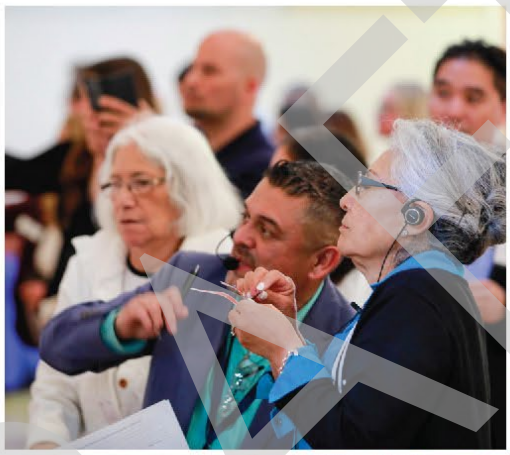
CALIFORNIA ALL | Broadband for All

CALIFORNIA
Digital Equity Plan



California Department of Technology

2023

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 lacks 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 the federal Affordable Connectivity Program (ACP).

While California has made great strides in advancing *Broadband for All,* given the vastness of the State—167,000 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.

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 females. 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.

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

California Digital Equity Plan Framework

<table>
<tr><td colspan="4">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.</td></tr>
<tr><td colspan="2">Goal 1:
All Californians have high-performance broadband available at home, schools, libraries, and businesses.</td><td>Goal 2:
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All Californians can access training and support to enable digital inclusion.</td></tr>
<tr><td>What we're measuring
(Our objectives)</td><td>Where we are
(Current baseline)[4]</td><td>Where we're going
(Our targets)</td><td>How we'll get there
(Strategies and key activities)</td></tr>
<tr><td>We've defined specific objectives for each goal that will allow us to measure our progress as we implement this Plan.</td><td>This is a summary of the current state of each objective and recognizes that some covered populations start from different places.</td><td>These targets are where we want California to be after implementing Broadband for All.</td><td>These are the actions that we will take to achieve our goals. This Plan focuses on actions to complement infrastructure investments.</td></tr>
<tr><td colspan="4">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.</td></tr>
<tr><td colspan="4">Priority Outcomes
This Plan will improve outcomes for California residents in the following areas:</td></tr>
<tr><td>Education</td><td>Health</td><td>Digital Literacy & Inclusion</td><td>Workforce & Economic Development</td><td>Essential Services, Accessibility, Civic Engagement</td><td>Tribal Collaboration</td></tr>
</table>

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 Digital Equity Plan includes more detail in a format outlined by NTIA.

[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.
	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 prevent 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 broadband infrastructure and technology jobs among covered populations.
	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.

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 2.7 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.

[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, including the Affordable Connectivity Program (ACP);
- A challenging ACP enrollment process, 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 105.
[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. 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.9 There is strong interest by online survey respondents (33%) to take an internet or computer training course.10 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.[11] 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.[12]

[9] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 36.
[10] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 35.
[11] https://broadbandcouncil.ca.gov/wp-content/uploads/sites/68/2020/12/BB4All-Action-Plan-Final.pdf, page 20, accessed September 17, 2023.
[12] 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 perceived need
	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	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)[13]—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.[14] 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%).[15]

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.[16]

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[13] 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.
[14] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 61.
[15] Ibid., 21.
[16] 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,[17] 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.[18]

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.[19] This percentage is meaningfully higher for covered populations and other digitally disadvantaged communities.[20]

Objective 2.2 **Reduce the percentage of Californians who rely solely on a smartphone to use the internet.**

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.[21] This percentage is significantly higher for covered populations, including the 23% of low-income households who currently rely solely on a smartphone for internet use.[22]

[17] https://www.calfund.org/wp-content/uploads/Pricing-Disparities-Report.pdf, Accessed October 31, 2023.
[18] https://www.cpuc.ca.gov/industries-and-topics/internet-and-phone/competition.
[19] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 27.
[20] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 14.
[21] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 11.
[22] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 31.

Objective 2.3 **Increase the percentage of Californians enrolled in low-cost internet options and subsidies, including the Affordable Connectivity Program (ACP).**

Approximately 2.74 million of 5.84 million eligible households (47%) are enrolled in ACP,[23] but 77% of unconnected households remain unaware of the program,[24] and only 22% of survey respondents are aware of low-cost options from internet service providers (ISPs).[25]

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.[26] 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.[27] 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.

[23] https://broadbandforall.cdt.ca.gov/affordable-connectivity-program/acp-enrollment/, accessed October 9, 2023.
[24] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 39.
[25] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 74.
[26] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 25.
[27] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 101.

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 low-income households, aging individuals, individuals with disabilities, and individuals with language barriers.[28]

Objective 3.3 **Reduce the percentage of Californians whose concerns 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 concerns over privacy as a barrier to home internet.[29]

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.[30] 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.[31]

Objective 3.5 **Expand the number of broadband infrastructure and technology jobs among covered populations.**

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."[32]

[28] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 33.
[29] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 36.
[30] Ibid., 44.
[31] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 34.
[32] 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.[33] 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.[34]

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[35]—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 organization 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.

[33] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 46.
[34] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 64.
[35] 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 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.

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.[36] 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.

[36] *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.

- 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.
- 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 services 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: Expedite and complete existing *Broadband for All* infrastructure efforts.

CDT, CPUC, and other State agencies tasked with building out broadband infrastructure will continue and expedite 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.

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 Statewide Planning Group and the Outcome Area Working Groups. Program planning and delivery will involve members of the communities served.

Key Activity 3: Evolve broadband and digital equity data and maps.

Federal and state government entities are committed to improving broadband 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 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 improved 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 annually conduct and improve as needed the digital equity surveys that helped inform this plan.

Key Activity 4: Launch the California Connect Corps and digital equity grant program to expand community-based digital navigation and digital inclusion programs.

CDT will develop a California Connect Corps (CCC) grant program to support nonprofit organizations to conduct outreach to underserved populations to advance digital inclusion.[37] This program will be a part of a broader set of digital equity grants that CDT

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

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 will fund the delivery of digital inclusion services from trusted messengers in existing 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.

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 offers and 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 rely on subsidized service, so they are not forced to choose between internet service and mobile service, or even putting food on the table.

As part of this work, the State will:

- Continue to track ACP eligibility and adoption rates statewide to understand and demonstrate California's level of need;
- Bundle outreach for ACP with other services like the National School Lunch Program (NSLP), Medicaid, WIC, or Pell Grants;
- Provide ACP enrollment assistance to covered populations;
- Advocate for improvement of ACP enrollment process and expanded eligibility;
- 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

The California Department of Technology invites all Californians to comment on this Plan at https://broadbandforall.cdt.ca.gov/state-digital-equity-plan/digital-equity-plan-public-comment-form/. The **45-day public comment process** will begin on December 11, 2023, and run through January 25, 2024.

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 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. More details on the objectives, baseline and targets can be found in Section 2.5 and more 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 Activity
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 covered households (81%); individuals with language barriers (81%); individuals who primarily reside in rural areas (86%). *(Telephone Survey)*	All Californians connected by 2030.	1. Complete Infrastructure 2. Convene 3. Evolve Data 4. N/A 5. Expand State Efforts 6. Promote Tools 7. Secure Subsidies
1.2 - Increase the percentage of Community Anchor Institutions that are connected to broadband internet service.	CPUC is currently evaluating as part of its BEAD planning process.	Deliver gigabit service to all CAIs by 2030.	
1.3 - Increase the percentage of Californians who report that their internet service is reliable.	Only 62% of Californians report that their service is reliable, while covered populations that report less reliability include covered households (58%); individuals with language barriers (54%); members of a racial or ethnic minority group (59%); individuals who primarily reside in rural areas (54%). *(Telephone Survey)*	Universally reliable service 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)*	By 2030, Californians should have access to more broadband providers in their homes.	

Goal 2: All Californians have access to affordable broadband and necessary devices.			
Objective	Current Baseline	Target	Key Activities
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)*	Eliminate cost as a barrier to internet service adoption by 2026.	1. Complete Infrastructure 2. Convene 3. Evolve Data 4. CA Connect Corps / Digital Equity 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.	An estimated 3% of Californians do not have a computer or tablet. *(Telephone Survey)*	Halve the percentage every two years.	
2.3 - Increase the percentage of Californians enrolled in low-cost internet options and subsidies.	2.73 million of 5.84 million eligible households (47%) 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)*.	90% of ACP-eligible households enrolled by 2024 and 98% by 2027.	
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)*	Reduce the cost that residents pay for broadband service.	

Goal 3: All Californians can access training and support to enable digital inclusion.			
Objective	Current Baseline	Target	Key Activities
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)*	No more service gaps.	1. N/A 2. Convene 3. Evolve Data 4. CA Connect Corps / Digital Equity 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)*	Eliminate service gaps, especially for covered populations and digitally disadvantaged communities.	
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 and reduce the percentage whose concerns about privacy and cybersecurity negatively impacts their use of the internet by 50% by 2026, and by 75% by 2030.	

3.4 - Increase the percentage of Californians who possess basic, intermediate and advanced 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, such as installing new applications or making appointments online, 15-20% of online survey respondents are uncomfortable. *(Online Survey)* Only 56% of Californians may be considered to have more advanced digital skills. *(Telephone Survey)*	Improve by 50% by 2026 and 75% by 2030.	1. N/A 2. Convene 3. Evolve Data 4. CA Connect Corps / Digital Equity Grant Program 5. Expand State Efforts 6. Promote Tools 7. Secure Subsidies
3.5 - Expand the number of broadband infrastructure and technology jobs among covered populations.	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.	Outperform these benchmarks	
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—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 rarely or never use the internet to apply for or use public benefits like CalFresh, SNAP, Medi-Cal, or Social Security. *(Online Survey)*	Improve 50% by 2026 and 75% by 2030.	

CALIFORNIA'S VISION FOR DIGITAL EQUITY
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. Introduction and Vision for Digital Equity

This Statewide Digital Equity Plan 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, 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.[38] 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

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

schools with computing devices and connectivity."[39] During the COVID-19 pandemic, CDE facilitated the development of California Educators Together, a platform supporting a community of practice which encourages the sharing of digital assets and delivering online coursework.[40] 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."[41]

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.[42] The program includes high-quality personal computing devices, broadband connectivity, digital literacy, and shared best practices across the CSU for technology-focused student support.[43] CSU also provides its students with Eduroam Wi-Fi connectivity, which allows students to access the internet from other participating institutions of higher education.[44]

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.[45] 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 leaners move through the coursework at their own pace and as they feel comfortable with the material."[46]

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.

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[39] https://www.cde.ca.gov/eo/in/digitaldivide.asp, accessed October 29, 2023.
[40] https://www.caeducatorstogether.org/, accessed November 17, 2023.
[41] https://citrispolicylab.org/wp-content/uploads/2022/05/Building-on-UC-Broadband.pdf, Accessed October 16, 2023, page 1.
[42] CSUCCSESS, accessed October 10, 2023.
[43] Ibid.
[44] https://www.calstate.edu/coronavirus/Pages/campus-wireless-access.aspx.
[45] Vision 2030 A Roadmap for California Community Colleges, accessed October 10, 2023.
[46] 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."[47] 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…"[48]

CDPH envisions a California where every resident is part of a strong and thriving community.[49] 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.[50] By implementing the key activities suggested in this Plan (see Section 5.1), the State can make progress on its health outcomes as well.

[47] https://www.chhs.ca.gov/about/#mission-statement.
[48] Guiding Principles and Strategic Priorities, accessed October 10, 2023.
[49] https://www.cdph.ca.gov/Pages/About.aspx, accessed October 29, 2023.
[50] 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, and the implementation of this Plan supported by capacity grants will further strengthen their work. The California State Library, through its Connected California program, connects residents with Digital Navigators to assist with finding low-cost internet options, obtaining a device, and learning digital literacy skills.[51] 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.[52]

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.

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

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

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.[53] 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.[54] 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."[55] 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.

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.

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

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."[56] CDT is tasked with the State's broadband and digital equity planning.[57]

GovOps leads implementation of strategic initiatives focused on accelerating innovation in state operations.[58] 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.[59] The work of GovOps is critical to achieving the objectives outlined for the delivery of essential services.

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."[60] 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.

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[56] https://cdt.ca.gov/about/.
[57] Ibid.
[58] https://www.govops.ca.gov/about-the-california-government-operations-agency/.
[59] https://www.govops.ca.gov/what-we-do/vision-mission-and-goals/.
[60] 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, which is 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 A for a complete list of CBC member organizations.

California Advanced Services Fund (CASF) Programs

CPUC administers CASF, which 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.[61] CASF programs are funded via surcharges collected by telecommunications providers; the programs are ongoing and may collect applications on a rolling basis.[62]

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.

[61] 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.
[62] 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:[63]

- 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

[63] 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, and more details may be found on the *Broadband for All* Action Plan Tracker.[64]

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

[64] https://broadbandforall.cdt.ca.gov/progress-tracker/.

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.[65] 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

[65] 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 over 2,732,340 ACP enrollments as of 11/20/2023.

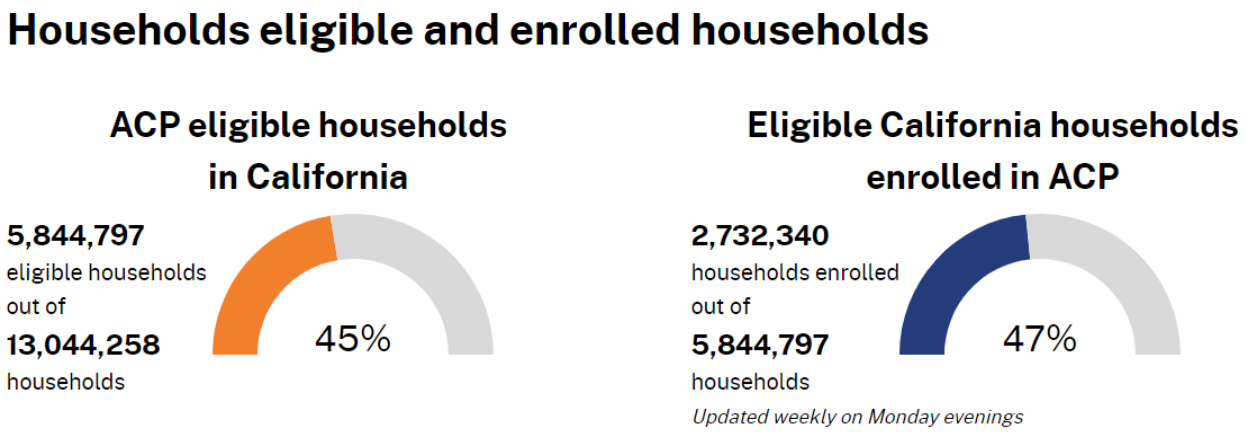

Figure 2: ACP eligible households in California

In further support of these efforts, 15 California entities, including CDT and CETF, were awarded $6 million in ACP Outreach grants from the FCC. These funds will support a statewide outreach and awareness campaign through direct notifications and localized ACP enrollment events.

Infrastructure Investment and Jobs Act Broadband Programs

The 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 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 sources of funding.

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.[66] 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.[67]

Enabling Middle-Mile Infrastructure Program[68]

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[69]

Since 2022, 28 tribal entities 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.

Reconnect Program (USDA Rural Utility Service)[70]

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."[71]

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

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[66] 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.

[67] Ibid.

[68] https://broadbandusa.ntia.doc.gov/funding-programs/enabling-middle-mile-broadband-infrastructure-program.

[69] https://broadbandusa.ntia.doc.gov/resources/grant-programs/tribal-broadband-connectivity-program.

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

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

feasible, broadband internet subscribers benefit from equal access to broadband internet service within the service area of a broadband provider…"[72]

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 as related to covered populations.

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

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

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.[73] In total, 33.5 million Californians – 85% of the State's population – belong to one or more of these populations.[74] 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[75]	199,000	0.5%
Veterans	1,467,026	4%
Individuals with disabilities	4,126,478	10%
Individuals with a language barrier	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%

[73] https://broadbandusa.ntia.doc.gov/sites/default/files/2022-05/DE%20PLANNING%20GRANT%20NOFO.pdf, page 8.
[74] U.S. Census Bureau, American Community Survey 2021 (5-Year Estimates).
[75] 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 objectives defined in the Digital Equity Act, including:

- The availability of, and affordability of access to, fixed and wireless broadband technology;
- The online accessibility and inclusivity of public resources and services;
- Digital literacy;
- Awareness of, and the use of, measures to secure the online privacy of, and cybersecurity with respect to, an individual, and
- 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 State's BEAD Five-Year Action Plan includes two objectives that will also be tracked through this Digital Equity Plan:

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

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).[76] A representative sample of Californians surveyed by telephone for this Plan, suggests that only 91% of Californians are connected,[77] 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.[78] 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 (88%).[79]

Target: All Californians to be connected to broadband service by 2030.

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

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.

Target: All Community Anchor Institutions have 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:

[76] 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.
[77] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 61.
[78] Ibid.
[79] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 21.

Objective 1.3	**Increase the percentage of Californians who report that their internet service is reliable.** ***Baseline****:* Eighty-eight percent of telephone survey respondents report that internet service is adequate for their household needs.[80] ***Target:*** 100% of Californians have reliable internet service that is adequate for their household and business needs by 2030.
Objective 1.4	**Increase the percentage of Californians who have a choice of at least three internet service providers.** ***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.[81] ***Target:*** All 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.** ***Baseline:*** According to the telephone survey, "Cost is known to be the main factor that affects a households' decision to adopt broadband service."[82] Sixty-one percent of telephone respondents[83] and 70% of respondents to CDT's online survey cite cost as the main reason for not having an internet connection at home.[84] ***Target:*** Reduce the percentage of household that cite cost as the reason for not adopting internet service by 2026.

[80] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 33.
[81] https://www.cpuc.ca.gov/industries-and-topics/internet-and-phone/competition.
[82] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 27.
[83] Ibid., 36.
[84] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 14.

Objective 2.2	**Reduce the percentage of Californians who rely solely on a smartphone to use the internet.**
	Baseline: Three percent of respondents to the telephone survey rely solely on a smartphone – half of the percentage in 2021;[85] 10% of online survey respondents use a smartphone only to connect to the internet.[86]
	Target: Reduce the percentage of Californians who rely solely on a smartphone by 50% every two years.
Objective 2.3	**Increase the percentage of Californians enrolled in low-cost internet options and subsidies, including the Affordable Connectivity Program.**
	Baseline: As of November 20, 2023, 2,732,340 of 5,844,797 eligible households (47%) are enrolled in ACP;[87] 77% of unconnected households are unaware of ACP;[88] only 22% of online survey respondents are aware of low-cost options from internet service providers.[89]
	Target: Nienty-nine percent of ACP-eligible households are enrolled in ACP by the end of 2024, and 98% by 2027.
Objective 2.4	**Reduce the average cost that covered populations pay for internet service.**
	Baseline: Californians spend an average $83.60/month on broadband, with notable variations among covered populations.[90]
	Target: Average costs are reduced for covered populations and fewer households cite cost as the reason for not adopting internet service by 2026.

[85] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 11.
[86] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 31.
[87] https://broadbandforall.cdt.ca.gov/affordable-connectivity-program/acp-enrollment/, accessed October 31, 2023.
[88] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 39.
[89] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 74.
[90] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 25.

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.[91] 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. ***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 by 50% by 2026 and by 75% by 2030.
Objective 3.2	**Increase the percentage of Californians who have access to technical support services for internet-connected devices.** ***Baseline:*** Twenty-two percent of online survey respondents say they do not have access to technical support services in their household or community.[92] ***Target:*** Increase the amount of digital navigation services provided by 2028.
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;[93] 17% have no cybersecurity measures setup on their devices or do not know if they do.[94] ***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 by 50% by 2026, and by 75% by 2030.

[91] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 101.
[92] Ibid., slide 33.
[93] Ibid., slide 53.
[94] Ibid, slides 53-54.

Objective 3.4 **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.[95] 19% of online survey respondents are less than comfortable downloading and installing a new app on their smartphone or tablet,[96] 17% are less than comfortable making an appointment online (ex. DMV),[97] and 15% are less than comfortable when paying bills online.[98] 56% of telephone survey respondents were found to have advanced digital skills.[99]

Target: Reduce the share of Californians, especially those who identify as part of a covered population or digitally disadvantaged community, who lack basic digital literacy skills by 50% by 2026, and by 75% by 2030.

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."[100]

Target: There is an increase in the number of individuals who identify as part of a covered population hired for broadband infrastructure and technology jobs.

[95] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 44.
[96] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 42.
[97] Ibid.
[98] Ibid.
[99] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 45.
[100] 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.**
	Baseline: Forty-six percent of telephone survey respondents – and only 21% of unconnected or underconnected respondents – use the internet for telehealth;[101] 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.).[102]
	Target: Increase the share of Californians, especially those who identify as part of a covered population or digitally disadvantaged community, who utilize the internet to apply for or use public benefits and other essential services and can participate in civic and social engagement online by 50% by 2026, and by 75% by 2030.

Each of these objectives defines how the State will measure progress against its goals statewide. However, different covered populations, other digitally disadvantaged communities, and localities within the state start from different baselines (see Section 3.4), including differences in both digital needs and the availability of digital inclusion services and organizations. As the State develops and deploys strategies to achieve its goals, these differences will inform the focus of new investments.

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:[103]

- 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.)

[101] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 46.
[102] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 64.
[103] *Broadband For All*, Digital Equity, and BEAD Regional Planning Workshops, 10 Overall Themes of Recommended Strategies from the 17 Regional Workshops, June 12, 2023

- 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 for everyone.
- 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	Expedite infrastructure 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
	Evolve State broadband data/maps to meet state's goals
	Fund and provide resources to increase 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 ACP and low-cost offers
	Conduct statewide and hyperlocal awareness campaigns regarding low-cost offers and ACP
	Advocate for improvement of ACP enrollment process and expanded eligibility
	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 ACP and low-cost programs
	Conduct outreach in language and in culture through trusted messengers
	Bundle broadband adoption and ACP 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
	Develop statewide digital literacy training framework and certificate program
	Develop, fund, 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 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.[104] 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.[105] This geographic divide compounds the digital divide in California.[106]

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 is focused 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.[107]

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.[108]

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[104] https://broadbandcouncil.ca.gov/wp-content/uploads/sites/68/2020/12/BB4All-Action-Plan-Final.pdf, page 9.
[105] Ibid.
[106] https://www.benton.org/blog/internet-all-california
[107] https://broadbandcouncil.ca.gov/wp-content/uploads/sites/68/2020/12/BB4All-Action-Plan-Final.pdf, page 8, accessed September 6, 2023.
[108] 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.[109] 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.[110] 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.[111]

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.[112]

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 impacts broadband connectivity.[113]

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.[114] Per the NTIA's Internet Use Survey, 34.8% of Californians do not use a desktop, laptop, or tablet.[115]

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[109] https://broadbandforall.cdt.ca.gov/affordable-connectivity-program/acp-enrollment/, accessed September 16, 2023.
[110] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 75.
[111] Digital Literacy and Inclusion Outcome Area Working Group Meeting, virtual, February 15, 2023.
[112] U.S. Census Bureau, Digital Equity Act Population Viewer, https://mtgis-portal.geo.census.gov/arcgis/apps/webappviewer/index.html?id=c5e6cf675865464a90ff1573c5072b42.
[113] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 36.
[114] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 32.
[115] https://ntia.gov/other-publication/2022/digital-nation-data-explorer#sel=pcOrTabletUser&disp=map.

When asked about digital skills, 56% of respondents to the telephone survey self-identified as "high-skill" users.[116] Most respondents to the online public survey said they were comfortable with basic skills such as sending an email with an attachment (84%) or searching for a job online (84%).[117] 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.[118]

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.[119] 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."[120] Similar input has been shared throughout the planning process from other entities including the Fresno Coalition for Digital Inclusion,[121] and #OaklandUndivided.[122] 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 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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[116] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 45.
[117] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 35.
[118] Ibid.
[119] https://broadbandcouncil.ca.gov/wp-content/uploads/sites/68/2020/12/BB4All-Action-Plan-Final.pdf, page 20, accessed September 17, 2023.
[120] https://www.calfund.org/digital-equity-initiative/#issue-background, Access September 14, 2023.
[121] 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.
[122] 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 B.

California Broadband Council Members, Action Item Plan Parties, and Key Partners
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, 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 complete list of these entities can be found in Appendix C.

Regional Broadband Consortia
The Regional Broadband Consortia support the deployment of broadband services in regional and local communities, including provide 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.[123]

Regional Broadband Consortia have been critical participants throughout the outreach and implementation processes for Regional Planning Workshops, as well as disseminating both the telephone and 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 D.

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 voices 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 E.

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 own digital equity plans.[124] A list of Local Digital Equity Coalitions who partnered in this effort can be found in Appendix F. 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.

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[123] https://www.cpuc.ca.gov/industries-and-topics/internet-and-phone/california-advanced-services-fund/casf-consortia-account, accessed September 16, 2023.
[124] 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.

State-Managed Assets for Access, Affordability, and Adoption[125]
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 G. 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."[126] A complete list of organizations who responded to the DEEM tool and self-identified as offering digital navigation services can be found in Appendix H.

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 to 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 an annual 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 466 responses. As of August 2023, the DEEM tool has reached over 1,400 organizations across the state. These organizations include educational institutions,

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[125] 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.
[126] Department of Technology: state digital equity plan. (ca.gov), Cal. Gov. Code § 11546.46 (2023).

community-based organizations, private companies, and government entities. See Appendix I for a complete list. A list of programs offered by DEEM respondents can be found on the *Broadband for All* portal.

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.

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.

Additional Assets by Covered Population

The DEEM tool indicates that there are 320 or more organizations that 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.

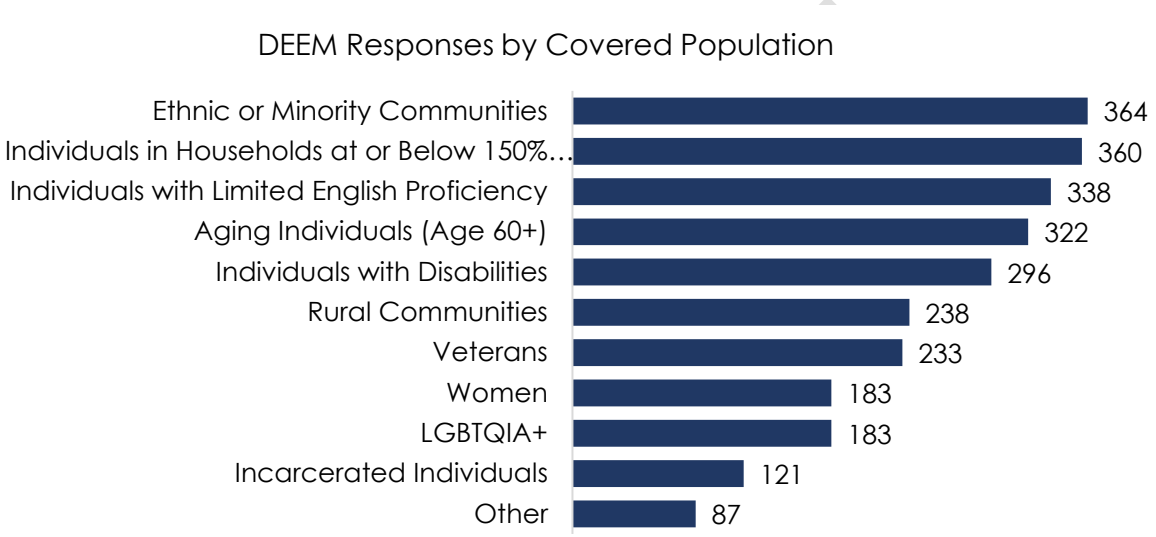

Figure 3: Digital Equity Ecosystem Mapping (DEEM) responses by covered population.

Additional Assets by Program Type

The DEEM tool collected information regarding the type 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.

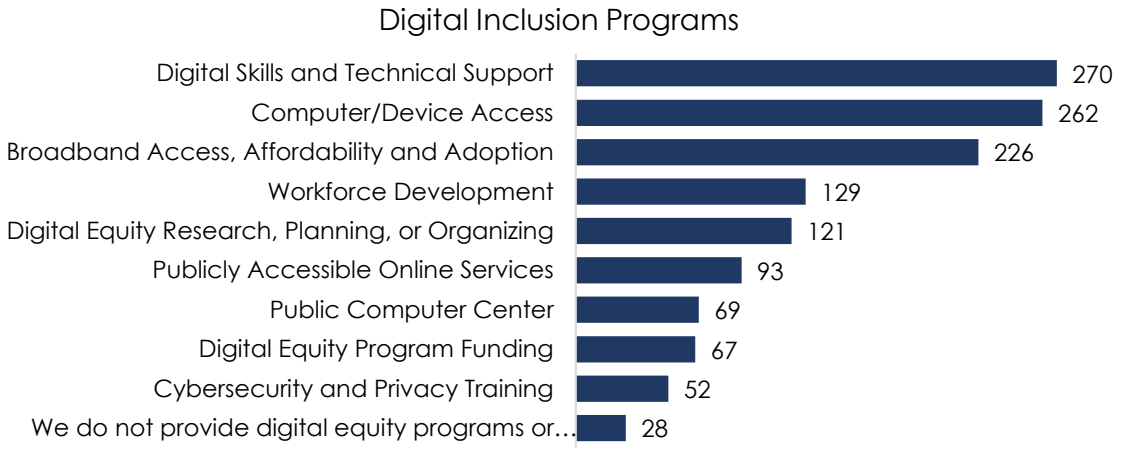

Figure 4: Digital Inclusion programs collected from DEEM.

Additional Assets by County

The following chart provides a snapshot of where local digital inclusion organizations are based in the state. Given that these data is incomplete, this map represents a summary of where organizations who 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.

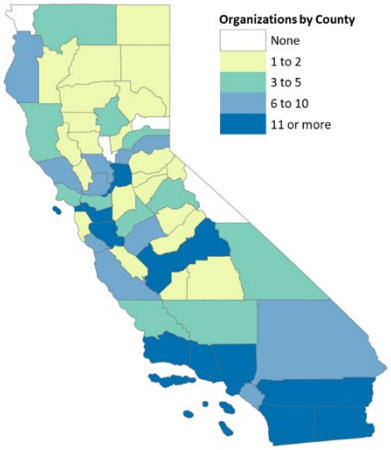

Figure 5: Digital Equity Ecosystem Mapping tool responses by county.

Number of Responses	California County
None	Del Norte, Mono, Sierra, and 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 33 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 J.

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.127 Sustainable and reliable funding is critical to organizations providing support to 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 the ones out in the communities teaching digital literacy skills, conducting ACP outreach, and engaging with community members, especially members of covered populations. Solutions aimed at filling the gap in staffing and organizational capacity are addressed in this Plan.
- **Difficulty Accessing and Applying for Funding:** When opportunities for funding 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 doing this work.

[127] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 101.

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 to serve as this needs assessment's baseline. The statewide telephone survey, the online public survey, 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 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.[128] According to the telephone survey, covered households, individuals with language barriers, individuals who are members of a racial or ethnic minority group, and individuals that primarily reside in a rural area reported lower rates of connectivity at home compared to the state as a whole.[129]

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. Covered households, individuals with disabilities, individuals with language barriers, 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.[130]

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.[131]

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[128] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 36; Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 13.
[129] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, pages 21-22.
[130] Ibid., 30.
[131] *Broadband for All* Cvr Letter and Action Plan 2020 (ca.gov), page 11.

Californians' need for high-performance broadband continues to increase, yet the economics of infrastructure deployment often discourage investment in rural and tribal communities.[132] Deployment in these communities often means thinner profit margins and more capital-intensive investments, which discourage competition among providers.[133] Public interventions in the form of capital subsidies like those offered through CASF are necessary to incentivize providers to deliver service to these communities.[134] 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 **evolving state broadband data and maps.** While federal and State broadband data and mapping efforts have significantly improved, current data and mapping definitions do not reflect the lived experiences of communities across the state.

The CPUC has compiled extensive data within its Annual Affordability Report,[135] 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 in California to effectively target resources as needed. The data will also inform public policies 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 that are 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.[136] 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.

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[132] *Broadband for All* Cvr Letter and Action Plan 2020 (ca.gov), page 12.
[133] Ibid., 12-13.
[134] Ibid., 13.
[135] 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.
[136] 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.

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.

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, such as the ACP,
2. Challenging enrollment process with the ACP, 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, such as the ACP.** California has invested in ongoing efforts to spread awareness of affordability programs, such as Get Connected! California Mobilization to increase enrollment in the ACP. However, as of November 2023, about 2.7 million households in California have enrolled in ACP, which represents about 47% of eligible households.[137] Nearly 77% of respondents to the telephone survey from unconnected households[138] 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.[139]

Even when households are aware of low-cost offers, **the complexity of the ACP 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."[140] Outreach efforts must be targeted and appropriate to the different characteristics of the population across regions.

There is still a need for a sustainable, low-cost subsidy above that which is provided by ACP**.** As it stands, ACP has finite resources that are quickly being depleted, and Californians would greatly benefit from a renewed federal broadband subsidy.

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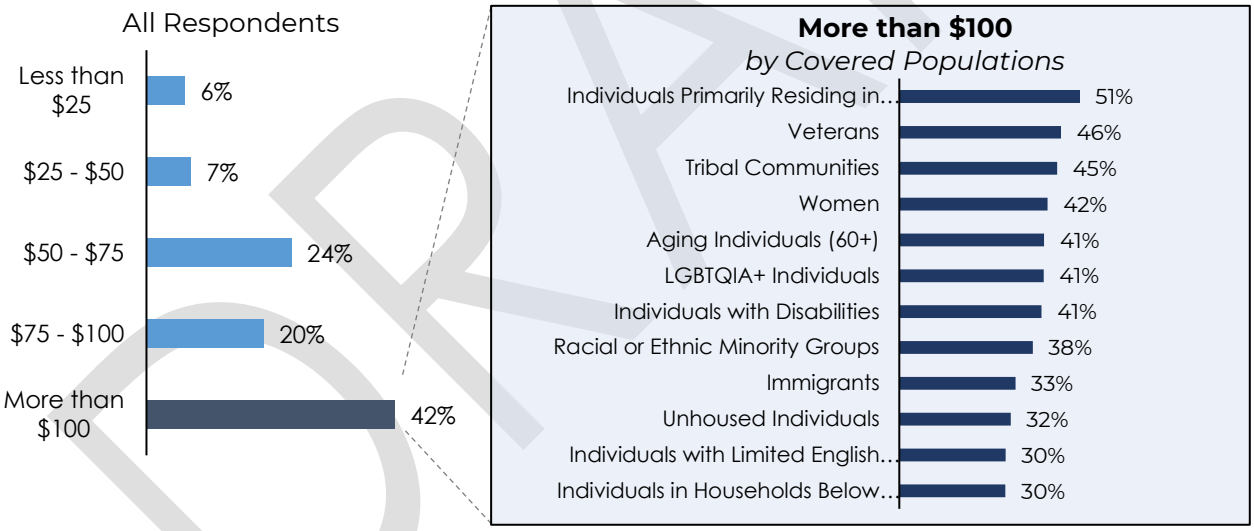
[137] Affordable Connectivity Program enrollment tracker, https://broadbandforall.cdt.ca.gov/affordable-connectivity-program/acp-enrollment/; Accessed on August 27, 2023.
[138] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 39.
[139] Ibid., 44.
[140] Ibid.

Campaigns to raise awareness of low-cost offers and subsidies and efforts to provide enrollment assistance in these programs could 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 limit consumer choice and negatively impact costs for Californians**. Covered population households that responded to the telephone survey cited an average monthly cost of $83.60,[141] which is comparable to the 2023 FCC Broadband Rate Survey for California of $82.40/month.[142] Online public survey respondents who can access internet from home reported paying an average of $102.72 for their home internet service.[143] 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.[144]



*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.[145]

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[141] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 25.
[142] Federal Communications Commission, Urban Rate Survey Data & Resources, https://www.fcc.gov/economics-analytics/industry-analysis-division/urban-rate-survey-data-resources.
[143] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 18.
[144] https://www.cpuc.ca.gov/industries-and-topics/internet-and-phone/competition.
[145] State of California Five-Year Action Plan: Broadband Equity, Access, and Deployment (BEAD) Program, August 28, 2023, page 43.

Finally, we learned from the OAWGs, regional workshops, interviews, and listening sessions that another reason for households not enrolling in ACP is a **mistrust of government and corporations**, including a 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 Infants and Children (WIC), and more. This makes qualifying or enrolling in ACP more difficult.*"

Existing *Broadband for All* investments are working to address affordability via expanding competition, including the CASF programs, MMBI, FFA, and the Loan-Loss Reserve.

Adoption

Californians face additional barriers related 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 perceived need through a reliance/dependence on mobile phones,
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, **lack of awareness of low-cost offers, such as the ACP,** 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.[146] **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.[147] For individuals with limited English proficiency and individuals in households below 150% of FPL, 23% of respondents use smartphones only.[148] Without affordable laptop 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 altogether is a **lack of perceived need for a home broadband connection.**

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[146] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 36.
[147] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 31.
[148] Ibid.

As *the Broadband for All* Action Plan discusses, broadband adoption requires more than availability and affordability of service and devices. Individuals must be exposed early and often to the breadth of digital opportunities available online, including digital skills training for job opportunities.[149]

A third barrier to adoption is **the lack of digital skills,** which the telephone survey found to be the most relevant barriers for digital equity.[150] The share of advanced-skills[151] users is significantly below-average for non-English language households (40%), among low-income residents (42%), and households with disabilities (43%).[152] 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.[153] Individuals with limited English proficiency and immigrants demonstrated the greatest interest in such opportunities.[154]

About a quarter of all online public survey respondents said they were unfamiliar with cybersecurity measures. Individuals with limited English proficiency, immigrants, individuals living 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 rural residents had the highest rates of familiarity.[155] 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.

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.

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[149] 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.
[150] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 37.
[151] For the purposes of the online public survey, the advanced skills asked about include, 1) setting up protection against phishing and spam email, 2) setting up parental controls, and 3) deleting cookies on a web browser.
[152] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 46.
[153] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 34.
[154] Ibid.
[155] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 53.

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, as well as 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 by 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.[156]

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.

[156] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 14.

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.

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 covered households indicate they are connected, as compared to 91% of all Californians.[157]

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.[158]

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 covered household respondents 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.**

Baseline: Twenty-three percent of respondents from covered households use a smartphone only to access the internet, compared to10% of overall respondents.[159]

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[157] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 22.
[158] Ibid., 30.
[159] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 31.

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: CDT is tracking 270 programs that currently offer digital training skills support in the state, with meaningful differences by geography. 47% of covered household online survey respondents indicated an interest in internet or computer training class, 14% greater than overall respondents.[160]

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

Baseline: Twenty-eight percent of covered household respondents indicated they do not have access to technical support services in their household or community, 6% higher than overall respondents.[161]

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 from 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.[162]

[160] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 34.
[161] Ibid., slide 33.
[162] Ibid., slides 53-54.

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

Baseline: Forty-seven percent of individuals from covered households are interested in internet or computer training classes, 14% higher than overall respondents.[163] 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 (ex. DMV), compared to 17% overall; and 25% are less than comfortable when paying bills online, compared to 15% overall.[164] While 56% of telephone survey respondents were found to have advanced digital skills, just 42% of those in covered households reported the same.[165]

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 those in covered households report the same.[166]

Aging Individuals (60+ Years)

Covered Population	Specific Barriers
Aging Individuals (60+)	Lack of perceived need
	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.

[163] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 34.
[164] Ibid., slide 45.
[165] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 46.
[166] Ibid., 51.

Aging individuals face several barriers to digital equity, including a lack of perceived need and a lack of adequate devices and technology. They also need services, devices, outreach, training, and support to be offered in-language.[167] In addition, aging individuals often lack the digital skills and training opportunities needed to use technology.

Older adults expressed fear of being scammed or taken advantage of when getting online.[168] 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.[169] The trend on the online public survey was consistent among aging 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.[170] 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 that have heard of the ACP are enrolled in the program, 5% lower than overall survey respondents (12%).[171]
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.[172]

[167] Bay Area Digital Inclusion Coalition Meeting, March 28, 2023.
[168] Ibid.
[169] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 35.
[170] Ibid
[171] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 44.
[172] Ibid., 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: Thirty-four percent of aging individuals indicated an interest in internet or computer training courses, 1% higher than overall respondents. [173] 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.[174]

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.[175]

[173] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 34.
[174] Ibid., slide 33.
[175] Ibid., slide 53.

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.[176] 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 (ex. DMV), compared to 17% overall; and 17% are less than comfortable when paying bills online, compared to 15% overall.[177] While 56% of overall telephone survey respondents were found to have advanced digital skills, just 42% of aging individuals reported the same.[178]

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 was unable to collect quantitative data from the telephone survey and online public survey, given human subjects research (HSR) protocol restrictions per the NTIA grant.

The unique barriers faced by incarcerated individuals include 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 make up 0.5% of California's total population. There are 199,000 incarcerated

[176] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 34.
[177] Ibid., slide 41.
[178] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 46.

individuals living in prisons, county jails, and detention centers in California who experience these specific barriers.[179]

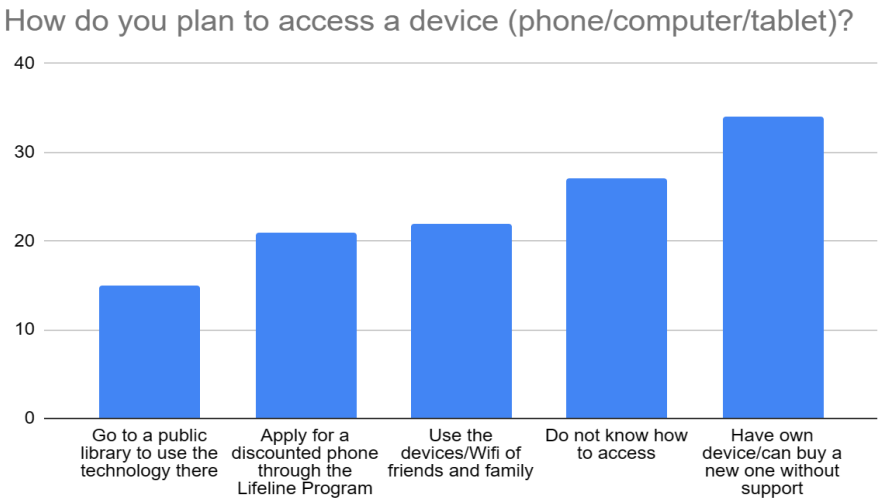
Through its engagements with these entities, CDT learned that during incarceration, individuals have limited access to digital tools such as video calls and have lower call quality, resulting in dropping, breaking up, and merging with other calls.[180] In addition, Individuals who have been incarcerated 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.[181] 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 with access to Wi-Fi and tablets for reading materials, email access, and video calls.

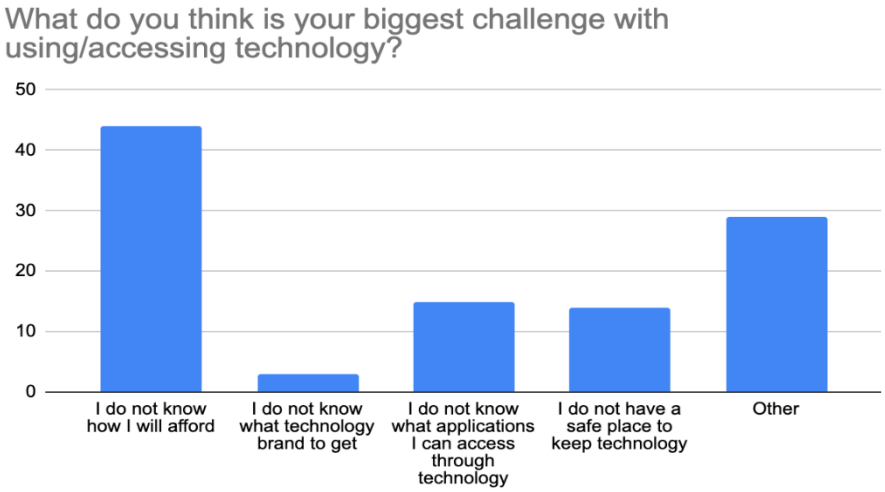
CDCR is working to obtain a Learning Management System (LMS) for its inmates and is currently repurposing gyms and dining halls with access points to serve as classrooms since Wi-Fi access is limited throughout its prison institutions. So far, about 3,000 access points have been installed in various 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 technology at the fire camps has made it very challenging to get teachers to these sites. Hence, CDCR sees an urgent need to implement virtual classrooms at these camps.

[179] Ameelio Recommendations, August 31, 2023, slide 9.
[180] Ibid., slide 10.
[181] California Department of Corrections and Rehabilitation, Tablets and Telephone Calls, https://www.cdcr.ca.gov/family-resources/tablets/

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 with 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.





CDT also learned about the importance of providing inmates with access to digital health apps to stay connected to medical and/or substance abuse treatment programs. However, there are very few digital literacy programs 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.

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.[182] 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.[183]

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.[184]
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.[185]

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 that 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%).[186]

[182] Digital Literacy and Inclusion Outcome Area Working Group, June 15, 2023.
[183] Working Session with the California Department of Veterans Affairs (CalVet), March 29, 2023.
[184] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 19.
[185] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 27.
[186] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 34.

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. [187]

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 that 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%).[188]

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."[189] Ninety-one percent of telephone respondents who self-reported having a member in the household with a disability also cited having internet service.[190]

Individuals with disabilities experience unique barriers when it comes to digital training. A lack of access to accessible hardware and software, as well as 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]

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[187] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 46.
[188] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 64.
[189] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 26.
[190] Ibid.

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]

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%).[191]

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 that do not subscribe to home internet cite the cost as a reason, 6% higher than overall survey respondents (70%).[192]

Objective 2.2 **Reduce the percentage of Californians who rely solely on a smartphone to use the internet.**

Baseline: Twelve percent of individuals with disabilities that responded to the online public survey rely solely on a smartphone to access the internet, 2% higher than overall survey respondents (10%).[193]

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.[194]

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[191] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 30.
[192] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 15.
[193] Ibid., slide 31.
[194] 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 that 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%).[195]

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 that 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%).[196]

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.[197] 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.

[195] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 33.
[196] Ibid.
[197] 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;[198] 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.[199] 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.[200] While 56% of telephone survey respondents were found to have advanced digital skills, just 43% of those with disabilities reported the same.[201]

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%).[202]

[198] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 36.
[199] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 42.
[200] Ibid., slide 48.
[201] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 46.
[202] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 64.

Individuals with Language Barriers

Covered Population	Specific Barriers
Individuals with Language Barriers	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, Parent Institute for Quality Education (PIQE), the Canal Alliance, Mission Economic Development Agency, and Self-Help for the Elderly to better understand the barriers to digital equity facing those with language barriers.

Individuals with language barriers 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 feels less than comfortable when performing basic, intermediate, and advanced digital skills.[102]

Workshop and outcome area working group participants raised concerns about the lack of digital skills training in their native language, and particularly, in Indigenous languages.[103] In addition, a 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 language barriers cannot connect to the internet at home, significantly higher than the 9% of overall survey respondents.[203]

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 language barriers do so.[204]

[203] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 25.
[204] Ibid., 30.

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 language barriers that do not have home internet cite cost as a reason, 6% higher than overall online survey respondents (70%).[205]

Objective 2.2 **Reduce the percentage of Californians who rely solely on a smartphone to use the internet.**

Baseline: Twenty-three percent of individuals with language barriers that 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%).[206]

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

Baseline: Twenty-nine percent of individuals with language barriers that responded to the telephone survey have heard of the ACP, lower than the overall survey respondents (32%).[207]

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 language barriers that 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.[208]

[205] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 15.
[206] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 31.
[207] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 40.
[208] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 34.

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 language barriers that 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%).[209]

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 language barriers that 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.[210]

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;[211] 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.[212] 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

[209] Ibid., slide 33.
[210] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slides 53-54.
[211] Ibid., slide 36.
[212] Ibid., slide 42.

same.[213] While 56% of telephone survey respondents were found to have advanced digital skills, just 43% of those with disabilities reported the same.[214]

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 language barriers reported the same.[215]

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	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 better understand the barriers to digital equity facing individuals who are members of a racial or ethnic minority group.

One example of a unique barrier for those who are members of racial or ethnic minority groups is the availability of digital skills training resources in multiple languages. 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, a mistrust of government and corporations presents a barrier to providing resources and support that individuals are comfortable with.

[213] Ibid., slide 48.
[214] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 46.
[215] Ibid., page 51.

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.[216]

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 part of an ethnic or racial minority group that 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%).[217]

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 racial or ethnic minority cite cost as a reason for not having an internet connection at home, 5% higher than overall survey respondents (70%).[218]

[216] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 22.
[217] Ibid., 30.
[218] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 15.

Objective 2.2	**Reduce the percentage of Californians who rely solely on a smartphone to use the internet.**
	Baseline: According to the online public survey, 15% of respondents who identify as a racial or ethnic minority use only a smartphone to access the internet, 5% higher than survey respondents overall (10%).[219]

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 racial or ethnic minority (43%).[220]
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 racial or ethnic minority 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.[221]
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 part of a racial or ethnic minority group reported the same.[222]

[219] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 31.
[220] Ibid., slide 34.
[221] Ibid., slides 53-54.
[222] 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 racial or ethnic minorities say the same.[223]

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, and tribal communities throughout California, and numerous community-based organizations and residents at rural planning workshops to understand the barriers to digital equity faced by those primarily residing in rural areas.

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).[224] 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.[225] As one individual put it, "Our biggest barrier is the availability of broadband, and whether that broadband is adequate."[226]

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).[227]

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[223] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 51.
[224] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 22.
[225] 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.
[226] Bree Doan, Education outcome area working group, Tuesday, February 14, 2023, virtual.
[227] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, 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.[228] 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%).[229]
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%).[230]

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.[231]

[228] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slides 33.
[229] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 26.
[230] Ibid., 30.
[231] 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.[232] While 56% of telephone survey respondents were found to have advanced digital skills, just 51% of those primarily residing in rural areas reported the same.[233]
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 primarily residing in rural areas say the same.[234]

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.[235] 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.[236]

[232] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slides 34.
[233] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 46.
[234] Ibid., 51.
[235] Local and regional workshop, Wednesday, June 2, 2023, Seaside CA.
[236] 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+ that 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%).[237]
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+ that responded to the telephone survey have heard of the ACP, lower than the overall survey respondents (32%).[238]
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.[239]
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+ that 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%).[240]

[237] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 30.
[238] Ibid., 40.
[239] Ibid., 27.
[240] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, 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.[241] 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.[242] Those experiencing displacement and trauma due to domestic violence also face barriers to digital equity, as access in the home may be compromised.[243]

Additionally, recruiting women to jobs in the broadband industry and providing them with apprenticeship opportunities was a theme we heard repeatedly.[244] 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.[245]

[241] Bar, F., Galperin, H., Le, T., 2023 Statewide Digital Equity Survey, page 14.
[242] 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.
[243] Local and regional workshop, Tuesday, May 16, 2023, San Bernardino CA.
[244] Local and regional workshop, Friday, June 2, 2023, Seaside CA; Local and regional workshop, Friday, May 19, 2023, Los Angeles CA.
[245] Local and regional workshop, Thursday, May 11, 2023, Sacramento CA.

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 that responded to the online public survey cite cost as a reason for not having internet at home, 4% higher than overall respondents (70%).[246]

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 that 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%).[247]

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.[248]

[246] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 15.
[247] Ibid., slide 34.
[248] 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.[249] CDT engaged with multiple entities that are critical to advancing digital equity and educational outcomes. CDE, UC, CSU, CCC, COES, local school districts, PIQE, and others played an important role in the development of 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.[250] Overcrowding in students' homes puts additional strain on networks that compromise the existing infrastructure's ability to serve students effectively.[251] These challenges are compounded by a **lack of awareness about low-cost internet offers and subsidy programs**, which further limits access to home internet 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.[252]

[249] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 57.
[250] Ibid., slide 72.
[251] Anne Marie Richard, education outcome area working group, Tuesday, May 16, 2023, virtual.
[252] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, 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.[253]

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.[254] Finally, a lack of visibility into available **statewide data** regarding access, affordability, and adoption presents a barrier to educational outcomes.

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

There are specific barriers to digital equity that 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.

[253] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 31.
[254] Ibid., slide 34.

A lack of reliable, high-speed connectivity at healthcare anchor institutions,[255] 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.[256] 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 to only have a smartphone to connect to the Internet, with no other device for Internet access.[257] 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.[258]

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.[259] Furthermore, unhoused individuals and individuals with limited English proficiency have a higher respondent share who rarely or never use Internet for accessing healthcare.[260] Finally, a **lack of data** related to digital equity and community and individual health presents a barrier to achieving state health outcomes.

[255] 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.
[256] https://www.itup.org/wp-content/uploads/2023/05/ITUP-Broadband-Bootcamp-Report-Final.pdf.
[257] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 31.
[258] Ibid., slide 32.
[259] Ibid., slide 56.
[260] Ibid.

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 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. Unhoused individuals, those belonging to tribal communities, and individuals in covered households were all more likely than total respondents to the online public survey population to not have a device that can connect to the internet.[261] 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.[262]

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.[263] 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

[261] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 32.
[262] Ibid., slide 31.
[263] Ibid., slides 35-52.

assistance within their household or community.[264] Unhoused individuals, lower-income individuals, and individuals with disabilities were more likely to report this lack of support.[265]

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.

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 primarily residing in rural areas, as nearly 70% of rural respondents who did not have home Internet access cited lack of availability in their area.[266]

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.[267]

[264] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 33.
[265] Ibid.
[266] Ibid, slide 15.
[267] 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.[268]

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.[269]

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

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.[270] Specific barriers to accessing these resources might include a **lack of affordable Internet service**.

[268] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slides 35-52.
[269] Ibid., slide 60.
[270] Ibid., slide 63.

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%).[271] 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.

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 conversation and consultation with the California Native American tribes and tribal entities.

Both a **lack of infrastructure**[272] and the **cost of available internet**[273] 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.[274]

[271] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 18.
[272] Tribal collaboration outcome area working group, Tuesday, March 21, 2023, virtual.
[273] Tribal collaboration outcome area working group, Tuesday, May 16, 2023, virtual.
[274] Digital Equity Needs Assessment and Asset Inventory for the State of CA, August 28, 2023, slide 37.

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 **a hesitancy associated with digital literacy** initiatives present additional barriers for tribal communities.[275] However, many tribes expressed that **limited staffing and lack of in-house broadband subject matter expertise** limit capacity to address barriers.[276] Tribal specific programs, such as the ACP Enhanced Tribal Benefit,[277] can also be limited in reach, as eligibility is often limited to those that live on tribal lands. This limitation can present challenges for individuals that are **members of tribes but do not live on tribal land**.[278]

[275] Tribal Collaboration Outcome Area Working Group, Friday, February 17, 2023, virtual; Local and regional workshop, Tuesday, May 30, 2023, Tuolumne CA.
[276] Local and regional workshop, Thursday, June 1, 2023, Santa Maria CA.
[277] https://www.affordableconnectivity.gov/do-i-qualify/enhanced-tribal-benefit/.
[278] 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.*

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."[279] 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."[280] 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

[279] https://www.gov.ca.gov/2022/09/13/governor-newsom-strengthens-states-commitment-to-a-california-for-all/, accessed September 15, 2023.
[280] 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 with focuses on certain covered populations, outcome areas, and geographies.
- Various engagement formats, such as virtual, in-person, individual and group listening sessions and consultations, were employed.
- Events that were open to the public and all interested parties were held.
- 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 as identified by the US Census.
- 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

Digital Equity Statewide Planning Group (SPG): Developed to advise CDT on the statewide digital equity planning process, the SPG consists of twenty-two 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. A complete list of SPG member entities and meeting dates can be found in Appendix K.

Outcome Area Working 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. See Appendix L for details on OAWG convenings and Appendix M for a list of co-chairs.

Statewide Digital Equity Surveys – CDT developed multiple surveys to obtain qualitative and quantitative data to more accurately understand the digital equity barriers experienced by covered populations and the organizations that serve them.

- Digital Equity Telephone Survey: CDT, in partnership with CETF and researchers from the University of Southern California Annenberg School for Communication and Journalism, conducted a statewide telephone survey that engaged more than 3,500 residents through random direct dialing to collect information about their experiences, needs, and aspirations regarding broadband access and digital equity. CDT consulted with Rural County Representatives of California and the California Department of Rehabilitation to ensure the voices of rural residents and those with disabilities would be heard in the survey. See Appendix N for the survey methodology.

  Three charts highlighting the methodology and distribution of respondents to the telephone survey can be found in Appendices. Appendix O is a summary of the data collection, Appendix P is the four neighbor regions and corresponding sample size, and Appendix Q 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 literacy. Responses were particularly helpful for providing a deeper understanding of digital equity needs among specific covered populations. See Appendix R for the methodology.

  Three charts highlighting the diverse communities that responded to the online public survey can be found in Appendices. Appendix S is respondents by language, Appendix T is respondents by covered population, and Appendix U 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, for Internet Service Providers, and for 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 V 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 W for a complete list of regional planning workshops and Appendix X for the standard Regional Workshop Agenda.

Ongoing Stakeholder Engagement – CDT conducted over 375 individual meetings, consultations, and listening sessions throughout the planning process (Appendix Y). 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.

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. Expedite and complete existing *Broadband for All* infrastructure efforts;
2. Convene digital equity stakeholders to strengthen collaboration;
3. Evolve broadband and digital equity data and maps;
4. Launch the California Connect Corps and digital equity grant program to expand 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; and
7. Secure consumer subsidy program sustainability.

While CDT will be responsible for overall Digital Equity Plan implementation, 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 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.

5.1 Key Activities

1. **Expedite and complete existing *Broadband for All* infrastructure efforts.** CDT, CPUC, and other State agencies tasked with building out broadband infrastructure will continue and expedite 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. **Evolve broadband and digital equity data and maps.**
   CPUC is actively working to improve statewide data regarding broadband availability and related attributes from ISPs. 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.

4. **Launch the California Connect Corps and digital equity grant programs to expand community-based digital inclusion programs.**
   CDT will develop the California Connect Corps (CCC) grant program to support nonprofit organizations to conduct 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.[281] The program will prioritize partnering with nonprofit organizations that already conduct 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, and offering digital literacy classes.

   CDT will also develop new grant programs to 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 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 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.

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

Examples of activities that may be eligible for funding through this grant program include:

- Development of local digital equity plans.
- Broadband adoption and ACP 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.
- 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).

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 that could be funded include the California State Library Connected California program and the California Department of Aging's Access to Technology program.[282]

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 aimed at making it easier for locally based digital inclusion providers to realize their goals. For

[282] https://aging.ca.gov/Information_and_Resources/Access_to_Technology/, accessed October 31, 2023.

example, CDT will draft a public-facing handbook in collaboration with 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.

- **Develop, fund, and make available a statewide digital literacy training platform.** CDT will collaborate with subject matter experts in higher education institutions in California, along with digital literacy leaders, to develop a learning management system (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. CDT will work to embed digital literacy and skills training at all levels of education, with a focus on online privacy and cybersecurity.
- **Develop 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 the development of 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.
- **Build the statewide asset inventory as a common resource for local governments, social service, workforce development, and healthcare organizations, and for all Californians**. CDT will expand its efforts in digital inclusion asset mapping to create a common 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 the State promote 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.

7. **Promote low-cost offers and the Affordable Connectivity Program, 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.

- **Continue to track ACP eligibility and adoption rates 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.
- **Bundle outreach for ACP 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 ACP subsidies into other public benefits outreach and enrollment efforts.
- **Provide ACP enrollment assistance to covered populations.** The enrollment process for the ACP is not particularly easy. It is a two-step process, and even when households may be approved for the ACP, they may not utilize the subsidy to connect to broadband. Providing support for covered populations as they enroll in the ACP would help ensure that they successfully receive and apply the benefit to receive internet access.
- **Advocate for improvement of ACP enrollment process and expanded eligibility.** 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 funds available for the ACP are scheduled to run out in 2024. California will 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.

- **Establish 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 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	Evolve 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 that are connected to broadband Internet service.	✓	✓	✓		✓	✓	✓
1.2	Increase the percentage of Community Anchor Institutions that are connected to broadband Internet service.	✓	✓	✓			✓	
1.3	Increase the percentage of Californians who report their Internet service is reliable.	✓	✓	✓		✓	✓	
1.4	Increase the percentage of Californians that have a choice of at least three internet service providers.	✓	✓	✓		✓	✓	✓
Goal 2: All Californians have access to affordable broadband and necessary devices.								
2.1	Decrease the percentage of Californians that cite cost as the primary barrier to broadband service.	✓	✓	✓	✓	✓		✓
2.2	Reduce the percentage of Californians who rely solely on a smartphone to use the Internet.	✓	✓	✓	✓	✓	✓	✓
2.3	Increase the percentage of Californians enrolled in low-cost Internet options and subsidies, including the Affordable Connectivity Program.		✓	✓	✓	✓	✓	✓
2.4	Reduce the average cost that covered populations pay for Internet service.		✓	✓	✓	✓		✓

Goals & Objectives		Key Activities						
		Complete Infrastructure	Convene	Evolve 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.		✓	✓	✓	✓	✓	✓
3.2	Increase the percentage of Californians who have access to technical support services for Internet-connected devices.		✓	✓	✓	✓	✓	✓
3.3	Reduce the percentage of Californians whose concerns for privacy and cybersecurity prevents broadband adoption or effective use.		✓	✓	✓	✓	✓	✓
3.4	Increase the percentage of Californians who possess basic, intermediate, and advanced digital literacy skills.		✓	✓	✓	✓	✓	✓
3.5	Expand the number of broadband infrastructure and technology jobs among covered populations.		✓		✓	✓		
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.		✓	✓	✓	✓	✓	✓

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 but 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, including 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. Some of the key activities included in this Plan are designed to directly address these gaps.

The State's new digital equity grant program will provide funding to organizations whose impact could be expanded if more funds were available to communities who currently have too few digital inclusion programs to meet the needs of covered populations. Efforts to improve statewide tools for digital inclusion services and promote best practices, combined with efforts to improve consumer subsidies and the development of improved data systems, will help fill capacity gaps in existing organizations by making work more efficient and reducing redundancies.

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. Key collaborators in this effort include the CDE, UC, CSU, CCC, County Offices of Education, and local school districts. One of CDE's goals is that every child has 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,[283] 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. Improving accessibility and inclusivity of public resources and services also stands to improve eligible individuals' 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

[283] https://www.fcc.gov/health/SDOH

(CDPH), unemployment benefits (EDD), elderly services (CalHHS). Increased digital literacy programming, tailored to specific populations, will improve how patients, providers, and caretakers navigate telehealth services.[284] Device access and affordability are necessary for virtual healthcare services to be effectively deployed.

Digital Literacy and Inclusion

CDT has been working in close collaboration with several state and regional leaders 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. 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.[285] 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 as well.

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. An increase in the number of state and local entities and CBOs promoting ACP and low-cost offers will improve the

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

[285] LWDA | Labor & Workforce Development Agency (labor.ca.gov), Accessed October 9, 2023

affordability of broadband service for underserved populations. As government websites, services, and forms align with greater frequency to universal UX and accessibility standards, 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 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.

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, 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. The State has already allocated significant resources to achieving its objectives and delivering 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 seek 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 only a few 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.

- **Affordable Connectivity Program:** The State will continue to promote the ACP and ensure that eligible households are able to apply for the federal subsidy.
- **Digital Equity Capacity Grant:** The State Digital Equity Capacity Grant will be a primary funding vehicle for the implementation of 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 are champions of 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. Those 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, 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.

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 implementation phase of the Plan. 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.

- Provide regular progress updates to the **California Broadband Council** on *Broadband for All* program and initiatives.
- Provide regular progress updates to the **Middle-Mile Advisory Committee** on broadband infrastructure initiatives.
- Expand the current statewide **Get Connected! California Mobilization** cohort to include more regional and local organizations.
- Transition the Statewide Digital Equity Planning Group to the **Statewide Digital Equity Implementation Group** or State Table in partnership with NTIA.
- Convene the six **Outcome Area Working Groups** quarterly to support continued learning, information sharing, collaboration, and coordination of digital equity efforts.
- Establish a quarterly meeting of a **Citizens Advisory Committee** consisting of members of covered populations.
- 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 foster collaboration on broadband adoption efforts, strongly emphasizing engagement with covered populations.
- Proactively **engage with California Native American tribes** through group **informational meetings or consultation**s consistent with tribal consultation policies.

- Continue engagement with all stakeholders via individual meetings and consultations, **monthly email updates**, and the ***Broadband for All* Portal**.
- Revise and administer an annual **digital equity public survey**.
- Leverage **DEEM tools** to continue developing the State's asset inventory.

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 these organizations to comment on this Plan through the public comment period, and 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 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. Additional implementation will be tied to the timeline for receipt of federal 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.

Key Milestones

- Submit final digital equity plan - March 2024
- Digital Equity Capacity Grant NOFO – Q1/Q2 2024
- State Develops California Connect Corps – Q4 2024
- Digital Equity Competitive Grant - Q4 2024

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 in support of 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 to be 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 – California Broadband Council Member Organizations

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 B – 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 directe 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.[286]

[286] https://middle-mile-broadband-initiative.cdt.ca.gov/pages/mmbi-advisory-committee.

Appendix C – 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.[287] CETF is a member of the CBC and the SPG, and co-chair of the Digital Literacy and Inclusion OAWG.

[287] 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.[288] 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.

[288] 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.[289] 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

[289] 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 D – 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 E – 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 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.[290]
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

[290] 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.

Appendix F – 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 G – 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.	✓	✓	✓
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.[291]	✓	✓	
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.	✓	✓	✓
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.		✓	✓

[291] 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.			✓
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.	✓	✓	
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.	✓		
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.	✓		
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.	✓		

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	✓	✓	
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.	✓		
Broadband Equity, Access, and Deployment (BEAD)	Refer to the CPUC BEAD 5-year plan for more detail.	✓	✓	
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.	✓		

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	✓		
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 SB 717 to provide recommendations on how to accelerate deployment of broadband access points to serve tribes, low-income customers, and disadvantaged or underserved communities.	✓		
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.[292]		✓	✓
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.		✓	✓

[292] 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.		✓	
Deaf and Disabled Telecommunications Program	Provides specialized telecommunications equipment, speech generating devices, and relay services to qualified Californians.	✓		✓
California LifeLine Program	Provides a maximum monthly subsidy of $17.90 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.	✓	✓	
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.	✓	✓	

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.		✓	
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.	✓	✓	✓
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.			✓

Appendix H – 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 I – DEEM Respondents

#OaklandUndivided	Le Grand High Union School District
A Brighter Side LLC	League of United Latin American Citizens Council 3072
ABC Adult School	Learn4Life Charter Schools, North Region
Acalanes Adult Education	Lekindracy Group, LLC
ACLU of Northern California	LISTA NorCal
Alameda Adult School	Little Brothers Friends of the Elderly, San Francisco
Alameda County Developmental Disabilities Council	Live Violence Free
Alameda County Public Health MPCAH Dept	Loaves, Fishes and Computers
Alhambra Civic Center Library	LOCAL 1184
Alpine County	Lompoc Public Library System
Alzheimer's Los Angeles	Los Amigos de la Comunidad
American Association of Retired Persons, California	Los Amigos de la Comunidad, Inc
American GI Forum Education Foundation	Los Angeles County Library
Anaheim Public Library	Los Angeles Unified School District
Aphasia Center of California	Lucia Mar Unified School District
Apple Valley Adult School	Lynwood Unified School District
Area 1 Agency on Aging	Marin Asian Advocacy Project
Area Agency on Aging	Marin County Digital Marin
Ashby Village	Marin Promise Partnership
Asian Americans for Housing and Environmental Justice	Mariposa County Library
Bay Area Electric Railroad Association	Martinez Adult Education
Bay Area Video Coalition Inc	Mattole Valley Resource Center
Bayview Hunters Point YMCA	Mendocino County Library
Be Smart Media	Mental Health Association of San Francisco
Beaumont Adult School	Merced County Library
Beaumont Library District	Merced County Office of Education
Beaumont Unified School District	Metta Fund
Benicia Public Library	Milpitas Unified School District
Binational of Central California	Mission District YMCA

Blue Sky Center	Mitec Solutions
Borrego Springs Revitalization Committee	Monterey Bay Central Labor Council
Brawley Public Library	Monterey Bay Economic Partnership
Broadband Consortium Pacific Coast	Monterey County Free Libraries
Building Skills Partnership	Monterey Fire Safe Council
Butte County Administration	Morgan Hill Community Adult School
Butte County Public Library	Mount San Jacinto College Adult Education Program
Cal Poly Humboldt	Mountain Lakes Estates Homeowners Association
Calaveras County Economic and Community Development	Multilot Corporation
Calbright College	Murrieta Valley Adult School
California Correctional Health Care Services	National Latino Research Center
California Council on Developmental Disabilities	Neighborhood House of Calexico
California Department of Education	netElastic Systems, Inc.
California Department of Education, The Adult Education Office	NextGen Policy
California Department of Health Care Services	NICOS Chinese Health Coalition
California Department of Housing and Community Development	North Bay North Coast Broadband Consortium
California Department of Technology, Office of Broadband and Digital Literacy	North State Planning and Development Collective
California Emerging Technology Fund	North State Planning and Development Collective, California State University, Chico
California Energy Commission	Npower
California Forward	Nu Communications Alliance
California LifeLine Program	Oakland Digital Arts and Literacy Center Inc
California Museum	Office of Community and Economic Development at California State University, Fresno
California Office of Data and Innovation	Ohlone College Tri-Cities Career Center
California Public Utilities Commission	Om Networks
California State Association of Counties	On Lok 30th Street Senior Center
California State Library	Openhouse
California State University	Orland Free Library

California State University, Dominguez Hills	Outreach and Technical Assistance Network
California State University, Fresno	Oxnard Public Library
California State University, Fullerton	PACEs Connection
California State University, Sacramento	Palo Alto Adult School
Calistoga Joint Unified School District	Palo Verde River Consortium
Caltrans	Parents for Public Schools of San Francisco
Campbell Adult and Community Education	Paso Robles City Library
CDP Rural Caucus	Pleasanton Public Library
CENIC	Plumas-Sierra Telecommunications
Center for Elders Independence	poieto
Center For Employment Opportunities	Pomona Unified School District
Central Unified School District	Positive Resource Center
Central Valley Regional Center	Project Rebound
Chinatown Service Center	Public Policy Institute of California
Chinese Consolidated Benevolent Association	Quechan Indian Tribe of the Fort Yuma Indian Reservation
Chula Vista Public Library	Ramona Senior and Community Center
City of Bell Gardens	RAMS Inc
City of Bell Gardens, Community Family Service Center	Reading and Beyond
City of Brawley	Redlands Adult School
City of Fairfield	Riverside County Library System
City of Fort Bragg	Rogue Mobile
City of Glendale	Roseville Housing Authority
City of Maywood	Rural County Representatives of California
City of Moreno Valley	Sacramento City College
City of Oceanside, California	Sacramento County Office of Education
City of Roseville	Saint Anthony Foundation
City of Roseville Parks, Recreation and Libraries Department	Saint Helena Public Library
City of San Bernardino	Saint Mary's Center WeConnect Program
City of San Luis Obispo	Salinas City Elementary School District
City of Santa Maria Public Library	San Benito County Business Council
City of Santa Paula	San Benito County Office of Education
CityServe of the Tri-Valey	San Diego Association of Governments

Clinica Monsenor Oscar A. Romero	San Diego County
Clovis Adult Education	San Diego County Library
Collaborative Intelligent Operation of Networks As-A-Service	San Diego Futures Foundation
College School District	San Diego Housing Commission
Common Sense Media	San Diego Refugee Communities Coalition
Community Action Partnership of Sonoma County	San Diego Second Chance Program
Community Association of Big Sur	San Francisco Department of Disability and Aging Services
Community Emergency Response Team, Madera County	San Francisco Metropolitan Internet Exchange
Community Living Campaign	San Francisco Public Library
Community Solutions	San Francisco Tech Council
Community Tech Network	San Joaquin Drug
Comptche Broadband Committee	San Joaquin Valley Regional Broadband Consortia, Fresno State Parent University, Fresno State Connect, and Fresno State REFRESH
Computers 2 Kids	San Jose Public Library
Computers 4 Kids	San Lorenzo Valley Unified School District
Connected California Digital Navigators	San Mateo County Libraries
Contra Costa County Department of Conservation and Development	Santa Barbara County Association of Governments
Corona-Norco Adult School	Santa Barbara Foundation
Corporation for Education Network Initiatives in California	Santa Clara County Department of Family and Children's Services
Council on Aging Services for Seniors	Santa Clara County Office of Education
County of Amador	Santa Cruz City Schools
County of Inyo, CA	Santa Cruz County Office of Education
County of Riverside	Santa Monica Public Library
County of San Luis Obispo Public Libraries	Santa Monica-Malibu Unified School District
County of Santa Cruz	SD Access 4 All, San Diego
County of Tuolumne	SEIU Local 2015
County of Ventura	Self-Help for the Elderly
Covered California	Senior and Disability Action
Coyote Valley Band of Pomo Indians	Sentry Living Solutions
Cultiva La Salud	Sequoia Living/San Francisco Senior Center

Culver City Adult School	Shoreline Unified School District
Curry Senior Center	Sierra Business Council
Delta Sierra Adult Education Alliance	Silicon Valley Education Foundation
DeMarsh and Associates	Siskiyou County Library
Department of Health and Human Services, Indian Health Service	Siskiyou Telephone
Destination Crenshaw	Sky Valley Network LLC
Digital Equity For All	SLV Fiber
Digitunity	Social Justice Collaborative
Eastern Sierra Area Agency on Aging	Solano County
Easterseals Southern California, Inc	Sonoma County Economic Development Board
Economic Development Collaborative	Sourcewise
Education and Leadership Foundation	South Bay Cities Council of Governments
Education SuperHighway	Southeast Community Development Corporation
EntreNous Youth Empowerment Services	Southern Border Broadband Consortium
EveryoneOn	Southern California Association of Governments
Ewiiaapaayp Band of Kumeyaay Indians	Spectrum Community Services, Inc.
Fairfield-Suisun Adult School	Stanislaus County Aging and Veteran Services
Families In Schools	Stanislaus County Library
Family Service Agency	State Council On Developmental Disabilities, Sequoia Office
Felton Institute	State of California Governor's Office of Business and Economic Development
Fighting Back Partnership, Inc.	State of California, Employment Development Department
First 5	Sunrun
Fontana Unified School District	Tahoe Prosperity Center
Fremont Adult and Continuing Education	Tahoe Truckee Community Adult School
Front Porch	Tech Exchange
Frontier Communications	TechEmpower
GANAS	The Arc of California
Geeks Without Frontiers	The Arc San Francisco
Geyserville Chamber of Commerce	The Central Valley Urban Institute
Golden Oak Adult School	The Foundation for California Community Colleges
Golden State Network	The Greenlining Institute

Golden Valley Unified School District	The Heart of Ida
Goodwill SOLAC Computer Skills Training Program	Thompson Housing, LLC
Governor's Office of Emergency Services	Thousand Oaks Library
Gray Area Foundation for the Arts	Torrance Adult School
Great Harvest Community Center	Tulare County
Greenfield Walking Group	Tulare County Office of Education
Guadalupe Business Association	Tuolumne County Public Health Department
Healing and Justice Center	Union of Pan Asian Communities
Healthy Families Alameda County	United Way California Capital Region
Help Me Help You	United Way of Santa Cruz County
Hesperia Unified School District, Hesperia Adult School	United Way, Merced County
Highlands Community Charter School	United Ways of California
Human Response Network	University of California
Human Services Agency, Ventura County	University of Southern California
Human Works Foundation	Unwired Broadband
Human-I-T	Urban Collaborative Project
Humboldt 101	Vallejo Adult School
Humboldt 101 Radio	Valley Voices
iFoster	Ventura County
Immigrant Legal Resource Center	Ventura County Area Agency on Aging
Imperial County Office of Education	Ventura County Library
Imperial Valley Economic Development Corporation	Vermont Slauson Economic Development Corporation
Indian Health Council, Inc	Vi at La Jolla Village
Information technology central- public library	Viasat Inc
International Rescue Committee	Winters Joint Unified School District
Jenny's Helpers	Women's Economic Ventures
Joint Venture Silicon Valley	WorkForceG
Kern County Aging and Adult Services Department	Yolo County Library
Kickstart Coding LLC	Yorba Linda Public Library
KMUD Redwood Community Radio	Young Women's Christian Association, Glendale and Pasadena
La Familia	Yucaipa Adult School

Appendix J – 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
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 K – 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 L – 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 M – Outcome Area Working Group Co-Chairs

Working Groups		
Priority 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	Dept. of Public Health, Dept. of Health Care Services, California Covered and Health Initiatives, Insure the Uninsured Project, Office of Planning and Research (OPR)	• Community health providers, clinics, health focused CBOs
Digital Literacy and Inclusion	CDT, CPUC, CETF, CDA, State Library, Common Sense Media	• Device providers including refurbishers • Digital inclusion practitioners • ISPs
Civic Engagement, Essential Services & Accessibility	CDT, Government Operations Agency, Office of Data and Innovation, Dept. of Rehabilitation	• Assistive technology experts (UI/UX) • Senior and disability-serving CBOs
Economic and Workforce 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 N – 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).

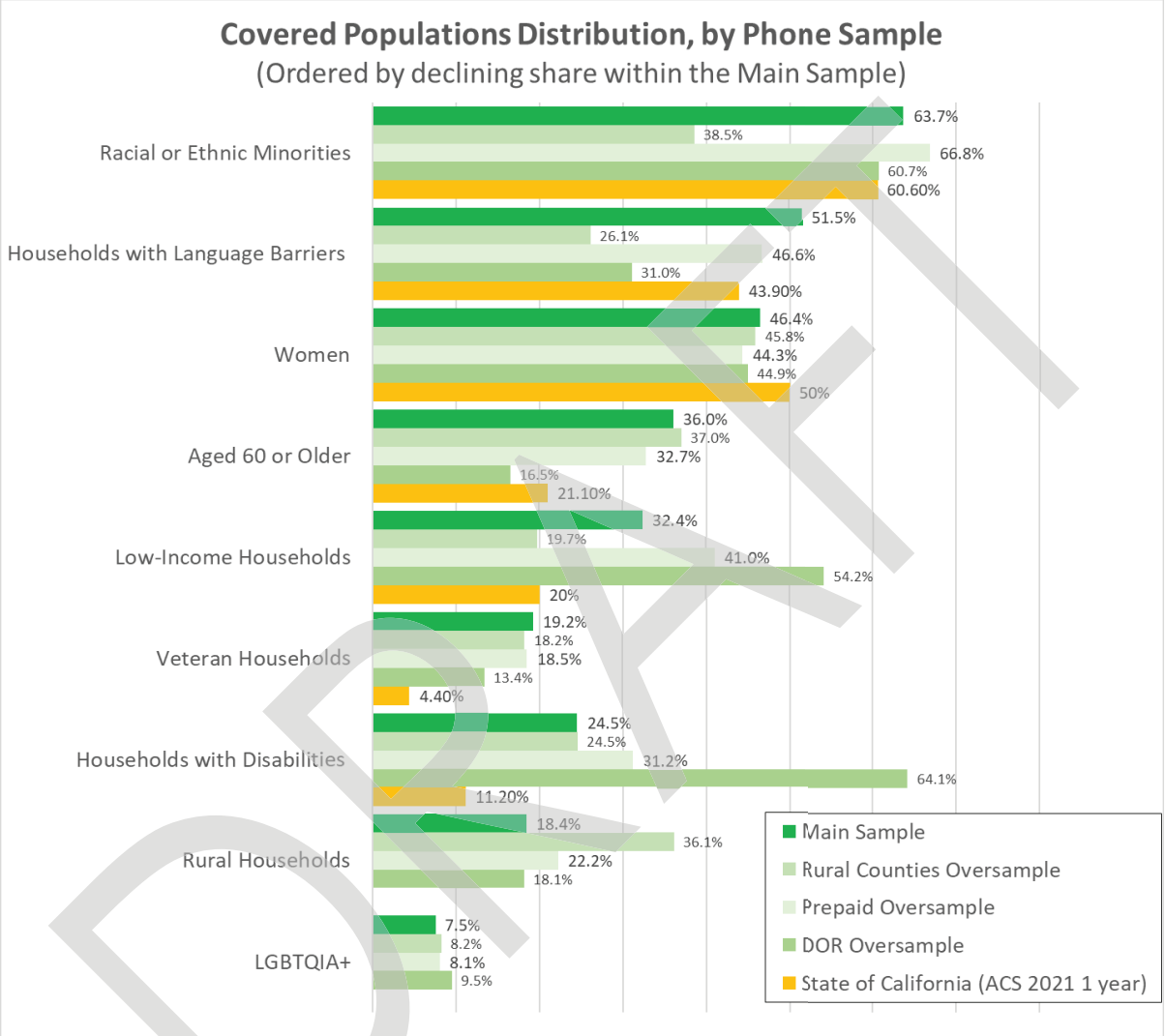
Appendix O – Statewide Telephone Survey: Summary of Telephone Data Collection

	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 P – 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 Q – Statewide Telephone Survey: Covered Populations Distribution



Appendix R – 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 40,048 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.

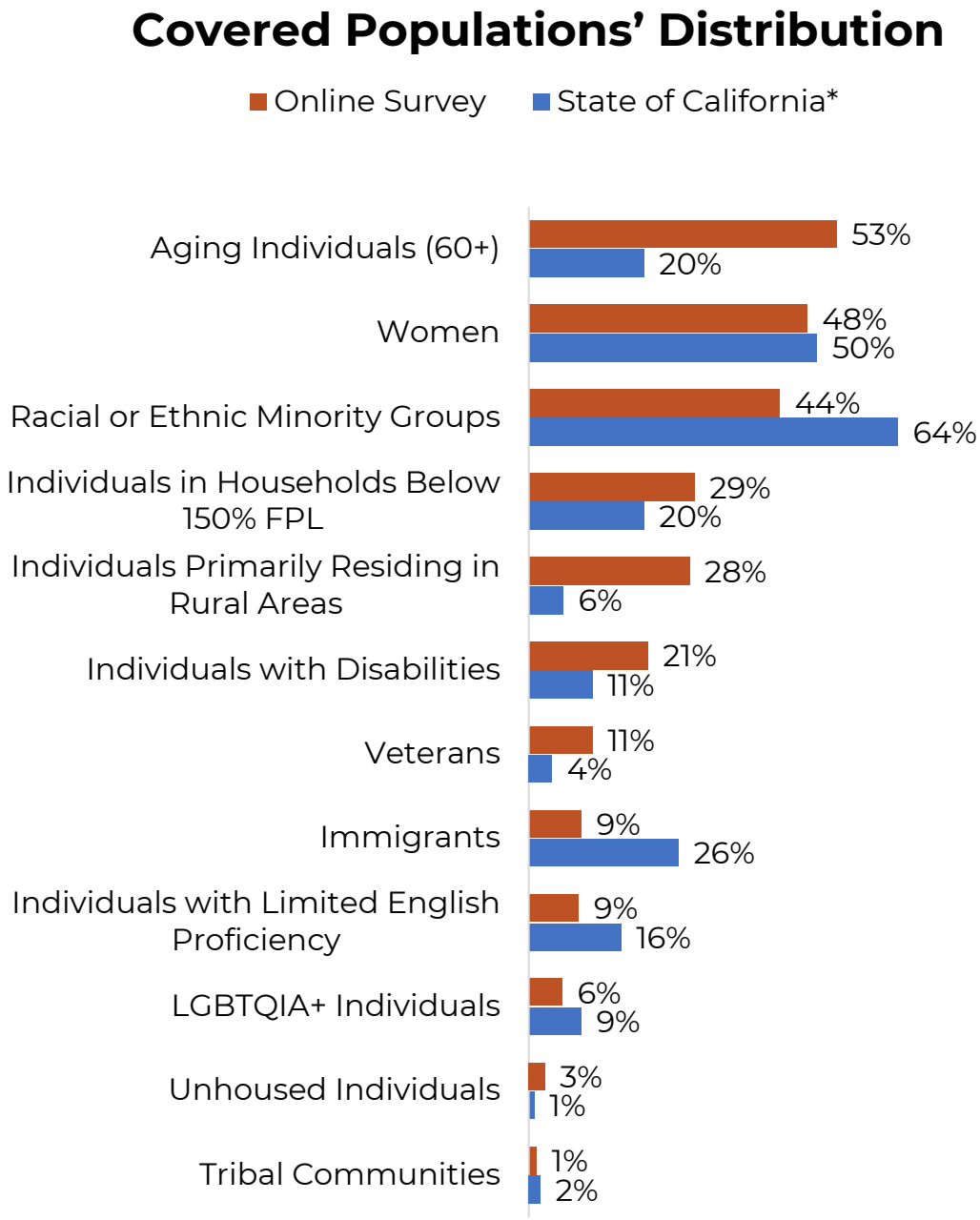
The speed test data was collected using an M-Lab-based speed test solution linked to the online public survey. Each speed test respondent was assigned a county based on the zip code they answered, as described above.

After a thorough data scrubbing process, the final number of total valid responses for the online public survey was 36,273.

Appendix S – 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 T – Statewide Digital Equity Online Public Survey: Respondents by Covered Population



Appendix U – Statewide Digital Equity Online Public Survey: Respondents by County of Residence

Online Public Survey Responses by 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 V – 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 W – 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 X – 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 Y – 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)
NGA Broadband Advisors Network Call	12/13/22	Meeting/Presentation
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
Hoopa Valley Tribe, Karuk Tribe, Yurok Tribe	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)
Tribal Engagement-South Districts	1/11/23	Listening Session (Virtual)
DDS/CDT	1/13/23	Listening Session (Virtual)
Tribal Engagement- North Districts	1/17/23	Listening Session (Virtual)
Western States Broadband Alliance	1/17/23	Meeting/Presentation
CDT, NTIA (CA Team)	1/18/23	Meeting/Presentation

Title of Meeting	Date	Engagement Type
CPUC	1/18/23	Listening Session (Virtual)
CETF, OBDL	1/19/23	Meeting/Presentation
OAWG-Tribal Collaboration	1/19/23	Listening Session (Virtual)
State Agency/ISP Broadband Adoption Coordinating Meeting	1/20/23	Meeting/Presentation
CPUC	1/23/23	Meeting/Presentation
Ewiiaapaayp Band of Kumeyaay Indians	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	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)

Title of Meeting	Date	Engagement Type
Barbara Hayes, Rural County Representatives of California (Tribal Collaboration)	2/6/23	Listening Session (Virtual)
Pit River Tribe	2/7/23	Listening Session (Virtual)
Julianna Robbins, CA State Libraries (Digital Literacy and Inclusion)	2/7/23	Listening Session (Virtual)
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)
Salton Sea Region	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)

Title of Meeting	Date	Engagement Type
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)
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

Title of Meeting	Date	Engagement Type
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
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
District 4 Monthly meeting	2/22/23	Listening Session (Virtual)
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

Title of Meeting	Date	Engagement Type
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)
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)
Madera County	3/7/23	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)
NGA Broadband Advisors Network Call	3/14/23	Listening Session (In-person)
Education Outcome Area Working Group Meeting, State Digital Equity Planning	3/14/23	Meeting/Presentation

Title of Meeting	Date	Engagement Type
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)
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

Title of Meeting	Date	Engagement Type
Bitwise Industries (Workforce)	3/21/23	Listening Session (Virtual)
District 4 Monthly meeting	3/22/23	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)
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
AARP CA	3/27/23	Listening Session (Virtual)
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

Title of Meeting	Date	Engagement Type
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
Oakland Undivided Check-in	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)
NGA Broadband Advisors Network Call	4/11/23	Listening Session (Virtual)
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	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)

Title of Meeting	Date	Engagement Type
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
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

Title of Meeting	Date	Engagement Type
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)
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

Title of Meeting	Date	Engagement Type
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
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)

Title of Meeting	Date	Engagement Type
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)
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

Title of Meeting	Date	Engagement Type
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)
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

Title of Meeting	Date	Engagement Type
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)
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
EducationSuperHighway/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