Barriers
Individuals who Live in Covered Households (under 150% FPL)	Lack of awareness of low cost offers and ACP
	Lack of adequate connections to multi-dwelling units (MDUs) and subsidized housing
	Individual units within MDUs and subsidized housing are not accurately counted on State and Federal Broadband Maps
	Industry business practices constrain service availability/ options where multiple families reside in the same unit

Among lower-income online public survey respondents who were completely unconnected, 77% of respondents cited the Internet being too expensive as a reason why they do not subscribe to home internet, and 21% cited the lack of internet availability as the reason why they do not subscribe to home internet access.[172]

Further, there are barriers specific to multi-dwelling units (MDUs), including public housing; access to MDUs and public housing buildings poses a barrier to internet connectivity. In addition, MDUs pose a data challenge, as individual units within these buildings are often inaccurately accounted for in state and federal broadband mapping efforts.

These inaccuracies can result in a lack of eligibility for funding opportunities and can make it more difficult to target solutions. Another challenge related to housing is industry practices that constrain service availability or options where multiple families reside in the same unit.

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[172] Digital Equity Online Survey Analysis and Needs Assessment, slide 14.

Goal 1: All Californians have high-performance broadband available at home, schools, libraries, and businesses.

Objective 1.1	**Increase the percentage of Californians who are connected to broadband internet service.**
	Baseline: According to a representative sample of Californians surveyed for this Plan, 87% of individuals who live in covered households indicate they are connected, as compared to 91% of all Californians. [173]
Objective 1.3	**Increase the percentage of Californians who report that their internet service is reliable.**
	Baseline: While 62% of telephone survey respondents rate the reliability of their service at "4" or "5" (highest possible), only 58% of low-income households do so, likely because these households have fewer service options and are often priced out of higher-speed service tiers. [174]

Goal 2: All Californians have access to affordable broadband and necessary devices.

Objective 2.1	**Decrease the percentage of Californians who cite cost as the primary barrier to internet service.**
	Baseline: Seventy-seven percent of individuals living in covered households who responded to the online public survey cited cost as the main reason for not having an internet connection at home, 7% higher than overall respondents.
Objective 2.2	**Reduce the percentage of Californians who rely solely on a smartphone to use the internet due to devices being inaccessible and unaffordable and increase the percentage with a home computing device.**
	Baseline: Twenty-three percent of individuals living in covered households who responded to the survey use a smartphone only to access the internet, compared to 10% of overall respondents. [175]

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[173] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 22.

[174] Ibid., 30.

[175] Digital Equity Online Survey Analysis and Needs Assessment, slide 31.

Objective 3.1   **Increase the availability of digital literacy, cybersecurity, and skills training programs.**

Baseline: CDT is tracking 270 programs that currently offer digital training skills support in the state, with meaningful differences by geography. 47% of individuals living in covered households who responded to the online survey indicated an interest in internet or computer training classes, 14% greater than overall respondents.[176]

Objective 3.2   **Increase the percentage of Californians who have access to technical support services for internet-connected devices.**

Baseline: Twenty-eight percent of individuals living in covered households who responded to the survey indicated they do not have access to technical support services in their household or community, 6% higher than overall respondents.[177]

Objective 3.3   **Reduce the percentage of Californians whose concerns for privacy and cybersecurity prevents broadband adoption or effective use.**

Baseline: Forty percent of online survey respondents who are individuals living in covered households are unfamiliar with cybersecurity, 18% higher than overall respondents; 31% have no cybersecurity measures setup on their devices or do not know if they do, 14% greater than overall respondents.[178]

Objective 3.4   **Increase the percentage of Californians who possess basic, intermediate, and advanced digital literacy skills.**

Baseline: Forty-seven percent of individuals who live in covered households are interested in internet or computer training classes, 14% higher than overall respondents.[179] Twenty-nine percent of online survey respondents from covered households are less than comfortable with downloading and installing a new app on their smartphone or tablet, compared to 19% overall; 29% are less than comfortable making an appointment online (e.g., DMV), compared

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[176] [Digital Equity Ecosystem Mapping (DEEM) Findings](), slides 9-11.
[177] Ibid., slide 33.
[178] Ibid., slides 53-54.
[179] [Digital Equity Online Survey Analysis and Needs Assessment](), slide 34.

to 17% overall; and 25% are less than comfortable when paying bills online, compared to 15% overall. [180] While 56% of telephone survey respondents were found to have advanced digital skills, just 42% of those in covered households reported the same. [181]

Objective 3.6   **Increase the percentage of Californians who utilize the internet to apply for or use public benefits and other essential services and can participate in civic and social engagement online.**

Baseline: While 46% of all telephone survey respondents use telehealth, 42% of individuals who live in covered households report the same. [182]

Aging Individuals (60+ Years)

Covered Population	Specific Barriers
Aging Individuals (60+)	Lack of distinction between broadband connection and cellular connection
	Inadequate devices/technology
	Lack of digital skills training

CDT worked closely in conjunction with other statewide and regional entities, including California Department of Aging (CDA), AARP of California, San Francisco Tech Council, Bay Area Digital Equity Coalition, Community Tech Network, and the Older Adults Technology Services (OATS), to best understand the unique barriers facing aging individuals.

Aging individuals face several barriers to digital equity, including a lack of distinction between broadband connection and cellular connection and a lack of adequate devices and technology. They also need services, devices, outreach, training, and support to be offered in-language. [183] In addition, aging individuals often lack the digital skills and training opportunities needed to use technology, such as Artificial Intelligence.

Aging individuals expressed a fear of being scammed or taken advantage of when getting online. [184] When compared to the overall online public survey population, a greater share of aging individuals—more than one in four respondents who identified as aging—felt less than comfortable when connecting a computer or smartphone to a Wi-Fi network. [185] The trend on the online public survey was consistent among aging

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[180] Ibid., slide 45.
[181] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 46.
[182] Ibid., page 51.
[183] Bay Area Digital Inclusion Coalition Meeting, March 28, 2023.
[184] Ibid.
[185] Digital Equity Online Survey Analysis and Needs Assessment, slide 35.

individuals for other basic skills, as well, such as sending an email with an attached image or document or searching for information about jobs and healthcare. [186] This lack of comfort with technology can be a significant barrier to using digital resources.

Goal 2: All Californians have access to affordable broadband and necessary devices.

Objective 2.3 **Increase the percentage of Californians enrolled in low-cost internet options and subsidies.**

Baseline: According to the telephone survey, 7% of aging individuals who have heard of the ACP are enrolled in the program, 5% lower than overall survey respondents (12%). [187]

Objective 2.4 **Reduce the average cost that covered populations pay for internet service**

Baseline: Telephone survey results show that Californians spend an average $83.60/month on broadband, but aging individuals spend on average $85.90/month. [188]

Goal 3: All Californians can access training and support to enable digital inclusion.

Objective 3.1 **Increase the availability of digital literacy, cybersecurity, and skills training programs.**

Baseline: Thirty-four percent of aging individuals indicated an interest in internet or computer training courses, 1% higher than overall respondents. [189] CDT is tracking 270 programs that currently offer digital training skills support in the state, with meaningful differences by geography.

Objective 3.2 **Increase the percentage of Californians who have access to technical support services for internet-connected devices.**

Baseline: Twenty-four percent of online survey respondents who identify as aging individuals say they do not have access to technical support services in their household or community, 2% greater than overall respondents. [190]

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[186] Ibid

[187] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 44.

[188] Ibid., 27.

[189] Digital Equity Online Survey Analysis and Needs Assessment, slide 34.

[190] Ibid., slide 33.

Objective 3.3   **Reduce the percentage of Californians whose concerns for privacy and cybersecurity prevents broadband adoption or effective use.**

Baseline: Twenty percent of online respondents who identified as aging individuals are unfamiliar with cybersecurity, 2% greater than overall respondents.[191]

Objective 3.4   **Increase the percentage of Californians who possess basic, intermediate, and advanced digital literacy skills.**

Baseline: Thirty-four percent of online respondents who identify as aging individuals are interested in internet or computer training classes, 1% higher than overall respondents.[192] Twenty-three percent of online survey respondents who identify as aging individuals are less than comfortable with downloading and installing a new app on their smartphone or tablet, compared to 19% overall; 19% are less than comfortable making an appointment online (e.g., DMV), compared to 17% overall; and 17% are less than comfortable when paying bills online, compared to 15% overall.[193] While 56% of overall telephone survey respondents were found to have advanced digital skills, just 42% of aging individuals reported the same.[194]

Incarcerated Individuals

Covered Population	Specific Barriers
Incarcerated Individuals Baseline: 0.5%	Lack of training during incarceration
	Housing & economic insecurity
	Evolution of technology

CDT has been working closely with the California Department of Corrections and Rehabilitation (CDCR) and its affiliate, California Prison Industry Authority (CALPIA); the Los Angeles County Jail System (LASD), which is one of the largest jail systems in the world; Santa Clara County's Office of Diversion & Reentry Services; NextGen Policy; Tech Exchange; Ameelio; and Second Chance to address ongoing digital equity efforts for incarcerated individuals and justice impacted adults, juveniles and parolees. CDT also collected testimonials from formerly incarcerated individuals at regional planning workshops and outcome area working group sessions. CDT could not collect quantitative data from the telephone survey and the online public survey, given human subjects research (HSR) protocol restrictions per the NTIA grant.

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[191] Ibid., slide 53.
[192] Digital Equity Online Survey Analysis and Needs Assessment, slide 34.
[193] Ibid., slide 41.
[194] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 46.

Through this comprehensive process that included state agencies, local jail systems, and nonprofits supporting justice-impacted individuals, unique barriers faced by incarcerated individuals were identified. These barriers include a lack of digital skills training during incarceration, housing, and economic insecurity upon their re-entry to society, and the rapid evolution of technology that occurs while incarcerated. According to the NTIA's Digital Equity Act Population Viewer, incarcerated individuals comprise 0.5% of California's population. There are 199,000 incarcerated individuals living in prisons, county jails, and detention centers in California who experience these specific barriers.[195]

Through its engagements with these entities, CDT learned that during incarceration, individuals have limited access to digital tools such as video calls and have lower call quality, resulting in dropping, breaking up, and merging with other calls.[196] In addition, Individuals who have been incarcerated for an extensive amount of time have a particularly difficult time with their reentry process if they have not been exposed to the technological advances that have occurred during their time in the prison system. To address this, CDCR has partnered with CDT to contract with a vendor to enable access to technology and communications via email, and video and audio calls using tablets and kiosks for incarcerated individuals in state prisons.[197] Activities on devices are monitored for safety and security. Access to educational and rehabilitative content, as well as enhanced connectivity to families and communities via these devices, are just some of the direct benefits of the ongoing rollout of tablets throughout the State prison system. For the L.A. County Jail System, however, connectivity for the 15,000 inmates is more challenging, as buildings are old and made of concrete, and Wi-Fi access is not available, even for office staff. Internet connections are hardwired and limited, as there is no ability to install data ports in every cell. The L.A. County Jail System recently sought proposals to partner with a vendor to provide each inmate access to Wi-Fi and tablets for reading materials, email access, and video calls.

CDCR is working to obtain a Learning Management System (LMS)for its inmates and is currently repurposing gyms and dining halls with access points to serve as classrooms since Wi-Fi access is limited throughout its prison institutions. So far, about 3,000 access points have been installed in various institutions. However, greater Wi-Fi access is required to make it more widely accessible for inmates in all 33 adult institutions. CDCR hopes to eventually make it possible for inmates to continue their education in their cells without always having to be physically present in a classroom. Furthermore, CDCR has 45 fire camps that have no internet access, and access to technology and connectivity is crucial to learning how to manage fires effectively. The lack of

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[195] Ameelio Recommendations, August 31, 2023, slide 9.
[196] Ibid., slide 10.
[197] California Department of Corrections and Rehabilitation, Tablets and Telephone Calls, Tablets and Telephone Calls - Family & Friends Services

technology at the fire camps has made getting teachers to these sites very challenging. Hence, CDCR sees an urgent need to implement virtual classrooms at these camps.

CALPIA, which functions under CDCR, offers a Career Technical Education (CTE) program that is one of the most effective correctional rehabilitation programs in California, with a recidivism rate of only 9.5% of CALPIA CTE participants. The CALPIA CTE program provides incarcerated individuals valuable work and training exposure and opportunities to receive accredited certifications. The CTE program includes Computer-Aided Design (CAD) and Computer Coding, among other programs. TechExchange, which offers multilingual and multicultural digital literacy training programs, is interested in partnering with NextGen Policy to scale their digital literacy, device distribution, and internship programs across the state, to include justice-impacted individuals, to enable access to technology-based internship programs in digital literacy, cybersecurity, and coding, as pathways to employment.

The Santa Clara County Office of Diversion and Reentry Services recently conducted a survey with assistance from Summer Fellows from Stanford University. A total of 102 surveys were administered to male and female inmates from the Elmwood Jail, partly to assess internet and device access and usage. A majority (56%) of those surveyed were between 25 and 40 years of age, and over 60% self-identified as belonging to a racial or ethnic minority. Twenty-seven percent indicated they had no income prior to incarceration, and 75% had been incarcerated for one year or less. Nearly 54% indicated they do not own any devices, 26% said they did not know how to access digital devices, and 43% reported that not knowing how to afford technology would be the biggest challenge.

How do you plan to access a device (phone/computer/tablet)?
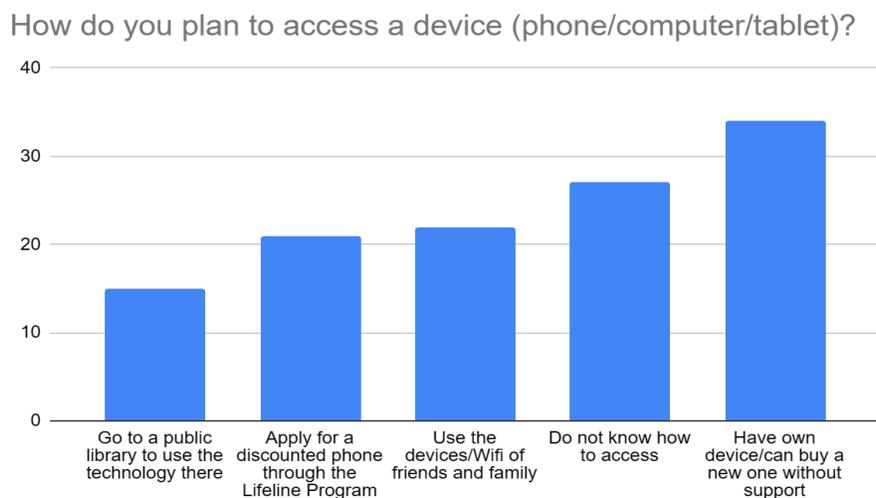
What do you think is your biggest challenge with using/accessing technology?
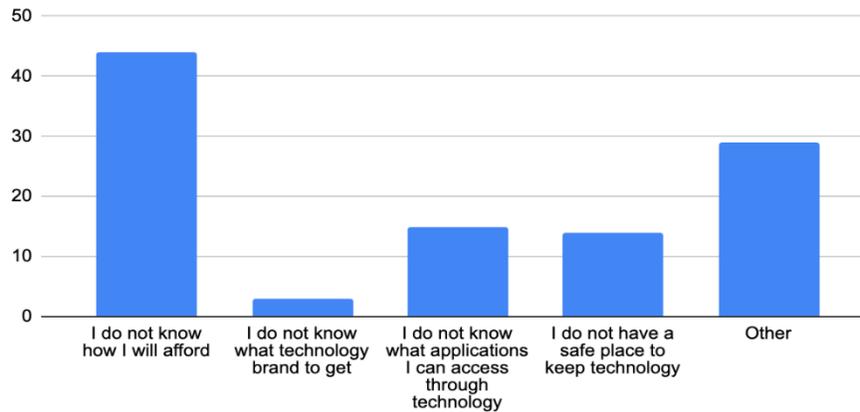
CDT also learned about the importance of providing incarcerated individuals with access to digital health apps to stay connected to medical and/or substance abuse treatment programs. However, very few digital literacy programs are available for health applications.

CDT was advised that parole staff see the benefit of using technology to better manage parolees and sex offenders via pre-release video conferences and implementing overall plans for supervision that include family participation in working with parolees via technology.

> **Goal 1: All Californians have high-performance broadband available at home, schools, libraries, and businesses.**

Objective 1.2	**Increase the percentage of Community Anchor Institutions that are connected to broadband internet service.**
	Baseline: CDCR has installed approximately 3,000 access points in various institutions. Additionally, CDCR has 45 fire camps that have no internet access.[198]

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[198] California Department of Corrections and Rehabilitation, Tablets and Telephone Calls, https://www.cdcr.ca.gov/family-resources/tablets/#:~:text=The%20California%20Department%20of%20Corrections,and%20family%20connections%20for%20the

Goal 2: All Californians have access to affordable broadband and necessary devices.

Objective 2.1   **Decrease the percentage of Californians who cite cost as the primary barrier to internet service.**

> *Baseline:* Forty-three percent of incarcerated individuals interviewed by the Santa Clara County Office of Diversion and Reentry Services cited cost as the biggest challenge.[199]

Goal 3: All Californians can access training and support to enable digital inclusion.

Objective 3.1   **Increase the availability of digital literacy, cybersecurity, and skills training programs.**

> *Baseline:* The baseline for incarcerated individuals is unknown; thus zero. The baseline will be established under the Capacity Grant by continuing to partner with the CDCR, local correctional facilities, entities that provide services to incarcerated individuals, and recently released individuals and families of incarcerated individuals.

Veterans

Covered Population	Specific Barriers
Veterans	Mistrust of government and corporations
	Economic and housing insecurity
	Lack of digital skills and training

The California Department of Technology worked closely with CalVet, American GI Forum, and several other Veterans' organizations to identify specific barriers for Veterans.

Veterans experience unique barriers, including mistrust of government and corporations, economic and housing insecurity, and lack of digital skills and training. Additionally, Veterans are unaware of State or federal subsidy programs, such as the ACP, and how to access them.[200] Barriers expand to accessing virtual healthcare services since medical records and many health services begin by accessing the internet, and Veterans do not have the digital skills and training required.[201]

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[199] Survey conducted by Santa Clara County Office of Diversion and Reentry Services, Summer 2023.
[200] Digital Literacy and Inclusion Outcome Area Working Group, June 15, 2023.
[201] Working Session with the California Department of Veterans Affairs (CalVet), March 29, 2023.

Goal 2: All Californians have access to affordable broadband and necessary devices.

Objective 2.3   **Increase the percentage of Californians enrolled in low-cost internet options and subsidies.**

Baseline: According to the online public survey, 8% of Veterans are enrolled in the ACP, while 4% are enrolled in the Lifeline program. These enrollment rates are lower than overall online public survey respondents, which reported a 10% enrollment rate in the ACP and 5% enrollment in Lifeline. [202]

Objective 2.4   **Reduce the average cost that covered populations pay for internet service.**

Baseline: While telephone survey results show that Californians spend an average $83.60/month on broadband, Veterans pay an average of $105.60/month. [203]

Goal 3: All Californians can access training and support to enable digital inclusion.

Objective 3.1   **Increase the availability of digital literacy, cybersecurity, and skills training programs.**

Baseline: Twenty-nine percent of Veterans who responded to the online public survey say they would be interested in internet or computer training classes for them or their family; this is 4% lower than overall online public survey respondents (33%). [204]

Objective 3.4   **Increase the percentage of Californians who possess basic, intermediate, and advanced digital skills.**

Baseline: While 56% of telephone survey respondents were found to have advanced digital skills, 53% of Veterans reported the same. [205]

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[202] Digital Equity Online Survey Analysis and Needs Assessment, slide 19.

[203] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 27.

[204] Digital Equity Online Survey Analysis and Needs Assessment, slide 34.

[205] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 46.

Objective 3.6   **Increase the percentage of Californians who utilize the internet to apply for or use public benefits and other essential services and can participate in civic and social engagement online.**

Baseline: Fifty-eight percent of Veterans who responded to the online public survey rarely or never use the internet to apply for or use public benefits ((e.g., CalFresh/SNAP, Medi-Cal, Social Security, etc.), 3% higher than online survey respondents as a whole (55%). [206]

Individuals with Disabilities

Covered Population	Specific Barriers
Individuals with Disabilities	Inadequate accessible hardware and software
	Training on hardware and software
	Accessibility of online services

CDT worked with the California Department of Rehabilitation (DOR), the California Department of Developmental Services (DDS), the San Francisco Tech Council, the Community Living Campaign, the Bay Area Digital Equity Coalition, and other organizations serving individuals with disabilities to develop survey guidance and an understanding of specific barriers to digital equity.

The recent significant increase in broadband access by individuals with disabilities "is a remarkable shift in historical trends that brings this disadvantaged group within close distance from the rest of the population." [207] Ninety-one percent of telephone respondents who self-reported having a member in the household with a disability also cited having internet service. [208]

Individuals with disabilities experience unique barriers when it comes to digital training. A lack of access to accessible hardware and software and the inaccessibility of online services often limits those with disabilities from engaging with technology. For example, barriers noted include the lack of an inclusive digital space including top-of-the-line accessibility features for Zoom and Microsoft Teams.[96]

In addition, there is a need for additional hardware and software training for this covered population. Compared to the overall survey respondents, a greater share of individuals with disabilities felt less than comfortable when performing basic, intermediate, and advanced digital skills.[97] About three-quarters of respondents who identified as having a disability rarely or never use the Internet to search for available housing, compared to 63% of the overall online public survey respondents.[98]

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[206] Digital Equity Online Survey Analysis and Needs Assessment, slide 64.
[207] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 26.
[208] Ibid.

Goal 1: All Californians have high-performance broadband available at home, schools, libraries, and businesses.

Objective 1.3   **Increase the percentage of Californians who report that their internet service is reliable.**

Baseline: Sixty-one percent of individuals with disabilities that responded to the telephone survey rate the reliability of their internet service a "4" or "5" (highest possible), 1% lower than what overall survey respondents reported (62%).[209]

Goal 2: All Californians have access to affordable broadband and necessary devices.

Objective 2.1   **Decrease the percentage of Californians who cite cost as the primary barrier to internet service.**

Baseline: According to the online public survey, 76% of individuals with disabilities who do not subscribe to home internet cite the cost as a reason, 6% higher than overall survey respondents (70%).[210]

Objective 2.2   **Reduce the percentage of Californians who rely solely on a smartphone to use the internet due to devices being inaccessible and unaffordable and increase the percentage with a home computing device.**

Baseline: Twelve percent of individuals with disabilities who responded to the online public survey rely solely on a smartphone to access the internet, 2% higher than overall survey respondents (10%).[211]

Objective 2.4   **Reduce the average cost that covered populations pay for internet service.**

Baseline: Telephone survey results show that Californians spend an average $83.60/month on broadband, but individuals with disabilities pay an average of $86.30/month.[212]

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[209] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 30.
[210] Digital Equity Online Survey Analysis and Needs Assessment, slide 15.
[211] Ibid., slide 31.
[212] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 27.

Goal 3: All Californians can access training and support to enable digital inclusion.

Objective 3.1   **Increase the availability of digital literacy, cybersecurity, and skills training programs.**

Baseline: Twenty-six percent of individuals with disabilities who responded to the online public survey say that they do not have access to technical support in their household or community, 4% higher than overall survey respondents (22%).[213]

Objective 3.2   **Increase the percentage of Californians who have access to technical support services for internet-connected devices.**

Baseline: Twenty-six percent of individuals with disabilities who responded to the online public survey say that they do not have access to technical support in their household or community, 4% higher than overall survey respondents (22%).[214]

Objective 3.3   **Reduce the percentage of Californians whose concerns for privacy and cybersecurity prevents broadband adoption or effective use.**

Baseline: Twenty-five percent of individuals with disabilities that responded to the online public survey are unfamiliar with cybersecurity measures, and 19% have no cybersecurity measures set up on their devices or do not know if they do.[215] These rates are higher than those for overall online public survey respondents; 22% of whom are unfamiliar with cybersecurity, and 17% of whom have no cybersecurity measures setup on their devices or do not know if they do.

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[213] Digital Equity Online Survey Analysis and Needs Assessment, slide 33.

[214] Ibid.

[215] Ibid. slides 53-54.

Objective 3.4   Increase the percentage of Californians who possess basic, intermediate, and advanced digital literacy skills.

Baseline: Individuals with disabilities who responded to the online public survey reported higher rates of discomfort with multiple basic digital skills compared to overall survey respondents. For example, 21% of respondents with disabilities say they are less than comfortable sending an email with an attached image or document, compared to 15% of overall respondents;[216] 25% are less than comfortable with downloading and installing a new app on their smartphone or tablet, compared to 19% overall; 22% are less than comfortable making an appointment online (e.g. DMV), compared to 17% overall; and 19% are less than comfortable when paying bills online, compared to 15% overall.[217] Individuals with disabilities who responded to the online public survey also reported higher rates of discomfort with advanced digital skills, compared to overall survey respondents. For example, 43% of individuals with disabilities say they are less than comfortable deleting cookies on a web browser, while 36% of overall survey respondents say the same.[218] While 56% of telephone survey respondents were found to have advanced digital skills, just 43% of those with disabilities reported the same.[219]

Objective 3.6   Increase the percentage of Californians who utilize the internet to apply for or use public benefits and other essential services and can participate in civic and social engagement online.

Baseline: Forty-one percent of individuals with disabilities who responded to the online public survey rarely or never use the internet to apply for or use public benefits (e.g., CalFresh/SNAP, Medi-Cal, Social Security, etc.), 14% lower than overall respondents to the online public survey (55%).[220]

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[216] Digital Equity Online Survey Analysis and Needs Assessment, slide 36.
[217] Digital Equity Online Survey Analysis and Needs Assessment, slide 42.
[218] Ibid., slide 48.
[219] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 46.
[220] Digital Equity Online Survey Analysis and Needs Assessment, slide 64.

Individuals with a language barrier, including individuals who are English learners and who have and low levels of literacy

Covered Population	Specific Barriers
Individuals with a Language Barrier, including individuals who are English learners and who have and low levels of literacy	Mistrust of government and corporations
	Information in primary language
	Literacy in primary language
	Digital skills training in language

CDT worked with the Central Valley Immigrant Integration Collaborative (CVIIC), the Latino Coalition for a Healthy California, the Parent Institute for Quality Education (PIQE), the Canal Alliance, the Mission Economic Development Agency, and Self-Help for the Elderly to better understand the barriers to digital equity facing those with language barriers, including individuals who are English learners or those who have low levels of literacy.

Individuals with a language barrier face unique challenges, especially related to the availability of information and digital skills training in an individual's primary language. This lack of language-specific resources can make it difficult to build skills, and compared to the overall survey population, a greater share of respondents with limited English proficiency feel less than comfortable performing basic, intermediate, and advanced digital skills.[102]

Workshop and outcome area working group participants, who included individuals with language barriers and low levels of literacy, raised concerns about the lack of digital skills training in their native language, and particularly, in Indigenous languages.[103] In addition, mistrust of government and corporations presents a barrier to providing resources and support that individuals are comfortable with.

Goal 1: All Californians have high-performance broadband available at home, schools, libraries, and businesses.

Objective 1.1   **Increase the percentage of Californians who are connected to broadband internet service.**

Baseline: According to a representative sample of Californians surveyed by telephone for this Plan, 15% of individuals with a language barrier cannot connect to the internet at home, significantly higher than the 9% of overall survey respondents.[221]

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[221] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 25.

Objective 1.3   **Increase the percentage of Californians who report that their internet service is reliable.**

Baseline: While 62% of telephone survey respondents rate the reliability of their service at "4" or "5" (highest possible), only 54% of individuals with a language barrier do so.[222]

Goal 2: All Californians have access to affordable broadband and necessary devices.

Objective 2.1   **Decrease the percentage of Californians who cite cost as the primary barrier to internet service.**

Baseline: According to the online public survey, 76% of individuals with a language barrier who do not have home internet cite cost as a reason, 6% higher than overall online survey respondents (70%).[223]

Objective 2.2   **Reduce the percentage of Californians who rely solely on a smartphone to use the internet due to devices being inaccessible and unaffordable, and increase the percentage with a home computing device.**

Baseline: Twenty-three percent of individuals with a language barrier who responded to the online public survey rely solely on a smartphone to access the internet, more than double the rate of overall survey respondents (10%).[224]

Objective 2.3   **Increase the percentage of Californians enrolled in low-cost internet options and subsidies.**

Baseline: Twenty-nine percent of individuals with a language barrier who responded to the telephone survey have heard of the ACP, lower than the overall survey respondents (32%).[225]

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[222] Ibid., 30.

[223] Digital Equity Online Survey Analysis and Needs Assessment, slide 15.

[224] Digital Equity Online Survey Analysis and Needs Assessment, slide 31.

[225] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 40.

Goal 3: All Californians can access training and support to enable digital inclusion.

Objective 3.1   **Increase the availability of digital literacy, cybersecurity, and skills training programs.**

Baseline: Sixty-one percent of individuals with a language barrier who responded to the online public survey say they would be interested in internet or computer training classes for them or their family, nearly double the rate of overall survey respondents (33%) and the highest proportion of any covered population.[226]

Objective 3.2   **Increase the percentage of Californians who have access to technical support services for internet-connected devices.**

Baseline: Twenty-three percent of individuals with a language barrier who responded to the online public survey say they do not have access to technical support in their household or community, 1% higher than overall online public survey respondents (22%).[227]

Objective 3.3   **Reduce the percentage of Californians whose concerns for privacy and cybersecurity prevents broadband adoption or effective use.**

Baseline: Fifty-four percent of individuals with a language barrier who responded to the online public survey are not familiar with cybersecurity measures, and 33% have no cybersecurity measures set up on their devices or do not know if they do. These rates are significantly higher than overall public survey respondents, 22% of which are unfamiliar with cybersecurity, and 17% of which have no cybersecurity measures setup on their devices or do not know if they do.[228]

Objective 3.4   **Increase the percentage of Californians who possess basic, intermediate, and advanced digital literacy skills.**

Baseline: Individuals with a language barrier who responded to the online public survey reported higher rates of discomfort with basic digital skills than overall survey respondents. For example, 31% of individuals with a language barrier say they are less than comfortable sending an email with an attached image or document, while about half (15%) of overall survey respondents say the same.[229] Thirty-one percent of online survey respondents who

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[226] Digital Equity Online Survey Analysis and Needs Assessment, slide 34.

[227] Ibid., slide 33.

[228] Digital Equity Online Survey Analysis and Needs Assessment, slides 53-54.

229 Ibid., slide 40.

identify as an individual with a language barrier reported they are less than comfortable with downloading and installing a new app on their smartphone or tablet, compared to 19% overall; 36% are less than comfortable making an appointment online (e.g., DMV), compared to 17% overall; and 30% are less than comfortable when paying bills online, compared to 15% overall.[230]

Objective 3.6   **Increase the percentage of Californians who utilize the internet to apply for or use public benefits and other essential services and can participate in civic and social engagement online.**

Baseline: While 46% of all telephone survey respondents say they use telehealth, only 37% of individuals with a language barrier reported the same.[231]

Individuals who are Members of a Racial or Ethnic Minority Group

Covered Population	Specific Barriers
Individuals who are Members of a Racial or Ethnic Minority Group	Structural racism, discrimination, and discriminatory practices
	Mistrust of government and corporations
	Information in primary language
	Literacy in primary language
	Digital skills training in language

CDT worked with many of the same organizations that serve individuals with language barriers, such as the Central Valley Immigrant Integration Collaborative (CVIIC), the Latino Coalition for a Healthy California, PIQE, the Canal Alliance, Mission Economic Development Agency, and Self-Help for the Elderly to understand better the barriers to digital equity facing individuals who are members of a racial or ethnic minority group.

Throughout the SDEP planning and public comment process, individuals and representatives of racial or ethnic minority groups shared that structural racism, discrimination, and discriminatory practices are unique barriers to this covered population. Another example of a unique barrier for members of a racial or ethnic minority group is the availability of digital skills training resources in multiple languages.

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[230] Ibid., slide 46.
[231] Ibid., page 51.

Online public survey respondents belonging to a racial or ethnic minority group demonstrated a high interest in such resources: 43% are interested in Internet or computer training classes, compared to 33% of overall respondents.[109] In addition, mistrust of government and corporations presents a barrier to providing resources and support that individuals are comfortable with.

Goal 1: All Californians have high-performance broadband available at home, schools, libraries, and businesses.

Objective 1.1	**Increase the percentage of Californians who are connected to broadband internet service.**

Baseline: According to a representative sample of Californians surveyed by telephone for this Plan, 12% of residents who identify as Hispanic/Latino cannot connect to the Internet at home, higher than the 9% of overall respondents. However, African American residents are connected at a rate similar to the state as a whole. The gap for other racial/ethnic groups (including Asian Americans) is generally smaller, although it is worth noting that the sample size is insufficient to characterize gaps for other groups, such as Native American or Alaska Native and for Native Hawaiian and Pacific Islander.[232]

Objective 1.3	**Increase the percentage of Californians who report that their internet service is reliable.**

Baseline: Fifty-nine percent of individuals who identify as part of an ethnic or racial minority group who responded to the telephone survey rate the reliability of their internet service a "4" or "5" (highest possible), 3% points lower than what overall survey respondents reported (62%).[233]

Goal 2: All Californians have access to affordable broadband and necessary devices.

Objective 2.1	**Decrease the percentage of Californians who cite cost as the primary barrier to internet service.**

Baseline: According to the online public survey, 75% of respondents who identify as a member of a racial or ethnic minority group cite cost as a reason for not having an internet connection at home, 5% higher than overall survey respondents (70%).[234]

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[232] [Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey](#), page 22.

[233] Ibid., 30.

[234] [Digital Equity Online Survey Analysis and Needs Assessment](#), slide 15.

Objective 2.2	**Reduce the percentage of Californians who rely solely on a smartphone to use the internet due to devices being inaccessible and unaffordable and increase the percentage with a home computing device.**

Baseline: According to the online public survey, 15% of respondents who identify as a member of a racial or ethnic minority group use only a smartphone to access the internet, 5% higher than survey respondents overall (10%). [235]

Goal 3: All Californians can access training and support to enable digital inclusion.

Objective 3.1	**Increase the availability of digital literacy, cybersecurity, and skills training programs.**

Baseline: According to the online public survey, 33% of respondents are interested in digital skills training, and this share is much higher for respondents who identify as a member of a racial or ethnic minority group (43%). [236]

Objective 3.3	**Reduce the percentage of Californians whose concerns for privacy and cybersecurity prevents broadband adoption or effective use.**

Baseline: Thirty-three percent of respondents who identify as a member of a racial or ethnic minority group are unfamiliar with cybersecurity; 24% have no cybersecurity measures set up on their devices, or do not know if they do. These proportions are higher than those for overall survey respondents, 22% of which are unfamiliar with cybersecurity, and 17% of which have no cybersecurity measures set up on their devices or do not know if they do. [237]

Objective 3.4	**Increase the percentage of Californians who possess basic, intermediate, and advanced digital skills.**

Baseline: While 56% of telephone survey respondents were found to have advanced digital skills, 54% of those who identify as a member of a racial or ethnic minority group reported the same. **[238]**

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[235] [Digital Equity Online Survey Analysis and Needs Assessment](#), slide 31.

[236] Ibid., slide 34.

[237] Ibid. slides 53-54.

[238] [Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey](#), page 46.

Objective 3.6	**Increase the percentage of Californians who utilize the internet to apply for or use public benefits and other essential services and can participate in civic and social engagement online.**

Baseline: While 46% of overall telephone survey respondents use telehealth, a slightly lower percentage (43%) of those who identify as a member of a racial or ethnic minority group say the same.[239]

Individuals who Primarily Reside in a Rural Area

Covered Population	Specific Barriers
Individuals who Primarily Reside in a Rural Area	Infrastructure
	Competition
	Wildfires and disasters
	Isolation and distance from support

CDT collaborated with the Rural County Representatives of California (RCRC), broadband consortia, tribal communities throughout California, and numerous community-based organizations and residents at rural planning workshops to understand the barriers to digital equity faced by individuals who primarily reside in a rural area.

Residents in rural areas face unique barriers. A lack of infrastructure and lack of competition limit residents' options. Of the online public survey respondents that primarily reside in rural areas, 48% described their Internet service at home, in terms of speed and reliability, as not adequate (compared to 31% of all respondents).[240] Participants from rural areas (inclusive of tribal community members) noted in multiple engagement scenarios that a lack of sufficient broadband infrastructure is a significant barrier.[241] As one individual put it, "Our biggest barrier is the availability of broadband, and whether that broadband is adequate."[242]

According to Internet speed test data from the online public survey, rural residents had the greatest share of respondents with inadequate Internet speeds, with 44% of speed test respondents who lived in rural areas having inadequate download speeds below 25 Mbps (compared to 27% of overall speed test respondents).[243]

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[239] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 51.

[240] Digital Equity Online Survey Analysis and Needs Assessment, slide 22.

[241] Local and regional workshop, Wednesday, May 3, 2023, Eureka CA; Local and regional workshop, Saturday, April 15, 2023, Fresno CA; Local and regional workshop, Tuesday, May 16, 2023, San Bernardino CA; Local and regional workshop, Friday, April 14, 2023, Merced CA.

[242] Bree Doan, Education outcome area working group, Tuesday, February 14, 2023, virtual.

[243] Digital Equity Online Survey Analysis and Needs Assessment, slide 23.

One notable finding is the interest in digital training; 26% of online public survey respondents residing in rural areas are interested in Internet or computer training classes. However, 22% of online public survey respondents residing in rural areas cannot access support with devices or the internet in their community, which is an added unique barrier.[244] In addition, the presence of wildfires and disasters coupled with distance from support resources presents a challenge.

Goal 1: All Californians have high-performance broadband available at home, schools, libraries, and businesses.

Objective 1.1	**Increase the percentage of Californians who are connected to broadband internet service.**
	Baseline: According to a representative sample of Californians surveyed by telephone for this Plan, 11% of rural residents cannot connect to the internet from home, 2% higher than respondents overall (9%).[245]
Objective 1.3	**Increase the percentage of Californians who report that their internet service is reliable.**
	Baseline: While nearly two-thirds of telephone survey respondents (about 62%) rate the reliability of their service at "4" or "5" (highest possible), this percentage is lower among those who primarily reside in a rural area (54%).[246]

Goal 2: All Californians have access to affordable broadband and necessary devices.

Objective 2.4	**Reduce the average cost that covered populations pay for internet service.**
	Baseline: Telephone survey results show that Californians spend an average $83.60/month on broadband, but individuals who primarily reside in a rural area pay $88.20/month on average.[247]

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[244] Digital Equity Online Survey Analysis and Needs Assessment, slides 33.
[245] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 26.
[246] Ibid., 30.
[247] Ibid., 27.

Goal 3: All Californians can access training and support to enable digital inclusion.

Objective 3.4	**Increase the percentage of Californians who possess basic, intermediate, and advanced digital literacy skills.**
	Baseline: 33% of overall online survey respondents are interested in interne or computer training classes, though just 26% of individuals primarily residing in rural areas say the same.[248] While 56% of telephone survey respondents were found to have advanced digital skills, just 51% of those who primarily reside in a rural area reported the same.[249]
Objective 3.6	**Increase the percentage of Californians who utilize the internet to apply for or use public benefits and other essential services and can participate in civic and social engagement online.**
	Baseline: While 46% of overall respondents to the telephone survey use telehealth, 44% of residents who primarily reside in a rural area say the same.[250]

LGBTQIA+ Community

Digitally Disadvantaged Community	Specific Barriers
LGBTQIA+ Community	Unique concerns around safety
	Underrepresented in broadband industry jobs

Members of the LGBTQIA+ community noted barriers regarding a lack of safe spaces for connecting to broadband and accessing digital literary sources.[251] Another barrier is that they are underrepresented in the broadband industry, and actively promoting positions to members of the LGBTQIA+ community could address that barrier.[252]

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[248] Digital Equity Online Survey Analysis and Needs Assessment, slides 34.
[249] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 46.
[250] Ibid., 51.
[251] Local and regional workshop, Wednesday, June 2, 2023, Seaside CA.
[252] Local and regional workshop, Friday, May 24, 2023, Santa Ana CA.

Goal 1: All Californians have high-performance broadband available at home, schools, libraries, and businesses.

Objective 1.3	**Increase the percentage of Californians who report that their internet service is reliable.**
	Baseline: Fifty-nine percent of individuals that identify as LGBTQIA+ who responded to the telephone survey rate the reliability of their internet service a "4" or "5" (highest possible), 3% points lower than what overall survey respondents reported (62%). [253]

Goal 2: All Californians have access to affordable broadband and necessary devices.

Objective 2.3	**Increase the percentage of Californians enrolled in low-cost internet options and subsidies.**
	Baseline: Twenty-nine percent of individuals that identify as LGBTQIA+ who responded to the telephone survey have heard of the ACP, lower than the overall survey respondents (32%). [254]
Objective 2.4	**Reduce the average cost that covered populations pay for internet service.**
	Baseline: Telephone survey results show that Californians spend an average $83.60/month on broadband, but individuals that identify as LGBTQIA+ spend an average of $100.90/month. [255]

Goal 3: All Californians can access training and support to enable digital inclusion.

Objective 3.1	**Increase the availability of digital literacy, cybersecurity, and skills training programs.**
	Baseline: Thirty-one percent of individuals that identify as LGBTQIA+ who responded to the online public survey say that they would be interested in internet or computer training classes for them or their family; this is 2% lower than overall online public survey respondents (33%). [256]

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[253] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 30.

[254] Ibid., 40.

[255] Ibid., 27.

[256] Digital Equity Online Survey Analysis and Needs Assessment, slide 34.

Women, and Those Who Identify as Female

Digitally Disadvantaged Community	Specific Barriers
Women, and those who identify as female	Digital literacy and workforce development focus
	Balancing work and childcare
	Displacement and trauma due to domestic violence
	Underrepresentation in broadband industry jobs

Ninety-three percent of women and those who identify as female reported having broadband access, an increase of 5% since 2021.[257] While they may have access to broadband, women and those who identify as female noted that meeting the needs of work and childcare create barriers to digital equity.[258] Those experiencing displacement and trauma due to domestic violence also face barriers to digital equity, as access in the home may be compromised.[259]

Additionally, recruiting women to jobs in the broadband industry and providing them with apprenticeship opportunities was a theme we heard repeatedly.[260] By providing supportive spaces for women to obtain the necessary digital literacy skills, with a focus on skills necessary for employment, a barrier for women can be lowered.[261]

Goal 2: All Californians have access to affordable broadband and necessary devices.

Objective 2.1   **Decrease the percentage of Californians who cite cost as the primary barrier to internet service.**

Baseline: Seventy-four percent of those who identify as women who responded to the online public survey cite cost as a reason for not having internet at home, 4% higher than overall respondents (70%).[262]

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[257] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 14.

[258] Local and regional workshop, Friday, April 21, 2023, San Diego CA; Local and regional workshop, Friday, May 19, 2023, Los Angeles CA; Local and regional workshop, Friday, April 14, 2023, Merced CA; Local and regional workshop, Wednesday, June 8, Oakland CA; Local and regional workshop, Friday, May 5, San Jose CA; Local and regional workshop, Saturday, April 15, Fresno CA.

[259] Local and regional workshop, Tuesday, May 16, 2023, San Bernardino CA.

[260] Local and regional workshop, Friday, June 2, 2023, Seaside CA; Local and regional workshop, Friday, May 19, 2023, Los Angeles CA.

[261] Local and regional workshop, Thursday, May 11, 2023, Sacramento CA.

[262] Digital Equity Online Survey Analysis and Needs Assessment, slide 15.

Goal 3: All Californians can access training and support to enable digital inclusion.

Objective 3.1 **Increase the availability of digital literacy, cybersecurity, and skills training programs.**

Baseline: Thirty-six percent of individuals that identify as women who responded to the online public survey say that they would be interested in internet or computer training classes for them or their family; this is 3% higher than overall online public survey respondents (33%). [263]

Objective 3.3 **Reduce the percentage of Californians whose concerns for privacy and cybersecurity prevents broadband adoption or effective use.**

Baseline: According to the online public survey, 25% of those who identify as women are unfamiliar with cybersecurity, and 21% do not have cybersecurity measures set up on their devices or do not know if they do. These rates are higher than those for overall survey respondents, 22% of which are unfamiliar with cybersecurity, and 17% of which have no cybersecurity measures setup on their devices or do not know if they do. [264]

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[263] Ibid., slide 34.
[264] Ibid. slides 53-54.

3.5 Specific Barriers by Priority Outcome Area

In addition to the common barriers and baselines for covered populations and digitally disadvantaged communities, there are also specific barriers for each priority area.

Education

Priority Area	Specific Barriers
Education	Lack of reliable high-speed connectivity at educational institutions
	Lack of connectivity at students' and family homes
	Lack of awareness of low-cost offers and subsidies for students
	Access to affordable devices
	Lack of digital literacy and skills training (students and families, staff, and faculty)
	Lack of statewide data (access, affordability, adoption)

Digital equity is critical for achieving education outcomes in the state, especially given that 73% of online public survey respondents use the Internet at least sometimes for educational resources.[265] CDT engaged with multiple entities critical to advancing digital equity and educational outcomes. CDE, UC, CSU, CCC, COES, local school districts, PIQE, and others played an important role in developing this plan and will play an even more important role in its implementation.

A lack of reliable high-speed connectivity at educational institutions creates obstacles for individuals who cannot access the internet at home. According to the online public survey, 57% of respondents who cannot access Internet at home utilize schools and libraries for access to the Internet when they cannot utilize their own connection plan.[266] Overcrowding in students' homes puts additional strain on networks that compromise the existing infrastructure's ability to serve students effectively.[267] These challenges are compounded by a lack of awareness about low-cost internet offers and subsidy programs, further limiting home internet access for families. According to the online public survey, 49% of respondents living in covered households had heard about ACP, and 23% of individuals in covered households were aware of low-cost plans offered by ISPs.[268]

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[265] Digital Equity Online Survey Analysis and Needs Assessment, slide 57.
[266] Ibid., slide 72.
[267] Anne Marie Richard, education outcome area working group, Tuesday, May 16, 2023, virtual.
[268] Digital Equity Online Survey Analysis and Needs Assessment, slide 74.

Another barrier is lacking access to affordable devices. According to the online public survey, almost one in four respondents living in covered households did not have access to devices that connected to the Internet at home, aside from their smartphone, compared to 1 in 10 among the general population.[269]

There is also a desire for more access to digital literacy and skills training opportunities. Specifically, 33% of all online public survey respondents are interested in Internet or computer training classes to further their digital literacy skills. This percentage is even higher for underconnected (46%) and unconnected (49%) respondents.[270] Finally, a lack of visibility into available statewide data regarding access, affordability, and adoption presents a barrier to educational outcomes.

Goal 1: All Californians have high-performance broadband available at home, schools, libraries, and businesses.

Objective 1.2	**Increase the percentage of Community Anchor Institutions that are connected to broadband internet service.**
	Baseline: 57% of respondents to the online public survey utilize schools and libraries for internet access.

Goal 3: All Californians can access training and support to enable digital inclusion.

Objective 3.1	**Increase the availability of digital literacy, cybersecurity, and skills training programs.**
	Baseline: 33% of online public survey respondents are interested in digital skills training.

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[269] Digital Equity Online Survey Analysis and Needs Assessment, slide 31.
[270] Ibid., slide 34.

Health

Priority Area	Specific Barriers
Health	Lack of reliable high-speed connectivity at healthcare anchor institutions
	Lack of home connectivity to online and telehealth services for patients
	Limited access to devices sufficient for utilizing telehealth services
	Insufficient digital literacy among patients to effectively navigate online processes for telehealth (e.g., making appointments or verifying medication)
	Difficulty accessing online healthcare information and services
	Lack of digital equity data and information as it pertains to community and individual health

Specific barriers to digital equity impact the State's health outcomes, as discovered by engaging with HHS, CDPH, CDHS, ITUP, CCHI, Covered CA, CETF Telehealth Initiative, Indian Health Services, and other health-based organizations throughout the State.

A lack of reliable, high-speed connectivity at healthcare anchor institutions,[271] and a lack of home connectivity preventing access to online and virtual healthcare services for patients (see above barriers by covered population) are digital barriers to health.[272] In addition, a lack of access to adequate devices limits patients' ability to access health services. This is especially true for several covered population groups that historically have specialized healthcare needs: compared to the general population of online public survey respondents, unhoused individuals, individuals with limited English proficiency, individuals in covered households, immigrants, and racial and ethnic minority groups are more likely only to have a smartphone to connect to the Internet, with no other device for Internet access.[273] Further, unhoused individuals, individuals in tribal communities, and those in lower-income households were more likely than the general online public survey population to have no device at all to connect to the Internet.[274]

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[271] Health outcome area working group, Thursday, February 16, 2023, virtual; Health outcome area working group, Thursday, March 16, 2023, virtual; Health outcome area working group, Thursday, June 15, 2023, virtual.

[272] https://www.itup.org/wp-content/uploads/2023/05/ITUP-Broadband-Bootcamp-Report-Final.pdf.

[273] Digital Equity Online Survey Analysis and Needs Assessment, slide 31.

[274] Ibid., slide 32.

Individuals also have trouble navigating online health resources due to a lack of digital skills. Overall, 15% of respondents to the online public survey rarely or never access healthcare online, indicating that telehealth services are underutilized. [275] Furthermore, unhoused individuals and individuals with limited English proficiency have a higher respondent share who rarely or never use Internet for accessing healthcare. [276] Finally, a lack of data related to digital equity and community and individual health presents a barrier to achieving state health outcomes.

Goal 3: All Californians can access training and support to enable digital inclusion.

Objective 3.6   **Increase the percentage of Californians who utilize the internet to apply for or use public benefits and other essential services and can participate in civic and social engagement online.**

Baseline: Forty-six percent of telephone survey respondents – and only 21% of unconnected or underconnected respondents – use the internet for telehealth; [277]

Digital Literacy and Inclusion

Priority Area	Specific Barriers
Digital Literacy and Inclusion	Lack of access to infrastructure prevents people from receiving critical resources
	Cost and lack of awareness and adoption of internet service
	Lack of affordable and accessible devices appropriate for the level of need
	Limited digital literacy and skills training
	Lack of technical expertise

CSL, CDA, CETF, regional and local organizations, Regional Broadband Consortia, the San Diego Futures Foundation, Community Tech Network, OATS, and AARP assisted in identifying specific barriers related to digital literacy and inclusion in the state.

A lack of access to infrastructure, the cost of internet service, and the low adoption of internet services prevent individuals from accessing critical online resources. A lack of affordable devices also presents a challenge, especially for some covered populations.

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[275] Ibid., slide 56.

[276] Ibid.

[277] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 46.

Unhoused individuals, those belonging to tribal communities, and individuals in covered households were all more likely than the total respondents to the online public survey population to not have a device that can connect to the internet.[278] Additionally, 10% of all respondents who had access used a smartphone as their sole device for home Internet connection, and this was more likely to be true for unhoused individuals, individuals with limited English proficiency, lower-income individuals, immigrants, racial or ethnic minorities, individuals with disabilities, and individuals belonging to a tribal group.[279]

Individuals also reported a lack of technical expertise along with a lack of access to training resources, indicating that more avenues are needed to build digital skills. There is a pronounced need among aging individuals, individuals with disabilities, unhoused individuals, immigrants, lower-income individuals, and individuals with limited English proficiency, all of whom were more likely than the general population to report a lack of familiarity and discomfort with basic, intermediate, and advanced digital literacy skills.[280] Despite the demonstrated need for building digital literacy skills, many respondents do not have access to resources to provide support. Specifically, one in five online public survey respondents did not have access to technical support or

assistance within their household or community.[281] Unhoused individuals, lower-income individuals, and individuals with disabilities were more likely to report this lack of support.[282]

Goal 3: All Californians can access training and support to enable digital inclusion.	
Objective 3.1	**Increase the availability of digital literacy, cybersecurity, and skills training programs.**
	Baseline: Locally based service providers have shared details of more than 270 programs currently offering digital training skills support in the state, with meaningful differences by geography.[283] These are complemented by numerous other programs supported by CPUC, CETF, and other entities. CDT is continuing to build out its inventory of these programs statewide through implementation of this Digital Equity Plan.

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[278] Digital Equity Online Survey Analysis and Needs Assessment, slide 32.

[279] Ibid., slide 31.

[280] Ibid. slides 35-52.

[281] Digital Equity Online Survey Analysis and Needs Assessment, slide 33.

[282] Ibid.

[283] Digital Equity Ecosystem Mapping (DEEM) Findings, slides 9-11

Objective 3.3   Reduce the percentage of Californians whose concerns for privacy and cybersecurity prevents broadband adoption or effective use.

Baseline: Twenty-two percent of online respondents are unfamiliar with cybersecurity;[284] 17% have no cybersecurity measures setup on their devices or do not know if they do.[285]

Workforce and Economic Development

Priority Area	Specific Barriers
Workforce and Economic Development	Lack of infrastructure in unserved communities impacts workforce and economic development
	Cost and lack of internet service and devices perpetuates systems of exclusion for Covered Populations
	Limited access to digital skills training (basic, intermediate, advanced) limits opportunity for Covered Populations
	Covered Populations are underrepresented in broadband infrastructure and technology jobs

There are several barriers that specifically impact workforce and economic development outcomes in the state as noted by LWDA, GO-Biz, CCC, Calbright College, NextGen Policy, CWA, and many other partners including the National Skills Coalition, Fiber Broadband Association, Fiber Optic Association, the Wireless Internet Association, NPower, DevMission and Tech Exchange. Through the Statewide Implementation Group, the Outcome Area Working Groups, and other collaboration, the State will continue to work with these entities through implementation.

A lack of broadband infrastructure presents a barrier to accessing workforce opportunities, prevents business and economic development, and limits small business growth. This is particularly true for those who primarily reside in a rural area, as nearly 70% of rural respondents who did not have home Internet access cited a lack of availability in their area.[286]

Additionally, a lack of internet service, devices, and access to digital skills training perpetuates systems of exclusion and limits opportunity for covered populations. Unhoused individuals, individuals in covered households, and individuals with limited English proficiency are less likely than the general population to have home internet, and more likely to access the internet solely through a mobile data plan.[287]

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[284] Ibid., slide 53.
[285] Ibid, slides 53-54.
[286] Ibid., slide 15.
[287] Ibid., slides 30-31.

There is also a significant need among covered populations for digital skills training. Aging individuals, individuals with disabilities, unhoused individuals, immigrants, individuals residing in covered households, and individuals with limited English proficiency were all more likely than the general population to report lack of familiarity and discomfort with basic, intermediate, and advanced digital literacy skills.[288]

Without access to home internet, adequate devices, and digital skills obtaining education and training, getting a job, or working remotely is extremely difficult. Certain covered populations were less likely than overall online public survey respondents to use the internet to work from home, including low-income respondents, unhoused respondents, aging individuals, and individuals with disabilities.[289]

Goal 3: All Californians can access training and support to enable digital inclusion	
Objective 3.5	**Expand the number of members of covered populations hired in broadband infrastructure and technology jobs.**
	Baseline: According to the Fiber Broadband Association, "fiber workers are predominantly white (59.6%) and male (89.8%) and skew older than the median age worker in the US at 44 years old."[290]

Essential Service, Accessibility, and Civic Engagement

Priority Area	Specific Barriers
Essential Services, Accessibility, and Civic Engagement	Lack of access to online services, resources, and processes perpetuating systems of exclusion
	Unaffordable internet services and devices limit ability to participate in and benefit from essential services and civic engagement
	Limited availability of culturally inclusive resources and services online
	Limited availability of culturally inclusive digital literacy programs and people to train how to use them
	Difficult for users to keep up with rapid pace of technological change
	Difficult for rural populations to access civic engagement opportunities

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[288] Digital Equity Online Survey Analysis and Needs Assessment, slides 35-52.

[289] Ibid., slide 60.

[290] https://www.zippia.com/fiber-optic-technician-jobs/demographics/, Accessed October 11, 2023.

CDT, ODI, GovOps, and other local and regional entities were key partners in developing this Plan, especially in identifying barriers to digital equity for essential services, accessibility, and civic engagement. According to online public survey data, most people are not utilizing online civic and essential service tools. For example, about two-thirds of online public survey respondents rarely or never use the Internet for participating in public or government meetings.[291] Specific barriers to accessing these resources might include a lack of affordable Internet service.

Forty-two percent of respondents pay more than $100 for their home internet service, and this number is even higher for individuals in rural areas (51%), veterans (46%), and tribal communities (46%).[292] The cost of internet may present a barrier for some in accessing online resources and civic engagement opportunities.

In addition, a lack of culturally inclusive resources and the digital literacy skills needed to navigate them may keep people from using the Internet for essential and civic services. The rapid pace of technological change could also present a barrier for those who find it challenging to familiarize themselves with new technology platforms or skills.

Goal 3: All Californians can access training and support to enable digital inclusion.

Objective 3.6	**Increase the percentage of Californians who utilize the internet to apply for or use public benefits and other essential services and can participate in civic and social engagement online.**
	Baseline: Fifty-five percent of online survey respondents rarely or never use the internet to apply for or use public benefits (e.g., CalFresh/Supplemental Nutrition Assistance Program, Medi-Cal, Social Security, etc.).[293]

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[291] Ibid., slide 63.
[292] Digital Equity Online Survey Analysis and Needs Assessment, slide 18.
[293] Digital Equity Online Survey Analysis and Needs Assessment, slide 64.

Tribal Collaboration

Priority Area	Specific Barriers
Tribal Collaboration	Infrastructure and supporting infrastructure (e.g., roads and power) and lack of service availability
	Vulnerability to disasters
	Lack of affordability of service and devices
	Tribal benefits, such as ACP, do not extend to tribal members not residing on tribal lands
	Hesitancy with digital literacy
	Trust and persistent poverty remain barriers to digital equity
	Staffing and in-house broadband subject matter expertise capacity is limited and varied by tribes

In California, there are currently 109 federally recognized tribes and 62 non-federally recognized tribes. Tribal communities face specific and unique barriers to digital equity which we heard about through ongoing conversations and consultations with California Native American tribes and tribal entities.

Both a lack of infrastructure[294] and the cost of available internet[295] present significant barriers to broadband adoption among tribal communities. About half of the online public survey respondents who self-identified as belonging to a tribal community and did not have a home Internet subscription reported lack of availability as one of the main barriers, and about two-thirds reported that cost was a main barrier.[296]

In addition, tribal communities face a specific vulnerability to disasters and a lack of supporting infrastructure for broadband, such as reliable roads and power. Persistent poverty, a lack of trust, and hesitancy associated with digital literacy initiatives present additional barriers for tribal communities.[297] However, many tribes expressed that limited staffing and lack of in-house broadband subject matter expertise limit capacity to address barriers.[298] Tribal-specific programs, such as the ACP Enhanced Tribal Benefit,[299] can also be limited in reach, as eligibility is often limited to those that live on tribal lands.

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[294] Tribal collaboration outcome area working group, Tuesday, March 21, 2023, virtual.
[295] Tribal collaboration outcome area working group, Tuesday, May 16, 2023, virtual.
[296] Digital Equity Online Survey Analysis and Needs Assessment, slide 37.
[297] Tribal Collaboration Outcome Area Working Group, Friday, February 17, 2023, virtual; Local and regional workshop, Tuesday, May 30, 2023, Tuolumne CA.
[298] Local and regional workshop, Thursday, June 1, 2023, Santa Maria CA.
[299] https://www.affordableconnectivity.gov/do-i-qualify/enhanced-tribal-benefit/.

This limitation can present challenges for individuals that are members of tribes but do not live on tribal land. [300]

Goal 1: All Californians have high-performance broadband available at home, schools, libraries, and businesses.

Objective 1.1   **Increase the percentage of Californians who are connected to broadband internet service.**

Baseline: A representative sample of Californians surveyed by telephone for this Plan suggests that only 91% of Californians are connected, [301] which results in an estimated 3.5 million Californians remaining unconnected to internet service as a result of limited infrastructure, affordability issues, and other barriers. [302] The covered populations that are among the least connected include low-income households (81% connected), individuals with language barriers (81%), individuals who primarily reside in a rural area (86%), and Hispanic or Latin(o) households (84%). [303]

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[300] Ferguson, Z. (2023.) *Closing California's Digital Divide: Preliminary Recommendations to Overcome Digital Equity Barriers for Covered Populations and Achieve Equitable Outcomes through Tribal Collaboration.*
[301] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 61.
[302] Ibid.
[303] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 21-22.

4. Collaboration and Stakeholder Engagement

4.1 Inclusive and Participatory Planning Process

CDT, CPUC, and the CBC began the public engagement process that has informed this Digital Equity Plan while developing and implementing the *Broadband for All* Action Plan. This engagement included quarterly public meetings of the CBC, a series of *Broadband for All* Summits and webinars in 2021 and 2022, and a *Broadband for All* Digital Equity and BEAD Kick-Off in October 2022 – an event that more than 800 people attended following outreach to leaders of organizations serving covered populations throughout the state.

Inclusivity, accessibility, and equity were at the forefront of the planning and engagement process. In 2022, Governor Newsom's Equity Executive Order directed "State agencies and departments to take additional actions to embed equity analysis and considerations in their mission, policies and practices." [304] This Equity Executive Order shortly followed the appointment of California's first State Chief Equity Officer, who "provides statewide leadership and consultation on diversity, equity, inclusion, and accessibility regarding State operations, procurement, information technology, and human resources." [305] And while the State's *Broadband for All* Action Plan has embodied these values of equity since its inception, this guidance empowered CDT to take the steps necessary to engage with the broadest and most diverse segments of California's population.

CDT, CPUC, and other State agencies and departments developed and implemented a multi-component, mixed-method outreach program and engagement process for maximum participation and engagement with covered populations. The engagement was organized around five primary components, each of which is summarized in this section:

1. **Statewide Digital Equity Planning Group**
2. **Outcome Area Working Groups**
3. **Statewide Digital Equity Surveys**
4. **Regional Planning Workshops**
5. **Ongoing Stakeholder Engagement**

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[304] https://www.gov.ca.gov/2022/09/13/governor-newsom-strengthens-states-commitment-to-a-california-for-all/, accessed September 15, 2023.
[305] Ibid.

4.2 Outreach Approach

Throughout the engagement process, CDT prioritized accessibility and inclusivity, emphasizing outreach to and engagement with residents, stakeholders, and communities that identify as, represent, or provide services to members of covered populations. These outreach efforts included:

- Outreach was undertaken to historically underserved communities (e.g., low-income, tribal, rural, and ethnic minorities) through trusted messengers and culturally specific media, such as partnering with AARP of California to engage aging individuals and distributing the online survey over WeChat. CDT worked with hundreds of outreach partners, including those focusing on certain covered populations, outcome areas, and geographies.
- Various engagement formats were employed, such as virtual, in-person, individual and group listening sessions, and consultations.
- Events were open to the public and open to all interested parties.
- ASL interpretation and closed captioning were made available for online engagements.
- Surveys included written and audio-enabled formats in the top 14 languages in California allowing survey respondents with language barriers or low-levels of literacy to contribute to the process.
- In-person workshops throughout California were held at community-friendly venues, with food and refreshments provided, and language interpretation and childcare services when requested.
- Presentation decks and summaries of suggested strategies were provided to the public after each event.

These methods helped CDT reach more than 50,000 Californians, whose perspectives and experiences shaped every component of this plan.

4.3 Summary of Outreach and Engagement Methods

Developed to advise CDT on the statewide digital equity planning process, the SPG consists of 22 state entities, including member organizations of the CBC and additional organizations with direct connections to covered populations and those with subject matter expertise tied to key policy outcome areas. This body met quarterly during 2023 during the planning process. All meetings were open to the public, and all recordings and artifacts are available on the Broadband for All portal. A complete list of SPG member entities and meeting dates can be found below and in Appendix L.

Digital Equity Statewide Planning Group Member Organizations			
California Broadband Council Members ⊕		**Eight Covered Populations and Outcome Area Experts**	
Department of Technology	Department of Transportation	Department of Housing & Community Development	Department of Aging
Public Utilities Commission	California Emerging Technology Fund	Department of Correctional Rehabilitation	Department of Rehabilitation
Governor's Office of Emergency Services	Department of Food & Agriculture	Department of Public Health Services	Labor and Workforce Development Agency
Department of Education	California State Library	GO-Biz	Rural Counties Representative of California
Department of General Services	Governor's Office of Tribal Affairs	Government Operations Agency	Department of Social Services
		Department of Veterans Affairs	Office of Data and Innovation
Meeting Dates: January 25, 2023; April 26, 2023; July 26, 2023; October 25, 2023			

CDT developed six OAWGs to convene subject matter experts and practitioners to develop strategies that align with State policy priorities through the lens of the digital equity barriers experienced by covered populations. The OAWGs focused on Education; Health; Digital Literacy and Inclusion; Workforce and Economic Development; Essential Services, Accessibility, and Civic Engagement; and Tribal Collaboration. The OAWGs assisted in developing statewide stakeholder maps and asset inventories of existing digital equity programs and resources and provided recommendations to CDT within their assigned policy areas. These working groups met four times each during the planning process between February and June 2023. Membership and meetings were public, and all recordings and artifacts are available on the Broadband for All portal. See below and Appendix L for details on OAWG convenings and Appendix M for a list of co-chairs.

Outcome Area Work Groups (OAWG) - CDT developed six OAWGs to convene subject matter experts and practitioners to develop strategies that align with State policy priorities through the lens of the digital equity barriers experienced by covered populations. The OAWGs focused on Education; Health; Digital Literacy and Inclusion; Workforce and Economic Development; Essential Services, Accessibility, and Civic Engagement; and Tribal Collaboration. The OAWGs assisted in developing statewide stakeholder maps and asset inventories of existing digital equity programs and resources and provided recommendations to CDT within their assigned policy areas. These working groups met four times each during the planning process between February and June 2023. Membership and meetings were public, and all recordings and artifacts are available on the [Broadband for All portal.](#) See below and Appendix L for details on OAWG convenings and Appendix M for a list of co-chairs.

Working Groups		
Outcome Areas	**Co-Chairs**	**Key Parties**
Education	Dept. of Education, University of California, California State University, Chancellor's Office of Community Colleges, Corporation for Education Networks In California (CENIC)	• School districts & higher education • CBOs serving children, youth & families
Health	California Health and Human Services, Dept. of Public Health, Covered California, California Coverage and Health Initiatives, Insure the Uninsured Project, Office of Planning and Research (OPR), Strategic Growth Council	• Community health providers, clinics, health focused CBOs
Digital Literacy and Inclusion	CDT, CPUC, CETF, CDA, State Library, SF Tech Council	• Device providers including refurbishers • Digital inclusion practitioners • ISPs
Essential Services, Accessibility, and Civic Engagement	CDT, Government Operations Agency, Office of Emergency Services, Office of Data and Innovation, Dept. of Rehabilitation, Dept. of Developmental Services, League of Cities, CSAC, RCRC	• Assistive technology experts (UI/UX) • Senior and disability-serving CBOs
Workforce and Economic Development	CPUC, Community Colleges, Labor and Workforce Development Agency, GO-Biz, Fiber Broadband Association, NextGen Policy	• CBOs • Labor ISPs, Major Employers, small businesses, DVBE
Tribal Collaboration	Governor's Office of Tribal Affairs, CDT, CPUC, NTIA	• Tribal Chairpersons Associations • Tribes

Appendices contain three charts highlighting the methodology and distribution of respondents to the telephone survey can be found in Appendices. Appendix P is a summary of the data collection, Appendix Q is the four neighbor regions and corresponding sample size, and Appendix R is covered population distribution.

- Digital Equity Online Public Survey: To complement the telephone survey and allow more citizen input, CDT worked with the Broadband Equity Partnership to release a mobile-friendly, online public survey that generated over 40,000 responses from residents and members of covered populations. CDT promoted the survey at all Digital Equity meetings in collaboration with various ecosystem partners including State Agencies, Broadband Consortia, Communication Workers of America, RCRC, AARP of California, San Diego Association of Governments and Southern California Association of Governments to distribute the survey as widely as possible. The survey proved to be one of the most accessible of its kind, collecting responses in 14 languages and with the support of audio translations for those with sight impairments or low levels of literacy. Responses were particularly helpful for providing a deeper understanding of digital equity needs among specific covered populations. See Appendix S for the methodology.

  Appendices contain three charts highlighting the diverse communities that responded to the online public survey. Appendix T is respondents by language, Appendix U is respondents by covered population, and Appendix V is respondents by county of residence.

- Digital Equity Ecosystem Mapping (DEEM) tool: CDT gained new insights into California's digital equity landscape through the DEEM tool, including versions for all digital equity organizations, Internet Service Providers, and tribal communities. More than 460 government organizations, tribal entities, schools, libraries, community-based organizations, labor organizations, philanthropies, ISPs, and private sector organizations completed the DEEM tools, which identified organizations, programs, resources, and gaps in California's digital equity ecosystem and further informed the State's asset inventory included in this SDEP. See Appendix W for the methodology and Section 3.2 for findings.

Regional Planning Workshops – The State contracted with CETF and partnered with regional broadband consortia and other local entities to conduct 17 in-person *Broadband for All*, Digital Equity, and BEAD Regional Planning Workshops and three Regional Tribal Consultations. These working sessions brought together over 2,200 residents, community groups, and leaders from diverse backgrounds to identify digital equity barriers for covered populations and recommend strategies to close the digital divide. See Appendix X for a complete list of regional planning workshops and Appendix Y for the standard Regional Workshop Agenda.

Ongoing Stakeholder Engagement – CDT conducted over 375 individual meetings, consultations, and listening sessions throughout the planning process (Appendix Z). It distributed monthly email updates and disseminated and posted meeting artifacts and information on the *Broadband for All* Portal. CDT continues to engage feedback from various state entities, organizations, and diverse communities in its planning and implementation process.

This engagement process allowed California to build a broad and diverse digital inclusion stakeholder network that includes nearly 8,500 individuals and entities, including state and local agencies, tribal entities, non-profit organizations, labor groups, community-based organizations, educational entities, philanthropies, internet service providers, and the private sector.

Public Comment Process – CDT posted the DRAFT State Digital Equity Plan on the [California Broadband for All portal SDEP webpage](#). To encourage participation and increase accessibility, CDT posted a .pdf version of the draft plan on its *Broadband for All* portal, which was remediated to ensure screen readers and other adaptive technologies could utilize it. CDT also embedded an **HTML version on the portal**, allowing **translation into over 100 languages**. Public comments were received through a form on the portal whereby residents and organizations could provide comments on each section of the plan. The form contained **voice-to-text functionality** and could be translated into over 100 languages. For transparency, CDT posted artifacts from the various components of the SDEP planning process that informed the DRAFT SDEP for the public view and reference on the [SDEP page](#).

CDT conducted a **45-day public comment period** for California residents and digital equity partners to provide feedback on the draft State Digital Equity Plan. The public comment period opened on December 12, 2023, and closed on January 25, 2024.

To promote the public comment process, California hosted a State Digital Equity Plan **Informational Webinar** on December 15, 2023, with 266 participants registering and 164 attending. CDT promoted the public comment process on various social media channels, sent out five emails to its over 10,000 stakeholder networks, developed a **partner outreach toolkit** translated into seven languages, and gave three presentations on the public comment process at stakeholder convenings hosted by *SoCal Transformation, Los Angeles County, and the California Telehealth Network*. CDT staff conducted outreach to organizations that serve covered populations to ensure voices from the community were included. These outreach activities resulted in 1,453,465 media impressions.

As a result of this comprehensive outreach, California received a total of 442 public comments – from 301 residents and 141 organizations. Every public comment received was posted to the *Broadband for All* portal [SDEP submitted comments page](#), usually within 24 to 48 hours after receiving them. These comments reflect the diverse voices and perspectives essential for feedback on the State Digital Equity Plan.

General themes from the comments:

- **Expedite Infrastructure Investments (expedite vs. equity)**

  Summary of Comments: Expedite *Broadband for All* infrastructure investments implies that the state is placing speed of completion over equity. "While CADE fully supports expeditious infrastructure buildout, we urge CDT to take great care in ensuring that equity is not sacrificed in the process of fast-tracking projects." Commentators also expressed that infrastructure investments should be deployed equitably.

  Response: Commentators express concern that CDT framed Key Activity 1 in the SDEP, as "expedite Broadband for All infrastructure investments". This was framed as such in response to multiple stakeholder inputs during extensive planning and engagement sessions and regional workshops that cited the urgency of completing infrastructure projects to meet the needs of their communities. Commentators believe the use of the "expedite" preferences speed over equity.

  Action: Amended Key Activity 1 to read "Complete Broadband for All infrastructure investments within federal and state deadlines." (Pages 22, 64 & 136)

- **Mapping / data (evolve vs. transform)**

  Summary of Comments: Many commentators noted that language regarding "evolve" data and mapping does not reflect the urgency needed to provide significant updates to data and mapping that doesn't reflect their communities' experiences. Many commentators also expressed a need to "transform" mapping and data, include new resources like Microsoft data, provide funding to local entities to gather data, and allow for easy updates to the state interactive broadband map. Others commented on the need for ongoing public input and increased transparency and accessibility of mapping resources.

  Response: Enacted in 2023, Assembly Bill 286 (Wood) - Broadband infrastructure: mapping, requires additional information and user features to be included on the interactive broadband map that is published and maintained by the California Public Utilities Commission (CPUC). AB 286 will allow users to submit specified self-reported data and require CPUC to validate self-reported data before using that data as evidence in a proceeding.

  Mapping is a complex issue that is guided by federal and state statutes and requirements that vary by program. CDT and CPUC will continue to work with stakeholders to update maps consistent with federal and state statutes and programmatic requirements, incorporate public input, and improve transparency of the state's mapping and data during the SDEP and BEAD implementation process.

  Action: Amended Key Activity 3 to read "Refine digital equity data and maps." (Pages 22, 64 & 138)

- **Definition of Covered Populations / Additional Covered Populations**

  Summary of Comments: CDT received comments about expanding covered populations specifically to include children, foster youth, affordable housing communities, and the unhoused, among others, which are also priority populations for the State.

  Response: CDT notes that *Broadband for All* aims to achieve digital equity for all Californians and members of covered populations. Many of the populations requested fall within current covered population groups like covered households as there is much intersectionality between and among covered populations.

  While this plan is intended to benefit all Californians per federal guidelines, its efforts and those activities funded by the State's pending capacity grant allocation must focus investments of the "eight covered populations" as defined in the Digital Equity Act.

  Action: No changes were made to the Statewide Digital Equity plan.

- **Measurable Objectives for Incarcerated Individuals**

  Summary of Comments: A few commentators noted that measurable objectives for incarcerated individuals were lacking and highlighted a failure of the plan to focus on unique and substantive barriers.

  Response: CDT will work to further refine baselines and objectives during SDEP implementation in collaboration with the California Department of Correctional Rehabilitation, the California Prison Industry Association, and other advocates and stakeholders.

  Action: The specific barriers and baselines for incarcerated individuals were amended to include measurable objectives. (Pages 89-93)

- **Adjust 150% FPL / High-Cost of Living**

  Summary of Comments: Many commentators, like TURN and the Department of Social Services, recommended that "covered households" include households with an income at or below 200 percent of the Federal Poverty Level (FPL) to account for the extremely high cost of living in California. Commentators also noted, "using 150 percent of FPL excludes many families living in poverty from the SDEP, thus hindering the state's ability to close the digital divide." Others added that the current definition doesn't consider other expense factors, and individuals on fixed income who do not qualify for consideration are still negatively impacted and unable to afford broadband service.

  Response: CDT appreciates these comments which were echoed during the SDEP planning process. While the state's *Broadband for All* initiative is focused on all California residents, and members of covered populations, this SDEP must particularly focus on the eight covered populations. The Digital Equity Act defines "covered households" as "at or below 150% of the federal poverty line." While the state may apply a higher threshold to its own programs to adjust for the higher cost

of living, federal digital equity capacity grants investments must be directed to covered populations as defined in the Digital Equity Act.

We recognize the importance of meeting communities where they are and will continue to take this into consideration as programs are developed. Additional sources of funding from the private and public sectors are encouraged to provide funding to support these efforts.

Action: No changes were made to the Statewide Digital Equity plan.

- **Specific Barriers for Individuals who are Members of a Racial or Ethnic Minority Group and Individuals with Language Barriers**

  Summary of Comments: We received questions regarding the barriers for a member of a racial or ethnic minority group and if they should be identical to barriers for individuals with language barriers. They suggest that by doing this, there may be gaps in accurately identifying race and ethnicity barriers as there are other disparities that are not linked to language, i.e., institutional racism and discrimination. Several commentators offered more specific data on the lack of access to affordable high-speed internet in disadvantaged communities and the need for access to devices and digital literacy training. Programs should be built to recognize the typical lack of support for training and strategies due to systemic racism, and should be based in trust.

  Response: CDT appreciates the comments on the duplication of specific barriers for "individuals with language barriers" and "members of a racial or ethnic minority group."

  Action: The specific barriers for individuals who are a member of a racial and ethnic minority group were amended to include structural racism, discrimination, and discriminatory practices. (Pages 14 & 102-105)

- **Barriers for Aging Individuals (60+) & Organizations**

  Summary of Comments: Many commentators cited that while "lack of perceived need" is not accurate as a barrier for aging individuals and also stated that "many older adults don't understand the difference between a broadband connection and a cellular connection. They may think that they are already connected since they are able to get online with a smart phone."

  Many commentators also cited "lack of in-language capacity" and "coordination and collaboration" as barriers for organizations in the digital equity space.

  Response: CDT appreciates the comments expressing concern over the inclusion of "lack of perceived need" as a specific barrier for aging individuals while also stating that "many older adults don't understand the difference between a broadband connection and a cellular connection.

  Action: Amended the specific barrier for aging individuals from "lack of perceived need" to "Lack of distinction between broadband connection and cellular connection". (Pages 13 & 87-89)

CDT expanded upon "lack of in-language capacity" and "coordination and collaboration" as barriers for organizations. (Pages 20, 75, & 146-147)

- **Status of ACP & Potential Successor Programs**

  Summary of Comments: A significant number of commentators provided their thoughts on the Affordable Connectivity Program (ACP) and its funding running out. They offered testimonials on how this program going away will impact the communities they serve. Some commentators urged CDT to engage with federal representatives and utilize partnerships to advocate for the program's continuation. Comments also encouraged the development of alternative or supplementary funding mechanisms or a successor program to ACP and provided support for trusted institutions to support community members with awareness and enrollment in other low-cost broadband plans.

  Response: CDT and CPUC understand that the funding for the Affordable Connectivity Program will expire unless Congress allocates additional funding to continue the program. In response, CDT and CPUC sent a letter to the California Congressional delegation advocating for the allocation of additional dollars to continue the program. While ACP is a valuable tool to address affordability and adoption, SDEP efforts will continue to address affordability and adoption by leveraging and expanding the Get Connected! California mobilization, which includes broadband council members, state agencies, internet services providers, broadband consortia to continue promoting low-cost private sectors offers, federal and state LifeLine programs, and any other successor programs or subsidies.

  Further, CPUC's BEAD Initial Proposal Volume II, as submitted to NTIA for review and approval, outlines CPUC's proposed approach that would require BEAD subgrantees to provide both a Low-Cost Broadband Service Option to income-qualified customers and Middle-Class Affordable Service Option to all customers. This requirement and the specific parameters of the Low-Cost Broadband Service Option and Middle-Class Affordable Service Option are subject to NTIA's approval of the Initial Proposal Volume II and the CPUC's subsequent adoption of the NTIA-approved version Initial Proposal Volume II.

  Action: SDEP revised to reflect the current state of the Affordable Connectivity Program. (Pages 45-46 & 142-143)

- **State-Managed Efforts vs. Local Efforts**

  Summary of Comments: Some commentators advocated for a state-wide effort to document and share digital equity services, specifically related to digital literacy and low-cost broadband options. Our Voice: Communities for Quality Education asks that the state adopt tools to track data that reflect the needs of Californians, especially given that broadband maps don't accurately reflect need. CSUDH suggests that a comprehensive database or platform is created to list and track all Infrastructure Investment and Jobs Act (IIJA)/ Bipartisan Infrastructure Law (BIL) programs and grant recipients. Various groups like AARP and Los Angeles County Internal Services Department provided similar suggestions, recommending the development of an atlas of programs and information gathered by the state's

digital equity survey and Digital Ecosystem Mapping tool and regularly update those and make available to the public. Other comments cited "in-language capacity" and "coordination and collaboration" as barriers from local digital equity organizations.

Response: CDT acknowledges the link and interdependency of state-managed and local efforts coordinated and funded by capacity grants during the SDEP implementation phase. State-managed will include procuring or developing SDEP campaign materials, digital literacy training platform(s), digital navigation guidance, and other resources and tools, in-language, in consultation with subject matter experts and community-based organizations. CDT will make these resources available *Broadband for All* portal. These tools would support ecosystem partners in further supporting digital equity efforts, including those funded by capacity and competitive grants.

Action: Clarifying language was added to the Implementation section of the SDEP. (Page 140)

- **Digital Literacy Training**

  Summary of Comments: Many commentators provided input on the need for digital literacy training platform(s) and curricula to be made available in multiple languages, and modalities (virtual – synchronous and asynchronous, in-person), and developed with input from subject matter experts.

  Response: CDT is not able to provide additional information until funding and allowable use guidelines are issued. However, CDT intends to procure and leverage existing digital literacy training platforms, to the greatest extent possible and allowable under federal capacity grant rules and requirements, which are not yet known, and make those available in multiple languages, and modalities (virtual – synchronous and asynchronous, in-person), and developed with input from subject matter experts and stakeholders.

  Action: No changes were made to the Statewide Digital Equity plan.

- **California Connect Corps, Digital Navigation and grant framework**

  Summary of Comments: Many commentators provided input on the details associated with the development of the California Connect Corps and digital equity capacity grant programs expressing a desire to leverage existing experience and expertise of the diversity of statewide and local entities that provide digital equity and digital navigation services. Commentators have also recommended that CDT develop these programs to be flexible, nimble, and easier to navigate than existing programs.

  Commentators were seeking specificity in how programs will be deployed – in person vs virtual to ensure inclusivity and 'meet the people where they are' and by de facto, virtual is not as inclusive due to barriers and access to tech. Commentators have also express a desire for pre-grant and post-sub grant award technical assistance.

Response: At present, CDT is not aware of the state's digital equity capacity grant allocation or the rules and requirements attached to the funding. We recognize the importance of meeting communities where they are and will seek further public input as activities and programs mentioned in the SDEP are further developed.

CDT has further clarified its approach to the development of these programs and will seek input from the stakeholders and subject matter experts in the further development of these programs. CDT will endeavor to develop the California Connect Corps digital equity grant program is flexible, nimble, easy to apply for and navigate, and available to as many current providers and new entities allowable consistent with federal digital equity capacity grant guidance and requirements which have not yet been released. CDT will also seek technical assistance to potential grantee pre- and post-capacity grant award.

Action: Additional language was added in the implementation section to clarify the role of community input in developing the grant program. (Pages 136 & 138-140)

- **Implementation and Timeline Details**

  Summary of Comments: Commentators expressed the need to implement the plan as soon as possible, given the critical nature of the effort and Californians' need for improved access to online resources.

  Response: All stakeholders and members of the public are invited to attend and participate in the quarterly public meetings of the California Broadband Council and the Middle-Mile Advisory Committee. Stakeholders and members of the public are invited to attend and participate in the quarterly Statewide Digital Equity Implementation Group and Outcome Area Working Group meetings that will be online and open to the public throughout the SDEP implementation period. We highly encourage residents and stakeholders wishing to be notified of these engagement opportunities to provide their information here: https://broadbandforall.cdt.ca.gov/contact-us/

  Additionally, CDT will form a Community Advisory Committee to create a forum for individuals of covered populations to have a voice during the SDEP implementation period. In the coming months, CDT will provide details on how to engage in this effort.
  Action: CDT has further expanded the implementation section, including the timeline to be more detailed and specific on key activities and measurable objectives. (Pages 155-158)

- **Trusted Messengers and Collaborators**

  Summary of Comments: CDT received many comments about the kind and types of entities it should engage and collaborate with during the SDEP implementation phase. These include trusted messengers, such as schools, cities, counties, CBOs, and Community Anchor Institutions. There were also multiple comments from the press and the role of local news as partners, specifically culturally relevant media that can deliver news in-language.

  Response: CDT agrees that trusted messengers, which vary by community and covered population, are and will continue to be critical to achieving digital equity.

  Action: Additional language was added to further emphasize public housing authorities and affordable housing entities, continuing and adult education entities, and ethnic media and local news outlets as trusted messengers and collaborators. (Pages 19-20, 60, 122, 148, & 152-154)

- **Devices**

  Summary of Comments: Some comments focused on the need for devices to be relevant and usable for the current and at least a few future years and indicated that large-screen devices, such as laptops, desktops, Chromebooks, and tablets, are critical for a full and equitable computing experience. Another commented that to ensure that all California residents can obtain a free or low-cost computer, establishing a robust supply of free and affordable devices through accessible, resilient, community-level distribution systems is critical. Another suggested that when giving computers to those in need, give Microsoft Windows Operating System (OS) or Apple OS (macOS) computers so that those needing to edit large files using desktop software and multitasking between multiple websites and applications when completing science, technology, engineering, and mathematics related (STEM) tasks.

  Response: CDT appreciates comments on the need to develop a device program that provides low-cost affordable devices to members of covered populations who need them most. CDT will engage subject matter experts and stakeholders in the further development of the program to advise on devices needed for specific covered populations to cater to different hardware and software needs.

  Action: Added the language to include clarity on devices and specific needs for specific covered populations in the implementation section. (Page 139)

- **Wired vs Wireless / Alternative Technologies / EMF**

  Summary of Comments: CDT received numerous comments from advocates regarding wired vs. wireless and alternative technology solutions. Many commentators preferred wired solutions citing greater capacity, lower maintenance costs, longer lifetime, and lack of line-of-sight constraints, and health-related

concerns. Others favored deployment of all available technologies citing speed of deployment, cost, geography, and terrain. Some of the technologies favored were fixed wireless, low-earth orbit satellites and other emerging technologies.

Response: CDT defers to CPUC and refers to its BEAD Initial Proposal Volume II, page 20 of which has a section on "prioritization of fiber projects," which indicates that CPUC proposes to apply the federal requirement of prioritizing fiber where feasible but also fund wireless where fiber costs exceed the Extremely High Cost Per Location Threshold:

"Given these two considerations, the CPUC plans to prioritize end-to-end fiber proposals, consistent with the BEAD NOFO, and to make awards for alternative technologies—such as fixed wireless and coaxial cable— where the costs of fiber exceed the Extremely High Cost Per Location Threshold, per NTIA's requirements, or where no proposals are received for fiber because of geographic or other constraints."[306]

Page 22 describes the Extremely High Cost Per Location Threshold, noting: "…For that reason, the CPUC anticipates using the Extremely High Cost Per Location Threshold (EHCPLT) mechanism for making awards for alternative technologies, such as fixed wireless and coaxial cable, that may be necessary to address the needs of some locations. Consistent with NTIA rules, the CPUC will make those awards as necessary only for locations that do not receive fiber proposals or whose fiber proposals exceed the NTIA-mandated EHCPLT."[307]

Action: No changes were made to the Statewide Digital Equity Plan.

- **AT&T and their plan to relinquish Carrier Of Last Resort (COLR) obligations**

  Summary of Comments: Commentators are expressing concern about AT&T's pending application to relinquish its Carrier Of Last Resort (COLR) obligations in many communities throughout California.

  Response: CPUC is evaluating AT&T's application to relinquish its Carrier Of Last Resort obligations, which has a proceeding number of Application (A.) 23-03-003: https://www.cpuc.ca.gov/ATTCOLR. While AT&T's application does not directly request authority to discontinue service for any customers at this time, approval of this application could enable service termination in the future. The CPUC is receiving public input on AT&T's application and will evaluate AT&T's application in accordance with statute and existing CPUC decisions.

  Action: No changes were made to the Statewide Digital Equity plan.

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[306] https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M520/K763/520763574.PDF, page 20
[307] https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M520/K763/520763574.PDF, page 22

- **Artificial Intelligence**

  Summary of Comments: If older adults are not included in this revolution, the digital divide will only widen.

  Response: [Governor Newsom's Generative Artificial Intelligence Executive Order](#) develops guidelines for State agencies and departments to analyze the impact of adopting a GenAI tool may have on vulnerable communities, including criteria to evaluate equitable outcomes in deployment and implementation of high-risk use cases.

  CDT intends to leverage the Outcome Area Working Groups to engage partners, stakeholders, and subject matter experts to provide input and feedback on related issues like Generative AI and other emerging technologies to address impacts on vulnerable and covered populations.

  Action: Incorporated Generative AI and other emerging technologies into sections on digital literacy and digital skills. (Pages 87 & 153)

- **Public Cooperatives**

  Summary of Comments: In Key Activity 1, the Plan states all entities tasked with building-out broadband infrastructure will continue to build-out existing Broadband for All investments. Ensuring these entities are collaborating and including existing, grant-funded infrastructure in their planning is essential to expediting the connection of all Californians to high-performance broadband. In these planning efforts, the creation of new, local broadband cooperatives will increase the number of ISPs providing service. Creating new, local broadband cooperatives that are community-owned and not-for-profit will increase competition, make services more affordable, and provide an opportunity for more local digital navigators to encourage adoption and provide education to "covered populations."

  Response: CDT appreciates that a full range of options and eligible entities will need to be enabled to deploy connectivity to unserved and underserved communities.

  Action: No changes were made to the Statewide Digital Equity plan.

5. Digital Equity Plan Implementation Strategy & Key Activities

This Digital Equity Plan will help realize the vision of *Broadband for All* through seven key activities:

1. **Complete *Broadband for All* infrastructure investments within federal and state deadlines.**

2. **Convene digital equity stakeholders to strengthen collaboration.**

3. **Refine digital equity data and maps.**

4. **Develop a California Connect Corps digital equity capacity grant program to expand statewide and community-based digital navigation and digital inclusion programs.**

5. **Fund and expand existing State-managed digital inclusion programs.**

6. **Develop and promote digital inclusion tools and best practices.**

7. **Secure consumer subsidy program sustainability.**

While CDT will be responsible for the overall implementation of the Digital Equity Plan, in alignment with managing *Broadband for All*, all Californians have a role in implementing this Plan and shaping how these activities are completed. This section provides an overview of each activity and its relationship to the objectives outlined in Section 2.5 and demonstrates how these activities will address specific barriers for covered populations and support priority policy outcomes statewide. It also provides an overview of how CDT will collaborate to deliver and use a range of funding sources to ensure this Plan not only accelerates progress toward the State's goals but also creates a framework for programmatic sustainability and the ability to adapt to evolving digital equity needs over time. There will also be future opportunities for all members of the public to be consulted on how these activities are implemented.

5.1 Key Activities

1. **Complete *Broadband for All* infrastructure investments within federal and state deadlines.**
   CDT, CPUC, and other State agencies tasked with building out broadband infrastructure will continue the build-out of existing *Broadband for All* investments and BEAD-funded projects. Increasing the miles constructed, the number of ISPs providing service, and the number of connected homes, businesses, and community anchor institutions, will increase the level and quality of internet service available to residents in California.

- Continue to leverage and explore all current and future funding. Multiple state agencies already provide funding in support of digital equity, and these agencies will work to ensure they are seeking the maximum in federal and State funding to support this work, as well as leveraging private investment through public-private partnerships that serve the public interest.

- Coordinate and deploy last-mile programs to connect to MMBI. MMBI is a catalytic investment to enable last-mile broadband infrastructure buildouts in communities throughout the state. This Plan recognizes CPUC's critical role in providing capital funding for such buildouts and CDT's role in ensuring quality, cost-effective MMBI connections. Nonetheless, many other activities in this Plan will also strengthen last-mile programs by supporting service adoption, which is essential to the long-term operational sustainability of those networks.

- Ensure new broadband infrastructure is resilient to wildfires and disasters. Given California's susceptibility to natural disasters, such as wildfires and earthquakes, this Plan recognizes the need to ensure that infrastructure deployments include best practices for resiliency.

- Promote interim alternative technology solutions. Support the development of public/private partnerships to explore ways to develop and promote alternative technology solutions, as some communities cannot wait for broadband infrastructure to be built out.

- Promote the use of inclusive apprenticeships throughout network development. As the network grows, so does the demand for jobs. This Plan encourages the creation of public-private partnerships for broadband infrastructure and tech training programs, with a particular focus on hiring and training local individuals who are part of covered populations and those who live in communities that have historically been under-connected.

2. **Convene digital equity stakeholders to strengthen collaboration.**
   Californians working in digital inclusion have much to learn from one another, from sharing lived experiences to lessons learned from implementing digital inclusion programs on the ground. CDT will work to further strengthen partnerships by sustaining engagement and collaboration with organizations that provide digital inclusion services. This will include extending forums for engagement and outreach developed prior to and during the digital equity planning process to consult and empower covered populations and other digitally disadvantaged communities to help plan and implement strategies to achieve digital equity. Those intended to be served must be involved in planning and delivering the services. More details on these efforts can be found in Section 5.6.

3. **Refine digital equity data and maps.**
   Mapping is a complex issue that is guided by federal and state statutes and requirements that vary by program. CDT and CPUC will continue to work with stakeholders to update maps consistent with federal and state statutes and programmatic requirements, incorporate public input and improve transparency of the State's broadband mapping and data during the SDEP and BEAD implementation process.

   CPUC is actively working to improve statewide data regarding broadband availability and related attributes from ISPs. Enacted in 2023, Assembly Bill 286 (Wood) - Broadband infrastructure: mapping, requires additional information and user features to be included on the interactive broadband map that is published and maintained by the California Public Utilities Commission (CPUC). AB 286 will allow users to submit specified self-reported data and requires CPUC to validate self-reported data before using that data as evidence in a proceeding.

   CDT will also work to develop improved systems to track the impact of *Broadband for All* investments to inform future policy and funding decisions and ensure that the state is receiving its fair share of federal resources. As part of a new digital equity grant program, CDT may fund and provide resources to increase the capacity of other entities to contribute to mapping and other data-tracking efforts. CDT will also continue to invest in other data systems developed or improved for the development of this Digital Equity Plan, including statewide digital equity surveys. The State will refresh the survey data regularly and make its data publicly available, based on input from stakeholders on how to do so effectively.

4. **Develop a California Connect Corps digital equity capacity grant program to expand statewide and community-based digital navigation and digital inclusion programs.**
   The state will develop a California Connect Corps (CCC) digital equity capacity grant program to support statewide and nonprofit organizations in conducting outreach to underserved populations to advance digital inclusion. CCC grantees would receive paid compensation, free IT career training, and supportive services during their term of service.[308] The program will prioritize partnering with statewide and nonprofit organizations already conducting digital navigation services, particularly among unserved and covered populations, to maximize opportunities to assist in-language and in-culture. Other functions of the CCC will include assisting with enrollment in broadband affordability subsidies, providing technical assistance with broadband-connected devices,

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[308] https://trackbill.com/s3/bills/CA/2021/AB/2750/analyses/senate-energy-utilities-and-communications.pdf.

and offering digital literacy classes. The CCC digital equity capacity grant program will be developed with input from digital inclusion practitioners, nonprofits, community-based organizations, local governments, and members of covered populations to ensure the program is designed to serve the communities it is intended to reach. The CCC digital equity capacity grant program will also be designed to be as flexible and nimble as possible under NTIA grant regulations to support existing entities and new entities who wish to expand existing or provide new digital navigation services to members of covered populations and communities.

The state will also fund local and Tribal governments, community anchor institutions, community-based organizations, and other digital inclusion service providers to deliver comprehensive digital inclusion programs that overcome the three primary barriers for low-income households to achieve universal adoption: sign up for affordable home internet service; acquire an affordable computing device; and access digital literacy training to become digitally proficient.

This program will be designed primarily to deliver services in a number of modalities, in-person where feasible and as capacity funding allows, to people where they live and gather – bringing services to wherever the people are instead of requiring people to come to the services. Programs that enable the delivery of digital inclusion services from "trusted messengers" in existing statewide, community-based organizations, and institutions – social workers, health workers (e.g., promotores), educators, librarians, coaches, or faith-based mentors – who can provide support in the communities and languages in which it is needed most are essential to fostering adoption.

Examples of activities that may be eligible for funding through this grant program include:

- Development of local digital equity plans.

- Broadband adoption efforts focusing on enrollment in affordable internet service programs.

- Flexible grants to existing CBOs and new entities, including promotores and health navigators.

- Digital literacy training.

- Digital navigation for residents.

- Digital navigation for tribes, towns, cities, and counties.

- Targeted device distribution programs to ensure devices are relevant and useful, and hardware and software sensitive to specific needs for specific covered populations.

- Establishment of computer labs/digital literacy training programs at community centers (Senior Centers, Veterans Halls).

- Workforce development training and apprenticeships (broadband infrastructure and tech jobs).

Additional use of funds suggested during public comment will be considered in consultation with subject matter experts and stakeholders and included to the extent allowable by federal capacity grant rules and restrictions.

5. **Fund new and expand existing State-managed digital inclusion programs.** The State will continue to work to improve and expand the myriad digital inclusion programs and services offered by State agencies and other statewide partners identified in Section 3. Examples of state-managed programs (see Appendix D) that could be funded include the California State Library Connected California program, the California Department of Aging's Access to Technology program, or programs operated by workforce development agencies, such as the California Workforce Development Board, or institutions of higher-education, such as the California State University system.[309] State-managed programs will also support and complement local and regional efforts.

6. **Develop and promote digital inclusion tools and best practices.** Digital inclusion programs that reach the hardest to connect are best delivered in a hyper-local manner, in and by the communities most disconnected, in the languages and cultures of those communities. Nonetheless, locally based digital inclusion service providers repeatedly cite a lack of capacity to deliver these programs at the scale needed. Part of the solution to capacity-building can be to provide standard tools and resources that these providers can use and customize for their communities, saving time and cost while building on best-demonstrated practices from other providers across the state.

CDT will lead the development of new tools and resources to make it easier for locally-based digital inclusion providers to realize their goals. For example, CDT will draft a public-facing handbook in collaboration with subject matter experts and state and local digital inclusion practitioners that includes an overview of best practices and a menu of tools to promote digital inclusion. The State will continue to expand and promote statewide digital inclusion resources, including this handbook, in multiple languages so that digital equity collaborators from all communities may design, develop, and deliver effective digital inclusion programs.

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[309] https://aging.ca.gov/Information_and_Resources/Access_to_Technology/, accessed October 31, 2023.

- Fund and make available a statewide digital literacy training platform(s). CDT will collaborate with subject matter experts within the State Library system, Department of Education, Department of Aging and higher education institutions in California, along with digital literacy leaders such as CETF, OATS, Community Tech Network, EveryoneOn, to procure a learning management system(s) (LMS) with accessible online digital skills modules and assessments that are multilingual and standardized for use across the state. This LMS will share existing and new CDT and State resources on privacy and online security with local jurisdictions, community-based organizations, and within the educational community. SDEP encourages entities to embed digital literacy and skills training at all levels of K-12 education, including higher education, with a focus on online privacy and cybersecurity.

- Procure a statewide multilingual digital literacy training framework and certificate program. CDT will work with its partners in State government and digital literacy providers serving each covered population in communities throughout the state to integrate best practices in digital literacy training into a common framework and certificate program that support providers' capacity to deliver digital literacy services tailored to their communities, including by ensuring that such programs are aligned to the parameters of funding opportunities like the forthcoming Digital Equity Competitive Grants from NTIA. This will include a complementary framework and certificate program to support providers' capacity to provide services consistent with universal design standards and promote the accessibility of assistive technology for all (including the training necessary to use it).

- Build the statewide asset inventory as a common resource for local governments, social services, workforce development, and healthcare organizations, and for all Californians. CDT will expand its efforts in digital inclusion asset mapping further as a result of the Digital Equity Ecosystem Mapping tool to create a common public database of digital inclusion service providers in communities across the state and make that data available to all Californians in an interactive online resource. This effort will help connect residents and community-based groups identify the services of locally based digital inclusion service providers, as well as track where the State and local governments may need to fill gaps in the services offered to meet the needs of all covered populations and digitally disadvantaged communities. The asset inventory will be continually updated based on updates to the DEEM tool and regular iterations of the survey. An asset map for incarcerated individuals will also be developed to support implementation activities.

7. **Promote low-cost service offers, subsidy programs, such as the Affordable Connectivity Program (ACP), and advocate for a sustainable successor program.**

Although this Plan calls for multiple measures to overcome the fact that cost is the primary barrier to internet adoption, including billions of dollars in publicly-funded network development and the promotion of consumer choice and competition among ISPs, the State also recognizes that many low-income households will continue to need to rely on subsidized service so that they are not forced to choose between Internet service and mobile service, or even putting food on the table.

- Bundle outreach for low-cost offers with other services (NSLP, Medicaid, WIC, Pell Grants). If an eligible household is seeking multiple government benefits, it would be easier for them to sign up for all of them at the same time. CDT will work with its partners in the State government and other public benefits service providers to integrate low-cost offers into other public benefits outreach and enrollment efforts.

- Continue to track eligibility and adoption rates of low-cost offers and subsidy programs statewide to understand and demonstrate California's level of need. Using this data, CDT will work with its partners statewide and in local governments to continue to establish robust public outreach campaigns for ACP and other subsidy programs to encourage uptake, ensuring all eligible parties understand and can access the subsidies available to them through persistent statewide and hyperlocal promotion and awareness campaigns.

- Provide enrollment assistance in low-cost offers, ACP, and other subsidies and successor programs to covered populations. The enrollment process for low-cost offers is not particularly easy. Providing support for covered populations as they enroll in low-cost offers would help ensure that they successfully receive internet access.

- Advocate for improvement of enrollment processes for low-cost offers, ACP, and other subsidies and successor programs, including low-cost offers and middle-class plans offered by BEAD subgrantees. While the intent of the ACP is well-regarded, there are modifications to the program that can be made that could make the application process easier and ensure that more households are able to access the benefits.

- Advocate for an extension of ACP or a successor program or develop a state-led affordable offer. The ACP is no longer accepting new applicants as the funds are scheduled to run out in April 2024. With funding for the program uncertain, CDT and CPUC have advocated that Congress allocate funding to continue the program. California will continue to work with elected officials to support a permanent funding mechanism or similar subsidy program. The State may also consider developing a state-level program that complements

federal programs to ensure internet access is accessible and affordable for those Californians who remain in need.

- Pursue a data-matching agreement between the state and federal government for subsidy eligibility. California's high cost of living relative to other states limits federal poverty thresholds from including all Californians who need a subsidy like the ACP. The State and Federal government should collaborate to determine a data point that effectively represents those in California that ACP was intended to serve and can be used to determine in-state eligibility. Each of these key activities will be designed to help the State realize its objectives.

The following table provides an overview of the relationship between the key activities and objectives of this Plan:

Goals & Objectives		Key Activities						
		Complete Infrastructure	Convene	Refine Data	CA Connect Corps Digital Equity Grant	Expand State Efforts	Promote Tools	Secure Subsidies
Goal 1: All Californians have high-performance broadband available at home, schools, libraries, and businesses.								
1.1	Increase the percentage of Californians who are connected to broadband Internet service.	X	X	X		X	X	X
1.2	Increase the percentage of Community Anchor Institutions that are connected to broadband Internet service.	X	X	X			X	
1.3	Increase the percentage of Californians who report their Internet service is reliable.	X	X	X		X	X	
1.4	Increase the percentage of Californians who have a choice of at least three internet service providers.	X	X	X		X	X	X
Goal 2: All Californians have access to affordable broadband and necessary devices.								
2.1	Decrease the percentage of Californians who cite cost as the primary barrier to broadband service.	X	X	X	X	X		X
2.2	Reduce the percentage of Californians who rely solely on a smartphone to use the Internet.	X	X	X	X	X	X	X
2.3	Increase the percentage of Californians enrolled in low-cost Internet options and subsidies.		X	X	X	X	X	X
2.4	Reduce the average cost that covered populations pay for Internet service.		X	X	X	X		X

Goals & Objectives		Key Activities						
		Complete Infrastructure	Convene	Refine Data	CA Connect Corps Digital Equity Grant	Expand State Efforts	Promote Tools	Secure Subsidies
Goal 3: All Californians can access training and support to enable digital inclusion.								
3.1	Increase the availability of digital literacy, cybersecurity, and skills training programs.		X	X	X	X	X	X
3.2	Increase the percentage of Californians who have access to technical support services for Internet-connected devices.		X	X	X	X	X	X
3.3	Reduce the percentage of Californians whose concerns for privacy and cybersecurity prevents broadband adoption or effective use.		X	X	X	X	X	X
3.4	Increase the percentage of Californians who possess basic, intermediate, and advanced digital literacy skills.		X	X	X	X	X	X
3.5	Expand the number of broadband infrastructure and technology jobs among covered populations.		X		X	X		
3.6	Increase the percentage of Californians who utilize the internet to apply for or use public benefits and other essential services and are able to participate in civic and social engagement online.		X	X	X	X	X	X

5.2 Connections to Covered Populations

Each of the key activities outlined above will benefit all covered populations. Nonetheless, recognizing the different baselines for these populations identified in Section 3.4, CDT recognizes that some key activities must be more targeted to certain populations whose needs are greater than others. Some examples of these targeted relationships include MMBI delivering greater access to rural communities and improving consumer choice in predominantly minority and ethnic communities, redoubled efforts related to securing the sustainability of subsidies and improving related processes to benefit covered households, and the State's new digital equity grant program and California Connect Corps providing new funding for programs that will specifically focus on each covered population. These are a few examples of how the State will tailor its key activities to suit the specific needs of each covered population.

5.3 Closing Gaps in Existing Efforts

Section 3.2 of this Plan identifies a series of key gaps in existing efforts to achieve the State's *Broadband for All* vision. These include the need for greater funding and sustainability for organizations providing digital inclusion services, additional staff, and organizational capacity for organizations in the broadband industry, difficulty accessing and applying for funding, and the need for greater community awareness. The implementation strategy and key activities included in this Plan are designed to address these gaps directly.

Funding and sustainability were the top reported barriers to entities being able to provide digital inclusion services to residents. This Plan proposes the development of the California Connect Corps digital equity capacity grant program (Key Activity 4) that will provide funding to organizations whose impact could be expanded if more funds were available to communities that currently have too few digital inclusion programs to meet the needs of the covered populations they serve.

Another gap identified was the **staff and organizational capacity** to serve more of these critical communities effectively. This Plan intends to support the improvement of statewide tools for digital inclusion services and promote best practices. When combined with efforts to improve consumer subsidies and the development of improved data systems, this key activity will help fill capacity gaps, including in-language capacity, in existing organizations by making work more efficient and reducing redundancies. State-managed efforts will endeavor to support these gaps by developing tools and resources to support grantees and other partners in their digital efforts and making them available on the Broadband for All portal.

Accessing and applying for funding was also highlighted as a barrier for digital equity organizations. This Plan includes a mechanism for providing funds to state entities conducting digital inclusion services, such as providing technical assistance for grant

applications to organizations in need of said support. This Plan also includes strategies for ongoing collaboration to allow organizations to learn from each other and maximize funding opportunities through potential partnerships.

Additionally, stronger **coordination and collaboration** among organizations providing digital inclusion services could benefit all entities. Working together reduces redundancy and the duplication of efforts, promotes the sharing of resources and best practices, and reduces costs for all organizations. This plan will support digital inclusion organizations in developing and strengthening these partnerships. This SDEP and related digital equity capacity and competitive grants will support digital equity organizations in conducting outreach and engagement to covered populations by **working with trusted messengers to ensure the community members are aware of the digital inclusion services being offered in their area**. The California Connect Corps digital equity capacity grant program will be instrumental in this effort.

Nonetheless, as the State works to implement this Plan, it will continue to refine its understanding of gaps in the digital equity ecosystem and tailor its core activities to address those gaps accordingly.

5.4 Delivering in Priority Outcome Areas

As mentioned in Section 2.2, this Plan is designed not only to achieve digital equity but also to support statewide policy outcomes in education, health, digital literacy and inclusion, workforce and economic development, essential services, civic accessibility and public engagement, and tribal collaboration.

Education

Achieving the objectives identified in this plan will positively benefit educational outcomes in the State through continued partnership with Statewide Planning Group members and the Education Outcome Area Working Group. Key collaborators in this effort include the CDE (including Adult Education), UC, CSU, CCC, County Offices of Education, and local school districts, and these entities will be key partners in the implementation process. One of CDE's goals is for every child to have access to a world-class education, including access to education technology. Achieving the State's objectives will support this goal by helping to ensure that students and educators have access to home internet and devices that can be used in remote and digital learning environments. According to data collected through Get Connected! California ACP Enrollment Events, nearly half (47%) of families with school-aged children reported that schools do not allow devices to go home with students. This presents a significant opportunity to leverage schools as key community anchor institutions and incorporate digital inclusion efforts in existing school programs.

Additionally, developing targeted marketing and engagement strategies to increase enrollment in low-cost and subsidy internet programs will support the State's education goals by easing the cost burden of home internet for students' families. Lastly, increasing digital literacy training and resources will empower students, families, and educators to use technology more effectively to engage in education.

Health

Access to broadband and internet adoption are social determinants of health,[310] therefore, improved access through any of the objectives stands to positively influence the health of Californians. Improved access to affordable broadband infrastructure will enable more widespread deployment and adoption of virtual healthcare services, and access to online health insurance resources. Improving accessibility and inclusivity of public resources and services also stands to improve eligible individual's ability to access social service benefits offered by multiple state agencies (e.g., healthcare via Covered CA (DHCS), public housing (CDHS), educational resources (CDE), nutrition assistance (CDSS), COVID-19 vaccinations (CDPH), unemployment benefits (EDD), elderly services (CalHHS). Increased digital literacy programming, tailored to specific populations, will improve how patients, providers, and caretakers navigate telehealth

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[310] https://www.fcc.gov/health/SDOH

services.[311] Device access and affordability are necessary for virtual healthcare services to be effectively deployed. This work will be supported by the Statewide Implementation Group and the Health Outcome Area Working Group.

Digital Literacy and Inclusion

CDT has been working in close collaboration with several state and regional leaders, the Statewide Implementation Group, and the Digital Literacy and Inclusion Outcome Area Working Group, to leverage existing efforts in the digital literacy space as CDT advances its objectives and goals. Collaborative entities include the CSL, CDA, CETF, San Diego Futures Foundation, Community Tech Network, AARP, and Older Adults Technology Services (OATS), which have provided grants, digital literacy training, and other digital inclusion services. Initiatives include the California Library Connect, digital navigator services, career pathway services, and home connectivity kits. The City of Chula Vista's Digital Equity and Inclusion Plan highlights its successful device access programs with many of these partners, including the San Diego Futures Foundation, Cox's Connect2Compete program, Adaptive Computer Empowerment Services, and Computers 2 Kids San Diego.[312]

As CDT and its partners collaborate to increase the number of digital literacy classes taught, expand the variety of languages offered for digital literacy training programs, and increase the number of digital literacy instructors trained, Californians will gain the necessary skills to fully engage in modern life via greater educational and employment opportunity.

Workforce and Economic Development

Digital equity is foundational to equitable workforce and economic development. The strategies identified in this Plan will support LWDA's goals and programs by enabling easier access to benefits and pathways to good jobs, and CDT intends to continue its engagement with workforce and labor organizations through the Statewide Digital Equity Implementation Group and Workforce and Economic Development Outcome Area Working(see Section 5.6) and other means of partnership.[313] Providing tech training and encouraging the hiring of local, skilled labor, especially members of covered populations, to support the broadband infrastructure build-out will have a positive impact across the state. This work will be strengthened by partnering with Local Workforce Development Boards, which may be eligible for and supported by digital

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[311] https://www.itup.org/wp-content/uploads/2023/05/ITUP-Broadband-Bootcamp-Report-Final.pdf

[312] City of Chula Vista Digital Equity and Inclusion Plan, https://www.chulavistaca.gov/home/showpublisheddocument/21352/637341468003770000, page 49.

[313] LWDA | Labor & Workforce Development Agency (labor.ca.gov), Accessed October 9, 2023

equity capacity grants and competitive grants. This plan encourages the development of local public-private partnerships to fund these efforts.

Continuing to collaborate with labor and industry groups, such as the CWA, which has apprenticeship programs, and the Fiber Broadband Association, Fiber Optic Association, and the Wireless Internet Association (WIA), all of which have training programs and are seeking partnerships with local community colleges, will be critical to developing a workforce to support these broadband efforts.

Essential Services, Accessibility, and Civic Engagement

Achieving online accessibility and inclusivity of public resources and services will be crucial to improving outcomes in essential services. Increasing in the number of state and local entities and CBOs promoting low-cost offers will improve the affordability of broadband service for underserved populations. As government websites, services, and forms align with universal UX and accessibility standards with greater frequency, government services will become more widely accessible to individuals with accessibility impairments. CDT, ODI and GovOps are working in concert with to achieve this end. The State continues to evolve web standards to strengthen the security, usability, and accessibility of all State of California websites.

CDT continues to explore the development of the Digital Identification and eligibility verifier which will provide users with a one-stop shop for state benefit programs, allowing users to access a wider array of services more easily. This will reduce in-person tasks and improve cybersecurity risks, which are disproportionately high for covered populations. The increase in public meetings with remote participation will be particularly beneficial for individuals who live in rural areas, disabled populations who are unable to travel, and tribal populations, and will allow for more frequent and substantive civic engagement. The Statewide Implementation Group and the Essential Services, Accessibility, and Civic Engagement Outcome Area Working Group will support this work.

Tribal Collaboration

Throughout the planning process, the State consulted and partnered with several California Native American tribes and tribal entities. By continuing these partnerships through the implementation process, including working with Tribal cultural monitors, the Statewide Implementation Group, and the Tribal Collaboration Outcome Area Working Group, the State will ensure that broadband deployment, digital training, affordability efforts, and state and federal funding programs are prioritized for tribal entities.

5.5 Funding and Sustainability

Delivering the key activities defined in this Plan will require a range of funding sources, only some of which are under State control. Capacity Grant funding will be insufficient to accomplish the objectives and meet the targets outlined in this Plan. The State has already allocated significant resources to achieve its objectives and deliver the key activities that will lessen or close remaining gaps. These existing programs (see Section 3.2), complemented by numerous existing locally, philanthropically, and privately funded programs, are central to closing digital equity gaps in the state but will be insufficient.

As CDT oversees implementation, it will encourage entities to leverage the following funding sources to expand impact and catalyze additional opportunities for sustainable resourcing once one-time funding from the federal government is exhausted:

- **Existing State Efforts:** CPUC's CASF grant, CSL Connected California, and the Department of Aging's Access to Technology program are examples of existing State efforts that this Plan will seek to capitalize on. State funding has been the primary funding vehicle for progress towards the *Broadband for All* vision and will continue to be, even with meaningful new sources of federal investment.

- **Low-cost offers, Affordable Connectivity Program, other subsidies, and potential successor programs**: The State will continue to promote low-cost offers and subsidies, such as the ACP, and ensure that eligible households are able to apply.

- **Digital Equity Capacity Grant:** The State Digital Equity Capacity Grant will be a primary funding vehicle for implementing many of the key activities. Most funds will be allocated to regional and local entities to increase capacity, with a portion retained by the State to expand state agency-led digital inclusion efforts, including the development of statewide digital equity tools and platforms managed on the *Broadband for All* portal, and provide oversight and alignment of efforts.

- **Digital Equity Competitive Grants:** The State will work to support local organizations in applying for NTIA's forthcoming Digital Equity Competitive Grants by providing resources that may make local partners more competitive for this funding opportunity.

- **Local Funding:** Local governments, educational institutions, community-based organizations, nonprofits, and others champion digital equity in communities throughout the state and provide essential complementary funding to help realize *Broadband for All* and the objectives included in this Plan. The State will continue to support those locally funded efforts through the implementation of this Plan.

- **Philanthropy:** Many statewide philanthropic partners, such as the Michelson Foundation and the California Community Foundation, are actively engaged in the work of digital equity and digital inclusion. The State will continue to seek their leadership and partnership throughout the implementation phase of this Plan, including by helping to stretch philanthropic programs with complementary grants and resources.

- **Private Sector Investment:** Supporting the development of public/private partnerships or private sector investment in broadband infrastructure, broadband job training, digital skills training, device access, and digital navigation.

- **Priority Area Funding Sources:** By integrating digital equity into programs that support priority outcomes areas, such as Workforce Investment Act funding, the State can maximize the impact of these additional funding sources.

Throughout the implementation of this Plan, the State will also place a heavy emphasis on those programs that do not need to rely solely on State or federal funding for long-term success. Entities that demonstrate pathways to programmatic sustainability through complementary funding sources may receive additional focus through the distribution of additional State funds.

5.6 Approach to Outreach and Collaboration

Implementing this Digital Equity Plan will require close collaboration across State government, with local governments and community anchor institutions, including those in education, healthcare, workforce and economic development, libraries, public housing, Tribes, nonprofit organizations, philanthropy, internet service providers, and organizations that represent and serve each of the covered populations and other digitally disadvantaged communities.

In collaboration with CPUC, CDT will continue to act as the convening entity. CDT plans to leverage structures established as part of the planning process during the Plan's implementation phase. As the State transitions into the implementation phase, targeted collaboration will continue, especially with groups representing covered populations. Comparable to the outreach and engagement program that informed the development of this Digital Equity Plan, implementation will include a multi-pronged approach to collaboration. This outreach and collaboration to entities and individuals across the state will impact all Californians, especially those who identify as or serve covered populations.

- Provide regular progress updates to the California Broadband Council (see Appendix B) on *Broadband for All* programs and initiatives. The 12-member California Broadband Council meets quarterly to promote broadband deployment in unserved and underserved areas, and broadband adoption throughout the state. A complete list of CBC members can be found in Appendix D.

- Provide regular progress updates to the Middle-Mile Advisory Committee (Appendix C) on broadband infrastructure initiatives. Similar to the CBC, the MMAC meets quarterly, but its role is to monitor and advise on the development and construction of the state's open-access, middle-mile network.

- Expand the statewide Get Connected! California Mobilization cohort to include more regional and local organizations. The current cohort consists of CDT, CPUC, CETF, CDE, CSL, and regional partners, and the ongoing collaboration would seek to expand this cohort to include additional state agencies, internet service providers, regional and local governments and departments, broadband consortia, and community-based organizations. This work aims to coordinate efforts to raise awareness of low-cost service offers, ACP, other subsidies like state and federal LifeLine, and potential successor programs through direction notifications and it assists eligible individuals to enroll in the programs through onsite enrollment events.

- Transition the Statewide Digital Equity Planning Group (page 113, Appendix L) to the Statewide Digital Equity Implementation Group or State Table in partnership with CPUC and the NTIA. This Statewide Digital Equity Implementation Group will meet quarterly to provide subject matter expertise to CDT and CPUC during the digital equity implementation process. Partnering with these groups will ensure that the implementation strategy outlined in this Plan will positively impact the entire State.

- Continue to convene the six Outcome Area Working Groups (page 114, Appendix M & N) quarterly to support continued learning, information sharing, collaboration, and coordination of digital equity efforts. These OAWGs were focused on Education; Health; Digital Literacy and Inclusion; Workforce and Economic Development; Essential Services, Accessibility, and Civic Engagement; and Tribal Collaboration, and convened subject matter experts and practitioners to develop strategies that align with State policy priorities through the lens of the digital equity barriers experienced by covered populations. OAWGs leverage knowledge specific to vulnerable and covered populations to advise on issues of noted importance to the State of California and related to digital equity, such as emerging technologies and generative AI.

- Establish a Community Advisory Committee consisting of members of covered populations that meets quarterly throughout the implementation phase.

- Engage with the community through webinars and public meetings, developed in partnership with CPUC and other state entities, to leverage State and federal broadband grant programs and future funding opportunities and foster collaboration on broadband adoption efforts, strongly emphasizing engagement with covered populations.

- Proactively engage with California Native American tribes through group informational meetings or consultations consistent with tribal consultation policies.

- Continue engagement with all stakeholders through individual meetings and consultations, monthly email updates, and the *Broadband for All* Portal.

- Revise and administer the state digital equity public survey on an annual basis to track progress against the SDEP goals and objectives.

- Leverage DEEM tools to continue developing the State's asset inventory and making information available to residents, stakeholders, and grantees on the *Broadband for All* portal.

- Continue to work with culturally specific media outlets to reach communities in-language and in-culture.

The joint State Digital Equity and BEAD planning process helped CDT, CPUC, and the State expand the multi-level network of digital inclusion stakeholders established as directed in the state *Broadband for All* Action Plan. The State invites all organizations that participated in the planning process, such as state agencies, local and tribal jurisdictions, education entities and libraries, broadband consortia, workforce agencies, labor organizations, community-based organizations, internet service providers, and philanthropic entities, to remain engaged to help shape the key activities through implementation.

5.7 Approach to Plan Evaluation and Updates

CDT will provide annual progress reports on the implementation of this Plan. Similar to the annual review and updates made to the *Broadband for All* Action Plan, CDT will work with State agencies, CBOs, nonprofits, philanthropy, and others to monitor that each key activity is advancing, and that progress is being made on all objectives. The annual review and updates will be tracked and made available online and presented to the California Broadband Council.

In addition to annual progress reports, CDT will also plan a full update to this Digital Equity Plan every five years, recognizing that larger strategic updates may need to be made to account for changing funding environments and progress against different objectives for each covered population.

5.8 Implementation Timeline

In many respects, the implementation of this Digital Equity Plan is well underway and being addressed in whole or in part by the state's existing Broadband for All investments and efforts. Additional implementation will be tied to the timeline for receipt of federal Digital Equity Capacity Grant funds from the NTIA. Given the timing of those funds, 2024 will primarily focus on the detailed design of the key activities defined in this plan and securing the funding sources necessary for their implementation.

The timeline below is contingent on the amount of Digital Equity Capacity Grant funds the State receives and the rules, requirements, and restrictions placed on those dollars. While both are not yet known, the state may modify this plan once it is made clear upon the NTIA's release of the Digital Equity Capacity Grant Notice of Funding Opportunity later this year. A chart connecting the measurable objectives and key activities can also be found on pages 143-144.

Implementation Milestones	2024				2025				2026				2027				2028			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Key Activity #1 (pgs. 136-137): Continue coordination with CPUC on MMBI and last-mile infrastructure buildout (MO: 1.1, 1.2, 1.3, 1.4, 2.1, 2.2)	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓
Key Activity #2 (pg. 137): Transition the Statewide Digital Equity Planning Group to the Statewide Digital Equity Implementation Group (MO: 1.1, 1.2, 1.3, 1.4, 2.1, 2.2, 2.3, 2.4, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6)				▓																
Key Activity #2 (pg. 137): Quarterly convening of the Statewide Digital Equity Implementation Group (MO: 1.1, 1.2, 1.3, 1.4, 2.1, 2.2, 2.3, 2.4, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6)					▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓	▓

Implementation Milestones	2024				2025				2026				2027				2028			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Key Activity #2 (pg. 137): Quarterly convening of the Outcome Area Working Groups (MO: 1.1, 1.2, 1.3, 1.4, 2.1, 2.2, 2.3, 2.4, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6)				■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Key Activity #2 (pg. 137): Establish the Citizens Advisory Committee (MO: 1.1, 1.2, 1.3, 1.4, 2.1, 2.2, 2.3, 2.4, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6)				■																
Key Activity #2 (pg. 137): Quarterly convening of the Citizens Advisory Committee (MO: 1.1, 1.2, 1.3, 1.4, 2.1, 2.2, 2.3, 2.4, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6)					■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Key Activity #2 (pg. 137): Quarterly convening of the California Broadband Council (MO: 1.1, 1.2, 1.3, 1.4, 2.1, 2.2, 2.3, 2.4, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6)	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Key Activity #3 (pg. 138): Administer digital equity public survey (MO: 1.1, 1.2, 1.3, 1.4, 2.1, 2.2, 2.3, 2.4, 3.1, 3.2, 3.3, 3.4, 3.6)				■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Key Activity #4 (pgs. 138-140): Engage stakeholders in the development of the CA Connect Corps digital equity capacity grant programs (MO: 2.1, 2.2, 2.3, 2.4, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6)			■																	
Key Activity #4 (pgs. 138-140): Develop the CA Connect Corps and digital equity grant programs (MO: 2.1, 2.2, 2.3, 2.4, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6)					■															

Implementation Milestones	2024				2025				2026				2027				2028			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Key Activity #4 (pgs. 138-140): Ongoing support of the CA Connect Corps digital equity capacity grant recipients (MO: 2.1, 2.2, 2.3, 2.4, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6)					█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Key Activity #5 (pg. 140): Partner with state agencies that deliver digital inclusion to strengthen and expand their impact (MO: 1.1, 1.2, 1.3, 1.4, 2.1, 2.2, 2.3, 2.4, 3.1, 3.2, 3.3, 3.4, 3.6)				█																
Key Activity #5 (pg. 140): Continuation of partnerships with state agencies delivering digital inclusion services (MO: 1.1, 1.3, 1.4, 2.1, 2.2, 2.3, 2.4, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6)					█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Key Activity #6 (pgs. 140-141): Continue building the statewide asset inventory (MO: 1.1, 1.2, 1.3, 1.4, 2.2, 2.3, 3.1, 3.2, 3.3, 3.4, 3.6)	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Key Activity #6 (pgs. 140-141): Fund a statewide digital literacy platform(s) to promote digital inclusion best-practices (MO: 1.1, 1.2, 1.3, 1.4, 2.2, 2.3, 3.1, 3.2, 3.3, 3.4, 3.6)				█																
Key Activity #6 (pgs. 140-141): Fund and implement a statewide digital literacy platform to promote digital inclusion best-practices (MO: 1.1, 1.2, 1.3, 1.4, 2.2, 2.3, 3.1, 3.2, 3.3, 3.4, 3.6)						█	█													

Implementation Milestones	2024				2025				2026				2027				2028			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Key Activity #6 (pgs. 140-141): Maintain and support the statewide digital inclusion best-practices (MO: 1.1, 1.2, 1.3, 1.4, 2.2, 2.3, 3.1, 3.2, 3.3, 3.4, 3.6)				■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Key Activity #7 (pgs. 142-143): Continue promotion of the low-cost service offers, the Affordable Connectivity Program or a successor program, in partnership with the Get Connected! California Mobilization effort, to obtain subsidies and increase enrollment in low-cost internet plans (MO: 1.1, 1.4, 2.1, 2.2, 2.3, 2.4, 3.1, 3.2, 3.3, 3.4, 3.6)	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Key Activity #7 (pgs. 142-143): Formalize partnership with other state agencies that offer programs to ACP-eligible households to streamline application efforts (MO: 1.1, 1.4, 2.1, 2.2, 2.3, 2.4, 3.1, 3.2, 3.3, 3.4, 3.6)		■	■	■																

6. Conclusion

The State of California has already made significant progress in bridging the digital divide via the existing *Broadband for All* investments and efforts. The State has identified digital equity as a priority and committed funds and resources for many of its departments and agencies to develop and implement programs and policies supporting digital equity for all its residents.

However, as this Plan shows, more work remains. Many residents still need access to broadband and internet services. Many more residents find home Internet service and devices unaffordable. And many Californians need to gain the digital skills necessary to utilize the Internet to the full extent possible. These barriers disproportionately affect members of covered populations and digitally disadvantaged communities, which have a greater need for support and services.

Through the implementation of the strategies and key activities identified in this Plan, leveraging statewide, regional, and local partnerships, the State can continue to make progress toward its vision of creating a California in which all residents have access to high-performance broadband, affordable service and devices, and the training and support necessary to enable digital inclusion for economic and other social benefits.

7. Appendices

Appendix A – NTIA Measurable Objectives (MO), California Objectives, Baselines and Targets

NTIA Measurable Objective A: The availability of, and affordability of access to, fixed and wireless broadband technology.		
Objective	**Current Baseline**	**Target**
1.1 - Increase percentage of Californians who are connected to broadband Internet service.	Using the NTIA and FCC's data and broader eligibility criteria for served locations, California has an estimated 306,910 unserved locations (locations without 25/3 Mbps service) and an additional 151,107 underserved locations (lacking 100/20 Mbps service). A representative sample of Californians surveyed by telephone for this Plan, suggests that only 91% of Californians are connected, which results in an estimated 3.5 million Californians remain unconnected to internet service as a result of limited infrastructure, affordability issues, and other barriers. Baseline connection data for covered populations include: • Individuals who live in covered households - 81% • Individuals with a language barrier - 81% • Individuals who primarily reside in a rural area - 86% • Aging individuals - 87% • Individuals who are members of a racial or ethnic minority group (in this case specifically Hispanic or Latin(o) households) - 84%	To the extent possible, all Californians who identify as a member of a covered population, have access to broadband service by 2030.
1.2 - Increase the percentage of Community Anchor Institutions that are connected	As part of its planning process for the BEAD program, CPUC is evaluating current levels of connectivity among community anchor institutions in the state. The California Department of Corrections and Rehabilitation report that there are approximately 3,000 Wi-Fi	All Community Anchor Institutions, including schools, government entities (i.e., correctional facilities), healthcare institutions, libraries, public safety points and tribal

to broadband internet service.	access points in deployed in its 33 facilities and 45 fire camps with no internet access, impacting incarcerated individuals' ability to access the internet.	lands, have access to gigabit service by 2030.
1.3 - Increase the percentage of Californians who report that their internet service is reliable.	Eighty-two percent of telephone survey respondents report that internet service is adequate for their household needs. Covered populations report the adequacy of their internet to be: • Veterans - 81% • Members of a racial or ethnic minority group - 81% • Individuals with a language barrier - 79% • Individuals who live in covered households - 77% • Individuals who primarily reside in rural areas - 76% • Individuals with disabilities - 74%	To the extent possible, all Californians, including those who identify as a member of a covered population, have access to reliable internet service that is adequate for their household and business needs by 2030.
1.4 - Increase the percentage of Californians who have a choice of at least three internet service providers.	The CPUC's 2018 Competition Report found that 35% of California households have access to only one provider offering service greater than 25/3 Mbps, and only 6.8% have access to three providers offering service greater than 25/3 Mbps	More than 6.8% of Californians have access to at least three internet service providers by 2030.
2.1 - Decrease the percentage of Californians who cite cost as the primary barrier to internet service.	According to the telephone survey, "Cost is known to be the main factor that affects a household's decision to adopt broadband service." Sixty-one percent of telephone respondents and 70% of respondents to CDT's online survey cite cost as the main reason for not having an internet connection at home. Covered populations citing cost as a barrier include:	Reduce the percentage of households that cite cost as the reason for not adopting internet service by 2030.

	• Individuals who live in covered households - 77% • Individuals with a language barrier - 76% • Individuals with disabilities - 76% • Individuals who are members of a racial or ethnic minority group - 75% • Aging individuals - 65% • Veterans - 63% • Individuals who primarily reside in a rural area - 54%	
2.3 - Increase the percentage of Californians enrolled in low-cost internet options and subsidies.	As of February 6, 2024, 2,925,882 of 5,844,797 eligible households (50%) are enrolled in ACP. Seventy-seven percent of unconnected households are unaware of ACP and only 22% of online survey respondents are aware of low-cost options from internet service providers. Results from the online public survey show enrollment rates for covered populations as: • Individuals who live in covered households - 23% • Individuals with disabilities - 17% • Racial or ethnic minorities - 12% • Individuals with a language barrier - 11% • Aging individuals - 9% • Veterans - 8%	To the extent possible, all ACP-eligible households, including those who identify as a member of a covered population, are enrolled in a low-cost plan by 2030.
2.4 - Reduce the average cost that covered populations pay for internet service.	Californians spend an average $83.60/month on broadband, with notable variations among covered populations. The covered populations that spend the most per month include: • Veterans - $105.60/month • Individuals who primarily reside in a rural area - $88.20/month • Households with an individual(s) with a disability - $86.30/month • Aging individuals - $85.90/month	Average costs are reduced for all covered populations and fewer households, including those who identify as a member of a covered population, cite cost as the reason for not adopting internet service by 2030.

	• Households with language barriers - $76.50/month • Low-income households - $69.40/month	

NTIA Measurable Objective B: The online accessibility and inclusivity of public resources and services.

Objective	Current Baseline	Target
3.6 - Increase the percentage of Californians who utilize the internet to apply for or use public benefits and other essential services and can participate in civic and social engagement online.	Forty-six percent of telephone survey respondents – and only 21% of unconnected or underconnected respondents – use the internet for telehealth.;100F100F123 Fifty-five percent of online survey respondents rarely or never use the internet to apply for or use public benefits (e.g., CalFresh/Supplemental Nutrition Assistance Program, Medi-Cal, Social Security, etc.) Covered population respondents who stated they rarely or never use the internet to apply for or use public benefits include: • Individuals who primarily reside in in a rural area - 63% • Veterans - 58% • Aging individuals - 44% • Individuals who are members of a racial or ethnic minority group - 43% • Individuals with a language barrier - 44% • Individuals with disabilities - 41% • Individuals who live in covered households - 28%	Increase the share of Californians, especially those who identify as part of a covered population or digitally disadvantaged community, who are able to utilize the internet to apply for or use public benefits and other essential services and can participate in civic and social engagement online by 34% by 2027, and by 50% by 2030.

NTIA Measurable Objective C: Digital literacy.

Objective	Current Baseline	Target
3.1 - Increase the availability of digital literacy, cybersecurity, and skills training programs.	State and locally based digital literacy training providers have shared details of more than 270 programs currently offering digital training skills support in the state, with meaningful differences by geography. These are complemented by numerous other programs supported by CPUC, CETF, and other entities. CDT is continuing to build out its inventory of these programs statewide through implementation of this Digital Equity Plan. The covered populations most interested in internet or computer training courses include: • Individuals with a language barrier - 61% • Individuals who live in a covered household - 47% • Individuals who are members of a racial or ethnic minority group - 43% • Individuals with disabilities - 26% • Aging individuals - 34% • Veterans - 29%	Expand the number of Californians, especially those who identify as part of a covered population or a digitally disadvantaged community, who received digital literacy, cybersecurity, or digital skills training by 34% by 2027 and by 50% by 2030.
3.4 - Increase the percentage of Californians who possess basic, intermediate, and advanced digital literacy skills.	Nearly one in three telephone survey respondents who lack broadband at home cite limited digital skills as one of the reasons for not subscribing to the service. Nineteen percent of online survey respondents are less than comfortable downloading and installing a new app on their smartphone or tablet, 17% are less than comfortable making an appointment online (e.g., DMV), and 15% are less than comfortable when paying bills online. Fifty-six percent of telephone survey respondents were found to have advanced digital skills. The percentage of each covered populations that reported having advanced digital skills include:	Reduce the share of Californians, including those who identify as part of a covered population or digitally disadvantaged community, who lack basic digital literacy skills by 34% by 2027, and by 50% by 2030.

- Individuals who are members of a racial or ethnic minority group - 53%
- Veterans - 53%
- Individuals who primarily reside in a rural area - 51%
- Aging individuals - 49%
- Individuals with disabilities - 43%
- Individuals who live in covered households - 42%
- Individuals with a language barrier - 40%

NTIA Measurable Objective D: Awareness of, and the use of, measures to secure the online privacy of, and cybersecurity with respect to, an individual.		
Objective	**Current Baseline**	**Target**
3.3 - Reduce the percentage of Californians whose concerns for privacy and cybersecurity prevents broadband adoption or effective use.	Twenty-two percent of online respondents are unfamiliar with cybersecurity; and 17% have no cybersecurity measures setup on their devices or do not know if they do. The covered populations that are most unfamiliar with cybersecurity include: - Individuals with a language barrier - 54% - Individuals who live in a covered household - 40% - Individuals who are members of a racial or ethnic minority group - 33% - Individuals with disabilities - 25% - Aging individuals - 20% - Individuals who primarily reside in a rural area - 16% - Veterans - 15%	Reduce the share of Californians, especially those who identify as part of a covered population or digitally disadvantaged community, whose concerns about privacy and cybersecurity impact their use of the internet by 34% by 2027, and by 50% by 2030.

NTIA Measurable Objective E: The availability and affordability of consumer devices and technical support for those devices.		
Objective	**Current Baseline**	**Target**
2.2 - Reduce the percentage of Californians who rely solely on a smartphone to use the internet due to devices being inaccessible and unaffordable and increase the percentage with a home computing device.	Three percent of respondents to the telephone survey rely solely on a smartphone – half of the percentage in 2021; 10% of online survey respondents only use a smartphone only to connect to the internet. The covered populations that are the most reliant on a smartphone for connectivity include: • Individuals who live in covered household - 23% • Individuals with a language barrier - 23% • Individuals who are members of a racial or ethnic minority group - 15% • Individuals with disabilities - 12% • Aging individuals - 8% • Veterans - 6%	Reduce the percentage of Californians who rely solely on a smartphone and increase the percentage that have a home computing device by 25% by 2028 and by 50% by 2030.
3.2 - Increase the percentage of Californians who have access to technical support services for internet-connected devices.	Twenty-two percent of online survey respondents say they do not have access to technical support services in their household or community. Covered populations without access to technical support services include: • Individuals who live in a covered household - 28% • Individuals with disabilities - 26% • Aging individuals - 24% • Individuals with a language barrier - 23% • Individuals who are members of a racial or ethnic minority group - 22% • Individuals who primarily reside in a rural area - 22% • Veterans - 21%	Increase the amount of digital navigation services, which includes technical support for internet-connected devices, provided to all Californians, including those who identify as a member of a covered population, by 34% by 2027 and by 50% by 2030.

Appendix B – California Broadband Council Members

California Broadband Council Member Organizations	
Department of Technology	California Transportation Agency
Public Utilities Commission	California Emerging Technology Fund
Governor's Office of Emergency Services	Department of Food & Agriculture
Department of Education	California State Library
Department of General Services	Governor's Office of Tribal Affairs
Member of the Senate (The Honorable Stephen Bradford)	Member of the Assembly (The Honorable Mike Gipson)

Appendix C – Statutory Bodies

Statutory Body	Role
California Broadband Council (CBC)	The CBC was established by SB 1462 (Chapter 338, Statutes of 2010) to promote broadband deployment in unserved and underserved areas of the state as defined by the CPUC, and broadband adoption throughout the state. The 12-member Council is staffed by CDT's OBDL which provides support by managing the statewide ecosystem of individuals and organizations dedicated to closing the digital divide. The CBC developed the *Broadband for All* Action Plan as directed by EO N-73-20.
Middle-Mile Advisory Committee (MMAC)	The MMAC monitors the development and construction of the state's open-access middle-mile network. The Committee adopted three guiding principles to focus the work of the MMBI: • Provide affordable, open-access, middle-mile broadband infrastructure to enable last-mile network connectivity throughout the state. • Build the network expeditiously, leveraging existing infrastructure, networks, and construction projects, where feasible. • Prioritize connectivity to unserved and underserved communities, including community institutions. The MMAC includes executive representatives from CDT, CPUC, the Department of Finance, the Department of Transportation, the Government Operations Agency, two Ex-Officio members of (each) of the State Senate and Assembly, and two Ex-Officio members representing local governments.[314]

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[314] https://middle-mile-broadband-initiative.cdt.ca.gov/pages/mmbi-advisory-committee.

Appendix D – California Broadband Council Members, Action Item Plan Parties, and Key Partners

Agency	Role
California Department of Technology (CDT)	CDT is the state's technology leader and has broad responsibility and authority over all aspects of technology in state government. CDT chairs the CBC, leads the implementation of the *Broadband for All* Action Plan, and is the lead party for Action Items 6, 14, 16, 18, 21, and 24 in the *Broadband for All* Action Plan. CDT oversees the Middle-Mile Broadband Initiative and chairs the CBC, MMAC, and Digital Equity Statewide Planning Group (SPG), leading the development of the SDEP.
Office of Broadband and Digital Literacy (OBDL)	OBDL, an office within CDT, manages the statewide ecosystem of individuals and organizations dedicated to closing the digital divide. OBDL leads the implementation of the *Broadband for All* Action Plan, the management of the *Broadband for All* Portal (central website for all things broadband in California), and the development of the State Digital Equity Plan, the SPG, and all OAWGs. OBDL is the lead party for Action Items 18 and 21 in the *Broadband for All* Action Plan. OBDL co-chairs the Digital Literacy and Inclusion, Essential Services, Accessibility, and Civic Engagement, Workforce and Economic Development, and Tribal Collaboration OAWGs.
California Public Utilities Commission (CPUC)	CPUC promotes access to safe, clean, and affordable utility services and infrastructure. Key digital equity programs include the California Advanced Services Fund, Tribal Technical Assistance, Local Agency Technical Assistance, Loan-Loss Reserve Fund, California LifeLine, the Deaf and Disabled Telecommunications Program, the California Interactive Broadband Map, and CalSPEED Mobile Broadband Speed Testing. CPUC is a CBC member and lead party for Action Items 1, 3, 9, 10, 11, 12, 17,19, 20, and 22 in the *Broadband for All* Action Plan. CPUC is a member of the CBC, MMAC, SPG, and co-chairs the Digital Literacy and Inclusion, Workforce and Economic Development, and Tribal Collaboration OAWGs.

Agency	Role
Governor's Office of Emergency Services (Cal OES)	CalOES serves as the state's leadership hub during all major emergencies and disasters. CalOES is the lead party for Action Item 8 in the *Broadband for All* Action Plan. CalOES is a member of the CBC and the SPG. They are also a co-chair of the Essential Services, Accessibility, and Civic Engagement OAWG.
California Department of Education (CDE)	CDE ensures that every child has access to a world-class education, including by maximizing students' and teachers' access to education technology. CDE is a member of the CBC and the SPG, and co-chair of the Education OAWG.
California Department of General Services (DGS)	DGS serves as the business manager for the State and provides a variety of services to state agencies. DGS is a member of the California Broadband Council and the Digital Equity Statewide Planning Group. DGS is the lead party for Action Item 7 in the *Broadband for All* Action Plan. DGS is a member of the CBC and the SPG.
California State Transportation Agency (CalSTA)	CalSTA develops and coordinates the policies and programs of the state's transportation entities and contributes to the deployment of fiber and fiber conduit. CalSTA is the lead party for Action Items 4 and 5 in the *Broadband for All* Action Plan. CalSTA is a member of the CBC and the SPG.
California Emerging Technology Fund (CETF)	CETF fosters partnerships and promotes policies to close the digital divide. CETF has funded more than 100 grantees to deliver digital literacy training to more than 800,000 residents and got more than 250,000 low-income households online. CETF is a co-lead of the statewide Get Connected! California Mobilization to raise awareness of and increase enrollment in the FCC's ACP program. CETF has launched pioneering initiatives including the School2Home program and founded and funded the California Telehealth Network.[315] CETF is a member of the CBC and the SPG, and co-chair of the Digital Literacy and Inclusion OAWG.

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[315] About Us - California Emerging Technology Fund (cetfund.org).

Agency	Role
California Department of Food and Agriculture (CDFA)	CDFA seeks to protect a safe, healthy food supply, and to enhance local and global agricultural trade. CDFA is a member the CBC and the SPG.
California State Library (CSL)	CSL is the central reference and research library for state government and the Legislature. It also directs state and federal funds to support local public libraries and statewide library programs and services, of which key digital equity programs include Digital Navigators (digital skills training) and California Library Connect Program (last-mile broadband and infrastructure). CSL is a member of the CBC, the SPG, and co-chairs of the Education, Digital Literacy and Inclusion, and Workforce and Economic Development OAWGs.
Governor's Office of Tribal Affairs (OTA)	OTA oversees the state's policy on tribal affairs, oversees and implements government-to-government consultations between the Governor's Administration and California tribes, and advises the administration on tribal affairs issues. OTA is a member of the CBC, the SPG, and co-chair of the Tribal Collaboration OAWG.
Government Operations Agency	The Government Operations Agency is one of 11 cabinet-level agencies in the executive branch of state government. Per Action Item 16 of the *Broadband for All Action* Plan, the Government Operations Agency partners with state agencies and internet service providers to promote, track and publicly report the progress of adoption of affordable internet services, the Affordable Connectivity Program, and devices throughout the state. The Government Operations Agency is a member of the SPG and a co-chair of Essential Services, Accessibility and Civic Engagement Outcome Area Working Group.
Department of Finance (DOF)	DOF serves as the Governor's chief fiscal policy advisor and to promote long-term economic sustainability and responsible resource allocation. DOF is a member of the MMAC.
Department of Transportation (Caltrans)	Caltrans manages more than 15,000 miles of California's highway and freeway lanes, provides inter-city rail services, permits more than 400 public-use airports and special-use hospital heliports, and works with local agencies regarding how best to coordinate transportation solutions. Caltrans

Agency	Role
	carries out its mission with six primary programs: Aeronautics, Highway Transportation, Mass Transportation, Transportation Planning, Administration, and the Equipment Service Center. Caltrans is a member of the MMAC.
Governor's Office of Business and Economic Development (GO-Biz)	GO-Biz serves as the State of California's leader for job growth, economic development, and business assistance efforts. Per Action Item 2 of the *Broadband for All* Action Plan, GO-Biz leads the effort to Identify alternative financing opportunities with government and philanthropic partners to maximize funding for new infrastructure. GO-Biz is a member of the SPG and a co-chair of the Workforce and Economic Development OAWG.
California Department of Public Health (CDPH)	CDPH works to protect the public's health in the Golden State and helps shape positive health outcomes for individuals, families, and communities. The Department's programs and services, implemented in collaboration with local health departments and state, federal and private partners, touch the lives of every Californian and visitor to the state 24 hours a day, 7 days a week. CDPH supports the implementation of the *Broadband for All* Action Plan. CDPH is a member of the SPG and co-chair of the Health OAWG.
Department Of Rehabilitation (DOR)	DOR works in partnership with consumers and other stakeholders to provide services and advocacy resulting in employment, independent living, and equality for individuals with disabilities. DOR administers the largest vocational rehabilitation and independent living programs in the country. DOR is a member of the Digital Equity Statewide Planning Group, and co-chair of the Essential Services, Accessibility, and Civic Engagement OAWG.
California Department of Aging (CDA)	Under the umbrella of the California Health and Human Services Agency, CDA administers programs that serve older adults, adults with disabilities, family caregivers, and residents in long-term care facilities throughout the State. Per Action Item 15, CDA leads the effort to analyze the needs of the aging population for access to affordable, reliable, high-speed broadband, and identify programmatic and partnership opportunities to meet these

Agency	Role
	needs.[316] Through Digital Connections (DC), Connections, Health, Aging & Technology (CHAT), and Program for All-Inclusive Care for the Elderly (PACE), CDA has distributed thousands of devices and partner with Area Agencies on Aging to provide digital literacy trainings to older adults. CDA is a member of the SPG and a co-chair of the Health and Digital Literacy and Inclusion OAWGs.
California Department of Social Services (DSS)	DSS is responsible for the oversight and administration of programs serving California's most vulnerable residents. DSS supports the implementation of the *Broadband for All* Action Plan. DSS is a member of the SPG.
California Labor and Workforce Development Agency (LWDA)	LWDA is an executive branch agency that works to ensure safe and fair workplaces, deliver critical worker benefits, and promote good jobs for all. The Agency oversees seven departments, boards, and panels that serve California employers and workers. LWDA supports the implementation of the *Broadband for All* Action Plan. LWDA is a member of the SPG and a co-chair of the Workforce and Economic Development OAWG.
California Department of Housing and Community Development (HCD)	HCD helps to provide stable, safe homes affordable to veterans, seniors, young families, farm workers, tribes, people with disabilities, and individuals and families experiencing homelessness. Per Action Item 15 of the *Broadband for All* Action Plan, HCD leads the effort to leverage existing Housing and Community Development programs to provide free broadband service for tenants in newly built housing and publicly subsidized units. HCD is a member of the SPG.
California Department of Veterans Affairs (CalVet)	CalVet provides services and works with 1.6 million veterans and their families living in California to connect them to state and federal rights and benefits they have earned through their military service. CalVet is a member of the SPG.
California Department of Correctional Rehabilitation (CDCR)	CDCR is the penal law enforcement agency of the government of California responsible for the operation of the California state prison and parole systems. CDCR is a member of the SPG.

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[316] https://www.cpuc.ca.gov/-/media/cpuc-website/divisions/communications-division/documents/broadband-implementation-for-california/bead/california-bead-five-year-action-plan---final-draft---20230828.pdf, page 37

Agency	Role
California Office of Data and Innovation (ODI)	ODI partners with various State departments to expand and improve services focusing on accessibility, human-centered design, and informed analytics. ODI is a member of the SPG and co-chair of the Economic Development OAWG.
Governor's Office of Planning and Research (OPR)	OPR studies future research and planning needs, fosters goal-driven collaboration, and delivers guidance to state partners and local communities, with a focus on land use and community development, climate risk and resilience, and high road economic development. OPR is a co-chair of the Health OAWG.
California Department of Developmental Services (DDS)	DDS oversees the coordination and delivery of services and support to more than 360,000 Californians with developmental disabilities. DDS is a co-chair of the Essential Service, Accessibility, and Civic Engagement OAWG.
University of California (UC)	UC improves the lives of people in CA and around the world through world-class educational opportunities, groundbreaking research, top-rated health care and agricultural expertise. UC consists of ten campuses, six academic health centers, three research laboratories, and 294,309 students. UC was a significant contributor in the joint Digital Equity and BEAD planning process. It will be a critical implementation partner. UC is a co-chair of the Education OAWG.
California State University (CSU)	CSU is the nation's largest and most diverse four-year public university, providing opportunities for upward mobility to students across the state and empowering them to become leaders in the changing workforce. With nearly 130,000 annual graduates, the CSU is the state's greatest producer of bachelor's degrees and drives California's economy in agriculture, information technology, business, hospitality, life sciences, healthcare, public administration, education, media, and entertainment. CSUCCESS (California State University Connectivity Contributing to Equity and Student Success) continues to address the technology equity gap and enhance student achievement by providing industry-leading technology to the CSU community. CSU is a co-chair of the Education OAWG.
California Community Colleges (CCC)	With 1.8 million students attending 116 colleges, CCC's mission is to provide students with the knowledge and background necessary to compete in today's economy. CCC was a significant contributor in the CPUC and CDT's

Agency	Role
	joint Digital Equity and BEAD planning process and will be a critical implementation partner. [317] CCC is a co-chair of the Education, Digital Literacy and Inclusion, and Workforce and Economic Development OAWGs.
Corporation for Education Network Initiatives in California (CENIC)	CENIC is a nonprofit corporation that provides high-performance, high-bandwidth networking services to California universities and research institutions. GoldenStateNet, a subsidiary of CENIC, is the State's third-party administrator for the MMBI. CENIC is a co-chair of the Education and Tribal Collaboration OAWGs.
California Health and Human Services Agency (HHS)	HHS oversees 12 Departments, five Offices, and various state entities that provide health and social services throughout California. HHS is a co-chair of Health OAWG.
Covered California	Covered California is the state's health insurance marketplace where individuals and families can get free or low-cost health insurance through Medi-Cal or get help paying for private health insurance. Covered California is a partnership of the California Health Benefit Exchange and the California Department of Health Care Services. Covered California is a co-chair of the Health OAWG.
California Natural Resources Agency (CNRA)	CNRA works to protect and manage the state's natural, historical, and cultural resources for current and future generations. CNRA is an advisor to the CBC. Supports the implementation of the *Broadband for All* Action Plan and plays a key role in Action Item 6.
California Environmental Protection Agency (CalEPA)	CalEPA works to restore, protect, and enhance the environment, and to ensure public health, environmental quality, and economic vitality. CalEPA supports the implementation of the *Broadband for All* Action Plan.
California Business, Consumer Services and Housing Agency	With over 6,000 employees and a $4.6 billion operating budget department-wide, the Business, Consumer Services and Housing Agency is responsible for fostering an equitable and inclusive California. BCSH does this by licensing and regulating over 4 million professionals, businesses, and financial services; funding and facilitating

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[317] https://www.cpuc.ca.gov/-/media/cpuc-website/divisions/communications-division/documents/broadband-implementation-for-california/bead/california-bead-five-year-action-plan---final-draft---20230828.pdf, page 39.

Agency	Role
	the preservation and expansion of safe, affordable housing; advancing statewide collaborative efforts to prevent and end homelessness; and guarding and enforcing California's civil rights laws.
California Workforce Development Board	Supports workforce development support and innovation, policy development, and driven by objectives from California's Unified Strategic State Plan to foster skills attainment programs, enable upward mobility for all Californians and coordinating programs and services to this end. The Workforce Development Board administers the "High Road Training Partnerships" initiatives designed to develop partnerships strategies for industry-based, worker-focused training and skills building programs that promote innovation and investment in human capital.

Appendix E – California's Regional Broadband Consortia

Regional Broadband Consortia	Counties Represented
Broadband Consortium of the Pacific Coast	San Luis Obispo, Santa Barbara, and Ventura counties
Central Coast Broadband Consortium	Monterey, San Benito, and Santa Cruz counties
Central Sierra Economic Development District/Broadband Utility	Alpine, Amador, Calaveras, Mariposa, And Tuolumne Counties
Connected Capital Area Broadband Consortium	Sacramento, Sutter, Yolo, and Yuba counties
Gold Country Broadband Consortium	El Dorado, Nevada, Placer, and Sierra counties
Inland Empire Regional Broadband Consortium	Riverside and San Bernardino Counties
Inyo-Mono Broadband Consortium	Inyo and Mono counties
Los Angeles Digital Equity Action League Consortium	Los Angeles County
North Bay/North Coast Broadband Consortium	Marin, Mendocino, Napa, and Sonoma Counties
Northeastern California Connect Consortium	Butte, Lassen, Modoc, Plumas, Shasta, Siskiyou, and Tehama counties
Redwood Coast Connect Broadband Consortium	Del Norte, Humboldt, and Trinity Counties
San Joaquin Valley Regional Broadband Consortium	Fresno, Kern, Kings, Madera, Merced, San Joaquin, Stanislaus, and Tulare counties
Southern Border Broadband Consortium	Imperial and San Diego counties
Tahoe Basin Project	Lake Tahoe Basin Area County
Upstate California Connect Consortium	Colusa, Glenn, and Lake counties

Appendix F – Statewide and Regional Partners

Organization	Role
Rural County Representatives of California (RCRC)	RCRC is a 40-member service organization that champions policies on behalf of California's rural 38 counties. RCRC provides the rural county perspective on a myriad of issues during the legislative and regulatory process, including land use, water and natural resources, housing, transportation, wildfire protection policies, and health and human, and broadband services. The core of RCRC's mission is to improve the ability of small, rural California county government to provide services by reducing the burden of state and federal mandates, and promoting a greater understanding among policy makers about the unique challenges that face California's small population counties. RCRC is a member of the SPG and a co-chair of the Education, Digital Literacy and Adoption, Essential Services, Accessibility, and Civic Engagement, and Workforce and Economic Development OAWGs.
League of California Cities	League of California Cities seeks to expand and protect local control for cities through education and advocacy to enhance the quality of life for all Californians specifically the Transportation, Communications, and Public Works (TCPW) Policy Committee reviews issues related to transportation planning, technology, funding, construction, public works, telecommunications, and other related areas. The League of California Cities is a co-chair of the Essential Services, Accessibility, and Civic Engagement OAWG.
California Forward (CA FWD)	CA FWD drives collective action to identify solutions that can be taken to scale to meet the challenges the state is facing. The organization is driven by the belief that this collective action will help ensure the economic, environmental, and social prosperity of all people.
California State Association of Counties (CSAC)	Represents all 58 California county governments before the California Legislature, administrative agencies, and the federal government. CSAC places a strong emphasis on educating the public about the value and need for county programs and services, including sharing broadband resources via a blog. CSAC is a co-chair of the Essential Services, Accessibility, and Civic Engagement OAWG.

Organization	Role
Insure the Uninsured Project (ITUP)	ITUP is a nonprofit with over 25 years of experience in the California health policy landscape. ITUP's Broadband convening goals are to bridge the knowledge gap between health care and broadband, identify health sector engagement opportunities at all levels, and activate participate in stakeholder processes while securing funding. ITUP is a co-chair of the Health OAWG.
California Coverage and Health Initiatives (CCHI)	CCHI is a statewide association of outreach and enrollment organizations that are focused on helping families navigate into affordable health coverage and have access to high quality health services. CCHI is a co-chair of the Health OAWG.
San Diego Association of Governments (SANDAG)	San Diego Association of Governments is a collaborative organization that unites local decision-makers to address regional challenges. The agency's Regional Broadband and Digital Infrastructure Master Plan, set for completion in 2024, outlines a vision for digital communications network. Additionally, in collaboration with the Southern California Association of Governments (SCAG), SANDAG is exploring opportunities to bridge the digital divide, with twenty firms shortlisted to potentially co-author grant applications for broadband projects.
Southern California Association of Governments (SCAG)	SCAG is a regional organization that addresses regional issues, covering six counties and 191 cities, and oversees long-range transportation plans, housing needs, and air quality management plans, with an 86-member Regional Council. SCAG's regional council adopted Resolution No. 21-629-2, which pledges SCAG to assist in bridging the digital divide in underserved communities. The resolution recognizes the digital divide and directs staff to develop a Broadband Action Plan and or Program.
AARP California	AARP is the nation's largest nonprofit, nonpartisan organization dedicated to empowering Americans 50 and older to choose how they live as they age.[318]
California Community Foundation (CCF)	CCF leads positive systemic change that strengthens Los Angeles communities.
Michelson Foundation	20mm builds awareness of and work to close the digital divide by advocating for paradigm-shifting policies and convening cross-sectoral leaders to increase investments into innovative solutions

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[318] https://www.aarp.org/what-we-do/?intcmp=GLOBAL-HDR-LNK-CLK-WWD-UXDIA.

Organization	Role
	such as the Digital Equity Pooled Fund and Digital Equity in Tribal Communities.
Common Sense Media	Common Sense believes in media that inspires and entertains families of all kinds. In technology that protects privacy and supports communities. In learning tools that prepare students and teachers for success in a connected world. Common Sense uses funds to improve Digital Equity through their national infrastructure are used to provide vulnerable and underserved communities with affordable access to broadband high-speed internet, and by equipping those communities with the tools to use technology effectively.
Latino Coalition for a Healthy California (LCHC)	LCHC advances and protects Latino Health through policy and advocacy to build healthy communities in California
Parent Institute for Quality Education (PIQE)	PIQE engages, empowers, and transforms families by providing the knowledge and skills to partner with schools and communities to ensure their students achieve their full potential. PIQE expanded and enhances capacity in digital literacy skills by providing families with online learning that is linguistically and culturally responsive. Integrated into its evidence-based curriculum, PIQE provides the following training for parents to respond to their schools' platforms and programs
California Promise Neighborhood Network	The California Promise Neighborhood Network (CPNN) is a network of backbone agencies and federally recognized tribes leading Cradle to Career initiatives throughout the State of California. CPNN members provide a range of digital equity opportunities, including digital literacy training, advanced technology skills training and workforce development, community outreach, education and access to low-cost broadband and devices, and support with online and distance learning platforms. CPNN members partner with early learning centers, preK-12th grade public schools, and higher education institutions to support families and children.
Mission Economic Development Agency (MEDA)	MEDA is a comprehensive community development agency providing affordable housing, lending, family economic success and cradle to career services to Latinos in the San Francisco Bay Area. MEDA provides basic and advanced digital literacy training, and workforce training to prepare individuals for careers in administrative jobs and in the technology sector. MEDA also provides community outreach, education, and support for access to free and low-cost broadband and devices. All services are provided in Spanish and in English.

Organization	Role
National Digital Education Extension Team (NDEET)	NDEET is made up of Extension professionals and interested partners passionate about digital applications. NDEET believes Extension can play a unique and significant role in educating communities across the country on the challenges and opportunities of the digital age. NDEET is also a network of faculty, educators, and specialists that compiles a list of educational and planning resources used to increase awareness, access & availability and adoption & utilization of broadband. In addition, NDEET conducts research to further contribute knowledge and best practices to these efforts.
Mission Neighborhood Centers (MNC)	Mission Neighborhood Centers provides a wide range of community-based services to underserved seniors, youth, and families throughout San Francisco.
Community Tech Network (CTN)	CTN is dedicated to creating digital equity through bringing digital literacy and internet access to digitally excluded communities. They provide digital literacy programs that help adults of all ages decrease social isolation, improve workforce readiness skills, better access health resources, and more fully participate in the digital world.
Greenlining Institute	The Greenlining Institute works towards a future where communities of color can build wealth, live in healthy places filled with economic opportunity, and are ready to meet the challenges posed by climate change.
The Arc San Francisco	The Arc San Francisco is a collaborative community of participants, families, and Circles of Support working together to provide accessible, inclusive services, and advocating for disability justice. They provide training and events to broaden disability inclusion throughout the Bay Area.

Appendix G – Local Digital Equity Coalitions

Coalition	Description
SoCal Transformation	SoCal Transformation was formed to bring together various stakeholders to bridge the digital divide in Southern California. Participants include members from the educational, healthcare, housing, social service, regional government, and industrial communities who focus on digital inclusion, literacy, and access with a focus on funding opportunities and strategic partnerships. Some of SoCal Transform's successes include coordination of ACP enrollment efforts, development of permit streamlining approaches and overall awareness raising of digital divide issues in the region.
Bay Area Digital Equity Coalition	Digital Equity Coalition (DEC) is a group of elected officials and educators working to bridge the digital divide for our community by doing work as a diverse coalition to advance digital equity through long-term infrastructure development and to meet immediate needs through short-term solutions.
Capital Region Coalition for Digital Inclusion	CRCDI's recommendations and the opportunities those recommendations create aim at bridging the digital divide, but also work to create meaningful learning and critical thinking opportunities for residents of our region. CRCDI developed an easy-to-use and comprehensive search tool for digital inclusion and literacy resources in the Capital Region.
Digital Equity LA Coalition	Building a movement for community-based action to close the digital divide through Los Angeles County by advocating of limited broadband investment in marginalized communities, a dominant ISP duopoly, and policymaking controlled by providers have disempowered consumers and excluded local voices from decision-making.
Fresno Coalition for Digital Inclusion	FCDI is an ongoing, cross-sector collaborative working to improve digital inclusion for and with the digitally under-served within Fresno County by leveraging existing cross-sector community infrastructure influencing deployment of public funding and driving measurable improvement on community.

Coalition	Description
San José Digital Inclusion Partnership	San José Digital Inclusion Partnership $18 million cross-sector fund that will support grants with the goal of closing the City's digital divide over the next 10 years. The program aims to provide 50,000 San José households with universal device access and connectivity, as well as resources to advance digital literacy skills. The city engaged CETF to administer grant-making.
#OaklandUndivided	#OaklandUndivided is an equity-based, collective impact initiative launched in May 2020 to harness the people's power to solve one of society's most persistent structural inequities - the digital divide. The program provides technical support, digital literacy training, discounted device distribution, and support to enroll in ACP.

Appendix H – State-Managed Assets for Access, Affordability, and Adoption

Asset	Description	Access	Affordability	Adoption
Broadband For All Portal	Central repository of information on BB4All. Planning and permitting resources, grant funding finder, low-cost offer finder, ACP pages and tracker.	X	X	X
Middle-Mile Broadband Initiative (MMBI)	The MMBI creates an affordable, State-owned open-access, middle-mile network that will be built and operated to bring high-speed broadband service to last mile providers in unserved and underserved communities throughout the state, regardless of technology used, on equal economic and service terms.[319]	X	X	
California Advanced Services Fund (CASF) Infrastructure Grant Account	Administered by the CPUC, CASF consists of six programs that support broadband deployment, adoption, and technical assistance. Since its inception in 2008, $348 million has been awarded to support 108 projects, with the potential to benefit 327,957 households across 43 counties. CASF programs are funded via surcharges collected by telecommunications providers, thus the programs are ongoing and may collect applications on a rolling basis.	X	X	X
California Advanced Services Fund (CASF) Broadband Adoption Account	Grants to increase publicly available or after-school broadband access and digital inclusion, such as grants for digital literacy training programs and public education to communities with limited broadband adoption.		X	X

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[319] https://middle-mile-broadband-initiative.cdt.ca.gov/, Accessed September 18, 2023.

Asset	Description	Access	Affordability	Adoption
California Advanced Services Fund (CASF) Rural and Urban Regional Broadband Consortia Account	Provides grants to facilitate deployment of broadband services by assisting CASF broadband infrastructure grant applicants in the project development or application process.			X
California Advanced Services Fund (CASF) Public Housing Account	Provides grants and loans to build broadband networks offering *free* broadband service for residents of low-income communities including but not limited to, publicly supported housing developments, and other housing developments or mobile home parks with low-income residents.	X	X	
California Advanced Services Fund (CASF) Line Extension Pilot Program	Under the LEP, an individual household and/or property owner can apply for an infrastructure grant to offset the costs of connecting a household or property to an existing or proposed facility-based broadband provider.	X		
California Advanced Services Fund (CASF) Tribal Technical Assistance Program	Grants to assist California Tribes in developing market studies, feasibilities studies, and/or business plans, which support Tribes in their pursuit of improved communications were specified in the Commission's Decision.	X		
Local Area Technical Assistance (LATA)	Administered by the CPUC, these grants enable local and Tribal governments to receive support for pre-project related costs and other work that facilitates broadband network deployment projects in communities that lack adequate broadband access.	X		

Asset	Description	Access	Affordability	Adoption
Federal Funding Account (FFA)	Administered by the CPUC, this will provide grants for last-mile broadband connectivity to unserved communities across California. Funding will be distributed across all California counties to ensure broad opportunities to advance both statewide and local broadband deployment goals	X	X	
Loan Loss Reserve Fund	Administered by the CPUC, the fund will assist local governments, Tribes, and non-profits in securing enhanced private financing to construct and operate new public broadband infrastructure networks.	X		
Broadband Equity, Access, and Deployment (BEAD)	Refer to the CPUC BEAD 5-year plan for more detail.	X	X	
Broadband Maps	The CPUC collects broadband deployment and subscriber data once a year and displays validated deployment data on the California Interactive Broadband Map to provide Californians with a means to look up broadband speeds and service providers in their area. The Map also provides information on broadband adoption rates and funding eligibility by location for CASF Infrastructure Account applicants. CalSPEED mobile test results are also shown on the map. Equally important, the data inform public policies looking to bridge the digital divide in California. The CPUC also publishes an eligibility map for the FFA. Both maps have a feature for the public to submit feedback and comments on their service.	X		

Asset	Description	Access	Affordability	Adoption
Speed Test	The CPUC conducts a semi-annual statewide mobile field-testing program called "CalSPEED." CalSPEED uses the latest smartphones from the major mobile providers to measure mobile broadband at nearly 4,000 locations in California. Data points are interpolated to estimate service performance and quality throughout the State, and provider maps based on the testing are available on the California Interactive Broadband Map	X		
State-owned Properties (land, buildings, utilities)	Identify state property for possible use for broadband infrastructure, based on specific criteria identified by the CPUC, CDT, Caltrans and other relevant agencies, to accelerate broadband deployment. Continued expansion through AB 717 to provide recommendations on how to accelerate deployment of broadband access points to serve tribes, low-income customers, and disadvantaged or underserved communities.	X		
Affordable Connectivity Program (ACP)	The ACP is an FCC benefit program that is currently helping to ensure that more than 20+ million households can afford the broadband they need for work, school, healthcare and more.[320]		X	X
Get Connected! California Statewide ACP	*Get Connected! California* is a joint Mobilization led by CDT, CPUC, CETF, and other Broadband Council members. This effort is driving and tracking enrollment in the FCC's ACP. This effort included developing and customizing a toolkit for increasing program awareness statewide and supporting onsite enrollment events.		X	X

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[320] https://www.fcc.gov/acp-grants, Accessed September 18, 2023

Asset	Description	Access	Affordability	Adoption
FCC ACP Outreach Grants	15 State and local entities received almost $6 million in FCC ACP outreach grants to raise awareness, conduct direct notification, and provide enrollment assistance in the ACP. CDT, CETF, and numerous local entities are grant recipients.		X	
Deaf and Disabled Telecommunications Program	Provides specialized telecommunications equipment, speech generating devices, and relay services to qualified Californians.	X		X
California LifeLine Program	Provides a maximum monthly subsidy of $19.00 to low-income qualified participants for wireline or mobile voice and broadband services. The program works in tandem with the federal Lifeline program, which provides a monthly subsidy of up to $9.25 for telephone and broadband services and is administered by the FCC. Two California LifeLine pilot programs launched in June 2023 – one for wireline broadband services and one for wireless broadband services – enable service providers to combine the CA LifeLine and federal ACP subsidies. Pilot participants may access up to $57.15 (and up to $127.15 on tribal lands) of combined federal and state support for standalone broadband service or bundled broadband and voice service plans. The pilots test whether the CA LifeLine can leverage federal programs to support new types of services, increase program participation, and offer higher-quality services than would otherwise have been possible.	X	X	
California Teleconnect Fund	Provides a 50% discount on advanced communication services (including Internet access and broadband services) to qualifying K–12 schools, libraries, community colleges, government-owned hospitals/health clinics, and community-based organizations.	X	X	

Asset	Description	Access	Affordability	Adoption
CPUC Rulemaking to Establish a Framework and Processes for Assessing the Affordability of Utility Service (R.18-07-006)87	Declares that consumers need affordable utility services, including communications services, to ensure health, safety, and participation in society; examines the impact of service charges for essential services on residential households at various socioeconomic statuses. Adopts minimum standards defining communications "essential service" and a mechanism for updating the standards as consumer needs and technology advances. Develops a framework for monitoring the affordability of communications essential service, including analysis of the CPUC's communication's public purpose programs that support affordability and adoption and applying adopted affordability metrics to measure the effectiveness of the programs. CPUC to publish an Annual Affordability Report using data regarding rates and service offerings for voice and broadband reported by communications service providers, Census Bureau data, and socioeconomic data including the CalEnviroScreen vulnerable communities' analysis.		X	
California State Library and Southern California Library Cooperative (SCLC) – Connected California	Connects Californians with Digital Navigators who can help in many areas of tech access and affordability, such as locating low-cost internet and devices, signing up for digital skills classes, and more. Services are free and available in English and Spanish.	X	X	X
CDE California Educators Together	CA Educator Together is a platform and community of practice designed to provide educators, administrators, specialists, and state program leads a common space to communicate, share strategies, and access resources.			X

Appendix I – Digital Navigation Service Providers

Organization	Covered Population
American GI Forum Education Foundation	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Ashby Village	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities, Ethnic or Minority Communities, LGBTQIA, Women
Asian Americans for Housing and Environmental Justice	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Building Skills Partnership	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Language Barriers, Ethnic or Minority Communities, Women
Butte County Public Library	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Cal Poly Humboldt	Ethnic or Minority Communities, Rural Communities, Women
California Department of Education, The Adult Education Office	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
California Emerging Technology Fund	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
California State Library	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
City of Oceanside, California	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities

Organization	Covered Population
City of Roseville	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Community Tech Network	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Computers 2 Kids	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Connected California Digital Navigators	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Corporation for Education Network Initiatives in California	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
County of San Luis Obispo Public Libraries	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Curry Senior Center	Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
Delta Sierra Adult Education Alliance	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
DeMarsh and Associates	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women

Organization	Covered Population
Destination Crenshaw	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Ethnic or Minority Communities, LGBTQIA, Women
Easterseals Southern California, Inc	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
EveryoneOn	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Individuals with Language Barriers, Ethnic or Minority Communities
Felton Institute	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Gray Area Foundation for the Arts	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Ethnic or Minority Communities, LGBTQIA, Women
Highlands Community Charter School	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
Human-I-T	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Mental Health Association of San Francisco	Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
Kern County Aging and Adult Services Department	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Monterey County Free Libraries	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women

Organization	Covered Population
NextGen Policy	Households at or Below 150% of the Federal Poverty Level, Incarcerated Individuals, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
NPower	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Ethnic or Minority Communities
Office of Community and Economic Development at California State University, Fresno	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Outreach and Technical Assistance Network	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Palo Verde River Consortium	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Pleasanton Public Library	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Pomona Unified School District	Households at or Below 150% of the Federal Poverty Level, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Sacramento County Office of Education	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
San Francisco Department of Disability and Aging Services	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA
San Francisco Public Library	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women

Organization	Covered Population
San Jose Public Library	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
San Mateo County Libraries	Not specified
Santa Barbara Foundation	Not specified
Santa Monica Public Library	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Self-Help for the Elderly	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Social Justice Collaborative	Households at or Below 150% of the Federal Poverty Level, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, Women
Southern California Association of Governments	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Stanislaus County Library	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
State Council on Developmental Disabilities, Sequoia Office	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
TechEmpower	Households at or Below 150% of the Federal Poverty Level, Rural Communities
The Central Valley Urban Institute	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities

Organization	Covered Population
Thousand Oaks Library	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Ventura County Library	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women

Appendix J – DEEM Program Matrix

Below are responses to the Digital Equity Ecosystem Mapping (DEEM) tool collected between April and July 2023.

#OaklandUndivided	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No

A Brighter Side LLC	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No

ABC Adult School	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities

Service Area(s)	Citywide
Funding Source(s)	
Has Digital Navigator	No

Acalanes Adult Education	
Organization Type	Community Anchor Institution
Covered Population(s)	Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Countywide, Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Federal or State, Private
Has Digital Navigator	No
Program 1	Devices are offered to our students enrolled in our programs and need a device to access their curriculum while enrolled.

ACLU of Northern California	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, Other
Service Area(s)	Statewide, Regional or Across Multiple Counties, Countywide
Funding Source(s)	
Has Digital Navigator	No

Alameda Adult School	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Citywide
Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	Chromebooks Lending Program: We lend out Chromebooks to students at no cost. We lend out older model Chromebooks that we are phasing out.

Alameda County Developmental Disabilities Council	
Organization Type	
Covered Population(s)	Individuals with Disabilities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	
Has Digital Navigator	No

Alameda County Public Health MPCAH Dept	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women, Other
Service Area(s)	Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No
Program 1	Laptops 4 Life for (NFP and HFA): CalWORKs clients who are in either HFA or NFP have access to laptops to help with the digital divide. This will help clients with accessing the internet

	to do job trainings, job searches, or to help children with their homework.

Alhambra Civic Center Library	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Citywide
Funding Source(s)	
Has Digital Navigator	No

Alpine County	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women, Other
Service Area(s)	Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Other
Has Digital Navigator	No
Program 1	Chromebook checkout: Chromebooks or tablets are available from our library to check out.
Program 2	Library Technical Support: Alpine County Librarian's will provide one on one support to any resident with any digital skills and technical support that they have the capacity to.

Alzheimer's Los Angeles	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women, Other
Service Area(s)	Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No
Program 1	Care Counseling: Alzheimer's Los Angeles care counselors are dementia experts who provide in-depth, personalized consultations for individuals and families facing decisions and challenges associated with Alzheimer's or another dementia. Our care counselors address families' unique concerns to develop care plans.
Program 2	Education: Understanding the disease and learning how to manage the complexities you may encounter are critical to maintaining a high quality of life for both the person living with dementia and the people caring for them. We provide programs, online information, workshops, and classes proven to help.
Program 3	Support Groups: Support groups are offered for caregivers, as well as family and friends, of persons with Alzheimer's disease or another type of dementia. Our support groups offer a safe place to talk through challenges, share feelings and concerns, and learn about resources that are available. The virtual groups are held using Teams, and participation is free and easy. Attendance may be done so via either telephone (voice only) or video call.

American Association of Retired Persons, California	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Aging Individuals (Age 60+), Veterans, Rural Communities, LGBTQIA
Service Area(s)	Statewide

Funding Source(s)	
Has Digital Navigator	No

American GI Forum Education Foundation	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Statewide
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	Yes
Program 1	Frontier Grant: For six years, assist households to select and enroll in a low-cost Internet service. For the first five years, Frontier also provided a free Chromebook to households that enrolled.
Program 2	ABC Grant: Assist to select and enroll families in low-cost Internet services.
Program 3	Charter ABC - Access Broadband Connect Grant: To implement the ACP - Affordable Connectivity Program in partnership with CETF and assist households to access low-cost internet services and information on obtaining devices and training.

Anaheim Public Library	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Citywide, Neighborhood-Based or Across Multiple Neighborhoods

Funding Source(s)	
Has Digital Navigator	No
Program 1	Computer Basics Workshop: Monthly program that helps build digital skills. Topics have included computer basics, email basics, file management, etc.

Aphasia Center of California	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Statewide
Funding Source(s)	
Has Digital Navigator	No
Program 1	Virtual aphasia groups: Led by skilled speech-language pathologists, our virtual aphasia group program provides technical, digital, and communication supports that are needed to keep participants with aphasia socially connected and engaged in their communities.

Apple Valley Adult School	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Specific to an Individual Location
Funding Source(s)	Federal or State
Has Digital Navigator	No

Program 1	OTAN/ Northstar: Apple Valley Adult Education School provides HSE/ ESL and CTE training.
Program 2	Northstar: We provide 1:1 support and comp. Lit classes

Agency on Aging Area 4	
Organization Type	Community Anchor Institution
Covered Population(s)	Aging Individuals (Age 60+), Veterans, Individuals with Disabilities
Service Area(s)	Regional or Across Multiple Counties
Funding Source(s)	Federal or State
Has Digital Navigator	Yes
Program 1	Digital Connections: The CA Department of Aging provided our agency with 392 iPads with AT&T data plans through February 2024 that we distribute to older adults and people with disabilities in our seven-county area; includes free access to Cyber Seniors online and telephone digital skills training.
Program 2	Access to Technology: Funds received from Sacramento, Placer and Yolo counties, via the CA Department of Aging to provide iPads, Chromebooks and Claris Companion tablets to older adults (60+) and adults with disabilities. Includes onboarding assistance and virtual digital skills training through GetSetUp, and limited in-person digital skills training. Program ends 9/30/24.
Program 3	GetSetUP: State and County funds are used to subcontract with GetSetUp to provide onboarding services to our clients and free access to online digital skills training (e.g., iPad basics) and other classes.
Program 4	Cyber Seniors: Those who receive an iPad through the Digital Connections program have free access to the online platform Cyber Seniors and 1:1 telephone support.

AnewVista Community Services	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization

Covered Population(s)	Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Regional or Across Multiple Counties
Funding Source(s)	Government Grants and Subsidies, Private
Has Digital Navigator	No
Program 1	Free one hour Tech Support (Once a year): By partnering with Villages (Avenidas), we provide its members 1 hour of free Tech Support.

Area 1 Agency on Aging	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Regional or Across Multiple Counties, Countywide, Citywide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No
Program 1	We work with Senior Plant/Oats to provide training, funding came through HCBS state money but ends 12.31.23: State provided iPad and data plans. We decided we didn't want to give them out without in person class training to increase use of them. We connected with Senior Planet/OATS and had staff and volunteers trained to teach classes. We don't have specific funding to pay a staff person to manage this program. So below, there is no annual budget per se. The devices and Wi-Fi are free until 12.31.23. We are receiving 50-100 more devices in the next month but that will the it.
Program 2	Senior Planet: trained volunteers provide in person classes to seniors on how to use iPad or Chromebooks. We don't currently have a budget. Senior Planet provides us the training for free. It would be nice to have funding to hire a staff person to run and expand this program. We offer it in

	Del Norte and Humboldt but with staff could offer it in more areas in each county.

Ashby Village	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Regional or Across Multiple Counties, Countywide, Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Other
Has Digital Navigator	Yes
Program 1	Technology Support Services: Our technology services include: 1) in-home, 1-1, on-going support on basic to advanced technology needs; 2) webinars on digital access and literacy; 3) online support groups for those with vision & hearing loss, family care givers, and age-related support groups and over 20 interest groups (groups are designed and facilitated by group members). We are eager to scale our services to include guidance on assistive technologies and smart home solutions for those with vision, hearing, and mobility challenges.

Asian Americans for Housing and Environmental Justice	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Countywide
Funding Source(s)	
Has Digital Navigator	Yes

Program 1	Asian Americans for Access (AAA): We train older and senior LEP (Limited English Proficient) residents in Los Angeles to access their email accounts, to apply for services online, how to navigate public transportation apps.

Asian Americans for Housing and Environmental Justice	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Countywide
Funding Source(s)	
Has Digital Navigator	Yes
Program 1	Asian Americans for Access (AAA): We train older and senior LEP (Limited English Proficient) residents in Los Angeles to access their email accounts, to apply for services online, how to navigate public transportation apps.

Bay Area Electric Railroad Association	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Aging Individuals (Age 60+), Individuals with Language Barriers, Rural Communities
Service Area(s)	Regional or Across Multiple Counties
Funding Source(s)	
Has Digital Navigator	No

Bay Area Video Coalition Inc	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization

Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Statewide, Regional or Across Multiple Counties, Countywide, Citywide
Funding Source(s)	Private
Has Digital Navigator	No
Program 1	We offered the donation program ad hoc during the pandemic. We offer use of our computer lab to the public via SF Commons.: We distributed approximately 30 laptop computers to youth and adults that were in-need. We received the computers from donations from industry partners.

Bayview Hunters Point YMCA	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Private
Has Digital Navigator	No
Program 1	Workforce, CARE Program

Be Smart Media	
Organization Type	Community Anchor Institution, Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Ethnic or Minority Communities

Service Area(s)	Countywide, Citywide
Funding Source(s)	Federal or State, Private
Has Digital Navigator	No

Beaumont Adult School	
Organization Type	Community Anchor Institution, Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Statewide
Funding Source(s)	Federal or State
Has Digital Navigator	No

Beaumont Library District	
Organization Type	Community Anchor Institution, Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Statewide, Specific to an Individual Location
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No

Beaumont Unified School District	
Organization Type	Community Anchor Institution, Government or Public Organization

Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities, Individuals with Language Barriers, Women
Service Area(s)	
Funding Source(s)	
Has Digital Navigator	No

Benicia Public Library	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Citywide
Funding Source(s)	Federal or State, Other
Has Digital Navigator	No
Program 1	Thing Library: Our Hotspots and Chromebooks are part of our Thing Library. Patrons can borrow one of each for 3 weeks at a time.
Program 2	Tech Help: One-to-one tech help for computers, cell phones, e-readers, etc. Patrons bring their device and question.
Program 3	Literacy Computer Lab: This program has just started in the last month. It teaches computer skills while helping Literacy and ESL students learn English, get jobs, learning banking skills, etc. It is manned by a volunteer.

Binational of Central California	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with

	Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide, Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	
Has Digital Navigator	No
Program 1	BOCC Mobile Resource Lab: We provide access WIFI hot spot access to communities in rural areas. This allows them to apply for employment, access EDD as needed, print resumes, do children's homework, take basic ESL and Citizenship, or take computer literacy lessons. This program is held in a diffident city daily.

Blue Sky Center	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	
Has Digital Navigator	No

Borrego Springs Revitalization Committee	
Organization Type	
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	
Has Digital Navigator	No

Brawley Public Library

Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Specific to an Individual Location
Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	Adult Literacy Services: This program aims to increase the literacy skills of adults throughout the Imperial County.

Broadband Consortium Pacific Coast

Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private, Other
Has Digital Navigator	No
Program 1	ACP: Support to CETF

Building Skills Partnership	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Language Barriers, Ethnic or Minority Communities, Women
Service Area(s)	Statewide, Regional or Across Multiple Counties
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	Yes
Program 1	Device Lending Library: Members are able to loan out one of our 230 Chromebooks that they may use in any of our workforce development or community classes. They simply must be currently enrolled in at least one course and sign a lending contract that does not require much personal information. They receive a Chromebook, charger, and if they would like, a mouse and headphones as well.
Program 2	Device Giveaways: At least once a year, BSP organizes to giveaway tech devices to folks who have participated in our programs the year prior. This is facilitated through raffles, first-come first-serve basis, and by merit depending on the given program and year.
Program 3	Digital Janitors Program: This program is our in-person workforce development training program that is comprised of 4 total course. The course starts with Digital Skills for Life and Digital Fundamentals. These two-course focus on basic computer use, online backing and telehealth, and online communication. These two course are followed by Beginner Digital Janitor and Intermediate Digital Janitor, where the members skill up to learning things like Word and Excel. Digital Fundamentals also teaches workplace HR and reporting software for each specific workplace.
Program 4	Union Hall Digital Skills for Life: This program is our virtual Digital Skills for Life course that focuses on two broad concepts: computer use and smartphone use. The computer portion promotes digital skills in keyboarding, mouse use, and digital ESL. The smartphone portion focuses on online backing and telehealth, setting up the phone to use email and send attachments, and cyber security.

Building Skills Partnership	
Program 5	Digital Navigators (Compuamigos): This program is meant to serve as a peer mentorship program where our members are trained in advance digital skills to provide support to our members in and out of our classes. We are currently mostly focused on training our 10 current digital navigators.

Butte County Administration	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No

Butte County Public Library	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	Federal or State
Has Digital Navigator	Yes
Program 1	Access to Technology: Access to Technology provides technological devices for checkout and tech trainings for adults aged 60+ and disabled adults.

Cal Poly Humboldt	
Organization Type	Community Anchor Institution
Covered Population(s)	Ethnic or Minority Communities, Rural Communities, Women
Service Area(s)	Regional or Across Multiple Counties
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	Yes

Calaveras County Economic and Community Development	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	
Has Digital Navigator	No

Calbright College	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Statewide
Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	Hotspots and Computers: For those students in need we will provide the necessary technology for their chosen program of study.
Program 3	Cybersecurity: Learn the principles and best practices of information technology security and risk management on

	your way to CompTIA certification and job opportunities in this rapidly expanding field.

California Correctional Health Care Services	
Organization Type	
Covered Population(s)	Incarcerated Individuals
Service Area(s)	
Funding Source(s)	
Has Digital Navigator	No

California Council on Developmental Disabilities	
Organization Type	Government or Public Organization
Covered Population(s)	Individuals with Disabilities, Other
Service Area(s)	Statewide
Funding Source(s)	
Has Digital Navigator	No

California Department of Education	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Incarcerated Individuals, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No

California Department of Education, The Adult Education Office	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Statewide, Regional or Across Multiple Counties, Countywide
Funding Source(s)	Federal or State
Has Digital Navigator	Yes

California Department of Health Care Services	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Statewide
Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	Child Health and Disability Prevention Program: The Child Health and Disability Prevention (CHDP) is a preventive program that delivers periodic health assessments and services to low-income children and youth in California. CHDP provides care coordination to assist families with medical appointment scheduling, transportation, and access to diagnostic and treatment services. Health assessments are provided by enrolled private physicians, local health departments, community clinics, managed care plans, and some local school districts.

Program 2	Assisted Living Waiver: The Assisted Living Waiver (ALW) is a Home and Community-Based Services (HCBS) waiver that was created by legislation that directed the California Department of Health Care Services (DHCS) to develop and implement the project to test the efficacy of assisted living as a Medi-Cal benefit. The pilot program was determined to be successful during the first three years in a limited trial in three counties. In March 2009, the Centers for Medicare and Medicaid Services (CMS) approved a waiver renewal for an additional five years and expansion of the program into additional counties. The current five-year waiver term is approved for March 1, 2019 February 28, 2024.
Program 3	Genetically Handicapped Persons Program: The Genetically Handicapped Persons Program (GHPP) is a health care program for adults with specific genetic diseases. GHPP helps beneficiaries with their health care costs. GHPP works with doctors, nurses, pharmacists, and other members of the health care team in providing many types of health services.

California Department of Housing and Community Development	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Statewide, Specific to a Tribal Nation or Available to Multiple Tribal Nations
Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	Multifamily Finance Super NOFA (MSFN) & Multifamily Housing Program (MHP), Joe Serna, Jr. Farmworker Housing Grant Program (FWHG), Veterans Housing and Homelessness Prevention Program (VHHP), Infill Infrastructure Grant (IIG) Program: The MSFN consolidates four HCD-administered multifamily rental housing and infrastructure programs (MHP, FWHG, VHHP, IIG). The MSFN also provides

	the universal scoring criteria for each of the four programs. However, each program has its own threshold requirements and eligible uses.

California Department of Housing and Community Development	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Statewide, Specific to a Tribal Nation or Available to Multiple Tribal Nations
Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	Multifamily Finance Super NOFA (MSFN) & Multifamily Housing Program (MHP), Joe Serna, Jr. Farmworker Housing Grant Program (FWHG), Veterans Housing and Homelessness Prevention Program (VHHP), Infill Infrastructure Grant (IIG) Program: The MSFN consolidates four HCD-administered multifamily rental housing and infrastructure programs (MHP, FWHG, VHHP, IIG). The MSFN also provides the universal scoring criteria for each of the four programs. However, each program has its own threshold requirements and eligible uses.

California Department of Technology, Office of Broadband and Digital Literacy	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, Other
Service Area(s)	Statewide

Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	ACP: FCC residential internet subsidy.

California Emerging Technology Fund	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Statewide, Regional or Across Multiple Counties, Countywide, Citywide, Neighborhood-Based or Across Multiple Neighborhoods, Specific to an Individual Location, Specific to a Tribal Nation or Available to Multiple Tribal Nations
Funding Source(s)	Federal or State, Government Grants and Subsidies, Other
Has Digital Navigator	Yes
Program 1	CETF supports Grantees to assist low-income residents learn, select, and sign up for ACP and all affordable offers from ISPs. This is managed in conjunction with the State as Get Connected! California. It has been augmented by CETF Access Broadband Connect and other grant programs managed for partners.: See CETF websites, Internet For All Now, and Progress Reports for details.
Program 2	School2Home: School2Home closes both the Digital Divide and Achievement Gap by providing the essential framework to turn around low-performing middle schools (all rooted in research) and the requisite platform to successfully integrate technology into teaching and learning coupled with deep parent engagement.
Program 3	Telehealth For All: Promote policy to optimize use of telehealth to improve patient outcomes and overall population health. CETF is completing a Pilot Project with Skilled Nursing Facilities (SNFs) and managing a $862,000 FCC Grant with 12 Partners and 25 Facilities. CETF

	purchased telehealth equipment with CETF and FCC funds and is training all the staff to utilize telehealth.

California Energy Commission	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Statewide
Funding Source(s)	
Has Digital Navigator	No

California Forward	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Other
Service Area(s)	Statewide
Funding Source(s)	
Has Digital Navigator	No

California Lifeline Program	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Countywide, Specific to an Individual Location
Funding Source(s)	
Has Digital Navigator	No

California Museum	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Statewide
Funding Source(s)	
Has Digital Navigator	No

California Office of Data and Innovation	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Statewide
Funding Source(s)	
Has Digital Navigator	No

California Public Utilities Commission	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	
Funding Source(s)	
Has Digital Navigator	No

California State Association of Counties	
Organization Type	Government or Public Organization
Covered Population(s)	Other
Service Area(s)	Statewide, Countywide
Funding Source(s)	
Has Digital Navigator	No
Program 1	CSAC has a partnership with the California Emerging Technology Fund to increase access to increase access to affordable broadband through engagement of county leaders and support of counties.: The purpose of this partnership is to:

California State Library	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	
Funding Source(s)	Federal or State, Other
Has Digital Navigator	Yes
Program 1	California Library Connect: The California Library Connect Program (formerly the High Speed Broadband in California Public Libraries) supports California public libraries by connecting them to high-speed internet through the California Research and Education Network (CalREN), a high-capacity, roughly 8,000-mile, fiber-optic-based network designed to meet the unique requirements of over 20 million users, including the vast majority of K-20 students together with educators, researchers, and others working in California's vital public-serving institutions. Since 2015, California Library Connect has connected over 90 percent of its public library jurisdictions.

California State University

Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Incarcerated Individuals, Veterans, Individuals with Disabilities, Ethnic or Minority Communities, Rural Communities, Other
Service Area(s)	Statewide
Funding Source(s)	Federal or State, Private
Has Digital Navigator	No

California State University, Dominguez Hills

Organization Type	
Covered Population(s)	Ethnic or Minority Communities
Service Area(s)	
Funding Source(s)	
Has Digital Navigator	No

California State University, Fresno

Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Individuals with Language Barriers, Ethnic or Minority Communities, Other
Service Area(s)	Specific to an Individual Location
Funding Source(s)	
Has Digital Navigator	No

California State University, Fullerton

Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with

	Disabilities, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Statewide, Regional or Across Multiple Counties, Countywide, Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Private
Has Digital Navigator	No

California State University, Sacramento	
Organization Type	Community Anchor Institution
Covered Population(s)	Rural Communities
Service Area(s)	
Funding Source(s)	
Has Digital Navigator	No

Calistoga Joint Unified School District	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	
Has Digital Navigator	No
Program 1	Student 1 to 1 take home program: The program is for students in 5th to 12th grade. This permits at-home use of a device for completing coursework and working with peers. We also provide iPads as language support for newcomers.
Program 2	Common sense media: Common sense media is a free security and digital citizenship curriculum. Teachers provide lessons from the program 3 times a year.

Calistoga Joint Unified School District	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	
Has Digital Navigator	No
Program 1	Student 1 to 1 take home program: The program is for students in 5th to 12th grade. This permits at-home use of a device for completing coursework and working with peers. We also provide Ipads as language support for newcomers.
Program 2	Common sense media: Common sense media is a free security and digital citizenship curriculum. Teachers provide lessons from the program 3 times a year.

Caltrans	
Organization Type	Government or Public Organization
Covered Population(s)	Rural Communities
Service Area(s)	Statewide
Funding Source(s)	
Has Digital Navigator	No

Campbell Adult and Community Education	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Specific to an Individual Location
Funding Source(s)	

Has Digital Navigator	No

CDP Rural Caucus	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Statewide
Funding Source(s)	
Has Digital Navigator	No

CENIC	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Statewide, Regional or Across Multiple Counties
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No

Center for Elders Independence	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	Private
Has Digital Navigator	No

Center for Elders Independence	
Program 1	Weblinks: Educating/Assisting with elders to obtain internet access at their home/residence. Provide electronic devices to access the internet. Provide training on how to use the electronic devices. Provide technical support as needed to assist elders. Provide training in multiple languages to our elders.

Center For Employment Opportunities	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Incarcerated Individuals, Other
Service Area(s)	Statewide
Funding Source(s)	Federal or State, Private
Has Digital Navigator	No
Program 1	N/A: We allow access of our computers to our participants for job searches, assessments and resume prep.

Central Unified School District	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	
Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	School 2 Home program: Student can checkout a Chromebook with build in hotspot for the year.

Central Valley Regional Center	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women, Other
Service Area(s)	Regional or Across Multiple Counties
Funding Source(s)	
Has Digital Navigator	No

Chinatown Service Center	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Women
Service Area(s)	Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	
Has Digital Navigator	No
Program 1	Utilities Assistance: Assistance LEP apply or ACP and or Lifeline cell phones.

Chinese Consolidated Benevolent Association	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Aging Individuals (Age 60+), Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Neighborhood-Based or Across Multiple Neighborhoods

Funding Source(s)	
Has Digital Navigator	No
Program 1	Chinese Central High School K-12 Language Classes: Chinese language classes K-12 in Cantonese and Mandarin language.

Chula Vista Public Library	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Citywide
Funding Source(s)	Federal or State
Has Digital Navigator	No

City of Bell Gardens	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Citywide
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No
Program 1	Affordable Connectivity Program (ACP).: The ACP is a Federal Communications Commission benefit program that helps ensure that households can afford the broadband they need for work, school, healthcare and more.

City of Bell Gardens, Community Family Service Center	
Organization Type	Government or Public Organization

Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA
Service Area(s)	Countywide
Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	STAR Program: An adaptive recreation program aimed to provide free recreational activities and resources to people with disabilities.
Program 2	Utility Assistance Program: The Community Family Service Center is providing Utility Assistance to income eligible customers of SoCal Gas and Edison.
Program 3	Consumer Action Services: The Community Family Service Center is available to assist patrons with applications for Social Security Disability, CalFresh, CalWORKS, Medi-Cal, General Relief, Unemployment Claims, Document Translation, Form Completion, Food Pantry, School Applications, etc.

City of Brawley	
Organization Type	Community Anchor Institution, Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No

City of Fairfield	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Citywide
Funding Source(s)	
Has Digital Navigator	No

City of Fort Bragg	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Citywide
Funding Source(s)	
Has Digital Navigator	No

City of Glendale	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Citywide
Funding Source(s)	
Has Digital Navigator	No

City of Maywood	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Citywide
Funding Source(s)	
Has Digital Navigator	No

City of Moreno Valley	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Citywide
Funding Source(s)	
Has Digital Navigator	No
Program 1	CLIC (Community Learning and Internet Connectivity): OUR Mission: To provide digital equity while enriching the lives of individuals and the diverse Moreno Valley community by allowing and encouraging digital access.

City of Oceanside, California	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Citywide, Neighborhood-Based or Across Multiple Neighborhoods

Funding Source(s)	Federal or State, Government Grants and Subsidies, Other
Has Digital Navigator	**Yes**

City of Roseville	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Federal or State, Private, Other
Has Digital Navigator	Yes
Program 1	City of Roseville Library - Public Computer Access (3 sites): All three Roseville Public Library locations have public computers available for use for up to 4 hours a day with a valid library card (58 total). Two sites have workstations specifically for children. Operating system: Windows 10 Software installed to browse the internet, create documents, spreadsheets and print files. Includes printing services (small fee), and free Wi-Fi.
Program 2	Government-access broadcasting of City Council, board and commission meetings: Broadcast all City Council, board and commission meetings live on government-access channel, on our website and on our YouTube channel. Also produce and broadcast programs on city operations, programs and services, along with emergency messaging, for residents and businesses.

City of Roseville Parks, Recreation and Libraries Department	
Organization Type	Government or Public Organization
Covered Population(s)	Individuals with Language Barriers, Ethnic or Minority Communities, Other
Service Area(s)	Citywide

Funding Source(s)	Private
Has Digital Navigator	No

City of San Bernardino	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Citywide
Funding Source(s)	
Has Digital Navigator	No

City of San Luis Obispo	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Citywide
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No

City of Santa Maria Public Library	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women

Service Area(s)	Citywide
Funding Source(s)	
Has Digital Navigator	No

City of Santa Paula	
Organization Type	Government or Public Organization
Covered Population(s)	Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No

City Serve of the Tri-Valley	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Citywide
Funding Source(s)	Private
Has Digital Navigator	No
Program 1	Tech Tuesday, Venture Up Youth Coding and Hoops Camp: Tech Tuesday - Free drop-in class for technical help on phones, tablets and laptops. We generally serve low-income seniors.

Clinica Monsenor Oscar A. Romero	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization

Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Citywide, Neighborhood-Based or Across Multiple Neighborhoods, Specific to an Individual Location
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No

Clovis Adult Education	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Regional or Across Multiple Counties
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No

Collaborative Intelligent Operation of Networks As-A-Service	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide, Citywide, Neighborhood-Based or Across Multiple Neighborhoods, Specific to a Tribal Nation or Available to Multiple Tribal Nations
Funding Source(s)	
Has Digital Navigator	No

College School District	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	
Has Digital Navigator	No

Common Sense Media	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Statewide
Funding Source(s)	Other
Has Digital Navigator	No
Program 1	GetMyInternet.org: ACP awareness campaign and enrollment hotline through Arizona State University.
Program 2	Digital Citizenship Curriculum: Our K12 Digital Citizenship Curriculum was designed and developed in partnership with Project Zero at the Harvard Graduate School of Education -- and guided by research with thousands of educators. Each digital citizenship lesson takes on real challenges and digital dilemmas that students face today, giving them the skills they need to succeed as digital learners, leaders, and citizens tomorrow.

Community Action Partnership of Sonoma County	
Organization Type	Private Sector or Non-Governmental Organization

Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Countywide
Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	ACP: Affordable Connectivity Program: We do outreach and navigation for the state program. It is not our program. We were barely awarded in June 2023.

Community Association of Big Sur	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women, Other
Service Area(s)	Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	
Has Digital Navigator	No

Community Emergency Response Team, Madera County	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Veterans
Service Area(s)	Regional or Across Multiple Counties, Countywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	
Has Digital Navigator	No

Community Emergency Response Team, Madera County	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Veterans
Service Area(s)	Regional or Across Multiple Counties, Countywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	
Has Digital Navigator	No

Community Living Campaign	
Organization Type	Community Anchor Institution, Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Citywide, Neighborhood-Based or Across Multiple Neighborhoods, Specific to an Individual Location
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No
Program 1	Neighborhood Tech Connect: Broadband access and affordability is an integral part of Community Living Campaign's Neighborhood Tech Connect program. We do not maintain a separate budget. We provide training, devices, and internet access to older adults and people with disabilities in San Francisco. In the last 11 months, we provided 4,798 hours of digital literacy training in Cantonese, Mandarin, English, and Spanish and 797 hours of tech support to over 820 individuals. In addition to training and support, we've provided participants with tablets, donated laptops, and assistive technology where needed. We expect to distribute 400 tablets made available through the SF Dept. of Disability and Aging/State of CA over the next 6 months. We also subsidize 6 months of internet access for a smaller number of participants through hotspots or

	Comcast Essentials and help participants sign up for other discounted internet options. We are funded to continue a portion of our digital literacy training but rely on one-time-only funds for devices, internet subsidies, and expanded training hours.
Program 2	Comcast Internet Essentials
Program 3	Affordable Connectivity Program

Community Solutions	
Organization Type	Community Anchor Institution, Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Ethnic or Minority Communities
Service Area(s)	Citywide
Funding Source(s)	
Has Digital Navigator	No

Community Tech Network	
Organization Type	
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	Yes
Program 1	Home Connect, San Francisco: Home Connect provides a tablet with Wi-Fi access, five hours of virtual training with a training booklet, and the opportunity to attend virtual Q&A sessions and have a Digital Coach when training is complete. Learners are referred from partners serving older, low-income adults in San Francisco. Training is provided primarily in Spanish, Cantonese, Mandarin, Russian and English, with Tagalog and Vietnamese available. This is an

	ongoing program, funded by the SF Department of Aging and Disability Services.
Program 2	SF Bridge: SF Bridge trains two Digital Navigators to provide in-person tech advice services to their own communities, provides information about the Affordable Connectivity Program, helps people apply for the ACP and learn about Low-cost Broadband Internet services, provides laptops and five hours of Digital Literacy training to adults living in affordable and nonprofit housing sites in San Francisco. Services are offered in Spanish and Cantonese. This is a one-year program, funded by the Mayor's Office of Housing and Community Services.
Program 3	Connections, Health, Aging and Technology: CTN provides up to five hours of training for older adults referred by the 33 Area Agencies on Aging in California. Clients receive an iPad with six months of wireless access, advice and help on applying for the Affordable Connectivity Program and low-cost broadband Internet, a quick start guide and training booklet, and an opportunity to join virtual Q&A sessions. Training is offered virtually and in-person in English, Cantonese, Mandarin, Vietnamese and Spanish. This program is funded by the California Department of Aging and has recently increased to serve more referrals in 2023. We expect this program to end in December 2023.
Program 4	Home Connect: We distribute new Android tablets to older adults in San Francisco. We configure the tablets with the language, an app for remote desktop access and useful apps before we distribute the tablets. Tech support is provided by the manufacturer for 30 days and the device provider for up to six months (from purchase, not from distribution.)
Program 5	SF Digital Equity: We distribute refurbished laptops to people who complete five hours of training. We configure the laptops in Spanish, English or (simplified) Chinese prior to distribution. Tech support is provided by the refurbisher for six months from CTN purchase, not from distribution to learners.
Program 6	Access to Technology: We are providing laptops to older adults participating in the California Department of Aging Access to Technology program in four Counties: San Mateo, Sonoma, San Francisco, and Marin. We configure the laptops in Spanish, English, Vietnamese or (simplified)

	Chinese prior to distribution. Tech support is provided by the refurbisher for six months from CTN purchase, not from distribution to learners.
Program 7	SF Connected: SF Connected offers one-on-one in-person advice and support in community computer labs at senior centers, nonprofit housing, and affordable housing sites in San Francisco. We also provide one day tech support pop-ups in the same communities.
Program 8	SF Digital Navigators: SF Digital Equity and SF Connected programs recruit and trains Digital Navigators to provide general advice, how to use nonprofit program management tools such as Salesforce, Form Assembly, Smartsheet, Google Suite, Dropbox, and QuickBooks as well as program-specific tools such as grant reporting software. The Digital Navigators program is both a community-based tech support strategy and a professional development offering.

Comptche Broadband Committee	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities, Individuals with Language Barriers, Rural Communities, LGBTQIA
Service Area(s)	Citywide
Funding Source(s)	
Has Digital Navigator	No
Program 1	General help: Firefight to ensure adequate internet access for all residents, including software and hardware support.

Computers 2 Kids	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals,

	Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Statewide
Funding Source(s)	
Has Digital Navigator	Yes
Program 1	Technology Assistance Program: C2K provides refurbished computers to qualifying families. Computers include Microsoft Office and educational software, headsets, webcams, and Wi-Fi adapters (desktops only) and come with unlimited free technical support. C2K ships devices directly to the recipient's home and partners with other nonprofits, schools, and agencies to identify those in need. C2K also provides bulk orders of computers to agencies working directly with the community (i.e., foster care, colleges, etc.)

Computers 4 Kids	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women, Other
Service Area(s)	Regional or Across Multiple Counties, Countywide, Citywide
Funding Source(s)	
Has Digital Navigator	No
Program 1	ACP Access: Training on how to access the program.
Program 2	Computers 4 Kids: See http://c4kca.org
Program 3	Phone and face-2-face instruction by staff.

Connected California Digital Navigators

Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Statewide
Funding Source(s)	Federal or State
Has Digital Navigator	Yes

Contra Costa County Department of Conservation and Development	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Countywide
Funding Source(s)	
Has Digital Navigator	No

Corona-Norco Adult School	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Language Barriers, Ethnic or Minority Communities, Women
Service Area(s)	Citywide

Corona-Norco Adult School	
Funding Source(s)	
Has Digital Navigator	No

Corporation for Education Network Initiatives in California	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, Other
Service Area(s)	Statewide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private, Other
Has Digital Navigator	Yes

Council on Aging Services for Seniors	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA
Service Area(s)	Countywide
Funding Source(s)	Government Grants and Subsidies
Has Digital Navigator	No
Program 1	Community Tech Network: Provides tablets and training to seniors both homebound and in groups.

County of Amador	
Organization Type	Government or Public Organization

Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Rural Communities
Service Area(s)	
Funding Source(s)	
Has Digital Navigator	No

County of Inyo, CA

Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No

County of Riverside

Organization Type	Community Anchor Institution, Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No

County of San Luis Obispo Public Libraries

Organization Type	Community Anchor Institution, Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women, Other
Service Area(s)	Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	Yes
Program 1	Launchpad - Hotspot Program: We offer 100+ Chromebooks and with most we also can include cellular data hotspots to allow patrons access to networking services and our digital library offerings when not on our library Wi-Fi.
Program 2	Digital online learning: This is a catch-all for the free-access we provide to services such as ABC Mouse, Brainfuse, Career Pathways, Creativebug, Coursera, and other digital, self-paced learning services. We also partner with various training services or provide staff-led training for the community. There's too much to list here, but many examples can be found on our Evanced signup portal: https://slolibrary.evanced.info/signup/list?df=list

County of Santa Cruz	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	
Has Digital Navigator	No

County of Tuolumne	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No

County of Ventura	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Aging Individuals (Age 60+), Individuals with Disabilities
Service Area(s)	Countywide
Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	Digital connectivity: We have a total of 300 iPads to distribute to IHSS recipients who qualify.

Covered California	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Statewide, Specific to a Tribal Nation or Available to Multiple Tribal Nations
Funding Source(s)	
Has Digital Navigator	No

Coyote Valley Band of Pomo Indians	
Organization Type	Community Anchor Institution, Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Ethnic or Minority Communities, Rural Communities
Service Area(s)	Specific to a Tribal Nation or Available to Multiple Tribal Nations
Funding Source(s)	
Has Digital Navigator	No

Cultiva La Salud	
Organization Type	Community Anchor Institution, Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide, Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	
Has Digital Navigator	No
	Culver City Adult School
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women, Other
Service Area(s)	Citywide, Neighborhood-Based or Across Multiple Neighborhoods

Cultiva La Salud	
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No
Program 1	ESL Computer Skills: ESL students take a 6-week courses that teaches basic computer skills for success in the classroom.

Curry Senior Center	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Other
Service Area(s)	Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Private
Has Digital Navigator	Yes
Program 1	Senior Vitality: A two-year program, for older adults and adults with disabilities, designed to help clients with tech equipment and training, health management, and loneliness reduction.
Program 2	Curry Tech Support: A 1 year program, for LGBTQ older adults and adults with disabilities, designed to help them attain a tablet and training, set up home internet, and engage in community programs
Program 3	LGBTQ+ Tech Support: A 6-month program, for older adults and adults with disabilities, designed to help them attain a tablet and training, and participate in telehealth.

Delta Sierra Adult Education Alliance	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with

Delta Sierra Adult Education Alliance	
	Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Countywide, Citywide
Funding Source(s)	Federal or State
Has Digital Navigator	Yes

DeMarsh and Associates	
Organization Type	Community Anchor Institution, Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Statewide, Regional or Across Multiple Counties, Countywide, Citywide, Neighborhood-Based or Across Multiple Neighborhoods, Specific to an Individual Location, Specific to a Tribal Nation or Available to Multiple Tribal Nations
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	Yes

Department of Health and Human Services, Indian Health Service	
Organization Type	Government or Public Organization
Covered Population(s)	Ethnic or Minority Communities, Rural Communities
Service Area(s)	Specific to a Tribal Nation or Available to Multiple Tribal Nations
Funding Source(s)	
Has Digital Navigator	No

Destination Crenshaw	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	
Has Digital Navigator	Yes
Program 1	DC Digital Equity Zone

Digital Equity For All	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	
Has Digital Navigator	No

Digitunity	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Statewide, Citywide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No

Program 1	Nonprofit technology refurbishers network: United by the concept of technology reuse and a shared vision of digital equity for all, the Alliance for Technology Refurbishing and Reuse (AFTRR) is a nationwide consortium of nearly 90 nonprofit technology refurbishers serving over 100 individual communities. Ranging in size and scope from large IT asset disposition solutions to local, volunteer-driven organizations, AFTRR processes and distributes an estimated 400,000 no-cost and low-cost computers annually, often paired with digital skills training and support.

Eastern Sierra Area Agency on Aging	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Neighborhood-Based or Across Multiple Neighborhoods, Specific to an Individual Location
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No

Easterseals Southern California, Inc	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Statewide, Regional or Across Multiple Counties, Countywide, Citywide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	Yes

Program 1	Technology Lending Library: This is a grant we received from DDS (Department of Disabilities Services) to support 5 LA regional centers with a Tech. lending library. ESSC purchases the equipment for each regional center, oversees the training and education of the people with IDD who receive the equipment and provide Help Desk support. This service will continue to be provided with ongoing funding once the grant is finished.
Program 2	AAC - training and Communication Grant: A grant was secured through the DR (The Department of Rehabilitation) to provide iPads and Communication software to adults and children with disabilities who need equipment, software and training to learn to communicate.
Program 3	City of Los Angeles/ T-Mobile Hotspot program: In conjunction with the City of Los Angeles and T-Mobile connectivity grant, Easterseals has been providing free Hotspots for school age children in the City of L.A. that qualify either as low income or a person with a disability.

Economic Development Collaborative	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, Women, Other
Service Area(s)	Statewide, Countywide
Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	We do not operate a separate device access program. We provide devices for those who complete our digital skills training program Computer Basics.
Program 2	Computer Basics: This 6-week course teaches adults essential computer skills that are needed to get a better-paying job. Part of the EDC's Ventura County Digital Upskilling Training Program.

Education and Leadership Foundation

Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, Other
Service Area(s)	Statewide, Regional or Across Multiple Counties, Countywide, Citywide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No
Program 1	Immigration Clinics: As part of our immigration work, we serve clients in rural areas and provide access to computers, the internet, and Wi-Fi for them to access for their cases. We also provide digital assistance in navigating a website like USCIS and instructing them to access the information on a computer and on their mobile devices.

Education SuperHighway	
Organization Type	
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	
Funding Source(s)	
Has Digital Navigator	No

EntreNous Youth Empowerment Services	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women, Other
Service Area(s)	Citywide, Neighborhood-Based or Across Multiple Neighborhoods

Funding Source(s)	
Has Digital Navigator	No

EveryoneOn	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Individuals with Language Barriers, Ethnic or Minority Communities, Other
Service Area(s)	
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	Yes
Program 1	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.

Ewiiaapaayp Band of Kumeyaay Indians	
Organization Type	Government or Public Organization
Covered Population(s)	Other
Service Area(s)	Specific to a Tribal Nation or Available to Multiple Tribal Nations
Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	Tribal Office & Library: The Tribal Office and library is open to Tribal citizens

Fairfield-Suisun Adult School	
Organization Type	
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals,

	Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Specific to an Individual Location
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No
Program 1	Google Basics: Students in low-level English classes are encouraged (to take) and offered classes in Google Basics to support their in-class work.
Program 2	Computers for English Learners: Students in mid to high-level English classes are encouraged (to take) and offered classes supported by Northstar Digital Literacy to support their growing digital literacy.
Program 3	ELA Transitions: Students in high-level English classes are offered additional classes in computers.

Families In Schools	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	
Funding Source(s)	Other
Has Digital Navigator	No
Program 1	School2Home Family Workshops: Families at school site attend a series of workshop in which we encourage digital citizenship and the importance of being connected. At the workshops families receive information about the various low-cost broadband offers and the various ways they can connect. Some families are able to apply individually but a higher number of families need one-on-one support with applying. We also support the schools in gathering the information families need to be successful. Also, school staff helped families obtain access.

Program 2	School2Home: Our School2Home program offers family workshops to help build the capacity of family's knowledge about getting connected and using technology as a tool for student success. Via workshops families learn about digital citizenship, online security, affordable broadband offers, support with obtaining access to technology, social media use, online safety and much more to meet the ask from the community.

Family Service Agency	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No

Felton Institute	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women, Other
Service Area(s)	Regional or Across Multiple Counties, Countywide, Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	Yes
Program 1	The Tech Squad: The program is funded by the California Public Utilities Company. We provide access and training to

	those individuals being left behind, primarily older adults and people with disabilities. We provide extensive one on one coaching and training, until people feel comfortable to attend more formal computer classes in person or online.
Program 3	Tech Liaison in Mental Health Programs: Community Specialist provides tech support for clients with severe mental illness.
Program 4	Tech Support in Justice Services: Tech Support in Justice Service provide one-on-one training to Justice-involved clients.

Fighting Back Partnership, Inc.	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Countywide
Funding Source(s)	Federal or State, Private
Has Digital Navigator	No

First 5	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Disabilities, Women
Service Area(s)	Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No

Fontana Unified School District

Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Citywide
Funding Source(s)	
Has Digital Navigator	No

Fremont Adult and Continuing Education	
Organization Type	Community Anchor Institution
Covered Population(s)	Aging Individuals (Age 60+), Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Citywide
Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	Chromebook checkout: We provide loaner Chromebooks for students to use at home to access online courses.
Program 2	Google Workspace: This course trains students in the use of Google docs, sheets, forms, etc.
Program 3	AutoCAD: We train students to pass the AutoCAD certified user certification.

Front Porch	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA

Service Area(s)	Statewide, Neighborhood-Based or Across Multiple Neighborhoods, Specific to an Individual Location
Funding Source(s)	Private
Has Digital Navigator	No
Program 1	Lighthouse for Older Adults: Working in partnership with Eskaton and Front Porch, senior living providers in Northern and Southern California, Lighthouse researchers conducted focus groups with residents and staff to identify barriers to technology use. High rates of social isolation, limited access to needed care (especially for chronic conditions) limited literacy and education levels, cognitive and vision/hearing challenges, and a lack of infrastructure and comfort with technology all surfaced during these discussions.

Frontier Communications	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Statewide
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No

GANAS	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Private
Has Digital Navigator	No

Program 1	Padres con GANAS: Padres con GANAS is a program for parents to learn how to effectively advocate for their children with special needs. We teach various skills, including best practices with communicating via email, learning to scan and send documents, learning to download attachments, include attachments, forward emails, and Zoom usage capacity building.

Geeks Without Frontiers	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Other
Service Area(s)	Specific to a Tribal Nation or Available to Multiple Tribal Nations
Funding Source(s)	
Has Digital Navigator	No

Geyserville Chamber of Commerce	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Rural Communities, LGBTQIA, Women
Service Area(s)	Specific to an Individual Location
Funding Source(s)	
Has Digital Navigator	No

Golden Oak Adult School	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Language Barriers, Ethnic or Minority Communities, Women, Other

Service Area(s)	Citywide
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No

Golden State Network	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Ethnic or Minority Communities, Rural Communities, Other
Service Area(s)	Statewide
Funding Source(s)	Federal or State, Private
Has Digital Navigator	No

Golden Valley Unified School District	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	
Has Digital Navigator	No

Goodwill SOLAC Computer Skills Training Program	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Citywide
Funding Source(s)	

Has Digital Navigator	No
Program 1	Computer Skills Training Program: We offer classes in digital skills. Those students, if they meet eligibility, will receive a refurbished device and hot spot through partnerships with companies who have a grant.

Governor's Office of Emergency Services	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women, Other
Service Area(s)	Statewide
Funding Source(s)	
Has Digital Navigator	No

Gray Area Foundation for the Arts	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Statewide, Regional or Across Multiple Counties, Countywide, Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	Yes

Gray Area Foundation for the Arts	
Program 1	Creative Resource Library: The Creative Resource Library is a lending library offering the tools needed to create electronic music and sound art. Paired with access to workshops, labs, incubators, and events produced by the contributing partners, this collective resource will eliminate barriers to creation at the forefront of art and technology.

Great Harvest Community Center	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Regional or Across Multiple Counties
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No
Program 1	GHCC Home Kunnect Program: GHCC facilitates free Digital Literacy workshops in San Bernardino County, and soon Riverside County via CASF grants. California residents participating in any of the following programs may qualify for our Home Kunnect Program: Federal Public Housing, Veterans, Tribal, Pell Grant, Medicaid/MediCal, SNAP, WIC, LifeLine, SSI (D or R), and NSLP. After completing 8 hours of workshops, they are awarded a FREE Chromebook.

Greenfield Walking Group	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women, Other

Service Area(s)	Countywide, Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	
Has Digital Navigator	No
Program 1	All children thrive: Apoyamos con talleres de Abogacia y liderazgo a 55 jovenes con los que apoyamos para identificar problemas alrededor de sus escuelas como falta de aceras, senales en los cruces peatonales a escuelas y parques, estamos pidiendo un centro para jovenes y los organizamos para hablar con los que toman las decisiones. Tambien hacemos citas con nuestros miembros del concilio, supervisores del condado, para tener una relacian mas cercana, logrando asi, buenos resultados a nuestras peticiones
Program 2	Jardin comunitario: Tenemos un jardin comunitario donde familias y comunidad, crecen sus propias verduras y frutas.
Program 3	Greenfield walking Group garden: Tenemos un espacio desde el 2013 donde familias y comunidad vienen y siembran frutas y vegetales que alimentan a sus familias y compartimos tambien con la comunidad y con nuestros miembros que participan en clases de zumba. Escuelas y organizaciones vienen a aprender mas sobre nuestro jardin y tambien ofrecemos algunos talleres o informacion de recursos con los miembros del jardin, asi como implementanos el neighborhood watch en el vecindario.

Guadalupe Business Association	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Citywide
Funding Source(s)	
Has Digital Navigator	No

Healing and Justice Center	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Countywide, Citywide
Funding Source(s)	
Has Digital Navigator	No

Healthy Families Alameda County	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women, Other
Service Area(s)	Countywide
Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	Laptops for Life: Laptops for Life is a program that we partner with through our Calworks Program.

Help Me Help You	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Citywide, Neighborhood-Based or Across Multiple Neighborhoods

Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No
Program 1	Food Pantry: We operate 10 distinct food pantry locations throughout the city of Long Beach. Seven are located at LBUSD elementary schools with four operating at community locations. We provide enough nutritious healthy groceries to feed a family of four for a week.
Program 2	CalFresh Enrollment Assistance: We provide education, outreach and enrollment assistance into the public benefits of Cal Fresh. This program provides virtual and in person enrollment assistance to low-income community members throughout the county of Los Angeles.
Program 3	Food Pantry Delivery program for seniors: This program provides home delivery to seniors aged 60 and over and to those with disabilities. We deliver quality nutritious groceries tailored to the client's food preference and medical needs. Clients receive food once or twice a month, depending on their preference.

Hesperia Unified School District, Hesperia Adult School	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women, Other
Service Area(s)	Specific to an Individual Location
Funding Source(s)	Federal or State, Other
Has Digital Navigator	No
Program 1	Laptop devices for student use in classrooms: Chromebooks or Dell laptops for use by students in classrooms

Highlands Community Charter School	
Organization Type	Community Anchor Institution, Government or Public Organization, Private Sector or Non-Governmental Organization

Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Statewide
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	Yes
Program 1	Digital Literacy and Community Digital Navigator: Students learn how to navigate the internet, the basics of computer hardware and software, how to use email, and how to keep their information safe online. In the Community Digital Navigator course students learn in depth how to use the Google Workspace tools.

Human Response Network	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	
Has Digital Navigator	No

Human Services Agency, Ventura County	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies

Has Digital Navigator	No
Program 1	Technology for Bio Families Program: To bridge the gap in technology experienced by our participants using a motivational and trauma informed approach. The aim is to broaden the participants' understanding, use and familiarity of technology. Access to technology will support educational goals and increase participants opportunities to secure or increase income earnings potential through employment. Participants from the General Relief Employable, Welfare-to-Work (WTW) educational participants and Digital Learning Program (DLP), are provided Surface Tablets, 12 months of mobile internet service, set-up and ongoing support. For those enrolled in the DLP, they participate in a 12-month semi-structured learning program that culminates in a Microsoft Office certification.
Program 2	Digital Connectivity Program: The focus of the Digital Connectivity Program is to address the need for access to technology for In-Home Supportive Services (IHSS) clients limited in proficiency in English. The program will provide iPads with 12-months of months internet service, hands-on training, encouragement, and on-going support as they learn how to gain access to resources, medical and mental health services, family, and care providers thereby helping them to continue living independently.
Program 3	RAIN Transitional Living Center and Homeless Services Digital Connectivity: The focus of the RAIN Transitional Living Center and Homeless Services Digital Connectivity Programs are to address the need for access to technology for homeless clients and families. The program will provide iPads or Surface Pros with 12-months of months internet service, hands-on training, encouragement, and on-going support to assist with:

Human Works Foundation	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Incarcerated Individuals, Veterans, Individuals with

	Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide, Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Federal or State, Government Grants and Subsidies, Other
Has Digital Navigator	No
Program 1	ACP x All 4 You Foundation: Federal Initiative, the ACP program for tablets: https://www.fcc.gov/acp. We have started to work with different cities, school districts and other organizations in the community. We started this partnership this month, therefore no households have been served yet.

Human-I-T	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, Other
Service Area(s)	Statewide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	Yes
Program 1	Human-I-T Low-Cost Internet Support: Human-I-T assists households in signing up for high-speed internet plans available at no- or low-cost. Based on each household's unique income level, zip code, and connectivity needs, a member from the programs team recommends available plans that best suit each household's needs. The team continues to assist each household through the entire application process to ensure a successful connection, preventing applicants from being turned away or upsold. In addition to in-home broadband options, Human-I-T also provides a mobile hotspot option to allow for those in transitional housing, away at college, etc. to have a mobile connectivity option. Since 2016, Human-I-T has advised over 97,000 households on low-cost internet options in their local

	area, and directly enrolled more than 11,000 customers into low-cost internet monthly plans.
Program 2	Human-I-T Low-Cost Devices and Online Store: Human-I-T provides high-quality refurbished personal computing devices to income-qualified households. Due to a spike in demand following the outbreak of the COVID-19 pandemic, Human-I-T began sourcing and offering new computing devices as well. By providing a range of options, our aim is to equip each recipient with a device that best suits their needs and goals. Each device comes with wraparound support services, including warranty coverage, one year of technical support, and access to our other digital inclusion programs. Our device ownership program remains one of our most impactful, requested offerings. Since our organization's founding in 2012, Human-I-T has provided over 220,000 devices to low-income households.
Program 3	Human-I-T Digital Skills Training: Human-I-T teaches adult learners the fundamentals of using a computing device. Designed for beginners, digital literacy training helps users understand computer basics, such as how to use a keyboard and mouse, navigate the web safely, and utilize e-mail, video conferencing, and word processing software. Human-I-T's program is bilingual and self-paced, and learners are supported by a dedicated team of learning coordinators and tutor volunteers who provide personalized assistance via phone, text, email, or online chat. Human-I-T also offers a tutor toolkit for other nonprofit organizations to teach the course modules to their community independently, empowering the community to successfully access the non-profits online programs, leading to higher success rates. Since this program began in 2019, the program has trained more than 6,500 learners and provided them with the confidence and knowledge of how to access online job boards, enroll and manage government benefit programs and resources, access telehealth care, and connect with loved ones.

Humboldt 101	
Organization Type	Community Anchor Institution
Covered Population(s)	Aging Individuals (Age 60+), Rural Communities
Service Area(s)	Statewide
Funding Source(s)	Other
Has Digital Navigator	No

Humboldt 101 Radio	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Aging Individuals (Age 60+), Rural Communities
Service Area(s)	Statewide
Funding Source(s)	
Has Digital Navigator	No

iFoster	
Organization Type	Community Anchor Institution
Covered Population(s)	Other
Service Area(s)	Statewide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No

Immigrant Legal Resource Center	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, Other
Service Area(s)	Statewide
Funding Source(s)	

Has Digital Navigator	No

Imperial County Office of Education	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Incarcerated Individuals, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No
Program 1	BorderLink: During the 2018-19 school year, BorderLink deployed a private education wireless network infrastructure that complements the existing fiber-optic infrastructure that connects our schools and public agencies to each other and the internet.

Imperial Valley Economic Development Corporation	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Regional or Across Multiple Counties
Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	Southern Border Broadband Consortium

Indian Health Council, Inc

Organization Type	Community Anchor Institution, Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Countywide, Citywide, Specific to a Tribal Nation or Available to Multiple Tribal Nations
Funding Source(s)	
Has Digital Navigator	No

Information technology central- public library	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide, Citywide
Funding Source(s)	Federal or State, Private
Has Digital Navigator	Yes

International Rescue Committee	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women, Other
Service Area(s)	Regional or Across Multiple Counties, Countywide, Citywide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private

Has Digital Navigator	No
Program 1	Digital Inclusion Program: We provide Digital Literacy training and assistance with ACP and Internet applications, and once those are completed, we provide a device to the household.
Program 2	Youth Bridge Program: N/A (not my program so I don't know the specifics)
Program 3	Matching Grant: N/A (not my program so I don't know the specifics)

Jenny's Helpers	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Individuals with Disabilities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	
Has Digital Navigator	No
Program 1	Jenny's Helpers: We go out to Participants and/or their support staff homes and assist them with: 1. Learning how to login and connect with State/Federal agencies to request services (filling out purchase order forms), applications (SNAP, Co-Employer/Employee applications and acquiring local community vendors and assisting the Participants in on boarding these community business, organizations as vendors (ex: local Park and Recreation District)

Joint Venture Silicon Valley	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide

Funding Source(s)	
Has Digital Navigator	No

Kern County Aging and Adult Services Department	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Countywide
Funding Source(s)	
Has Digital Navigator	Yes
Program 1	Digital Divide Program: Program assists persons 60 + years of age or with a disability 18-59 gain access to technology devices and trains on use to reduce social isolation

Kickstart Coding LLC	
Organization Type	Community Anchor Institution, Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Citywide
Funding Source(s)	
Has Digital Navigator	No

KMUD Redwood Community Radio	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization

Covered Population(s)	Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Ethnic or Minority Communities, Rural Communities, Other
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	
Has Digital Navigator	No

La Familia	
Organization Type	
Covered Population(s)	Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Women
Service Area(s)	
Funding Source(s)	
Has Digital Navigator	No

Le Grand High Union School District	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No

League of United Latin American Citizens Council 3072	
Organization Type	Community Anchor Institution, Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or

	Minority Communities, Rural Communities, LGBTQIA, Women, Other
Service Area(s)	Regional or Across Multiple Counties, Countywide, Citywide, Neighborhood-Based or Across Multiple Neighborhoods, Specific to an Individual Location
Funding Source(s)	Federal or State, Other
Has Digital Navigator	No

Learn4Life Charter Schools, North Region	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No
Program 1	Digital Skills Class: All new enrollments are required to complete a digital skills class in which they can earn 5 high school credits

Lekindracy Group, LLC	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Veterans, Ethnic or Minority Communities, Rural Communities, Women
Service Area(s)	Statewide, Regional or Across Multiple Counties
Funding Source(s)	Other
Has Digital Navigator	No

Lekindracy Group, LLC	
Program 1	Career Competence: A series of eight one-hour workshops on how to use free online tools to execute a job search strategy. These assets include 8 slide decks for future training use, 8 recorded videos, 8 live training sessions, and a facilitator's guide. There are also 4 train the trainer sessions to support future facilitation without future costs. Participants receive digital badges to recognize their achievement.
Program 2	Excel in Action: 3 Excel sessions (Beginner, Productivity, Intermediate), 60 minutes each, 3 PowerPoint slide decks, 3 facilitated online sessions and 157-page learning manual with data set for practice.
Program 3	Workforce Development: Participants is an integrative, scaffolded workforce development program designed to help participants understand, and articulate their personal positionality and development as they prepare to enter the workforce or switch career fields. There are four general sessions, each building on the other, including a general overview, assessment, development, and training. Sessions are appropriate for ages 17 and above

Lekindracy Group, LLC	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Veterans, Ethnic or Minority Communities, Rural Communities, Women
Service Area(s)	Statewide, Regional or Across Multiple Counties
Funding Source(s)	Other
Has Digital Navigator	No

Lekindracy Group, LLC	
Program 1	Career Competence: A series of eight one-hour workshops on how to use free online tools to execute a job search strategy. These assets include 8 slide decks for future training use, 8 recorded videos, 8 live training sessions, and a facilitator's guide. There are also 4 train the trainer sessions to support future facilitation without future costs. Participants receive digital badges to recognize their achievement.
Program 2	Excel in Action: 3 Excel sessions (Beginner, Productivity, Intermediate), 60 minutes each, 3 PowerPoint slide decks, 3 facilitated online sessions and 157-page learning manual with data set for practice.
Program 3	Workforce Development: Participants is an integrative, scaffolded workforce development program designed to help participants understand, and articulate their personal positionality and development as they prepare to enter the workforce or switch career fields. There are four general sessions, each building on the other, including a general overview, assessment, development, and training. Sessions are appropriate for ages 17 and above

LISTA NorCal	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Ethnic or Minority Communities
Service Area(s)	Statewide
Funding Source(s)	
Has Digital Navigator	No
Program 1	Skills building

Little Brothers Friends of the Elderly, San Francisco	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with

Little Brothers Friends of the Elderly, San Francisco	
	Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	
Has Digital Navigator	No
Program 1	Tech Allies: Tech Allies, a digital literacy training program, will teach older adults how to use digital devices and software to connect to family and friends and access healthcare services and information. LBFE anticipates that clients will feel empowered as they develop skills and knowledge to access basic needs through the internet and utilize the internet to socialize, thus reducing their social isolation and enhancing their overall quality of life, health and wellness.

Live Violence Free	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Citywide
Funding Source(s)	Federal or State
Has Digital Navigator	No

Loaves, Fishes and Computers	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Regional or Across Multiple Counties, Countywide, Citywide, Neighborhood-Based or Across Multiple Neighborhoods

Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No

LOCAL 1184	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Veterans, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Countywide
Funding Source(s)	
Has Digital Navigator	No

Lompoc Public Library System	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Countywide, Citywide
Funding Source(s)	Federal or State, Private
Has Digital Navigator	No

Los Amigos de la Comunidad	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women

Service Area(s)	Regional or Across Multiple Counties, Countywide, Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Private
Has Digital Navigator	No

Los Amigos de la Comunidad, Inc	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women, Other
Service Area(s)	Regional or Across Multiple Counties
Funding Source(s)	Private
Has Digital Navigator	No

Los Angeles County Library	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women, Other
Service Area(s)	Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No
Program 1	Public computer and broadband access: https://lacountylibrary.org/public-computers/

Los Angeles County Department of Parks and Recreation	
Organization Type	Government or Public Organization

Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Rural Communities, LGBTQIA
Service Area(s)	Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No

Los Angeles Unified School District	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Regional or Across Multiple Counties, Citywide, Neighborhood-Based or Across Multiple Neighborhoods, Specific to an Individual Location
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No
Program 1	All Families Connected: Provide Device, Connectivity, or Technical Support to any student who needs it.

Lucia Mar Unified School District	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Neighborhood-Based or Across Multiple Neighborhoods, Specific to an Individual Location

Funding Source(s)	Federal or State
Has Digital Navigator	No

Lynwood Unified School District	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Federal or State
Has Digital Navigator	No

Marin Asian Advocacy Project	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Countywide
Funding Source(s)	
Has Digital Navigator	No

Marin County Digital Marin	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Ethnic or Minority Communities, Rural Communities
Service Area(s)	Neighborhood-Based or Across Multiple Neighborhoods

Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No

Marin Promise Partnership	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Other
Service Area(s)	Countywide
Funding Source(s)	
Has Digital Navigator	No

Mariposa County Library	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Countywide
Funding Source(s)	Federal or State
Has Digital Navigator	No

Martinez Adult Education	
Organization Type	Community Anchor Institution, Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Women
Service Area(s)	Citywide
Funding Source(s)	Federal or State

Has Digital Navigator	No
Program 1	Loan Program: We loan devices to our students on a needs basis.

Mattole Valley Resource Center	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, Other
Service Area(s)	Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Private
Has Digital Navigator	No
Program 1	Computer/Printer Access: We have a laptop, printer, scanner and fax service for all community members to use.

Mendocino County Library

Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No
Program 1	Tech Help: We provide one-on-one in person support for the public, training them to use their smartphones, laptops, social media, email, internet, etc. We do this at each branch in the Mendocino County Library system.

Mental Health Association of San Francisco

Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Citywide
Funding Source(s)	Federal or State
Has Digital Navigator	Yes

Merced County Library

Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide

Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No

Merced County Office of Education	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Incarcerated Individuals, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	Comcast: it is one of the 10.99 low-cost plans.

Metta Fund	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Statewide, Regional or Across Multiple Counties, Countywide, Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	Metta Fund is the name of our private foundation located in San Francisco: We support organizations working to reduce social isolation and loneliness in older adults. Digital equity is one of our strategies.

Metta Fund	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Statewide, Regional or Across Multiple Counties, Countywide, Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	Metta Fund is the name of our private foundation located in San Francisco: We support organizations working to reduce social isolation and loneliness in older adults. Digital equity is one of our strategies.

Milpitas Unified School District	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women, Other
Service Area(s)	Citywide, Neighborhood-Based or Across Multiple Neighborhoods, Specific to an Individual Location
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No
Program 1	ECF
Program 2	1:1 Chromebook

Mission District YMCA	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	
Has Digital Navigator	No

Mitec Solutions	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, Other
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	
Has Digital Navigator	No

Monterey Bay Central Labor Council	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Incarcerated Individuals, Individuals with Disabilities, Individuals with Language Barriers, Rural Communities
Service Area(s)	Regional or Across Multiple Counties
Funding Source(s)	
Has Digital Navigator	No

Monterey Bay Economic Partnership

Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Regional or Across Multiple Counties
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No

Monterey County Free Libraries

Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	Yes
Program 1	hot spot lending: we lend hot spots

Monterey Fire Safe Council

Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women, Other
Service Area(s)	Countywide

Funding Source(s)	
Has Digital Navigator	No

Morgan Hill Community Adult School	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Language Barriers, Ethnic or Minority Communities, Women
Service Area(s)	Citywide
Funding Source(s)	Federal or State
Has Digital Navigator	No

Mount San Jacinto College Adult Education Program	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Countywide, Citywide
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No
Program 1	Hotspots for adult ed students in need: We provide hotspots for registered online students that have internet access/Wi-Fi issues. Our faculty/counselors assess student need and coordinates hotspot access for students. This is not something we readily advertise on our website/catalog otherwise.
Program 2	Digital skills are integrated into every online course offering in ESL, CITZ, HSE, CTE: Students learn how to navigate the zoom platform, google docs, email, and access Canvas in any of our online course offerings.

Mountain Lakes Estates Homeowners Association

Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	
Has Digital Navigator	No

Multilot Corporation

Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Statewide
Funding Source(s)	
Has Digital Navigator	No

Murrieta Valley Adult School

Organization Type	Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Countywide, Citywide, Neighborhood-Based or Across Multiple Neighborhoods, Specific to an Individual Location
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No

Program 1	Murrieta Valley Adult School: We are an Adult Education School.

National Latino Research Center	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, Women, Other
Service Area(s)	Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Private
Has Digital Navigator	No

Neighborhood House of Calexico	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, Women
Service Area(s)	Countywide
Funding Source(s)	Federal or State, Private
Has Digital Navigator	No
Program 1	Preschool Parent Resource Center: computer loan to preschool parents

netElastic Systems, Inc.	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Rural Communities
Service Area(s)	Statewide

Funding Source(s)	
Has Digital Navigator	No

NextGen Policy	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Incarcerated Individuals, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Federal or State, Private
Has Digital Navigator	Yes

NICOS Chinese Health Coalition	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	
Has Digital Navigator	No

North Bay North Coast Broadband Consortium	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	

Funding Source(s)	
Has Digital Navigator	No

North State Planning and Development Collective	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Statewide, Regional or Across Multiple Counties, Countywide, Citywide, Neighborhood-Based or Across Multiple Neighborhoods, Specific to a Tribal Nation or Available to Multiple Tribal Nations
Funding Source(s)	Federal or State, Private
Has Digital Navigator	No

North State Planning and Development Collective, California State University, Chico	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, Women
Service Area(s)	Statewide, Regional or Across Multiple Counties
Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	ACP Enrollment Events and Promotion: The Collective hosts in-person enrollment events and promotes the ACP program throughout Northern California
Program 2	Digital Literacy for English Language Learners: New program- in the planning stage

Program 3	Digital Literacy for Justice-Involved Individuals: New program- in the planning stage

NPower	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Ethnic or Minority Communities, Other
Service Area(s)	Statewide, Regional or Across Multiple Counties, Countywide
Funding Source(s)	Government Grants and Subsidies, Other
Has Digital Navigator	Yes
Program 1	NPower Community Help Desk: NPower is a well-established tech workforce trainer for underserved populations, with programs serving the greater San Francisco Bay, Silicon Valley and Los Angeles areas and plans to launch a new program serving the Sacramento and Stockton areas in 2024. NPower is spearheading the formation of a national network of Community Help Desks that provide free technical assistance and digital navigation to local underserved communities, staffed by graduates of our tech workforce training programs gaining vital work experience as Registered Apprentices.

Nu Communications Alliance	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Regional or Across Multiple Counties, Specific to a Tribal Nation or Available to Multiple Tribal Nations
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No

Program 1	Lone Pine IDV (Intelligent Desktop Virtualization) Lab: In partnership with Intel, Geeks Without Frontiers, and the Barbara Bush foundation, we were able to build a 20-seat computer lab for members of the Lone Pine Paiute Shoshone Tribe. We're currently using the space to offer digital literacy training. Our first training session was last night!

Oakland Digital Arts and Literacy Center Inc	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Individuals with Disabilities, Ethnic or Minority Communities, Women, Other
Service Area(s)	Regional or Across Multiple Counties, Countywide, Citywide
Funding Source(s)	
Has Digital Navigator	No
Program 1	Tech Career Incubator: BRIDGEGOOD's Tech Incubator Program includes a device access program specifically designed to address the challenges faced by students who cannot access or afford design laptops. This program aims to ensure that all students have equal opportunities to participate in the program and develop their digital design skills.

Office of Community and Economic Development at California State University, Fresno	
Organization Type	
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	Yes

Program 1	Fresno State Connect (call center): Since 2011, Fresno State Connect has helped bridge the digital divide that impacts the lives of those throughout the state. Fresno State Connect conducts outreach to promote awareness of programs that can provide low-cost internet and communication services. Fresno State Connect is a 26 staff call center that provides low-cost internet services outreach (inbound and outbound calls). Programs are available for internet services as low as $10/month to households eligible for W.I.C, SNAP/CalFresh, free/reduced lunch, live in public housing, seniors 62 and older or folks who receive SSI benefits. Some households are also eligible for a free Chromebook laptop.
Program 2	Fresno State Parent University: Since 2013, Fresno State Parent University has provided classes in Digital Literacy (I, II, III & IV), Financial Literacy (I & II), Social and Emotional Wellness, English Conversation (I & II), Spanish Conversation (I & II), Pathway to College, Health & Wellness, and Parenting Skills. Classes are taught in English, Spanish, Hmong, Punjabi, Hindi, Triqui, and Mixteco
Program 3	Fresno State REFRESH: Fresno State REFRESH works with public-private partnerships to get computers refurbished (Desktops/Laptops/Chromebooks) and distributed to low-income households. The program distributes refurbished and/or new computing devices (one per household) in rural communities across California.
Program 5	Fresno State Parent University: Since 2013, Fresno State Parent University has provided classes in Digital Literacy (I, II, III & IV), Financial Literacy (I & II), Social and Emotional Wellness, English Conversation (I & II), Spanish Conversation (I & II), Pathway to College, Health & Wellness, and Parenting Skills. Classes are taught in English, Spanish, Hmong, Punjabi, Hindi, Triqui, and Mixteco

Ohlone College Tri-Cities Career Center	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals,

	Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No

Om Networks	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Rural Communities, Other
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	
Has Digital Navigator	No
Program 1	Discounted Services: We regularly give out discounts to low-income customers on an informal basis as requested by clients. Entries below are estimates. We don't track things formally, so these are guestimates of our revenue losses and customer counts.
Program 2	DCN Sponsored Projects: We provide and support, in conjunction with Davis Community Network a variety of internet resources for community organizations in Davis CA. From PTA mailman email lists, to CMS based free websites and calendars, to email accounts. We have since 1997. Entries below are estimates. We don't track things formally, so these are guestimates of our revenue losses and customer counts for these donations.

On Lok 30th Street Senior Center	
Organization Type	Community Anchor Institution, Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities,

	Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	
Has Digital Navigator	No

Openhouse	
Organization Type	
Covered Population(s)	Aging Individuals (Age 60+), Other
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	Private
Has Digital Navigator	No
Program 1	We partner with Curry Senior Center and offer Broadband to residents: Curry Senior Center and Openhouse do outreach and one on one training, signing seniors up for broadband and providing devices to those who need them (mostly tablets).

Orland Free Library	
Organization Type	Community Anchor Institution, Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Citywide
Funding Source(s)	
Has Digital Navigator	No

Outreach and Technical Assistance Network	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Statewide, Regional or Across Multiple Counties, Countywide, Citywide, Neighborhood-Based or Across Multiple Neighborhoods, Specific to an Individual Location
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	Yes
Program 1	Teaching with Technology: Online repository of lesson plans/resources for adult educators to access in improving their teaching.
Program 2	Technology and Distance Learning Symposium: Yearly in-person and online symposium of latest, best research-based strategies and/or resources for adult educators.
Program 3	Digital leadership Academy: Two-year mentoring through online workshops and face-to-face training for twelve agencies throughout the state.

Oxnard Public Library	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	
Funding Source(s)	
Has Digital Navigator	No

PACEs Connection	
Organization Type	
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women, Other
Service Area(s)	Statewide, Regional or Across Multiple Counties, Countywide, Citywide, Specific to a Tribal Nation or Available to Multiple Tribal Nations
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No

Palo Alto Adult School	
Organization Type	
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Language Barriers, Ethnic or Minority Communities, Women
Service Area(s)	Citywide
Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	Chromebook Lending Program: Students in state-supported EL classes may borrow a Chromebook computer for the duration of their enrollment in classes.
Program 2	Tech Mentorship program: Our Tech Mentor assists teachers and students with classroom technology.

Palo Verde River Consortium	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with

	Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women, Other
Service Area(s)	Regional or Across Multiple Counties
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	Yes

Parents for Public Schools of San Francisco	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women, Other
Service Area(s)	Citywide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No
Program 1	Digital Equity for Parent Ambassadors: Summary: PPSSF's Digital Equity for Parent Ambassadors project is one component of our Parent Embassy program, which launched in 2022. The Parent Embassy builds on two long standing, successful PPSSF programs that mobilize parent and caregiver volunteers to support peer families. The Parent Embassy brings together parent volunteers from diverse backgrounds to work together, learn from one another, and support other families in their communities by sharing resources and promoting engagement with schools.

Paso Robles City Library	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women

Service Area(s)	Regional or Across Multiple Counties
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No

Pleasanton Public Library	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Citywide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private, Other
Has Digital Navigator	Yes

Plumas-Sierra Telecommunications	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women, Other
Service Area(s)	Regional or Across Multiple Counties
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private, Other
Has Digital Navigator	No
Program 1	Affordable connectivity program: Standard state program. Reduction of $30/mo
Program 2	PST low-income program: For low income in grant areas we follow the state guidelines. $15/mo. For 50 mbps download, $25/mo. For 100 mbps download.

poieto	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Ethnic or Minority Communities
Service Area(s)	Countywide
Funding Source(s)	
Has Digital Navigator	No
Program 1	poietoworks Youth STEAM Education: poietoworks, a project of poieto, is a STEAM education initiative that provides LA elementary school students with creative entry points to emerging technologies. Our students primarily BIPOC and from low-income backgrounds learn fundamental coding concepts all while having fun and making art. Our culturally responsive curriculum and pedagogy incorporate the interests of our students and the communities they exist within. In classrooms across LA, we aim to enhance creativity, digital equity, and feelings of belonging in the tech space.

Pomona Unified School District	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Citywide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	Yes

Positive Resource Center	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization

Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Regional or Across Multiple Counties
Funding Source(s)	
Has Digital Navigator	No

Project Rebound	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Incarcerated Individuals, Other
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	Federal or State, Private
Has Digital Navigator	No

Public Policy Institute of California	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Other
Service Area(s)	
Funding Source(s)	
Has Digital Navigator	No

Quechan Indian Tribe of the Fort Yuma Indian Reservation	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Rural Communities
Service Area(s)	Specific to a Tribal Nation or Available to Multiple Tribal Nations

Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No

Ramona Senior and Community Center	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Rural Communities
Service Area(s)	Specific to an Individual Location
Funding Source(s)	Private, Other
Has Digital Navigator	No

RAMS Inc	
Organization Type	
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Citywide
Funding Source(s)	
Has Digital Navigator	No

Reading and Beyond	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide, Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No

Riverside County Library System	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Specific to an Individual Location
Funding Source(s)	
Has Digital Navigator	No

Redlands Adult School	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Regional or Across Multiple Counties
Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	Hot Spots: We have 25 hot spots that we allow students to check out provided they are using the device for school purposes.
Program 2	Chromebook Loaner Program: We allow any student who completes 5 or more hours of work in their program to check out a Chromebook. If a student drops from the program or does not complete 5 hours or more of work, they must return the device.
Program 3	We have students on an individual basis learn to use the Chromebooks provided.

Rogue Mobile	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women, Other
Service Area(s)	Statewide
Funding Source(s)	
Has Digital Navigator	No

Roseville Housing Authority	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Other
Service Area(s)	Citywide
Funding Source(s)	Federal or State
Has Digital Navigator	No

Rural County Representatives of California	
Organization Type	Community Anchor Institution, Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Rural Communities

Service Area(s)	Statewide, Regional or Across Multiple Counties, Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No

Sacramento City College	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women, Other
Service Area(s)	Citywide, Specific to an Individual Location
Funding Source(s)	Federal or State
Has Digital Navigator	No

Sacramento County Office of Education	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Statewide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	Yes
Program 1	Adult Education: All adult schools in California have a digital skills program and all students have access! These schools are within the K12 district, the community college non-credit, and at various non-profits. Funded by state funds and federal.

Saint Anthony Foundation	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women, Other
Service Area(s)	Specific to an Individual Location
Funding Source(s)	
Has Digital Navigator	No
Program 1	Tenderloin Technology Lab: The Tenderloin Technology Lab at St. Anthony's is committed to bridging the digital divide, providing access and education to all.

Saint Helena Public Library	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Statewide, Regional or Across Multiple Counties, Citywide, Specific to an Individual Location
Funding Source(s)	Federal or State, Private
Has Digital Navigator	No

Saint Mary's Center WeConnect Program	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women, Other

Service Area(s)	Citywide
Funding Source(s)	
Has Digital Navigator	No

Salinas City Elementary School District	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Ethnic or Minority Communities
Service Area(s)	Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	
Has Digital Navigator	No

San Benito County Business Council	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Countywide
Funding Source(s)	
Has Digital Navigator	No

San Benito County Office of Education	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Incarcerated Individuals, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women, Other

Service Area(s)	Countywide
Funding Source(s)	
Has Digital Navigator	No

San Diego Association of Governments	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women, Other
Service Area(s)	Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No

San Diego County	
Organization Type	Government or Public Organization
Covered Population(s)	Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women, Other
Service Area(s)	Countywide
Funding Source(s)	
Has Digital Navigator	No

San Diego County Library	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women

Service Area(s)	Countywide
Funding Source(s)	Federal or State
Has Digital Navigator	No

San Diego Futures Foundation	
Organization Type	Community Anchor Institution, Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide, Citywide
Funding Source(s)	Private
Has Digital Navigator	No

San Diego Housing Commission	
Organization Type	Community Anchor Institution, Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Citywide
Funding Source(s)	Federal or State
Has Digital Navigator	No

San Diego Refugee Communities Coalition	
Organization Type	Community Anchor Institution, Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Language Barriers, Ethnic or Minority Communities, Women, Other
Service Area(s)	Countywide, Citywide
Funding Source(s)	
Has Digital Navigator	No

San Diego Second Chance Program	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Incarcerated Individuals, Individuals with Disabilities, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No

San Francisco Department of Disability and Aging Services	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA
Service Area(s)	Countywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	Yes

Program 1	SF Connected: It is our local program serving older adults and adults with disabilities by bridging the digital divide.

San Francisco Metropolitan Internet Exchange	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	
Has Digital Navigator	No

San Francisco Public Library	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women, Other
Service Area(s)	Regional or Across Multiple Counties, Countywide, Citywide
Funding Source(s)	Federal or State, Private, Other
Has Digital Navigator	Yes
Program 1	Tech Time: From 1:1 help to structured classes, library patrons can receive digital literacy support in a variety of languages. Our attendance number for FY22, 4655, has duplications (people attending more than one event). We do not currently have a way of sorting out individuals.

San Francisco Tech Council	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Aging Individuals (Age 60+), Individuals with Disabilities, Individuals with Language Barriers
Service Area(s)	

Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No
Program 1	ACP Enrollment Assistance Events: SFTC partnered with community-based organizations to host and staff with volunteers a three-hour event on October 22, 2022 as part of a state-wide effort with Get Connected! California to sign up eligible households for ACP.

San Joaquin Drug	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	
Has Digital Navigator	No
Program 1	We invite patients to work with bilingual staff on required internet databases and forms, necessary for healthcare maintenance. (e.g., register for vaccinations). We don't distribute devices but make our devices accessible to patients as necessary so health services are available to all.
Program 2	Bilingual/biliterate staff happily serves as "trainers", one-on-one, to accomplish digital tasks required to obtain healthcare access. It arose because people needed covid services which were tracked only through federal and state online databases. People began asking for help. Staff responded. In CA, covid services demanded internet data tracking. There was no other way to get care but to register online. Our help lines waited quite long for turns to register In 2020--so many were needy--but adaptation required acquisition of digital devices and internet access that few had available prior. Planada had no infrastructure for the low-income, mostly Hispanic residents to gain access. Our business was already wired for internet service. It's much better in 2022! Planada has internet providers at last. Finally,

	privacy laws around patient information required staff to work individually with each patient. Trust developed. It helped us all get through those desperate years together.

San Joaquin Valley Regional Broadband Consortia, Fresno State Parent University, Fresno State Connect, and Fresno State REFRESH	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Statewide, Regional or Across Multiple Counties
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No
Program 1	Fresno State Connect: 26 staff bilingual call center. Provides assistance to help community members adopt to internet service, apply for low-cost internet service and apply to ACP.

San Jose Public Library	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	
Funding Source(s)	Federal or State, Government Grants and Subsidies, Other
Has Digital Navigator	Yes
Program 1	Community WiFi: The City of San Jose owns and manages 6 active community wifi networks in neighborhoods of highest need, serving approximately 180,000 residents, throughout

	the central, southern, and eastern regions of the City. Access is free to residents.
Program 2	SJ Access: The San Jose Public Library lends 8,000 high-speed unlimited hotspots and 2,500 LTE connected Chromebooks to the public for up to four-month lending periods, through library locations.
Program 3	SJ Access: Digital Literacy Program: The SJ Access Digital Literacy program hosts in-person, virtual, and asynchronous digital literacy skillbuilding to the general public. The interactive courses provide users with basic information across a wide array of digital literacy topics.

San Lorenzo Valley Unified School District	
Organization Type	Community Anchor Institution
Covered Population(s)	Rural Communities
Service Area(s)	Specific to an Individual Location
Funding Source(s)	Federal or State
Has Digital Navigator	No

San Mateo County Libraries	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	
Service Area(s)	
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	Yes
Program 1	WiFi hotspot, Combos and chromebooks: check out of hotspots and combos (laptops/combo) and individual chromebooks
Program 2	Tech Tutor: Tech Tutor program pairs a library staff member with a community member to work on digital skills. Meeting can be in person or virtual.

Santa Barbara County Association of Governments	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No

Santa Barbara Foundation	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Other
Service Area(s)	Countywide
Funding Source(s)	Other
Has Digital Navigator	Yes
Program 1	Digital Equity Coalition (DEC): The Santa Barbara County-wide Digital Equity Coalition (DEC) strategically aligns resources, work efforts, and tools to close the digital divide across all county communities. The Coalition seeks to establish partnerships between organizations invested in creating equitable and sustainable living conditions for all. As part of a larger statewide and national conversation, the Coalition assesses and analyzes local actions and initiatives addressing the digital divide to coordinate with regional and statewide digital equity efforts.

Santa Clara County Department of Family and Children's Services	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals,

	Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	
Has Digital Navigator	No

Santa Clara County Office of Education	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Incarcerated Individuals, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No
Program 1	Bridging the Digital Divide Grant: The Bridging the Digital Divide grant is a $7.1M grant from the County of Santa Clara Board of Supervisors, Funds were used to promote digital equity, procure devices and connectivity for students in underserved, underfunded, and underconnected districts within the Santa Clara County area.
Program 2	Connectivity Grant: Through the generous support of the Packard Foundation, the Santa Clara County Office of Education (SCCOE) expended $100,000 in grant funds to support high-need projects in Santa Clara County to address the growing digital divide in South County via hotspot subscription costs and internet infrastructure
Program 3	Digital Equity for All: Grant funds were used to promote digital equity, procure devices and connectivity for students in underserved, underfunded, and underconnected districts within the Santa Clara County area. The SCCOE issued subgrants to five local educational agencies (LEAs) to meet their critical digital equity needs. Funds were used to connect students in need from LEAs throughout Santa Clara

County with computing devices and protective carrying cases, in response to the impact of COVID-19.

Santa Cruz City Schools	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	
Funding Source(s)	Federal or State, Other
Has Digital Navigator	No
Program 1	No name- paid for with ECF funding: Funding for families of students enrolled in SCCS to allow access at home. The ECF funding was one time only so there is no official program.
Program 2	Parent training at ELAC meetings: ELAC meeting training on the basics of digital literacy.

Santa Cruz County Office of Education	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Incarcerated Individuals, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	
Funding Source(s)	Federal or State, Other
Has Digital Navigator	No
Program 1	Emergency Connectivity Fund: Through federal monies we were able to provide internet access through hotspots and broadband internet to families/students in need.
Program 3	Child Development Programs Support (pre-K): Provide device support and training for childcare facility leads.

Santa Monica Public Library	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Citywide
Funding Source(s)	
Has Digital Navigator	Yes

Santa Monica-Malibu Unified School District	
Organization Type	
Covered Population(s)	
Service Area(s)	
Funding Source(s)	Federal or State, Government Grants and Subsidies, Other
Has Digital Navigator	No
Program 1	AEC Chromebook Lending Student Support Program: Description: Chromebook Lending Student Support Program supports student participation in adult school digital educational programs, online learning management systems, online instruction and communication between student and school personnel.

Santa Monica-Malibu Unified School District	
Organization Type	
Covered Population(s)	
Service Area(s)	
Funding Source(s)	Federal or State, Government Grants and Subsidies, Other
Has Digital Navigator	No
Program 1	AEC Chromebook Lending Student Support Program: Description: Chromebook Lending Student Support

Program supports student participation in adult school digital educational programs, online learning management systems, online instruction and communication between student and school personnel.

Santa Monica-Malibu Unified School District

Organization Type	
Covered Population(s)	
Service Area(s)	
Funding Source(s)	Federal or State, Government Grants and Subsidies, Other
Has Digital Navigator	No
Program 1	AEC Chromebook Lending Student Support Program: Description: Chromebook Lending Student Support Program supports student participation in adult school digital educational programs, online learning management systems, online instruction and communication between student and school personnel.

SD Access 4 All, San Diego

Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Citywide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Other
Has Digital Navigator	No

SEIU Local 2015	
Organization Type	Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Aging Individuals (Age 60+), Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Women
Service Area(s)	Regional or Across Multiple Counties
Funding Source(s)	Federal or State, Private
Has Digital Navigator	No

Self-Help for the Elderly	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Statewide, Regional or Across Multiple Counties, Countywide, Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	Yes
Program 1	SF Connected: SF Connected is a free city-funded program that offers digital literacy training to seniors and adults with disabilities residing in San Francisco.

Senior and Disability Action	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities

Service Area(s)	Citywide
Funding Source(s)	
Has Digital Navigator	No

Sentry Living Solutions	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Regional or Across Multiple Counties
Funding Source(s)	
Has Digital Navigator	No

Sequoia Living/San Francisco Senior Center	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	
Has Digital Navigator	No

Shoreline Unified School District	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, Other

Service Area(s)	Citywide
Funding Source(s)	Private
Has Digital Navigator	No

Sierra Business Council	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Regional or Across Multiple Counties, Specific to a Tribal Nation or Available to Multiple Tribal Nations
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No

Silicon Valley Education Foundation	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	
Funding Source(s)	Other
Has Digital Navigator	No
Program 1	School2Home: School2Home is a comprehensive initiative that builds the capacity of its Partner Schools to integrate technology into teaching, learning and parent engagement to improve student outcomes and establish a sustainable digital learning culture. Since 2009, School2Home has provided financial support and technical assistance to Partner Schools in 12 districts throughout California to implement the following School2Home 10 Core Components:

Silicon Valley Education Foundation	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	
Funding Source(s)	Other
Has Digital Navigator	No
Program 1	School2Home: School2Home is a comprehensive initiative that builds the capacity of its Partner Schools to integrate technology into teaching, learning and parent engagement to improve student outcomes and establish a sustainable digital learning culture. Since 2009, School2Home has provided financial support and technical assistance to Partner Schools in 12 districts throughout California to implement the following School2Home 10 Core Components:

Siskiyou County Library	
Organization Type	Community Anchor Institution, Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Countywide
Funding Source(s)	
Has Digital Navigator	No

Siskiyou Telephone	
Organization Type	Private Sector or Non-Governmental Organization

Covered Population(s)	Aging Individuals (Age 60+), Rural Communities
Service Area(s)	Countywide, Citywide, Specific to a Tribal Nation or Available to Multiple Tribal Nations
Funding Source(s)	
Has Digital Navigator	No

Sky Valley Network LLC	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Rural Communities
Service Area(s)	Neighborhood-Based or Across Multiple Neighborhoods, Specific to an Individual Location
Funding Source(s)	
Has Digital Navigator	No

SLV Fiber	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Rural Communities
Service Area(s)	Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No
Program 1	SLV Fiber free wifi in downtown Boulder Creek, CA: Free wifi for 30 minutes to visitors of the downtown Boulder Creek area.

Social Justice Collaborative	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, Women, Other

Service Area(s)	Statewide
Funding Source(s)	Private
Has Digital Navigator	Yes
Program 1	Pro Bono Clinics: We have created content that allows our clients to increase their digital literacy in three languages: Spanish, English, and Mayan Mam, to ensure they can apply for legal status remotely. This also ensures that we can reach communities in rural areas that would otherwise have a difficult time finding representation.

Solano County	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No

Sonoma County Economic Development Board	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No
Program 1	ACP Outreach: We are at the beginning of a 2-year grant program for ACP outreach. We are setting up marketing

campaigns, creating region specific media, setting up technical assistance centers, and attending and hosting events for ACP enrollment and outreach.

Sourcewise	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No
Program 1	Digital Inclusion

South Bay Cities Council of Governments	
Organization Type	Community Anchor Institution, Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+)
Service Area(s)	Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	
Has Digital Navigator	No

Southeast Community Development Corporation	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization

Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Statewide, Regional or Across Multiple Counties, Countywide, Citywide
Funding Source(s)	
Has Digital Navigator	No

Southern Border Broadband Consortium	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women, Other
Service Area(s)	Regional or Across Multiple Counties
Funding Source(s)	Federal or State, Private

Southern California Association of Governments	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	
Funding Source(s)	Federal or State
Has Digital Navigator	Yes
Program 1	Go-Human/Digital Call for Action Program: On September 1, 2022, the SCAG Regional Council adopted Resolution Number 22-646-6, in support of Digital Equity Call for Action to initiate work to promote the ACP campaign. To provide access to affordable internet to unserved and underserved areas across the region, SCAG is partnering with the

	California Emerging Technology Fund (CETF) to leverage and bolster the existing campaign for the ACP.

Spectrum Community Services, Inc.	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Countywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Federal or State, Private
Has Digital Navigator	No
Program 1	Meals on Wheels: Healthy, home-delivered meals are available for seniors (60 years and older) who are unable to prepare their own food, and have difficulty with mobility. Fresh, nutritious meals are distributed during the week, and chilled or frozen meals can be pre-ordered for weekends and holidays.
Program 2	Senior Meals: Senior Meals are for anyone in the community 60+ years old. These delicious, nutritious meals are served hot and served in a group setting or ready to take home to eat.
Program 3	Fall Prevention: Exercise and education classes for residents 60 years old and better.

Stanislaus County Aging and Veteran Services	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Countywide

Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No
Program 1	Digital Connections: I Pad tablet distribution - set up assistance and online partnership with Cyber Seniors for training. 6-month program to distribute tablets/training assist and promoting Broadband maybe 25 for all /Affordable connectivity program - offer application assistance.

Stanislaus County Library	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Countywide
Funding Source(s)	Federal or State, Other
Has Digital Navigator	Yes
Program 1	Home connectivity kits

State Council On Developmental Disabilities, Sequoia Office	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Statewide
Funding Source(s)	
Has Digital Navigator	Yes
Program 1	Provide information on digital resources

State of California Governor's Office of Business and Economic Development	
Organization Type	Government or Public Organization
Covered Population(s)	Other
Service Area(s)	Statewide
Funding Source(s)	
Has Digital Navigator	No

State of California, Employment Development Department	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Statewide
Funding Source(s)	
Has Digital Navigator	No

Sunrun	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Rural Communities
Service Area(s)	Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	
Has Digital Navigator	No

Tahoe Prosperity Center	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization

Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Regional or Across Multiple Counties
Funding Source(s)	
Has Digital Navigator	No

Tahoe Truckee Community Adult School	
Organization Type	
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Regional or Across Multiple Counties
Funding Source(s)	Federal or State
Has Digital Navigator	No

Tech Exchange	
Organization Type	Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Citywide
Funding Source(s)	
Has Digital Navigator	No

TechEmpower	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Rural Communities

Service Area(s)	Countywide
Funding Source(s)	
Has Digital Navigator	Yes

The Arc of California	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Individuals with Disabilities
Service Area(s)	Statewide
Funding Source(s)	
Has Digital Navigator	No

The Arc San Francisco	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Statewide, Regional or Across Multiple Counties
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No
Program 1	Arc SF HUB: An online learning portal available to all Arc SF participants. That includes tech training and support.
Program 2	Tech Training: Technical training for Arc SF participants
Program 3	ACP and Digital Literacy Workshops: Open to the public digital literacy and ACP workshops.
Program 4	Tech Lending: We have tech resources available to use in the building or rent for longer periods of time.
Program 5	1:1 tech training: One to one digital literacy training and support for basic to more advanced users

Program 6	Small Group Tech Training Classes: small group/instructor lead digital literacy training and support for basic to more advanced users
Program 7	Self Paced Tech Training: Self-paced online and hard copy digital literacy training and support for basic to more advanced users
Program 8	Digital Literacy Training Services: The Arc offers three twelve-week long courses a semester Digital Literacy I, II, III to at least

The Central Valley Urban Institute	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide, Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Government Grants and Subsidies
Has Digital Navigator	Yes
Program 1	Hot Spot and Device Partner with FUSD: COVID-19 Hot spot and Device distribution partner

Fiber-Up My Neighborhood	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Women
Service Area(s)	Regional or Across Multiple Counties, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Private

Has Digital Navigator	No
Program 1	Science and Technology Education Enhancement Literacy Training: The STEEL lab provides free access to the Internet in the evening hours, after school and after work, with specific training sessions provided in English and Spanish for participants to enhance their technology skills while simultaneously learning how to maximize on-line resources for them and their families.

The Foundation for California Community Colleges	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Other
Service Area(s)	Statewide
Funding Source(s)	
Has Digital Navigator	No

The Greenlining Institute	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No

Program 1	The Town Link: Greenlining ran a program called the Town Link in partnership with the City of Oakland which involved recruiting local CBOs that provided direct services (e.g. churches, food banks, community centers, senior centers, healthcare providers, etc.). These partners worked with us to provide ACP + LifeLine enrollment assistance to their clients which are low-income and communities of color, they distributed laptops, and helped provide digital literacy classes. See our report here: https://greenlining.org/publications/achieving-digital-equity-the-oakland-town-link-program-playbook/

The Heart of Ida	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Citywide
Funding Source(s)	
Has Digital Navigator	No

Thompson Housing, LLC	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women, Other
Service Area(s)	Countywide, Specific to an Individual Location
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No
Program 1	Homebase on G: This is an existing (2010 opening date) 39-unit apartment building and day treatment program,

Thompson Housing, LLC	
	located at 513 North G Street in Lompoc. Free wired telephone service (like a PBX) was originally made available, as well as internet. Now 14 years old, in the project virtually no tenant (all formerly homeless and disabled) use the wired phones, and the demand on the internet (wired to each room) is extreme.
Program 2	Planned: Perkins Place: This is a new construction apartment project with 33 units in the town of New Cuyama. Internet service in New Cuyama is either satellite, Starlink, or relatively slow internet (dependent upon a central microwave transmitter). We are searching for a fiber optic or comparable high-speed source (probably microwave at this point). The project will open in about 2 years.
Program 3	Camino del Salud (49-unit apartment building, to be built): This is a supportive housing residential facility, with 48 apartments and a resident manager. There is a daytime staff of three professionals to provide support services to 24 formerly homeless tenants that were high frequency medical system users, and 24 "regular" low-income tenants in studio apartments. There is an on-site meeting room, kitchen, laundry, and other facilities for the tenants as well as supportive service offices. The high-speed internet needs to be available without charge and with training and support for this disabled population.

Thousand Oaks Library	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Citywide
Funding Source(s)	Federal or State, Other

Thousand Oaks Library	
Has Digital Navigator	Yes
Program 1	Erate: Erate provides discounts on broadband access at two Library locations.

Torrance Adult School	
Organization Type	
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Citywide
Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	Loaner Laptop Program: Students can borrow a laptop or Chromebook to take home so they can access online classes and complete assignments.
Program 2	Northstar Digital Skills Integration In ESL: All ESL classes will incorporate Northstar's teacher-led Computer Basics curriculum in Fall 2023.
Program 3	Northstar Digital Skills Integration In ABE/ASE and CTE: All ABE/ASE and CTE classes will incorporate the Basic Computer Skills screener from Northstar
Program 4	Staff Training In Northstar Digital Literacy Curriculum: All staff members were trained in the Northstar curriculum

Tulare County	
Organization Type	Government or Public Organization
Covered Population(s)	Other
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No

Tulare County Office of Education	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	Federal or State
Has Digital Navigator	No

Tuolumne County Public Health Department	
Organization Type	
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Countywide
Funding Source(s)	
Has Digital Navigator	No

Union of Pan Asian Communities	
Organization Type	Community Anchor Institution, Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Aging Individuals (Age 60+)
Service Area(s)	Countywide
Funding Source(s)	
Has Digital Navigator	No

United Way California Capital Region	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	Digital Equity Program: The program aims to address the technological barriers to education and employment of those in the community who are most acutely affected by the digital divide. Success is measured through the following metrics:

United Way of Santa Cruz County	
Organization Type	Community Anchor Institution, Government or Public Organization, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	ACP Affordable Connectivity Program: ACP provides a 30 dollars discount and 70 dollars discount (on tribal areas) of your current broadband bill.
Program 2	Low-cost internet: Low-cost internet connects you with a lower cost internet plan per month.

United Way, Merced County	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	
Has Digital Navigator	No

United Ways of California	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities

United Ways of California	
Service Area(s)	Statewide
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No
Program 1	Connecting Californians to Affordable, High-Speed Internet: UWCA has subgranted funds and outreach responsibilities to ten local United Way offices serving the following California counties to reach digitally isolated communities: Kern, Tulare, Monterey, Inland SoCal, San Luis Obispo, NorCal, Santa Cruz, Fresno-Madera, Yuba-Sutter-Colusa, and United Way of California Capital Region. Our outreach resources created to bolster outreach efforts include:

University of California	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Statewide
Funding Source(s)	
Has Digital Navigator	No

University of Southern California	
Organization Type	Community Anchor Institution
Covered Population(s)	Other
Service Area(s)	Statewide
Funding Source(s)	
Has Digital Navigator	No

unWired Broadband	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	
Has Digital Navigator	No

Urban Collaborative Project	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Ethnic or Minority Communities
Service Area(s)	Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	
Has Digital Navigator	No

Vallejo Adult School	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women
Service Area(s)	Citywide
Funding Source(s)	Federal or State, Other
Has Digital Navigator	No

Valley Voices	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Countywide
Funding Source(s)	Federal or State, Private
Has Digital Navigator	No

Ventura County	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Disabilities
Service Area(s)	Countywide
Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	Digital connectivity: We got a grant from the state and received funds to purchase and distribute 300 iPads

Ventura County Area Agency on Aging	
Organization Type	Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Countywide
Funding Source(s)	Federal or State

Has Digital Navigator	No

Ventura County Library	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	Yes
Program 1	Computer Kit lending

Vermont Slauson Economic Development Corporation	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, LGBTQIA, Women, Other
Service Area(s)	Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	
Has Digital Navigator	No
Program 1	Vermont Slauson Economic Development Corporation (VSEDC)- ATT Connected Learning Center: VSEDC is a community partner for ATT's Connected Learning Center (ATT-CLC), a newly furnished computer lap with 15 new Dell desktops. Open to the public, each desktop is equipped with high-speed internet access, Microsoft Office, and online digital literacy trainings. Additionally, the ATT-CLC offers free printing and has staff onsite Tuesday through Thursday from 1:00pm-6:00pm to support visitors with any technical needs.

Vi at La Jolla Village	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Aging Individuals (Age 60+)
Service Area(s)	
Funding Source(s)	
Has Digital Navigator	No

Viasat Inc	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	
Has Digital Navigator	No

Winters Joint Unified School District	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women, Other
Service Area(s)	Citywide, Neighborhood-Based or Across Multiple Neighborhoods, Specific to an Individual Location
Funding Source(s)	Federal or State, Other
Has Digital Navigator	No

Women's Economic Ventures

Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	Federal or State
Has Digital Navigator	No

WorkForceG

Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Statewide
Funding Source(s)	
Has Digital Navigator	No

Yolo County Library

Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Individuals with Language Barriers, Rural Communities
Service Area(s)	Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Other
Has Digital Navigator	No
Program 1	Hotspots: Yolo County Library provides wifi hotspots with unlimited data for checkout to all library patrons. Patrons

Yolo County Library	
	check them out for 7 days, return them, and then can check them out again.
Program 2	Chromebooks: Yolo County Library provides Chromebooks to check out for library patrons. Patrons check them out for 7 days, return them, and then can check them out again.
Program 3	Public Access Computers: Yolo County Library provides 102 desktop computers for anyone to use during Library open hours.
Program 4	Online Learning: Through the California State Library's support, Yolo County Library provides free online access to resources such as NorthStar Digital Literacy, Coursera, Linked In Learning, and more.
Program 5	Literacy: Yolo County Library Literacy Services provides one-on-one tutoring to adults. When a learner is matched with a volunteer tutor, they work on goals that the leaner sets - these often include learning how to use a computer, how to access websites regarding school, work or health, and learning to use social media and other tools to keep in touch with family and friends.

Yorba Linda Public Library	
Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Aging Individuals (Age 60+), Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Women
Service Area(s)	Specific to an Individual Location
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No

Young Women's Christian Association, Glendale and Pasadena	
Organization Type	Community Anchor Institution, Private Sector or Non-Governmental Organization

Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Individuals with Language Barriers, Ethnic or Minority Communities
Service Area(s)	Regional or Across Multiple Counties, Countywide
Funding Source(s)	
Has Digital Navigator	No

Yucaipa Adult School	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, neigh, LGBTQIA, Women, Other
Service Area(s)	Citywide, Neighborhood-Based or Across Multiple Neighborhoods
Funding Source(s)	Federal or State, Government Grants and Subsidies
Has Digital Navigator	No
Program 1	Students who do not have access to devices (student request or teacher recommendation) can check out a loaner device to use for the school year. Chromebooks are provided at no cost. Laptops have a $60 deposit that is refunded when the device is returned at the end of the school year or when the student exits and returns the device.

Sierra Community College District	
Organization Type	Community Anchor Institution
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Regional or Across Multiple Counties

Yucaipa Adult School

Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No
Program 1	Learning Resource Center Laptop Loaners: Provide loaner devices to students who take classes and need a device for online access to class content and digital materials.
Program 2	EOPS (Extended Opportunity Programs and Services) Learning Library: The EOPS Program at Sierra College provides low income and educationally underserved students with support services that includes specialized counseling, financial aid, priority 1 registration, tutoring, assistance with purchasing books, and more.

Santa Barbara County Education Office

Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Other, Incarcerated Individuals, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Countywide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private
Has Digital Navigator	No
Program 1	Computers For Families: We provide a computer to families with elementary school-aged children who do not otherwise have a device to do their homework. Internet is subsidized by a local ISP, Cox Communications.

Solano County Library

Organization Type	Community Anchor Institution, Government or Public Organization
Covered Population(s)	Aging Individuals (Age 60+), Veterans, Ethnic or Minority Communities, Rural Communities, LGBTQIA, Women
Service Area(s)	Countywide

Funding Source(s)	Federal or State
Has Digital Navigator	No
Program 1	Tech Pop-Ups with Tech Exchange (non-profit): Tech Exchange (a local non profit) hosts tech pop-ups at three of our library locations. They help library patrons with tech issues and also sign them up for ACP.
Program 2	Hotspot and Device Lending: We lend hotspots and hotspot-enabled chromebooks and tablets.

Workbay	
Organization Type	Private Sector or Non-Governmental Organization
Covered Population(s)	Households at or Below 150% of the Federal Poverty Level, Aging Individuals (Age 60+), Other, Incarcerated Individuals, Veterans, Individuals with Disabilities, Individuals with Language Barriers, Ethnic or Minority Communities, Rural Communities, LGBTQIA
Service Area(s)	Statewide
Funding Source(s)	Federal or State, Government Grants and Subsidies, Private, Other
Has Digital Navigator	No
Program 1	Workbay.net: Workbay builds a bridge between education and employment so that people can easily explore careers, build skills, and find good jobs. Workbay's SaaS links corporate and community resources, education, and government data in one comprehensive application that curates for each user. Students and job seekers see job posts, career pathways, and credentialing resources. Coaches and workforce administrators see a powerful cross-collaborative dashboard that reports activity and impacts in their community. Workbay is used by corporations, sector councils, municipal, state and national organizations to provide greater scale and access to opportunity, invitations to interviews, and pathways to promotion. Workbay's economic development clients utilize the systems analytics to support funding for programs that utilize the system to build community pipelines of high-potential candidates for targeted workforce and to promote career pathway

	initiatives. Workbay's corporate and sector clients utilize their system for speed to performance, speed to safety, and speed to engagement through pre-hire training and on-boarding for improved retention and promotion.

Appendix K – DEEM ISP Respondents

Internet Service Provider	Participate in ACP?	Do they have a low-cost offer?
Anza Electric Cooperative	Yes	Yes
AT&T	Yes	Yes
Cal.net	Yes	Yes
Catalina Broadband Solutions LLC	Yes	No
Charter	Yes	Yes
Comcast	Yes	Yes
Conifer Communications	No	No
Cox Communications	Yes	Yes
Cruzio Internet	Yes	Yes
Frontier	Yes	Yes
Hollywood Backdoor Alliance United, Inc.	No	No
Horizon Cable		
Lone Pine Communications	Yes	No
Matrix Broadband	Yes	Yes
Mediacom LLC	Yes	Yes
Monkey Brains		
Oasis Broadband	Yes	No
Ranch WiFi LLC	Yes	Yes
Sierra Nevada Communications	No	No
Siskiyou Telephone		
Sky Valley Network LLC	No	No
Sonic		
SpaceX	Yes	No
Spectrum Pacific West, LLC	Yes	Yes
Stream IT Network	No	No
T-Mobile		Yes
Ukiah Wireless	Yes	Yes

Internet Service Provider	Participate in ACP?	Do they have a low-cost offer?
unwired Broadband LLC	No	No
Velociter Wireless Inc	Yes	No
Velocity Communications	No	Yes
Verizon		Yes
Zavala Communications LLC	Yes	Yes
Zinnia Networks Inc dba Matrix Broadband		

Appendix L – Statewide Planning Group Members and Meeting Dates

Digital Equity Statewide Planning Group Member Organizations			
California Broadband Council Members ⊕		Eight Covered Populations and Outcome Area Experts	
Department of Technology	Department of Transportation	Department of Housing & Community Development	Department of Aging
Public Utilities Commission	California Emerging Technology Fund	Department of Correctional Rehabilitation	Department of Rehabilitation
Governor's Office of Emergency Services	Department of Food & Agriculture	Department of Public Health Services	Labor and Workforce Development Agency
Department of Education	California State Library	GO-Biz	Rural Counties Representative of California
Department of General Services	Governor's Office of Tribal Affairs	Government Operations Agency	Department of Social Services
		Department of Veterans Affairs	Office of Data and Innovation
Meeting Dates: January 25, 2023; April 26, 2023; July 26, 2023; October 25 2023			

Appendix M – Outcome Area Working Group Convenings

Outcome Area Working Group	Date of Meetings	Number of Entities Engaged
Health	February 16, 2023 March 16, 2023 May 18, 2023 June 15, 2023	179 registrants 136 registrants 80 registrants 103 registrants
Education	February 14, 2023 March 14, 2023 May 16, 2023 June 13, 2023	129 registrants 133 registrants 80 registrants 103 registrants
Digital Literacy and Inclusion	February 15, 2023 March 15, 2023 May 17, 2023 June 14, 2023	146 registrants 139 registrants 94 registrants 156 registrants
Essential Services, Accessibility, and Civic Engagement	February 16, 2023 March 16, 2023 May 18, 2023 June 15, 2023	114 registrants 217 registrants 70 registrants 180 registrants
Workforce and Economic Development	February 15, 2023 March 15, 2023 May 17, 2023 June 14, 2023	121 registrants 125 registrants 85 registrants 103 registrants
Tribal Collaboration	February 17, 2023 March 21, 2023 May 16, 2023 July 28, 2023	81 registrants 108 registrants 83 registrants 57 registrants

Appendix N – Outcome Area Working Group Co-Chairs

Working Groups		
Outcome Areas	**Co-Chairs**	**Key Parties**
Education	Dept. of Education, University of California, California State University, Chancellor's Office of Community Colleges, Corporation for Education Networks In California (CENIC)	• School districts & higher education • CBOs serving children, youth & families
Health	CA Health and Human Services, Dept. of Public Health, Covered California, California Coverage and Health Initiatives, Insure the Uninsured Project, Office of Planning and Research (OPR), Strategic Growth Council	• Community health providers, clinics, health focused CBOs
Digital Literacy and Inclusion	CDT, CPUC, CETF, CDA, State Library, SF Tech Council	• Device providers including refurbishers • Digital inclusion practitioners • ISPs
Essential Services, Accessibility, and Civic Engagement	CDT, Government Operations Agency, Office of Emergency Services, Office of Data and Innovation, Dept. of Rehabilitation, Dept. of Developmental Services, League of Cities, CSAC, RCRC	• Assistive technology experts (UI/UX) Senior and disability-serving CBOs
Workforce and Economic Development	CPUC, Community Colleges, Labor and Workforce Development Agency, GO-Biz, Fiber Broadband Association, NextGen Policy	• CBOs • Labor ISPs, Major Employers, small businesses, DVBE
Tribal Collaboration	Governor's Office of Tribal Affairs, CDT, CPUC, NTIA	• Tribal Chairpersons Associations • Tribes

Appendix O – Statewide Digital Equity Telephone Survey Methodology

The statewide telephone survey, conducted by the University of Southern California and coordinated by the California Emerging Technology Fund, reached more than 3,200 residents across the state by both cell and landline home phone numbers. It is the largest randomized sample ever conducted to determine the status of digital equity in the state.

The telephone survey is the random sample of all California residents to provide an accurate, statistically reliable data set about the status of Internet connectivity for input into the Digital Equity Plan. The telephone survey aimed to identify the unique challenges of those with limited or no access to broadband internet and digital resources. By conducting a widespread randomized telephone survey, the State captured insights directly from residents, ensuring their voices were heard and their specific digital equity needs were considered.

The survey questions included a focus on understanding Californians' awareness of, and enrollment in, discount internet and subsidy programs such as the Affordable Connectivity Program (ACP). The survey asked questions about connectivity status, telehealth use, digital skills, internet costs, and reliability and satisfaction with internet services. The telephone survey also gathered data on barriers preventing individuals and households from accessing broadband, such as affordability issues, geographical limitations, or a lack of awareness about available resources. It was designed to assess the digital needs and challenges faced by covered populations throughout California. Respondents were also asked a series of demographic questions to establish the respondent's demographic characteristics and understand household-level characteristics.

The study is based on a multimodal methodology that combines RDD (random digit dialing) with text-to-web responses. Telephone interviews were conducted using a random digit-dialing (RDD) methodology that combined landline numbers and cell phone numbers, to obtain the most representative sample possible of all residents. Cell phone numbers included California area codes as well as non-California area codes to account for residents who migrated from out of state and retained their mobile number. Enriched data sources that are continuously updated and validated by over 200 authoritative sources were leveraged to confirm that all mobile numbers were within the state of California.

CDT decided to double the 2023 telephone survey sample to 3,200 households to "oversample" specific covered populations identified in IIJA, especially rural residents, low-income households, and people with disabilities. Specifically, surveys were conducted with phone numbers associated with rural counties to increase the number of respondents that are rural residents, with prepaid cell phone numbers to increase the number of low-income respondents, and with a list drawn from the California

Department of Rehabilitation to increase the number of respondents with a reported disability.

A text-to-web campaign was further conducted from May 25, 2023, to June 21, 2023, that supplemented the telephone (RDD) data collection. A text message was sent to non-responders from the initial telephone attempt with a link to complete the questionnaire via web. This resulted in a multimodal survey (RDD + text-to-web).

Appendix P – Statewide Telephone Survey: Summary of Telephone Data Collection

	Total	CELL	LAND	ASIAN	PRE PAID
Total Records	99,053	85,000	2,988	6,000	5,065
Total Surveys Completed (A)	1,000	804	35	100	61
Total Basic Surveys	249	196	10	20	23
Basic Surveys – Refused to finish	*93*	*71*	*6*	*9*	*7*
Basic Surveys – Not reached to finish	*156*	*125*	*4*	*11*	*16*
Refused to Participate / Opt-Out (B)	6,083	5,063	132	458	430
Invalid Contact Information (C)	17,821	14,827	1,605	572	817
Language Problem (D)	151	121	8	14	8
Not Available for duration of study (E)	71,787	62,380	1,178	4,632	3,597
Not eligible for Study (F)	2,211	1,805	30	224	152
COOPERATION RATE 1 (AAPOR)= (A)/(A+B+D)	14%	13%	20%	17%	12%
RESPONSE RATE 1 (AAPOR)= (A)/(A+B+D+E)	1%	1%	3%	2%	1%

Appendix Q – Statewide Telephone Survey: Four Neighbor Regions and Corresponding Sample Size

Neighbor Regions	Counties	Rural Counties Oversample	Main Sample + Rural Counties Oversample)
Neighbor Regions 1 *North West*	Redwood Coast: Del Norte, Humboldt, Trinity North Bay North Coast: Lake, Marin, Mendocino, Napa, Sonoma	287	343
Neighbor Regions 2 *North East*	Northeastern: Butte, Modoc, Shasta, Siskiyou, Tehama, Lassen, Plumas Upstate: Colusa, Glenn Connected Capital Area: Sutter, Yolo, Yuba Gold Country: El Dorado, Nevada, Placer, Sierra	296	379
Neighbor Regions 3 *Central East*	San Joaquin Valley: Fresno, Kern, Kings, Madera, Merced, San Joaquin, Stanislaus, Tulare Central Sierra: Tuolumne, Amador, Calaveras, Mariposa Eastern Sierra: Inyo, Alpine, Mono	274	472
Neighbor Regions 4 *South West*	Central Coast: Monterey, San Benito, Santa Cruz Pacific Coast: Santa Barbara, San Luis Obispo	202	258
Total		**1,059**	**1,452**

Appendix R – Statewide Telephone Survey: Covered Populations Distribution

Covered Populations Distribution, by Phone Sample
(Ordered by declining share within the Main Sample)

Racial or Ethnic Minorities
- 63.7%
- 38.5%
- 66.8%
- 60.7%
- 60.60%

Households with Language Barriers
- 51.5%
- 26.1%
- 46.6%
- 31.0%
- 43.90%

Women
- 46.4%
- 45.8%
- 44.3%
- 44.9%
- 50%

Aged 60 or Older
- 36.0%
- 37.0%
- 32.7%
- 16.5%
- 21.10%

Low-Income Households
- 32.4%
- 19.7%
- 41.0%
- 54.2%
- 20%

Veteran Households
- 19.2%
- 18.2%
- 18.5%
- 13.4%
- 4.40%

Households with Disabilities
- 24.5%
- 24.5%
- 31.2%
- 64.1%
- 11.20%

Rural Households
- 18.4%
- 36.1%
- 22.2%
- 18.1%

LGBTQIA+
- 7.5%
- 8.2%
- 8.1%
- 9.5%

Legend:
- Main Sample
- Rural Counties Oversample
- Prepaid Oversample
- DOR Oversample
- State of California (ACS 2021 1 year)

Appendix S – Statewide Digital Equity Online Public Survey Methodology

A fully accessible, mobile-friendly, audio-enabled online public survey was made available in fourteen (14) languages to accommodate individuals with visual impairments, limited literacy, and limited English proficiency. The online public survey also included access to an internet speed test function for users to test their connectivity speeds.

The online public survey aligns with the telephone survey and was vetted by over 40 state agencies and nonprofit organizations before posting online. The survey was live from May 18, 2023, to July 15, 2023, and it was promoted widely through social media, emails to stakeholders, newsletters, and outreach to ethnic media outlets. Several entities assisted by promoting the online public survey to their membership base via text and email campaigns, including AARP, Communication Workers of America Union (CWA), Rural County Representatives of California (RCRC), the San Diego Association of Governments (SANDAG), and L.A. County Internal Services Department (LA ISD).

The online public survey had a total reach of 43,432, and as of July 15, 2023, closed with 36,273 responses, including responses from all 58 of California's counties.

Detailed analysis of the online public survey data required data cleaning (eliminating invalid responses) to ensure the legitimacy of the data used in the needs assessment. For public survey data (both online and paper surveys), the methodology used for data cleaning was based on the following criteria:

1. Respondents answered "Yes" to being a resident of California and above the age of 18.

2. Respondents answered with a ZIP code that belongs to California for the question asking the same.

3. Respondents answered one or more questions beyond the demographics section.

Respondents who answered "No" to item #1 and respondents who may have answered "Yes" to item #1 but failed to respond to any other question apart from demographic questions in the survey were eliminated as invalid responses.

Respondents who answered "Yes" to item #1 but did not answer the ZIP code question (which was optional) were not eliminated if they answered at least one or more questions in the survey, apart from the demographic questions (total of 105 such respondents).

Each response was assigned a county based on the ZIP code they entered. For ZIP codes that traverse across county boundaries, the county encompassing the larger area of that ZIP code was assigned.

If a Respondent did not answer the ZIP code question, they were not assigned a county but included in the non-geographic analysis of the data.

The speed test data was collected using an M-Lab-based speed test solution linked to the online public survey. Each speed test respondent was assigned a county based on the zip code they answered, as described above.

After a thorough data scrubbing process, the final number of total valid responses for the online public survey was 36,258.

Appendix T – Statewide Digital Equity Online Public Survey: Respondents by Language

Language of Submission	Number of Responses	Percentage of Responses
English	39,353	91%
Spanish	2,445	6%
Simplified Chinese	736	2%
Traditional Chinese	346	1%
Arabic	137	0.3%
Vietnamese	111	0.3%
Persian	61	0.1%
Korean	59	0.1%
Tagalog	58	0.1%
Russian	58	0.1%
Japanese	40	0.1%
Khmer	14	-
Punjabi	13	-
Armenian	1	-

Appendix U – Statewide Digital Equity Online Public Survey: Respondents by Covered Population

Covered Populations' Distribution

■ Online Survey   ■ State of California*

Covered Population	Online Survey	State of California*
Aging Individuals (60+)	53%	20%
Women	48%	50%
Racial or Ethnic Minority Groups	44%	64%
Individuals in Households Below 150% FPL	29%	20%
Individuals Primarily Residing in Rural Areas	28%	6%
Individuals with Disabilities	21%	11%
Veterans	11%	4%
Immigrants	9%	26%
Individuals with Limited English Proficiency	9%	16%
LGBTQIA+ Individuals	6%	9%
Unhoused Individuals	3%	1%
Tribal Communities	1%	2%
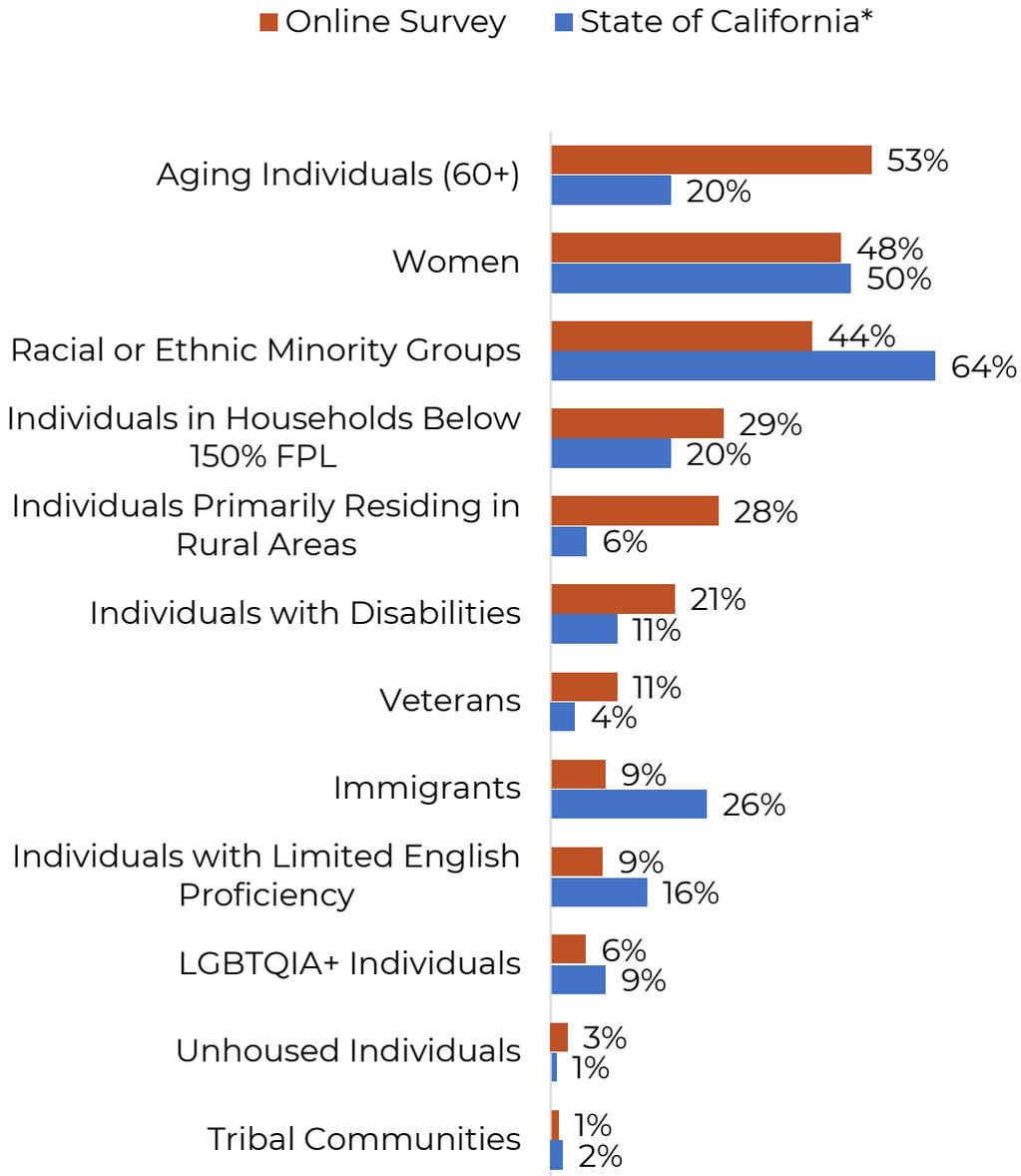
Appendix V – Statewide Digital Equity Online Public Survey: Respondents by County of Residence

Online Public Survey Responses by County

County		County		County	
San Diego	10,966	Calaveras	514	Siskiyou	237
Los Angeles	3,023	Santa Cruz	509	San Joaquin	226
Mendocino	1,132	Butte	489	Yolo	224
San Francisco	1039	Merced	457	Del Norte	210
El Dorado	1016	Fresno	451	Napa	205
Tuolumne	889	Contra Costa	447	Kern	198
Sacramento	789	Inyo	409	Plumas	183
Shasta	724	Sonoma	405	Stanislaus	183
Santa Clara	716	Yuba	348	Sierra	174
Orange	654	Sutter	340	Mono	156
Santa Barbara	645	San Benito	308	Alpine	146
Orange	654	San Mateo	300	Amador	141
Nevada	615	Solano	290	Lassen	138
Riverside	599	Ventura	279	Marin	130
Alameda	583	Kings	276	Colusa	121
Placer	578	San Luis Obispo	273	Tehama	109
Monterey	554	Trinity	270	Mariposa	36
Humboldt	547	Lake	267	Glenn	33
Madera	530	Tulare	267	Modoc	10
San Bernardino	527	Imperial	263	Unanswered	106

Appendix W – Digital Equity Ecosystem Mapping (DEEM) Methodology

The data cleaning process for the Digital Equity Ecosystem Mapping (DEEM) involved a straightforward method. To clean the data, the internal data team considered the following:

1. Test responses were removed from the survey. Test responses were identifiable based on the first set of columns that asked respondents about their organization, name, and point of contacts. Those who responded as part of the internal survey team were removed from the final dataset. Additionally, organizations or entries that denoted 'test' or any similar responses were removed from the survey.

2. An organization's entry was deemed 'valid' if the first set of columns (such as name, point of contact, email, etc.) had real information within them.

Appendix X – Regional Planning Workshops

Date	Broadband for All, Digital Equity, and BEAD Planning Workshops	Registration #
April 14	San Joaquin Valley - North (Merced)	90
April 15	San Joaquin Valley - Central/South (Fresno)	90
April 21	Southern Border (San Diego)	121
April 27	Northeastern – Upstate (Chico)	59
April 28	North Bay North Coast (Santa Rosa)	101
May 3	Redwood Coast (Eureka)	91
May 5	Silicon Valley (San Jose)	133
May 11	Connected Capital Region (Sacramento)	205
May 12	Gold Country (Grass Valley)	126
May 16	Inland Empire (San Bernadino)	114
May 19	Los Angeles (South Los Angeles)	182
May 20	Los Angeles (Long Beach)	67
May 24	Orange County (Santa Ana)	93
May 30	Central & Eastern Sierra (Tuolumne)	93
June 1	Pacific Coast (Santa Maria)	155
June 2	Central Coast (Seaside)	163
June 8	Bay Area (Oakland)	229
June 20	Tribal Consultation - Northern CA (Redding)	25
June 22	Tribal Consultation - Central CA (Porterville)	13
June 27	Tribal Consultation - Southern CA (El Cajon)	36
July 12	Statewide Tribal Consultation – Virtual	85

Appendix Y – Standard Regional Planning Workshop Agenda

Broadband for All, Digital Equity, and BEAD
Regional Workshops
Simplified Agenda

1. Welcome and Introductions
   • State Executives (CDT, CPUC, GovOps)
   • NTIA CA Federal Program Officer
   • Regional Planning Partners
   • Federal Elected Officials
   • State Elected Officials
   • Local Elected Officials
	20 minutes

2. Kick-Off Leadership Engagement: Biggest Challenges to Digital Equity	5 minutes

3. *Broadband for All* Initiative and Overview of Existing Investments and Efforts
   • Middle-Mile Broadband Initiative
   • Last-Mile Projects Funding Programs
   • ACP Mobilization Get Connected! California
	15 minutes

4. Lived Experiences from Covered Populations • (2-Minute Remarks from <6 Residents)	15 minutes

5. Small Work Group Conversations: Digital Equity Barriers and Challenges for 8 Covered Populations
   a. Identify barriers for Covered Populations and gaps to address in the Digital Equity and BEAD Plans.
   b. Develop strategies to address challenges and explore opportunities for collaboration.
   c. Report out strategies.
	1 hour

6. Small Group Conversations: 6 Policy Outcome Areas
   a. Identify barriers to overcome disparate outcomes in education, health, digital literacy, workforce and economic development, essentials services and civic participation, and Tribal collaboration) and address gaps in the Digital Equity and BEAD Plans.
   b. Develop strategies to address challenges and explore opportunities for collaboration.
   c. Report out strategies.
	1 hour

7. Calls to Action – Outcomes
   • Complete the DEEM Asset Inventory
   • Distribute and Promote the Digital Equity Survey
   • Participate in BEAD Rulemaking
   • Provide Public Comment on Draft Digital Equity Plan
	4 minutes

8. Closing Remarks and Move into Work Sessions	1 minute

Break: Concurrent Focused Working Sessions (A or B) Food and refreshments will be provided.	1-2 hours

9. Working Session A – Broadband Infrastructure Deployment
    a. Middle-Mile Broadband Initiative (CDT and GoldenStateNet)
    b. Last-Mile Programs (CPUC)
        i. CASF
        ii. Federal Funding Account
        iii. Loan Loss Reserve Fund
        iv. Additional BEAD Questions
    c. Regional Collaboration (Permitting)	

10. Working Session B - Affordability and Adoption
    a. Train-the-Trainer for ACP Enrollment, and/or
    b. ACP Enrollment Event	

Appendix Z – Meetings Conducted Throughout the Planning Process

Title of Meeting	Date	Engagement Type
WIC Healthcare, Data and Linkages	12/1/22	Listening Session (Virtual)
Central Valley Community Foundation (Council of Business Sponsors) Meeting	12/2/22	Listening Session (Virtual)
Selwyn Hollins, Director, Internal Services Department, County of Los Angeles	12/2/22	Listening Session (Virtual)
CDT, PUC	12/2/22	Meeting/Presentation
LA DEAL	12/5/22	Listening Session (Virtual)
Brydge/HarmonyHealth	12/7/22	Listening Session (Virtual)
CDT, NTIA	12/7/22	Meeting/Presentation
California Coverage and Health Initiatives (CCHI)	12/8/22	Listening Session (Virtual)
OAWG-Civic Engagement, Essential Services, Accessibility Co-Chairs Planning Meeting	12/8/22	Meeting/Presentation
CDFA State Fair Directors	12/8/22	Listening Session (Virtual)
OAWG- Health Co-Chairs Planning Meeting	12/13/22	Listening Session (Virtual)
OAWG- Workforce and Economic Development Co-Chairs Planning Meeting	12/14/22	Listening Session (Virtual)
OAWG- Digital Literacy & Inclusion Co-Chairs Planning Meeting	12/14/22	Listening Session (Virtual)
California State Library	12/16/22	Listening Session (Virtual)
OAWG- Education Co-Chairs Planning Meeting	12/16/22	Listening Session (Virtual)
State Agency/ISP Broadband Adoption Coordinating Meeting	12/16/22	Meeting/Presentation
CalVet	12/20/22	Listening Session (Virtual)
CDT, NTIA	12/20/22	Meeting/Presentation
Western States Pact Broadband Group	12/20/22	Meeting/Presentation
Education SuperHighway	12/20/22	Listening Session (Virtual)
CDT, NTIA	1/11/23	Meeting/Presentation
AARP	1/11/23	Listening Session (Virtual)
DDS/CDT	1/13/23	Listening Session (Virtual)
Western States Broadband Alliance	1/17/23	Meeting/Presentation
CDT, NTIA (CA Team)	1/18/23	Meeting/Presentation
CPUC	1/18/23	Listening Session (Virtual)
CETF, OBDL	1/19/23	Meeting/Presentation
OAWG-Tribal Collaboration	1/19/23	Listening Session (Virtual)

Title of Meeting	Date	Engagement Type
State Agency/ISP Broadband Adoption Coordinating Meeting	1/20/23	Meeting/Presentation
CPUC	1/23/23	Meeting/Presentation
Ewiiaapaayp Band of Kumeyaay Indians (DE)	1/24/23	Listening Session (Virtual)
CA Broadband Council	1/25/23	Meeting/Presentation
NTIA/CWA	1/25/23	Meeting/Presentation
Statewide Digital Equity Planning Group Meeting	1/25/23	Meeting/Presentation
NTIA/CDT	1/26/23	Meeting/Presentation
SF TechCouncil	1/26/23	Listening Session (Virtual)
CWA-Union Meeting (DE)	1/27/23	Listening Session (Virtual)
CPUC	1/30/23	Meeting/Presentation
LA DEAL	1/30/23	Listening Session (Virtual)
Matthew Rantanen, Golden State Net (Tribal Collaboration)	1/30/23	Listening Session (Virtual)
Kenneth Holbrook, California Public Utilities Commission (Tribal Collaboration)	1/31/23	Listening Session (Virtual)
Vanesscia Cresci and Andrew Orosco, National Telecommunications and Information Administration (Tribal Collaboration)	1/31/23	Listening Session (Virtual)
CDT, NTIA (CA Team)	2/1/23	Meeting/Presentation
Hispanic Association of Colleges and Universities - Western States	2/1/23	Listening Session (Virtual)
Brian Court, Corporation for Education Network Initiatives in California (Tribal Collaboration)	2/1/23	Listening Session (Virtual)
LeadingAge California	2/2/23	Listening Session (Virtual)
Yurok Tribe	2/2/23	Listening Session (Virtual)
Fresno County	2/3/23	Listening Session (Virtual)
WPSS/Verizon	2/3/23	Listening Session (Virtual)
California Department of Public Health (Health)	2/3/23	Listening Session (Virtual)
CPUC	2/6/23	Meeting/Presentation
CA Tribal Nations Summit	2/6/23	Listening Session (Virtual)
Barbara Hayes, Rural County Representatives of California (Tribal Collaboration)	2/6/23	Listening Session (Virtual)
Julianna Robbins, CA State Libraries (Digital Literacy and Inclusion)	2/7/23	Listening Session (Virtual)

Title of Meeting	Date	Engagement Type
Geoff Belleau, Department of Education (Education)	2/7/23	Listening Session (Virtual)
Kellie Flores, California Office of Digital Innovation (Tribal Collaboration)	2/7/23	Listening Session (Virtual)
Julianna Robbins, California State Library (Workforce)	2/7/23	Listening Session (Virtual)
NextGen	2/8/23	Listening Session (Virtual)
Kendra Ard, California State University (Education)	2/8/23	Listening Session (Virtual)
California Department of Aging (Health)	2/8/23	Listening Session (Virtual)
Abby Snay, Department of Labor (Workforce)	2/8/23	Listening Session (Virtual)
Kellie Flores, CA Office of Data and Innovation (Workforce)	2/8/23	Listening Session (Virtual)
Cartesian	2/9/23	Listening Session (Virtual)
San Diego Association of Governments	2/9/23	Listening Session (Virtual)
Anaheim USHD	2/9/23	Listening Session (Virtual)
Eric Will, Rural County Representatives of CA (Digital Literacy and Inclusion)	2/9/23	Listening Session (Virtual)
Leinani Walter and Linda Gutierrez, Department of Developmental Services (Essential Services, Civic Engagement, and Accessibility)	2/9/23	Listening Session (Virtual)
Brian Cote and Kalyn Dean, California State Association of Counties (Essential Services, Civic Engagement, and Accessibility)	2/9/23	Listening Session (Virtual)
Jonathan Porat, Department of Technology (Essential Services, Civic Engagement, and Accessibility)	2/9/23	Listening Session (Virtual)
Camille Crittenden, CITRIS and the Banatao Institute, University of California (Education)	2/9/23	Listening Session (Virtual)
Chris Durr, California State Library (Education)	2/9/23	Listening Session (Virtual)
California Health and Human Services Agency (Health)	2/9/23	Listening Session (Virtual)
Brian Carter, Department of Aging (Digital Literacy and Inclusion)	2/10/23	Listening Session (Virtual)
Jennifer Lovett, California Forward (Workforce)	2/10/23	Listening Session (Virtual)
CPUC	2/13/23	Meeting/Presentation
Karla Suomala, San Francisco Tech Council (Digital Literacy and Inclusion)	2/13/23	Listening Session (Virtual)
California Coverage and Health Initiatives (Health)	2/13/23	Listening Session (Virtual)

Title of Meeting	Date	Engagement Type
Gary Bolton, Fiber Broadband Association (Workforce)	2/13/23	Listening Session (Virtual)
NGA Broadband Advisors Network Call	2/14/23	Listening Session (Virtual)
Education Outcome Area Working Group Meeting, State Digital Equity Planning	2/14/23	Meeting/Presentation
Abby Browning, Office of Emergency Services (Essential Services, Civic Engagement, and Accessibility)	2/14/23	Listening Session (Virtual)
Rural County Representatives of California (RCRC) (Health)	2/14/23	Listening Session (Virtual)
Insure the Uninsured Project (Health)	2/14/23	Listening Session (Virtual)
CDT, NTIA (CA Team)	2/15/23	Meeting/Presentation
Digital Literacy and Inclusion Outcome Area Working Group Meeting, State Digital Equity Planning	2/15/23	Meeting/Presentation
Workforce and Economic Development Outcome Area Working Group Meeting, State Digital Equity Planning	2/15/23	Meeting/Presentation
Terrance Rodgers, Rural County Representatives of California (Essential Services, Civic Engagement, and Accessibility)	2/15/23	Listening Session (Virtual)
Sherilyn Evans, CENIC, Corporation for Education Network Initiatives in California (Education)	2/15/23	Listening Session (Virtual)
Covered California (Health)	2/15/23	Listening Session (Virtual)
Marissa Canche, California Emerging Technology Fund (Digital Literacy and Inclusion)	2/16/23	Listening Session (Virtual)
Essential Services, Accessibility, and Civic Engagement Outcome Area Working Group Meeting, State Digital Equity Planning	2/16/23	Meeting/Presentation
Health Outcome Area Working Group Meeting, State Digital Equity Planning	2/16/23	Meeting/Presentation
State Agency/ISP Broadband Adoption Coordinating Meeting	2/17/23	Meeting/Presentation
Rob Osborne, California Public Utilities Commission (Digital Literacy and Inclusion)	2/17/23	Listening Session (Virtual)
Tribal Collaboration Outcome Area Working Group Meeting, State Digital Equity Planning	2/17/23	Meeting/Presentation

Title of Meeting	Date	Engagement Type
Damon Conklin, League of Cities (Essential Services, Civic Engagement, and Accessibility)	2/17/23	Listening Session (Virtual)
Robert Peterson, CA Department of Food and Agriculture (Covered Populations)	2/17/23	Listening Session (Virtual)
Tanya Bautista, Brian Carter, California Department of Aging (Covered Populations)	2/17/23	Listening Session (Virtual)
Western States Broadband Alliance	2/21/23	Listening Session (Virtual)
Stuart Drown, Government Operations Agency (Essential Services, Civic Engagement, and Accessibility)	2/21/23	Listening Session (Virtual)
CDT, NTIA (CA Team)	2/22/23	Meeting/Presentation
CA Community Foundation - Digital Equity LA Coalition	2/22/23	Meeting/Presentation
Jacob Johnson, Department of Rehabilitation (Essential Services, Civic Engagement, and Accessibility)	2/22/23	Listening Session (Virtual)
Digital Equity Los Angeles Coalition	2/22/23	Meeting/Presentation
WTA Advocates for Rural Broadband	2/23/23	Listening Session (Virtual)
Digital Equity Leaders Network / State Broadband Leaders Network	2/23/23	Meeting/Presentation
TechExchange	2/23/23	Listening Session (Virtual)
California Department of Covered Rehabilitation (Covered Populations)	2/23/23	Listening Session (Virtual)
Ulises Zatarain, Ken Spence, TechExchange, NextGen (Covered Populations)	2/23/23	Listening Session (Virtual)
Verizon	2/24/23	Listening Session (Virtual)
Pam Haase, Department of Technology (Essential Services, Civic Engagement, and Accessibility)	2/24/23	Listening Session (Virtual)
Valerie Lundy-Wagner, California Community Colleges (Education) (Workforce)	2/24/23	Listening Session (Virtual)
GoBiz (Workforce)	2/24/23	Listening Session (Virtual)
LA DEAL	2/27/23	Listening Session (Virtual)
CPUC	2/27/23	Meeting/Presentation
Bob Burris, Rural County Representatives of California (Workforce)	2/28/23	Listening Session (Virtual)
Meeting with CalVet (Covered Populations)	2/28/23	Listening Session (Virtual)
Meeting with USDA (Covered Populations)	2/28/23	Listening Session (Virtual)
CDT, NTIA (CA Team)	3/1/23	Meeting/Presentation
CETF	3/1/23	Listening Session (Virtual)

Title of Meeting	Date	Engagement Type
California Office of Data Services Web Team (Essential Services, Civic Engagement, and Accessibility)	3/1/23	Meeting/Presentation
Community Connect Labs	3/2/23	Listening Session (Virtual)
Vitaliy Panych, Department of Technology (Essential Services, Civic Engagement, and Accessibility)	3/2/23	Meeting/Presentation
NextGen (Workforce)	3/2/23	Listening Session (Virtual)
CPUC	3/6/23	Meeting/Presentation
Suzie Changus, California Prison Industry Authority (Covered Populations)	3/6/23	Listening Session (Virtual)
Andrea Bennett, CITE (Education)	3/7/23	Listening Session (Virtual)
CDT, NTIA	3/8/23	Listening Session (Virtual)
California Emerging Technology Fund	3/8/23	Listening Session (Virtual)
Kami Griffiths, Community Tech Network (Digital Literacy & Inclusion)	3/9/23	Listening Session (Virtual)
Jim & Karen Hayes, Fiber Optics Association (Workforce)	3/9/23	Listening Session (Virtual)
United Way of CA	3/10/23	Listening Session (Virtual)
Capital Region Coalition for Digital Inclusion	3/10/23	Meeting/Presentation
Cultural Specialists monthly meeting, Department of Developmental Services (Essential Services, Civic Engagement, and Accessibility)	3/10/23	Meeting/Presentation
United Way of California (Essential Services, Civic Engagement, and Accessibility)	3/10/23	Listening Session (Virtual)
CITRIS Health (Health)	3/10/23	Listening Session (In-person)
Winnie Yu, Self Help For the Elderly (Digital Literacy and Inclusion)	3/10/23	Listening Session (Virtual)
CPUC	3/13/23	Meeting/Presentation
Central Valley Immigrant Integration Collaborative	3/13/23	Listening Session (In-person)
Education Outcome Area Working Group Meeting, State Digital Equity Planning	3/14/23	Meeting/Presentation
Rebecca Kauma, City of Long Beach (Digital Literacy and Inclusion)	3/14/23	Listening Session (Virtual)
California Department of Corrections and Rehabilitation (Health)	3/14/23	Listening Session (Virtual)
Hyrum Eastman, CDFA (Covered Populations)	3/14/23	Listening Session (Virtual)
CDT, NTIA	3/15/23	Listening Session (Virtual)

Title of Meeting	Date	Engagement Type
Workforce and Economic Development Outcome Area Working Group Meeting, State Digital Equity Planning	3/15/23	Meeting/Presentation
Digital Literacy and Inclusion Outcome Area Working Group Meeting, State Digital Equity Planning	3/15/23	Meeting/Presentation
Luis Wong, Imperial County Office of Education (Education)	3/15/23	Listening Session (Virtual)
Essential Services, Accessibility, and Civic Engagement Outcome Area Working Group Meeting, State Digital Equity Planning	3/16/23	Meeting/Presentation
Health Outcome Area Working Group Meeting, State Digital Equity Planning	3/16/23	Meeting/Presentation
Pam Chueh, Government Operations Agency (Essential Services, Civic Engagement, and Accessibility)	3/16/23	Listening Session (Virtual)
Communication Workers of America (Workforce)	3/16/23	Listening Session (Virtual)
State Agency/ISP Broadband Adoption Coordinating Meeting	3/17/23	Meeting/Presentation
Service Access & Equity CBO Grantees monthly meeting, Department of Developmental Services (Essential Services, Civic Engagement, and Accessibility)	3/17/23	Meeting/Presentation
Katie Simmons, Butte County (Essential Services, Civic Engagement, and Accessibility)	3/17/23	Listening Session (Virtual)
Thea Rittenhouse, California Department of Food and Agriculture (Covered Populations)	3/17/23	Listening Session (Virtual)
Center for Accessible Technology	3/17/23	Listening Session (Virtual)
CPUC	3/20/23	Meeting/Presentation
Bitwise Industries	3/21/23	Listening Session (Virtual)
Western States Broadband Alliance	3/21/23	Meeting/Presentation
Tribal Collaboration Outcome Area Working Group Meeting, State Digital Equity Planning	3/21/23	Meeting/Presentation
Bitwise Industries (Workforce)	3/21/23	Listening Session (Virtual)
California LGBTQ Health and Human Services Network (Health)	3/22/23	Listening Session (Virtual)
Astin Williams, Dannie Cesena, CA LGBTQ Health & Human Services Network (Covered Populations)	3/22/23	Listening Session (Virtual)

Title of Meeting	Date	Engagement Type
NTIA/DELN	3/23/23	Meeting/Presentation
GO-Biz	3/23/23	Meeting/Presentation
Sade Williams, Parents in Quality Education (Education)	3/23/23	Listening Session (Virtual)
Pew Research	3/24/23	Listening Session (Virtual)
Long Beach	3/27/23	Listening Session (Virtual)
LA Deal	3/27/23	Meeting/Presentation
CPUC/ CETF Check in	3/27/23	Meeting/Presentation
Strat Maloma, American Association of Retired Persons (Covered Populations)	3/27/23	Listening Session (Virtual)
Bay Area Digital Inclusion Coalition	3/28/23	Listening Session (Virtual)
Patrick Messac, Director of Oakland Undivided (Digital Literacy and Inclusion)	3/28/23	Listening Session (Virtual)
CDT, NTIA	3/29/23	Meeting/Presentation
Roberto Herrera, CalVet (Covered Populations)	3/29/23	Listening Session (Virtual)
Weekly check-in w/ CPUC	4/3/23	Meeting/Presentation
Meeting with San Diego Futures Foundation	4/3/23	Meeting/Presentation
CSU Fullerton	4/3/23	Listening Session (Virtual)
CHHS	4/4/23	Listening Session (Virtual)
CalOES	4/4/23	Listening Session (Virtual)
CDT, NTIA (CA Team)	4/5/23	Meeting/Presentation
Meeting with Adobe	4/5/23	Meeting/Presentation
Dev/Mission	4/5/23	Listening Session (Virtual)
Digital Inclusion Roadmap Implementation Meeting	4/6/23	Meeting/Presentation
April 2023 Digital Equity & Tribal Broadband Leaders Networks Meeting: Tribal Community Engagement & Digital Equity	4/6/23	Listening Session (Virtual)
LA DEAL	4/6/23	Listening Session (Virtual)
Broadband for All, Digital Equity and BEAD Planning Webinar for Internet Service Providers	4/7/23	Meeting/Presentation
SDEP Covered Populations Working Session, CDT and Caroline Siegal-Singh, Greenlining Institute	4/7/23	Meeting/Presentation
Greenlining Institute	4/7/23	Listening Session (Virtual)
Weekly check-in w/ CPUC	4/10/23	Meeting/Presentation
Dev/Mission and CA State Digital Equity Plan	4/10/23	Meeting/Presentation
CPUC. APR 10 - CASF Workshop	4/10/23	Meeting/Presentation
Gualcogroup. AgTED 2.0!	4/11/23	Listening Session (Virtual)

Title of Meeting	Date	Engagement Type
Broadband Bootcamp - Insure the Uninsured Project	4/12/23	Meeting/Presentation
CDT, NTIA (CA Team)	4/12/23	Meeting/Presentation
NDIA	4/12/23	Listening Session (Virtual)
San Diego Regional Planning Logistics and Communications	4/13/23	Meeting/Presentation
Digital Health Equity and Access Lab (Berkeley)	4/13/23	Listening Session (Virtual)
BB4All, DE, Bead Planning Workshop -Merced	4/14/23	Listening Session (In-person)
State Digital Equity Plan	CDT & CSU Chico	4/14/23	Listening Session (Virtual)
CDT & Chris Burger / EAH Housing	4/14/23	Listening Session (Virtual)
North State Planning and Development Collective (Broadband Consortia)	4/14/23	Listening Session (Virtual)
BB4All, DE, Bead Planning Workshop -Fresno	4/15/23	Listening Session (In-person)
Weekly check-in w/ CPUC	4/17/23	Listening Session (Virtual)
Convo w/ NCTCA Re: BEAD/DE Consultation	4/17/23	Meeting/Presentation
Latino Coalition for a Healthy California	4/17/23	Listening Session (Virtual)
CA FWD Broadband Work Group: April Meeting	4/18/23	Listening Session (Virtual)
CDT Digital Equity Planning Interview	4/18/23	Listening Session (Virtual)
Catch Up, CHCF, and Broadband for All	4/18/23	Listening Session (Virtual)
CCHI Membership Meeting	4/18/23	Meeting/Presentation
Western States Pact Broadband Group	4/18/23	Meeting/Presentation
Education Superhighway	4/18/23	Listening Session (Virtual)
Hoopa Valley Public Utility District (DE)	4/18/23	Listening Session (Virtual)
Review Meeting: Broadband for All, Digital Equity, and BEAD Planning Workshop - San Diego and Imperial	4/19/23	Meeting/Presentation
CDT, NTIA (CA Team)	4/19/23	Meeting/Presentation
CA Digital Equity Planning Interview	4/19/23	Listening Session (Virtual)
Habematolel Pomo of Upper Lake	4/19/23	Listening Session (Virtual)
Community Connect Labs: May Digital Literacy and Inclusion Outcome Area Working Group Meeting	4/21/23	Meeting/Presentation
BB4All, DE, Bead Planning Workshop -San Diego	4/21/23	Listening Session (In-person)
Weekly check-in w/ CPUC	4/24/23	Meeting/Presentation
LA DEAL	4/24/23	Listening Session (Virtual)
CDT & ICF Intro meeting	4/24/23	Meeting/Presentation
[WTA Advocates for Rural Broadband] Spring Educational Forum	4/25/23	Meeting/Presentation

Title of Meeting	Date	Engagement Type
Public Wireless Initiative / Hannah Javeri	4/25/23	Listening Session (Virtual)
Aspen Institute Latinos Digital Success and CA Deputy Director	4/25/23	Listening Session (Virtual)
NBNC Regional Digital Equity Event Planning	4/25/23	Meeting/Presentation
Northeastern-Upstate: Chico Meeting	4/25/23	Meeting/Presentation
Statewide Digital Equity Planning Group Meeting	4/25/23	Meeting/Presentation
Elevance Health	4/25/23	Listening Session (Virtual)
Foundation California Community Colleges	4/25/23	Listening Session (Virtual)
Public Wireless	4/25/23	Listening Session (Virtual)
California Broadband Council Meeting	4/26/23	Listening Session (Virtual)
Digital Equity Statewide Planning Group	4/26/23	Listening Session (Virtual)
UC Berkeley STEP	4/26/23	Listening Session (Virtual)
BB4All, DE, Bead Planning Workshop -Chico	4/27/23	Listening Session (In-person)
CDT/Winters USD	4/28/23	Listening Session (Virtual)
Check in with San Diego Futures to discuss May Outcome Area Working Group: Digital Literacy and Inclusion	4/28/23	Listening Session (Virtual)
Winters USD	4/28/23	Listening Session (Virtual)
CA Digital Equity Plan + Valley Vision	5/1/23	Listening Session (Virtual)
Review Meeting: Broadband for All, Digital Equity, and BEAD Planning Workshop - Silicon Valley (San Jose)	5/2/23	Meeting/Presentation
BB4All, DE, Bead Planning Workshop -Eureka	5/3/23	Listening Session (In-person)
Lessons Learned For A Successful DEP/BEAD Workshop	5/4/23	Listening Session (Virtual)
BB4All, DE, Bead Planning Workshop -Eureka	5/5/23	Listening Session (In-person)
Meeting with Self-Help for the Elderly	5/8/23	Listening Session (Virtual)
Weekly check-in w/ CPUC	5/8/23	Meeting/Presentation
California Department of Technology--Sacramento Regional Meeting	5/9/23	Listening Session (Virtual)
Meeting with EAH Housing	5/9/23	Listening Session (Virtual)
Digital Equity Tele Planning Process Town Hall with AARP	5/9/23	Meeting/Presentation
CDT/CalBright	5/9/23	Listening Session (Virtual)
Grass Valley Run of Show with State and Regional Partners	5/9/23	Meeting/Presentation
CDT, NTIA (CA Team)	5/10/23	Meeting/Presentation
K12HSN Quarterly Advisory Board Meeting	5/10/23	Meeting/Presentation
Meeting with San Diego Housing Commission	5/11/23	Listening Session (Virtual)

Title of Meeting	Date	Engagement Type
Caltrans / Broadband Industry Webinar	5/11/23	Meeting/Presentation
BB4All, DE, BEAD Planning Workshop - Sacramento	5/11/23	Listening Session (In-person)
BB4All, DE, BEAD Planning Workshop -Grass Valley	5/12/23	Listening Session (In-person)
Education- May Outcome Area Working Group Meeting	5/16/23	Meeting/Presentation
Tribal- May Outcome Area Working Group Meeting 3	5/16/23	Meeting/Presentation
Western States Pact Broadband Group	5/16/23	Meeting/Presentation
Monthly Intra-State IIJA Transportation Coordination Group Meeting	5/16/23	Listening Session (Virtual)
BB4All, DE, BEAD Planning Workshop -San Bernardino	5/16/23	Listening Session (In-person)
Digital Literacy and Inclusion - May Outcome Area Working Group Meeting 3	5/17/23	Meeting/Presentation
Workforce and Economic Development - May Outcome Area Working Group Meeting 3	5/17/23	Meeting/Presentation
Health - May Outcome Area Working Group Meeting 3	5/18/23	Meeting/Presentation
Essential Services, Civic Engagement and Accessibility - May Outcome Area Working Group Meeting 3	5/18/23	Meeting/Presentation
Review Meeting: Broadband for All, Digital Equity, and BEAD Planning Workshop - South LA	5/18/23	Meeting/Presentation
Review Meeting: Broadband for All, Digital Equity, and BEAD Planning Workshop - Long Beach	5/18/23	Meeting/Presentation
BB4All, DE, BEAD Planning Workshop -Los Angeles	5/19/23	Listening Session (In-person)
BB4All, DE, BEAD Planning Workshop -Long Beach	5/20/23	Listening Session (In-person)
Review Meeting: Broadband for All, Digital Equity, and BEAD Planning Workshop - Seaside	5/22/23	Meeting/Presentation
Review Meeting: Broadband for All, Digital Equity, and BEAD Planning Workshop - Central Sierra; Tuolumne	5/22/23	Meeting/Presentation
Weekly check-in w/ CPUC	5/22/23	Meeting/Presentation
Tribal Consultation Outreach	5/22/23	Meeting/Presentation

Title of Meeting	Date	Engagement Type
Review Meeting: Broadband for All, Digital Equity, and BEAD Planning Workshop - (Santa Maria-Pacific Coast)	5/23/23	Meeting/Presentation
Duplicate Online Survey for Text Campaign | CETF Davis Research<> BEP	5/23/23	Meeting/Presentation
Digital Equity for Justice Involved Clients	5/23/23	Listening Session (Virtual)
BB4All, DE, BEAD Planning Workshop - Orange County	5/24/23	Listening Session (In-person)
May 2023 Digital Equity Leaders Network Meeting: Helping Older Adults and Youth Participate in the Digital Equity Ecosystem	5/25/23	Listening Session (Virtual)
State Agencies ACP Mobilization Meeting	5/25/23	Meeting/Presentation
State Digital Equity Plans: Fostering Bank CRA Support	5/25/23	Listening Session (Virtual)
Western Regional Partnership (WRP) Tribal Engagement Committee	5/26/23	Listening Session (Virtual)
CA Digital Equity Discussion	5/26/23	Listening Session (Virtual)
BB4All, DE, BEAD Planning Workshop - Tuolumne	5/30/23	Listening Session (In-person)
Tribal consultation coordination	5/30/23	Meeting/Presentation
CDT, NTIA (CA Team)	5/31/23	Meeting/Presentation
Review Meeting: Broadband for All, Digital Equity, and BEAD Planning Workshop - Bay Area	5/31/23	Meeting/Presentation
BB4All, DE, BEAD Planning Workshop - Santa Maria	6/1/23	Listening Session (In-person)
BB4All, DE, BEAD Planning Workshop - Seaside	6/2/23	Listening Session (In-person)
CA Digital Equity Discussion	6/2/23	Listening Session (Virtual)
Update on the California Department of Technology Digital Equity Initiative / Covered CA	6/2/23	Listening Session (Virtual)
LA DEAL	6/5/23	Listening Session (Virtual)
OC BEAD Event Debrief	6/5/23	Meeting/Presentation
Digital Equity Introduction CDT & Conduent Healthy Communities Institute	6/6/23	Meeting/Presentation
SBLN Special Session with the US Department of Labor	6/6/23	Listening Session (Virtual)
CDT, NTIA (CA Team)	6/7/23	Meeting/Presentation
Meeting with American GI Forum to discuss Digital Literacy and Inclusion Outcome Area Working Group	6/7/23	Listening Session (Virtual)

Title of Meeting	Date	Engagement Type
Digital Equity Leaders Network Deep Dive: Rural and Smaller Communities	6/8/23	Listening Session (Virtual)
BB4All, DE, BEAD Planning Workshop - Oakland	6/8/23	Listening Session (In-person)
Tribal consultation planning-CPUC	6/9/23	Meeting/Presentation
Meeting with Byte Back to discuss Digital Literacy and Inclusion Outcome Area Working Group Meeting	6/12/23	Listening Session (Virtual)
Meeting with Great Harvest Community Center to discuss Digital Literacy and Inclusion Outcome Area Working Group 6.14.23	6/13/23	Listening Session (Virtual)
Meeting with AARP to discuss Essential Services, Civic Engagement and Accessibility OAWG	6/13/23	Listening Session (Virtual)
SBLN Virtual Meeting #1 (2023 Series)	6/13/23	Listening Session (Virtual)
Education- June Outcome Area Working Group Meeting	6/13/23	Meeting/Presentation
CDT, NTIA (CA Team)	6/14/23	Meeting/Presentation
Digital Literacy and Inclusion - June Outcome Area Working Group Meeting 4	6/14/23	Meeting/Presentation
Workforce and Economic Development - June Outcome Area Working Group Meeting 4	6/14/23	Meeting/Presentation
Health - June Outcome Area Working Group Meeting 4	6/15/23	Meeting/Presentation
Essential Services, Civic Engagement and Accessibility - June Outcome Area Working Group Meeting 4	6/15/23	Meeting/Presentation
Digital Navigators Update	6/15/23	Listening Session (Virtual)
State Agency/ISP Broadband Adoption Coordinating Meeting	6/16/23	Listening Session (Virtual)
Quick CA Survey Update with AARP	6/16/23	Listening Session (Virtual)
Weekly check-in w/ CPUC	6/19/23	Meeting/Presentation
SDEP/BEAD Tribal Consultation: Northern Event	6/20/23	Listening Session (In-person)
Western States Broadband Alliance Monthly Meeting	6/20/23	Meeting/Presentation
Broadband for All / Justice-Involved Programming	6/21/23	Listening Session (Virtual)
ACP Grants Program Kickoff	6/22/23	Listening Session (Virtual)
State Agencies ACP Mobilization Meeting	6/22/23	Listening Session (Virtual)

Title of Meeting	Date	Engagement Type
SDEP/BEAD Tribal Consultation: Central Event	6/22/23	Listening Session (In-person)
Capital Region Coalition for Digital Inclusion Quarterly Meeting	6/23/23	Listening Session (Virtual)
CDT & Canal Alliance	6/23/23	Meeting/Presentation
LA DEAL	6/26/23	Listening Session (Virtual)
SDEP/BEAD Tribal Consultation: Southern Event	6/27/23	Listening Session (In-person)
Funding Opportunities for Broadband Projects-Closing California's Digital Divide	6/28/23	Meeting/Presentation
June 2023 Digital Equity Leaders Network Meeting: People with Disabilities and Incarcerated Individuals	6/29/23	Listening Session (Virtual)
Weekly check-in w/ CPUC	7/3/23	Meeting/Presentation
CDT, NTIA (CA Team)	7/5/23	Meeting/Presentation
Weekly check-in w/ CPUC	7/10/23	Meeting/Presentation
SBLN Virtual Meeting #1 (2023 Series)	7/11/23	Listening Session (Virtual)
CDT, NTIA (CA Team)	7/12/23	Meeting/Presentation
Virtual Tribal Consultation: Statewide Engagement	7/12/23	Listening Session (Virtual)
Adobe BEAD Partnership	7/12/23	Meeting/Presentation
Western States Broadband Alliance Monthly Meeting	7/18/23	Listening Session (Virtual)
CENIC Annual Board Retreat	7/19/23	Meeting/Presentation
CDT/ODI ACP meeting	7/19/23	Meeting/Presentation
Phone & Online Survey Review & Analysis	7/21/23	Meeting/Presentation
State Agency/ISP Broadband Adoption Coordinating Meeting	7/21/23	Listening Session (Virtual)
Chinese for Affirmative Action (CAA)	7/25/23	Meeting/Presentation
SBLN Virtual Meeting #2	7/25/23	Listening Session (Virtual)
California Broadband Council Meeting	7/26/23	Meeting/Presentation
Digital Equity Statewide Planning Group	7/26/23	Meeting/Presentation
Digital Equity Leaders Network Meeting: Racial/Ethnic Minorities and Individuals with Language Barriers/English as a Second Language	7/27/23	Meeting/Presentation
ACP Outreach Grant Coordination	7/27/23	Meeting/Presentation
Phone & Online Survey Review & Analysis	7/28/23	Meeting/Presentation
Final Tribal Collaboration OAWG Meeting	7/28/23	Listening Session (Virtual)
Comcast-CDT	7/28/23	Meeting/Presentation
LA DEAL	7/31/23	Listening Session (Virtual)

Title of Meeting	Date	Engagement Type
CDT / Supervisor Williams of Solana County	8/1/23	Listening Session (Virtual)
5th Annual Broadband Summit	8/3/23	Meeting/Presentation
FCC ACP Invitation and Discussion of Speaking Opportunity	8/7/23	Meeting/Presentation
Ridgeline Telecom	8/14/23	Meeting/Presentation
CDT & Supervisor Zanger / San Benito County (Harmful content)	8/16/23	Listening Session (Virtual)
Meeting with President of Cox Communications	8/16/23	Meeting/Presentation
State Agency/ISP Broadband Adoption	8/17/23	Meeting/Presentation
Hispanic Federation in California/CDT OBDL Connect	8/18/23	Meeting/Presentation
Transatlantic Telehealth Research Network Conference	8/23/23	Meeting/Presentation
SANDAG and SCAG: Digital Divide Coordination	8/24/23	Meeting/Presentation
LA Deal	8/28/23	Listening Session (Virtual)
Advancing Digital Equity: Inclusion of Incarcerated Individuals in State Plans	8/31/23	Meeting/Presentation
CDT/County of Los Angeles Digital Equity Director	9/1/23	Meeting
Sudanese Association of Greater Sacramento	9/6/23	Meeting
Caltrans/Broadband Industry Meeting	9/7/23	Meeting/Presentation
Education Superhighway/CDT Meeting	9/12/23	Meeting/Presentation
SoCal Transformation Meeting	9/14/23	Meeting/Presentation
RCRC County Executive Officer Working Group	9/21/23	Meeting/Presentation