

Digital Inclusion Initiative Update

Economic Development Commission (EDC) Meeting

August 10, 2020



CITY OF
LONG BEACH
Digital Inclusion Initiative

Presentation Overview

- Digital Inclusion National Recognition
- Digital Inclusion Roadmap Development
- CARES Act Funding for Digital Inclusion
- COVID-19 Digital Inclusion Response Working Group
- ConnectedLB Platform
- Q & A

Digital Inclusion National Recognition



- The City of Long Beach is one of fourteen jurisdictions in the country to be named a **2020 Digital Inclusion Trailblazer** by the National Digital Inclusion Alliance (NDIA).
- The Digital Inclusion Trailblazers is an honor roll of local government initiatives that promote digital literacy and Broadband Internet access for underserved residents.
- This is the second time the City has received this recognition.

Digital Inclusion Roadmap Development Overview

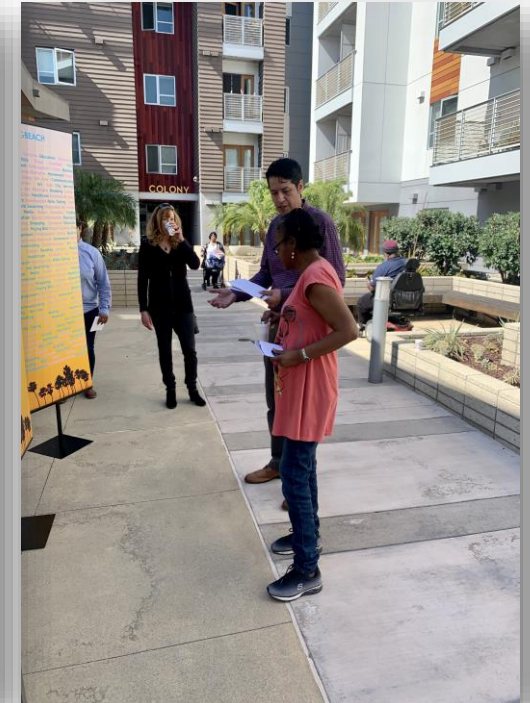
- The City is co-creating a Digital Inclusion Roadmap (strategic plan) with **community members** and **local cross-sector partners**.
- This Roadmap will be a blueprint for ensuring that everyone in Long Beach has equitable access and use of digital literacy training, the Internet, technology devices and other digital inclusion resources.
- The foundation of the Roadmap will include a vision statement, goals, objectives, performance indicators and strategies for advancing digital inclusion through a **collective impact approach** and **equity lens** in the following focus areas (e.g. capacity, connectivity, technology).

Stakeholder Engagement Process

- City staff have convened **four** Digital Inclusion Stakeholder Committee (Committee) meetings.
- The **50-person** multidisciplinary Committee is providing strategic **guidance, vision** and **oversight** on the development of the Roadmap.
- The Committee represents a broad range of sectors including members of the community, public libraries, City departments, private technology companies, community-based organizations, K-12/higher education institutions and Internet service providers to name a few.
- City staff is contracting with **McCormick L.A.** to implement stakeholder facilitation and engagement efforts.

Community Engagement Process

- City staff have started community outreach and engagement efforts and have engaged **117 community members** thus far.
- City staff is contracting with **Pueblo Planning** to engage communities most affected by the digital divide through **community pop-ups, community workshops, virtual community interviews** and **over-the-phone community surveys**.
- City staff are implementing equitable and inclusive community outreach and engagement approaches that include partnering with local trusted community partners.
- During the community engagement process, community members have had the opportunity to use **artmaking** and **storytelling** as a way to share their knowledge and lived experiences for the Roadmap.



Photos from the Digital Inclusion Community Workshops



Digital Inclusion Roadmap Development Next Steps

- Due to COVID-19, City staff have revised the Roadmap development process.
- City staff and Pueblo Planning will be partnering with community partners to conduct virtual community interviews and over-the-phone community surveys to co-develop the digital inclusion strategies with community members.
- City staff will convene the Digital Inclusion Stakeholder Committee virtually for additional review and input of the Roadmap in October 2020.
- The updated completion date for the Roadmap development is December 2020.

CARES Act Funding for Digital Inclusion Overview

Digital Inclusion Navigators Program Total: \$150,000

- Provide bilingual staff to support the Digital Inclusion Resources Hotline.
- Provide one-on-one multilingual technical assistance to Long Beach community members to help them access low-cost and free Internet services, computers and digital literacy training.

Digital Inclusion Resources and Services Total: \$500,000

- Provide free Chromebooks, hotspots and Internet services plans to Long Beach community members most in need.
- Implement a hotspot and Chromebook lending program.
- Provide technical support for hotspots and Chromebooks.
- Provide digital literacy training.

Digital Inclusion Outreach Program Total: \$150,000

- Promote digital inclusion resources and services.
- Create and implement community outreach and engagement plans.
- Host pop-ups and distribute outreach materials at high traffic areas.
- Provide high-level technical assistance to Long Beach community members.

CARES Act Funding for Digital Inclusion Overview

Multilingual Digital Inclusion Resources Guides Total: \$20,000

- Create online and hardcopy multilingual digital inclusion resources guides that highlight the digital inclusion services and resources available.
- Subcontract with the City's Language Access Program to translate guides in Khmer, Spanish and Tagalog.

Portable Public Wi-Fi Program Total: \$180,000

- Procure a portable public Wi-Fi infrastructure to support Wi-Fi services in conjunction with outside learnings, digital literacy trainings and other outdoor COVID-19 permitted events where Wi-Fi is needed.

COVID-19 Digital Inclusion Response Working Group Overview

- The City is convening the **COVID-19 Digital Inclusion Response Working Group** to ensure that unconnected and underconnected communities in Long Beach have equitable access and use of digital literacy training, the Internet and technology devices during COVID-19.
- The Working Group is convening virtually on a bi-weekly basis and will be implementing COVID-19 digital inclusion strategies through **partnerships, collaboration** and **funding opportunities**.
- The Working Group is focusing on short-term and quick-win strategies that can be implemented within three to six months.
- CARES Act programs will be incorporated as part of the Working Group implementation.

ConnectedLB Platform Overview

- In June 2020, the City of Long Beach launched the ConnectedLB Platform in partnership with the California Emerging Technology Fund, human-I-T and EveryoneOn.
- The ConnectedLB Platform is a **centralized online resource** that allows Long Beach community members to find **low-cost Internet services** and **computers** in their local neighborhoods by entering their **zip code**.
- Long Beach community members may qualify for low-cost Internet services and computers based on verification of income status and household participation in public benefit programs.
- The Platform is available in both English and Spanish and is managed by EveryoneOn, a non-profit partner.

Thank You!

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