Digital Access for All Idahoans Plan

Draft plan for public comment - August 2023

ICfL Idaho Commission for Libraries

BOISE STATE UNIVERSITY
IDAHO POLICY INSTITUTE

Link Up Idaho

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1 Executive Summary

Many Idahoans face barriers to digital access at a time when internet use is increasingly vital to the ability to thrive in every aspect of life. The Digital Access for All Idahoans (DAAI) plan documents pervasive barriers to digital access and proposes a visionary strategy to end digital access divides that prevent many Idahoans from accessing crucial technology. The DAAI plan will increase broadband affordability for Idahoans, as well as improve digital skills, cybersecurity awareness, access to devices, technical support, and access to public services.

Some Idahoans must surmount especially steep barriers to digital access due to membership in groups that have traditionally been excluded from the benefits of technological advances. The DAAI plan includes specific populations that are covered by the Digital Equity Act of 2021 and considers the unique barriers and solutions for each covered population. The DAAI covered populations are households below 150% of poverty level, aging individuals, incarcerated individuals, veterans, individuals with disabilities, individuals with a language barrier, individuals who are members of a racial or ethnic minority group, and individuals who primarily reside in a rural area.

The DAAI plan aligns with existing efforts to improve digital access outcomes. There are other strategic planning efforts in Idaho to address digital access in various sectors, including economic and workforce development, education, health, civic and social engagement, and public services. This plan aligns with the Idaho Department of Commerce's Office of Broadband Link Up Idaho Initiative Five-Year Action Plan and local digital equity plans that are currently in development. The DAAI plan includes objectives and metrics to ensure alignment with digital equity plans across Idaho.

Strategy and Objectives

The DAAI plan establishes goals and objectives to improve digital access for Idahoans, particularly Idahoans that are members of covered populations. The goals are relevant to barriers to digital access identified during the development of the DAAI plan. The DAAI plan includes specific objectives with measurable metrics that include baseline metrics to evaluate the plan's success. The implementation of each goal is set to a specified timeline. The DAAI goals and objectives include:

Goal 1: Increase adoption and affordability of broadband technology
- Expand participation in Affordable Connectivity Program
- Increase awareness of Affordable Connectivity Program
- Increase broadband plan transparency
- Develop a framework for lowering costs for internet service, especially in rural areas

Goal 2: Improve online accessibility and inclusivity of public resources and services
- Increase accessibility of state websites and online services
- Increase compatibility between state websites and mobile devices
- Ensure access to essential state services
- Continue development and promotion of Idaho's digital access inventory

Goal 3: Increase digital skills
- Provide funding for basic digital and computer skills training
- Establish a digital skills education internship program
- Decrease social stigma surrounding digital literacy

Goal 4: Spread awareness of cybersecurity and online privacy
- Increase awareness of cybersecurity and protecting personal information
- Improve cybersecurity training opportunities

Goal 5: Increase availability and affordability of devices and technical support
- Create a digital navigator program
- Establish statewide, regional, and local technical support options
- Provide funding to refurbish devices for covered populations
- Increase devices available at public libraries

Idaho digital asset inventory and needs assessment

The DAAI plan includes an asset inventory document of current resources that address barriers to digital inclusion in Idaho. This report includes assets serving each covered population. In addition, there are assets meant to increase broadband adoption and affordability listed in the plan. A needs assessment was conducted to identify barriers to digital access faced by covered populations. Evidence revealed many ways in which covered populations are at a disadvantage in digital access. Idaho ranks 40th in the nation on internet coverage, speed, and availability, while many Idaho households struggle to afford their monthly internet bill. The DAAI plan's goals and objectives were developed to address the barriers to digital access identified in the needs assessment.

Stakeholder collaboration and engagement

Stakeholders and Idaho residents were highly engaged in collecting information about digital access barriers and promising solutions. Focus groups, surveys, and stakeholder interviews and events were used to reach out to stakeholders and members of covered populations. In addition, the DAAI Steering Committee was convened for members to share barriers faced by their constituents and provide feedback on DAAI planning activities. Ongoing coordination and outreach efforts include continued engagement with current partners and stakeholders, further developing a digital asset inventory, establishing programs and subgrant opportunities, and convening working groups to address specific digital access challenges. Ongoing research efforts include tracking progress, refining statewide metrics, and submitting annual reports to the public, stakeholders, and funders.

Implementation strategy and key activities

The implementation of the DAAI plan will occur over a five-year timeline. Primary implementation strategies include planning stakeholder outreach events, creating or expanding statewide programs and initiatives, awarding subgrants to organizations addressing digital access barriers, conducting marketing campaigns aimed at the general public and covered populations, and carrying out additional research to measure the DAAI plan's progress on the goals and objectives. Implementation will ensure that Idaho becomes a state where barriers to digital access do not prevent all residents from thriving.

2 Introduction and Vision for Digital Equity

The Federal Infrastructure Investment and Jobs Act (IIJA) of 2021 provides funding for the planning and implementation of long-term solutions to the country's infrastructure needs. Included as part of the IIJA was the Digital Equity Act, which provides all states with funding to develop and implement digital inclusion plans that specifically address the digital access needs of eight distinct covered populations:

- Individuals who live in households with incomes at or below 150% of the federal poverty level
- Aging individuals (over age 60)
- Incarcerated or recently incarcerated individuals, other than individuals incarcerated at a Federal correctional facility
- Veterans
- Individuals with a disability
- Individuals with a language barrier, including those who are English learners and those who have low levels of literacy
- Individuals who are members of a racial or ethnic minority group
- Individuals who primarily reside in a rural area

This plan is the culmination of these efforts and was developed through the application of robust research methods that included stakeholder surveys, stakeholder interviews, regional focus groups, and multiple statewide scientifically-valid surveys.

2.1 Vision

Idaho's vision is to support all residents in thriving online through:

- Digital literacy, cybersecurity, and technical support – providing curated tools and resources to Idahoans to increase digital skills and online safety.
- Public services and resources – improving accessibility for Idahoans to connect and engage with local and state services.
- Affordable broadband and devices – ensuring Idahoans have broadband and internet-enabled devices that fulfill their unique work, school, and life needs.

Idaho will encourage digital equity by working to improve access to affordable and reliable broadband infrastructure across the state by 2028 to reduce physical barriers to digital access and by also working to help provide residents with the tools and resources they need to better engage in the digital space. The *Link Up Idaho Initiative Five-Year Action Plan* completed by the Idaho Department of Commerce is primarily focused on Idaho's physical infrastructure, while this digital equity plan is focused on the human element of fostering increased digital access among Idaho's many communities, particularly among the covered populations identified by the Digital Equity Act.

To create the vision statement, a small working group explored the impact of digital access using a Social, Technological, Economic, Environmental, and Political (STEEP)

analysis method. This analysis highlighted the many ways a connection to the digital world improves the lives of Idahoans – especially when it comes to economic opportunities. Conversely, Idahoans have fewer job prospects without connectivity, devices, skills, and accessible public services.

The broader DAAI planning team and steering committee provided feedback to create the final vision statement, which focuses on every Idahoan's ability to thrive online. Digital access is vital for life in the 21st century, and the Digital Access for All Idahoans plan helps ensure everyone has access to information and communication technology.

2.2 Alignment with Existing Efforts to Improve Outcomes

The DAAI plan is designed to align seamlessly with the goals of the State of Idaho. It complements and supports various statewide strategic plans and initiatives, ensuring the implementation of our objectives and fostering Digital Access for All Idahoans to thrive online. This section includes information about other plans addressing digital access issues in Idaho and details about how they align with the DAAI plan.

2.2.1 Impact on critical sectors and services

The DAAI plan is closely aligned with several critical sectors, including: economic and workforce development, education, health, civic and social engagement, and other essential services. This section provides details about efforts in Idaho within each of these sectors and how the DAAI plan aligns and supports the existing efforts to improve digital access outcomes, particularly for covered populations.

> "I don't even know how to live life and not use the internet...I don't know how to live that life without it. And I don't want to. And in all honesty, I don't think I could, I couldn't be employed with the work that I do without internet."
>
> - Focus Group Participant

2.2.1.1 Economic & Workforce Development

Idaho Department of Labor 2023-2026 Strategic Plan

Link: https://www.labor.idaho.gov/wp-content/uploads/publications//SFY_2023-2026_Labor_Strategic_Plan.pdf

The DAAI plan's goals synergize with other statewide initiatives, particularly the Idaho Department of Labor 2023-2026 Strategic Plan. The labor department aims to "prepare job seekers for the digital workforce needs of employers in Idaho." By enhancing digital access and skills, the DAAI plan helps job seekers better meet the challenges of working in an increasingly connected world.

Idaho Broadband Strategic Plan 2022-2027

Link: https://commerce.idaho.gov/content/uploads/2022/06/Idaho-Broadband-Advisory-Board-Idaho-Broadband-Plan-Final-Version_.pdf

Additionally, the DAAI objectives support the goals of the Idaho Broadband Strategic Plan 2022-2027. One of the goals of the Idaho Broadband Advisory Board is to "prioritize broadband investments that strengthen the economic ecosystem for businesses in our state and ensure access to broadband infrastructure that is both reliable and affordable." In addition to the vital infrastructure upgrades, the plan reiterates the commitment to closing the digital divide by strengthening partnerships and creating technical plans to assist with federal grants, including the digital equity component, to identify specific processes, tactics, and details.

2.2.1.2 Education

Idaho Division of Career & Technical Education Strategic Plan

Link: https://cte.idaho.gov/wp-content/uploads/2019/10/strategic-plan-23-37.pdf

The DAAI plan plays a crucial role in helping the Idaho Division of Career & Technical Education's Strategic Plan FY 2023-FY2027 achieve its workforce and educational objectives. A vital goal of the plan is to "provide a rigorous, uniform, and thorough education that empowers students to be lifelong learners and prepares all students to fully participate in their community and postsecondary and workforce opportunities by ensuring they are ready to learn for the next educational level." By enhancing digital skills and support, the DAAI plan empowers students to learn effectively online, preparing them for future educational and workforce opportunities.

Idaho State Board of Education 2024-2029 Mission & Strategic Plan

Link: https://boardofed.idaho.gov/board-facts/board-planning/board-mission-and-strategic-plan/

Moreover, the DAAI plan complements the goals of the Idaho State Board of Education's FY2024-2029 Strategic Plan, which focuses on improving educational attainment and workforce readiness. By providing digital access and technical support, the DAAI plan facilitates outstanding educational achievement and equips students for success in the 21st-century workforce.

Computer Science State Plan. Released 2018. Revised 2022

Link: https://stem.idaho.gov/wp-content/uploads/2018/10/Idaho_State_Computer_Science_Plan-2018-rev2022.pdf

The DAAI plan also supports the aims of the Idaho State Computer Science Plan, aiming to "double the number of rural, female, African and American and Hispanic students scoring 3 or higher on the AP Computer Science Principles exam by 2022." By offering better access to broadband, devices, and digital skills, the DAAI plan can contribute to their educational success.

Governor's Cybersecurity Task Force Report. Released March 2022

Link: https://gov.idaho.gov/wp-content/uploads/2022/05/2022-cybersecurity-tf-recommendations.pdf

> **"There's a remote workforce opportunity that's there at our reach, if we could just show employers that we can have the connectedness for that digital workforce."**
> - Focus Group Participant

The Governor's Cybersecurity Task Force developed recommendations. One of those is to "improve individual and small business cybersecurity awareness, understanding, and actions by providing proper cyber literacy and education." This goal matches the DAAI plan's objectives to increase the abilities of Idahoans to keep themselves safe online.

2.2.1.3 Health

Telehealth Task Force Report, Recommendations, and Action Plan. Released October 2020

Link: https://publicdocuments.dhw.idaho.gov/WebLink/DocView.aspx?id=7824

As medicine increasingly transitions online, the DAAI plan aligns with the Telehealth Task Force Report, Recommendations, and Action Plan. Their goals in "aligning with the Department of Commerce's Broadband Initiative" and to "foster and support community education" highlight the need for both essential services in telehealth use and adoption. The DAAI plan's emphasis on digital access helps foster essential services in telehealth, particularly benefiting Idaho's rural residents.

2.2.1.4 Civic & Social Engagement

Idaho Commission on Hispanic Affairs Strategic Plan 2023-2026

Link: https://icha.idaho.gov/docs/Strategic_Plan_2023_updated_20220603.pdf

The DAAI plan plays a significant role in enabling the Idaho Commission on Hispanic Affairs to focus on education, workforce development, and community participation. The plan also helps to "support leadership development programs that promote Hispanic community participation in Idaho." The ICfL will continue building relationships within underserved communities and providing digital access, the DAAI plan empowers these individuals to engage more actively in politics and civic affairs.

2.2.1.5 Delivery of Other Essential Services

Idaho Council on Developmental Disabilities 2022-2026 Plan. Revised July 2022

Link: https://icdd.idaho.gov/wp-content/uploads/2022-2026-Plan-Revised-July-2022.pdf

The DAAI plan supports the goals of the Idaho Council on Developmental Disabilities 2022-2026 Plan by providing meaningful and accessible access to digital services. This support enhances the delivery of essential services to diverse and covered populations, helping "individuals with intellectual and developmental disabilities and their families access the services they need to lead meaningful lives in their communities."

Idaho Commission for the Blind & Visually Impaired Strategic Plan

Link: https://icbvi.idaho.gov/wp-content/uploads/2023/07/ICBVI-Strategic-Plan_-2024-2027.docx

Furthermore, the DAAI plan assists the Idaho Commission for the Blind & Visually Impaired's Independent Living Program. The Independent Living Program works "to teach blind and visually impaired citizens of Idaho to adjust, function, and live as independently as possible in their home and community setting." By providing broadband access, digital skills, and accessible services, the DAAI plan helps blind and visually impaired citizens of Idaho live more independently in their homes and community settings.

In summary, the Digital Access for All Idahoans plan is a crucial initiative that complements and aligns with various statewide strategic plans and initiatives. By focusing on improving digital access, the DAAI plan enables Idahoans to thrive in the digital era and participate fully in various aspects of life, including education, workforce, healthcare, and civic engagement.

2.2.2 Municipal, Regional, and Tribal Digital Equity Plans

City of Boise and Ada County Digital Access Study. Not yet published.

The City of Boise and Ada County commissioned a study in 2022 to gather data on the digital access gaps within their area and to identify strategies to address those gaps. Ada County is the most populous county in Idaho, with the City of Boise and its neighbors comprising over a quarter of the state's population. Key findings from this study include lack of access to affordable home internet service and personal devices among lower-income households, as well as lower levels of basic digital skills among aging populations. The DAAI plan includes strategies that complement those recommended by this study, including addressing affordability of internet and device access, and providing digital navigators and other resources to improve digital skills and technical support avenues.

The ICfL has developed and shared an Idaho Digital Access Workbook that guides Idaho communities through forming a Digital Access Action Team. This workbook assists communities in understanding key digital inclusion concepts and finding local data to identify existing digital access issues, and ultimately provides a framework for developing local digital equity plans. As local digital equity plans are created, the ICfL will work to identify them and ensure any new findings and strategies are integrated within updates to the overall state DAAI plan.

2.2.3 Coordination in Conjunction with BEAD and Other Federal Funding

Idaho Department of Commerce's Office of Broadband Link Up Idaho Initiative Five-Year Action Plan. Draft released 2023.

Link: https://commerce.idaho.gov/content/uploads/2023/07/Link-Up-Idaho-Five-Year-Action-Plan_3_ Update-7.11.23.pdf

The ICfL has worked closely with the Idaho Office of Broadband (IOB) housed within the Idaho Department of Commerce to coordinate development of the DAAI plan alongside the State's broadband initiatives and opportunities, including activities created by the BEAD program. The Idaho Broadband Advisory Board (IBAB) received a formal presentation on DAAI plan development during their June 2023 meeting and a member of IBAB serves on the DAAI Steering Committee to strengthen these coordinated efforts. The ICfL collaborated with the IOB, the IBAB, and Idaho's Office of Information Technology Services (ITS) in the launch of Link Up Idaho, a comprehensive statewide effort to assess and address the varied needs of Idahoans to achieve complete online access to fully participate in modern society.

State Digital Equity Capacity Grant funding provided to Idaho to implement the DAAI plan will be utilized strategically in conjunction with Broadband Equity, Access, and Deployment (BEAD) and other related federal funding available to the state. The IBAB and IOB teams are working with stakeholders and partners to develop and deploy subgrant programs for these federal broadband funds, including approximately $583 million under the BEAD program and $124 million under the U.S. Treasury's Capital Projects Fund (CPF) designated for Idaho. These significant investments in broadband infrastructure will work to address unserved and underserved internet connectivity throughout the state, facilitating a core component of providing digital access by ensuring all Idahoans have access to affordable broadband that meets their needs.

2.3 Strategy and Objectives

Digital access is more vital than ever before when it comes to connecting people with their family and friends, jobs, government services, and nearly every aspect of modern life. People across Idaho face numerous barriers and challenges to digital access, particularly those belonging to the DAAI plan's covered populations. To accomplish the DAAI plan's vision, specific goals and measurable objectives have been identified for Idaho to work toward over the five years of the DAAI plan. The DAAI plan establishes five goals to achieve within the next five years:

- **Goal 1:** Increase adoption and affordability of broadband technology
- **Goal 2:** Improve online accessibility and inclusivity of public resources and services
- **Goal 3:** Increase digital skills
- **Goal 4:** Spread awareness of cybersecurity and online privacy
- **Goal 5:** Increase availability and affordability of devices and technical support

This section outlines the objectives, core activities, and metrics by which progress on the five primary goals can be evaluated. Objectives were created based on themes identified

in surveys, focus groups, and interviews. The following analysis considers each area and briefly describes the themes associated with it, objectives related to it, strategies to help mitigate the underlying issue, and some metrics on how best to assess progress relative to those objectives. Baseline metrics are established for each objective and aspirational metrics are included to make each objective measurable. Due to significant overlap of underlying issues surrounding digital access, some objectives and their resultant metrics may overlap and be relevant to multiple of the DAAI plan's covered populations.

2.3.1 Goal 1: Increase adoption and affordability of broadband technology

2.3.1.1 Expand participation in Affordable Connectivity Program

The Affordable Connectivity Program (ACP) was viewed as an underused resource in 85% of focus groups. Focus group participants familiar with the ACP indicated the need for expanded participation, while others reported having not heard of the program. Focus group participants indicated that Idahoans often face simple administrative barriers to the program, for instance people with only P.O. Box addresses have difficulty signing up for the ACP. Statewide, only 5.7% of Idahoans eligible for ACP have participated in the program.

Objective 2.3.1.1
Increase participation in the Affordable Connectivity Program.
Core activities
• Conduct advertising campaigns to promote the ACP.
• Encourage Internet Service Providers (ISPs) to promote the ACP to current and future customers (See also Link Up Idaho Initiative Five-Year Action Plan, p. 40).
• Collaborate with the Federal Communications Commission on a data-sharing agreement to enable faster verification of ACP eligibility.
Baseline metrics
• 5.7% of eligible Idaho Households enrolled in ACP.
• 2.5% of respondents with 60 years of age or older report participating in the ACP.
• 6.2% of rural respondents report participating in the ACP.
• 12.5% of respondents who are economically disadvantaged report participating in the ACP
• 3.7% of veteran respondents report participating in the ACP.
• 12.3% of respondents who live with disabilities report participating in the ACP.
• 6.5% of respondents whose native language is not English report participating in the ACP.
• 21.9% of Idahoans say it is difficult to pay their monthly internet bill.
Aspirational metrics
• Double the number of households enrolled in the ACP to 12% of eligible households.
• Double the number of households reporting ACP enrollment for each covered population listed above.
Covered populations served by this metric
• Households below 150% poverty level.

2.3.1.2 Increase awareness of Affordable Connectivity Program

Statewide, only 23.5% of Idaho residents say they've heard of the ACP. Among Hispanic households, only 22.0% had heard of the program. Many focus group participants reported no knowledge of the program and stakeholders reported the need for more marketing and outreach to expand participation in the ACP. Focus group participants expressed a desire for more recognizable marketing/outreach efforts related to broadband/device access programs, as many in their community are unaware of such options. Participants were uncertain what would be the best way to reach specific communities/audiences, but generally agreed that increased efforts were needed. Core activities for this goal will include outreach specifically to covered populations.

Objective 2.3.1.2
Increase public awareness of the Affordable Connectivity Program (ACP).
Core activities
• Develop communication/marketing strategies targeted at both a general statewide audience and also at smaller, rural communities with specific resources and needs. • Distribute marketing materials to senior centers across Idaho. • Partner with local education agencies to advertise the ACP. • Translate and distribute marketing materials in Spanish and other languages of need. • Distribute marketing materials to veterans' groups across Idaho. • Distribute marketing materials to organizations serving individuals with disabilities. • Distribute marketing materials to the Idaho Department of Corrections for individuals leaving incarceration.
Baseline metrics
• 23.5% of Idahoans say they've heard of the ACP. • 22.0% of Hispanic respondents say they've heard of the ACP. • 17.2% of respondents 60 years or older say they've heard of the ACP. • 22.3% of rural respondents say they've heard of the ACP. • 29.9% of economically disadvantaged respondents say they've heard of the ACP. • 25.9% of veteran respondents say they've heard of the ACP. • 26.3% of respondents with disabilities say they've heard of the ACP. • 19.4% of respondents whose native language is not English say they've heard of the ACP.
Aspirational metrics
• Achieve 50% of Idahoans report having heard of the program statewide and for each covered population listed above.
Covered populations served by this metric
• Households below 150% poverty level, aging individuals, veterans, individuals who are members of a racial or ethnic minority group, individuals with a language barrier, individuals who primarily reside in a rural area, incarcerated individuals, individuals with disabilities.

2.3.1.3 Increase broadband plan transparency

Focus group participants indicate the need for more transparency in the types of internet available in their area (dial-up, broadband, fiber, satellite, etc.) and what speeds are required for different uses of the internet. Participants reported a disconnect between advertised speeds with those actually received in their community, resulting in inconsistent internet connections when multiple users in a household have concurrent professional or school obligations. Having more information about broadband plans will contribute to affordability because it will help Idahoans only pay for the amount of speed and bandwidth they need and have the ability to better compare different plans.

Objective 2.3.1.3
Increase resources for Idahoans to make informed decisions when choosing broadband service.
Core activities
• Incentivize internet providers to increase transparency of internet speeds available in a region for concurrent users.   • Add information on broadband speeds to State of Idaho resources.   • Create marketing and outreach materials on how to compare internet plans based on a household's location and digital needs (including Spanish translations and add other languages of need).   • Track actual broadband speeds throughout the state, thereby relying less on self-reported speeds from internet providers (See also Link Up Idaho Initiative Five-Year Action Plan, p. 30).
Baseline metrics
• 62% of focus groups included participants who mentioned the need for increased transparency when choosing internet providers and plans (additional baseline metrics will be developed by further research efforts).
Aspirational metrics
• Conduct one study comparing advertised versus actual broadband availability and speeds with an emphasis on rural areas (See also Link Up Idaho Initiative Five-Year Action Plan, p. 30).   • Reach 20% of Idahoans with marketing and outreach materials on how to compare internet plans based on a household's location and digital needs.
Covered populations served by this metric
• Individuals who primarily reside in a rural area, individuals with a language barrier.

2.3.1.4 Develop a framework for lowering costs for internet service, especially in rural areas

When asked, focus group participants generally expressed a preference for internet costs to be near $50 a month for a basic level of service that could accommodate a small family's concurrent usage needs (e.g., for school, work-from-home, etc.). Statewide, 64.7% of Idahoans say that internet service above $100 is too expensive. That said, focus group participants noted a perceived disconnect between advertised service levels and costs, with some prioritizing stability and predictable service levels as a greater concern, noting they would gladly pay more if only to guarantee they receive the advertised speeds. Telecommunications professionals note the expensive cost of providing internet services to rural areas. Companies, especially larger national ones, do not anticipate enough return-on-investment to provide internet to low-populated areas or maintain enough local technical support staff to service customers in the region.

Objective 2.3.1.4
Develop a framework for lowering the overall cost of consistent high-speed internet in Idaho, especially in rural areas.
Core activities
• Bring together Idaho's local leaders to share best practices in improving broadband infrastructure and lowering costs. • Explore potential tax credits/subsidies to help offset user costs. • Foster local government management/investment/ownership of infrastructure to off-set cost to providers.
Baseline metrics
• 64.7% of Idahoans say that internet service for $100 or even less is too expensive. • 92% of focus groups included participants who mentioned that internet affordability is an issue for themselves or their community.
Aspirational metrics
• Ask statewide survey questions annually on monthly broadband costs. • Convene an annual working group of local leaders to share best practices in improving broadband infrastructure and lowering costs.
Covered populations served by this metric
• Households below 150% poverty level, individuals who primarily reside in a rural area.

2.3.2 Goal 2: Improve online accessibility and inclusivity of public resources and services

2.3.2.1 Increase accessibility of state websites and online services

As more government services and daily life (e.g., school, work, healthcare) move online, Idahoans may not be able to use these services, even if they have an active internet connection, due to many barriers, such as having a disability, poor website design, and lack of in-person support. This is especially true in instances where digitally-based services replace or reduce access to more traditional service delivery methods.

Objective 2.3.2.1
Ensure the State of Idaho's digital content remains accessible to Idahoans with an emphasis on covered populations.

Core activities
- Partner with state agencies to evaluate the accessibility of websites and make improvements.   - Increase the use of accessibility features on state government digital content.   - Improve the functionality of government websites and provide tutorials on how to use them.   - Emphasize improving accessibility of websites with services and resources for veterans.   - Emphasize improving accessibility of websites most commonly used by individuals leaving incarceration.

Baseline metrics
8.0% of Idahoans reported unsatisfactory experiences accessing government services   4.4% of respondents 60 years of age or older reported unsatisfactory experiences accessing government services   8.8% of rural respondents reported unsatisfactory experiences accessing government services   11.6% of economically disadvantaged respondents reported unsatisfactory experiences accessing government services   11.1% of veteran respondents reported unsatisfactory experiences accessing government services   15.8% of respondents with disabilities reported unsatisfactory experiences accessing government services   3.2% of respondents whose native language is not English reported unsatisfactory experiences accessing government services   69% of focus groups included mentions of difficulty accessing government services online.

Aspirational metrics
- Conduct one study of state and local government websites for compatibility with accessibility features and technologies.   - Bring all state websites into compliance with WCAG 2.0 accessibility standards.

Covered populations served by this metric
Aging individuals, individuals with a language barrier, individuals with a disability, individuals who are members of a racial or ethnic minority group, veterans, individuals who are incarcerated.

2.3.2.2 Increase compatibility between state websites and mobile devices

Focus group and stakeholder interview participants reported that many people rely on only a cell phone for internet service. Statewide, 6.3% of Idahoans described their household's internet service as only a cell phone. Among households below 150% poverty level, 13.8% report relying on only a cell phone. Beyond this number many Idahoans have increasing reliance on mobile devices and tablets to access state government services and resources. Increasing the compatibility between state websites and mobile devices will

increase overall access for Idahoans, particularly those with low incomes who are more likely to rely on cell phones for internet access.

Objective 2.3.2.2
Ensure the State of Idaho's digital content is compatible with use on mobile devices and tablets.
Core activities
• Partner with state agencies to evaluate the compatibility of state websites and online content with mobile devices and tablets. • Increase the use of mobile-friendly features on state government websites. • Improve the functionality of government websites and provide tutorials on how to use them.
Baseline metrics
• 6.3% of Idahoans described their household's internet service as relying only on a cell phone. • 13.8% of households below 150% poverty level report relying on only a cell phone. • 6.9% of respondents 60 years old or above report relying on only a cell phone. • 12.5% of respondents living in a rural area report relying on only a cell phone. • 3.7% of veterans report relying on only a cell phone. • 8.8% of respondents with disabilities report relying on only a cell phone. • 6.5% of respondents whose native language is not English report relying on only a cell phone. • 5.9% of Latino/Hispanic respondents report relying on only a cell phone.
Aspirational metrics
• Ensure all state websites are mobile device and tablet friendly. • Complete a study of state and local government websites for compatibility with mobile devices and tablets.
Covered populations served by this metric
• Households below 150% poverty level.

2.3.2.3 Ensure access to essential state services

Focus group participants noted a need to ensure that Idahoans in remote areas still have adequate access to necessary services in the absence of reliable broadband. For example, some focus group participants reported no longer having a landline, but also unreliable internet and cell phone service. Consequently, when the internet is down they cannot access any services, including basic emergency services such as calling 911.

> **"At the end of the day, I would like to see even those that are on the fringes of the city still have access to high-speed fiber internet."**
>
> - Focus Group Participant

Objective 2.3.2.3
Ensure rural communities that only have access to necessary state services through the internet have reliable access.
Core activities
• Evaluate and/or confirm necessary state services to identify any instances where they are only available to a community online. • Partner with state and local agencies on rural emergency response, such as local EMS agencies and the Idaho Department of Emergency Management. • Evaluate systemic redundancies in place to continue service provision in the event of localized or widespread internet outages. • Encourage/incentivize internet providers to expand broadband access to households in remote areas.
Baseline metrics
• General concern about digital access in rural areas was the most common theme mentioned overall in the focus groups.
Aspirational metrics
• Number of reported instances where necessary services could not be accessed (new annual statewide survey question). • Conduct one study to identify the number of Idahoans living in rural areas with limited access to essential state services.
Covered populations served by this metric
• Individuals who primarily reside in a rural area.

2.3.2.4 Continue development and promotion of Idaho's digital access inventory

As part of the development of this plan, an asset inventory was conducted in order to consolidate information on digital equity assets that already exist in Idaho. This objective seeks to make the development and maintenance of the online digital asset directory a permanent endeavor. This will aid in further building relationships with organizations providing digital assets across the state, particularly to covered populations.

Objective 2.3.2.4
Ensure ongoing maintenance and continued development of an online digital asset directory.
Core activities
• Hire an online digital asset directory manager (or assign to existing staff in another program).   • Reach out to all organizations to confirm participation and contact information.   • Research additional digital assets to add to the inventory.   • Create advertising materials and promote the continued development of the Idaho digital asset inventory.
Baseline metrics
• 220 digital assets identified in this plan.
Aspirational metrics
• Number of digital assets in Idaho's digital access inventory up to at least 500.
Covered populations served by this metric
• Households below 150% poverty level, aging individuals, veterans, individuals who are members of a racial or ethnic minority group, individuals with a language barrier, individuals with a disability, individuals who primarily reside in a rural area, incarcerated individuals.

2.3.3 Goal 3: Increase digital skills

2.3.3.1 Provide funding for basic digital and computer skills training

Many Idahoans need assistance with basic digital skills to participate in work, government services, and modern life. While most viewed basic computer skills (e.g., using a computer, common programs, and checking email) as the greatest need, many expressed a preference for a variety of options to address the needs of all skill levels. An increase in internet-connected home devices (e.g., smart TVs) underscore the importance of basic digital skills in everyday life. This objective will be particularly relevant for Idaho's aging population because this group reports much higher rates of not feeling confident with basic digital skills. Figure 2.3.3.1 shows that even though many Idahoans feel confident with digital skills, there are still those that struggle with basic digital skills.

> **"If you can help with just the most basic stuff that would probably have the biggest bang for the buck."**
>
> - Focus Group Participant

Figure 2.3.3.1: Digital Skills Survey Results

	Very confident	Somewhat confident	Not very confident	Not at all confident	Not sure
Using email	81.5%	10.8%			
Finding health information online	58.7%	27.8%	6%		
Shopping and paying bills online	69.8%	15.9%	5%	6%	
Using social media	63.8%	18.7%	5%	7%	6%
Taking an online course or training	59.0%	19.3%	7%	7%	8%
Searching and applying for jobs online	55.7%	20.5%	9.7%	7%	8%
Protecting your personal information online	37.3%	34.6%	15.9%	8%	

Objective 2.3.3.1

Increase digital skill levels particularly among Idaho's covered populations.

Core activities

- Establish targeted marketing campaigns designed to help increase digital skill levels.
- Offer subgrants for in-person or accessible online course offerings for organizations serving each covered population.
- Enhance current state-sponsored on-demand digital skills training offerings, including the ICfL's one-stop-shop for digital skills (IdahoDigitalSkills.org).

Baseline metrics

- 92% of focus groups included mentions of individuals with great need of digital skills training.
- 16.3% of Idahoans are not confident in searching for jobs online.
- 34.3% among people over 60 are not confident in searching for jobs online.
- 22.0% among rural respondents are not confident in searching for jobs online.
- 24.6% among economically disadvantaged respondents are not confident in searching for jobs online.
- 17.0% among veteran respondents are not confident in searching for jobs online.
- 29.8% among respondents with disabilities are not confident in searching for jobs online.
- 16.1% of respondents whose native language is not English are not confident in searching for jobs online.

Objective 2.3.3.1

- 14.0% of Idahoans are not confident in taking an online course.
- 29.4% among people over 60 are not confident in taking an online course.
- 17.6% of rural respondents are not confident in taking an online course.
- 22.3% of economically disadvantaged respondents are not confident in taking an online course.
- 19.3% of veteran respondents are not confident in taking an online course.
- 31.6% of respondents with disabilities are not confident in taking an online course.
- 16.1% of respondents whose native language is not English are not confident in taking an online course.

- 12.0% of Idahoans are not confident using social media.
- 26.0% among people over 60 are not confident using social media.
- 18.7% among rural respondents are not confident using social media.
- 19.2% of economically disadvantaged respondents are not confident using social media.
- 21.5% of veteran respondents are not confident using social media.
- 19.3% of respondents with disabilities are not confident using social media.
- 6.5% of respondents whose native language is not English are not confident using social media.

Aspirational metrics

- Repeated measurement of Idahoans digital skills (via statewide surveys).
- Decrease by half number of Idahoans who say they are not confident with basic digital skills
- Award 15 subgrants for in-person or accessible online digital skills training (at least one subgrantee that serves each covered population)

Covered populations served by this metric

- Households below 150% poverty level, aging individuals, veterans, individuals who are members of a racial or ethnic minority group, individuals with a language barrier, individuals with a disability, individuals who primarily reside in a rural area, incarcerated individuals.
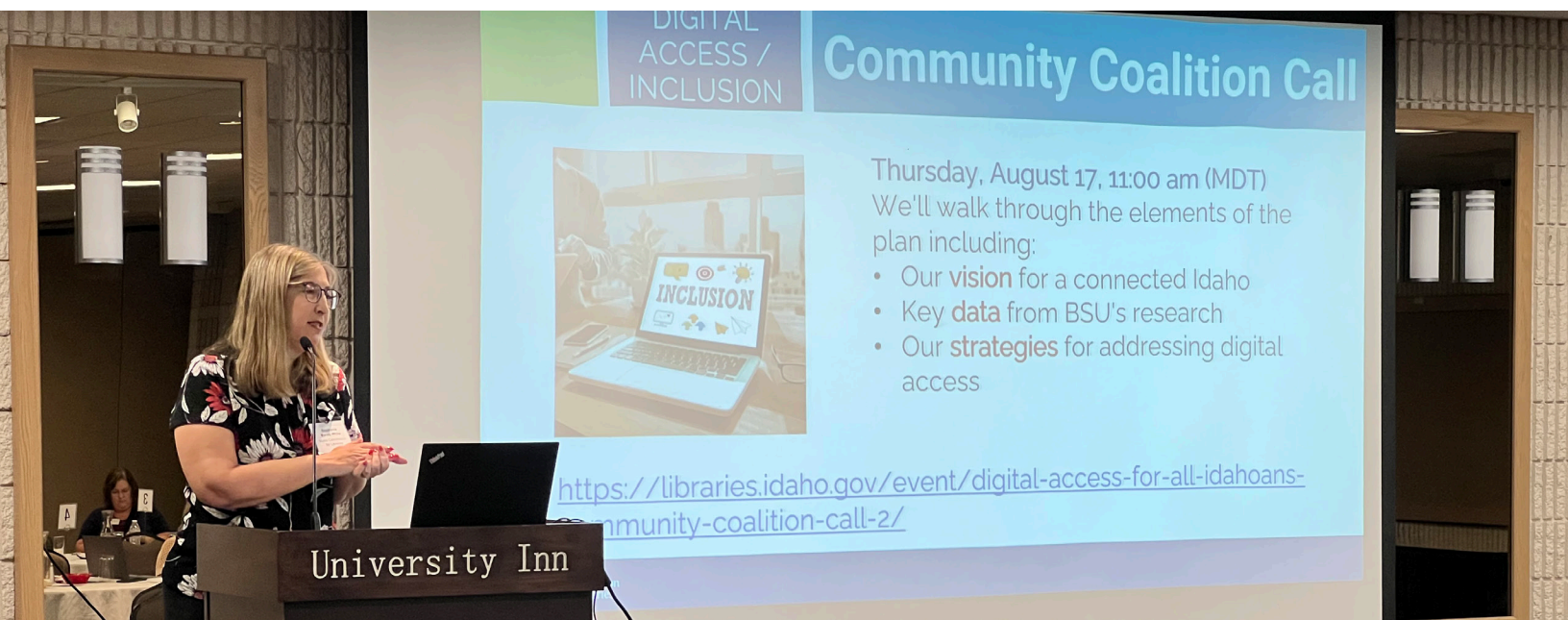
2.3.3.2 Establish a digital skills education internship program

Focus group participants viewed harnessing the digital skills of Idaho's youth as an opportunity to increase access for all, by offering school credit or extracurricular options to incentivize community youth to tutor or help less technologically-savvy residents become more comfortable using a computer. Through this programming, students can get high school or college credit or other compensation while teaching community members necessary digital skills. The experiential learning in the digital skills internship program will help students learn how to serve Idaho's covered populations and carry those skills into the workforce.

Objective 2.3.3.2
Increase the number of Idaho's youth engaged in digital skills education.
Core activities
• Create programming that compensates high school and college students for working with seniors and others on improving digital skills.
• Partner with University of Idaho Extension on programming opportunities, including the Digital Economy Program and 4-H.
• Partner with school districts and institutions of higher education to offer credit for participating in programs.
• Establish paid internship programs.
Baseline metrics
• 92% of focus groups included mentions of individuals with great need of digital skills training.
• 16.3% of Idahoans are not confident in searching for jobs online.
• 34.3% among people over 60 are not confident in searching for jobs online.
• 22.0% among rural respondents are not confident in searching for jobs online.
• 24.6% among economically disadvantaged respondents are not confident in searching for jobs online.
• 17.0% among veteran respondents are not confident in searching for jobs online.
• 29.8% among respondents with disabilities are not confident in searching for jobs online.
• 16.1% of respondents whose native language is not English are not confident in searching for jobs online.
• 14.0% of Idahoans are not confident in taking an online course.
• 29.4% among people over 60 are not confident in taking an online course.
• 17.6% of rural respondents are not confident in taking an online course.
• 22.3% of economically disadvantaged respondents are not confident in taking an online course.
• 19.3% of veteran respondents are not confident in taking an online course.
• 31.6% of respondents with disabilities are not confident in taking an online course.
• 16.1% of respondents whose native language is not English are not confident in taking an online course.

Objective 2.3.3.2

- 12.0% of Idahoans are not confident using social media.
- 26.0% among people over 60 are not confident using social media.
- 18.7% among rural respondents are not confident using social media.
- 19.2% of economically disadvantaged respondents are not confident using social media.
- 21.5% of veteran respondents are not confident using social media.
- 19.3% of respondents with disabilities are not confident using social media.
- 6.5% of respondents whose native language is not English are not confident using social media.

Aspirational metrics

- Decrease by half the number of Idahoans who say they are not confident with basic digital skills as reported through annual statewide surveys.
- Establish digital education internship programs with at least 25% of local education agencies in Idaho, emphasizing rural areas.
- Establish digital education internship programs with all of Idaho's public institutions of higher education.
- Ensure at least one internship program serves each covered population.

Covered populations served by this metric

- Households below 150% poverty level, aging individuals, veterans, individuals who are members of a racial or ethnic minority group, individuals with a language barrier, individuals with a disability, individuals who primarily reside in a rural area, incarcerated individuals.

"**A plan for that statewide, where our students can be utilized, getting the generations together and use the knowledge that they come by so easily to help the generation who isn't intuitive. I think that would be really excellent and would be unique to Idaho.**"
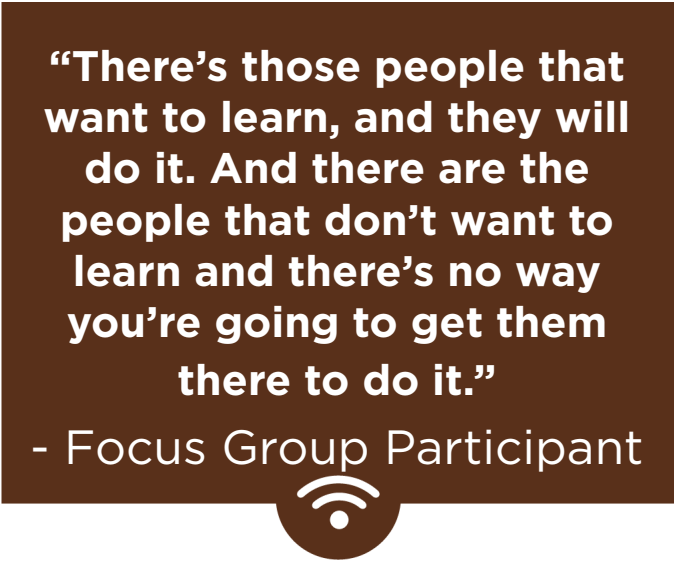
- Focus Group Participant

2.3.3.3 Decrease social stigma surrounding digital confidence

For many Idahoans, social stigma surrounding digital confidence is a huge barrier to improving digital skills. In 85% of focus groups, participants spoke of individuals' recognition that they need instruction on how to use a computer or access the internet, but being reluctant to admit such need in a public setting, such as a formal class or program offered. Focus group participants expressed fear and intimidation regarding their lack of digital confidence leading to network/system-wide. They report that this fear of "breaking something" on either their own computer or network makes them reluctant to engage with technology. Participants who had past experience in digital skills programs reported low and/or inconsistent attendance at the courses offered.

> **"There's those people that want to learn, and they will do it. And there are the people that don't want to learn and there's no way you're going to get them there to do it."**
>
> - Focus Group Participant

Objective 2.3.3.3
Promote the image of all Idahoans receiving training on how to use computers and the internet.
Core activities
• Create a marketing campaign geared toward the general public (including campaign materials translated into Spanish and other needed languages).
• Distribute printed campaign materials about decreasing social stigma surrounding digital literacy to senior centers, meal services (such as Meals on Wheels), and school lunch box programs.
• Distribute printed campaign materials to groups representing each covered population.
• Consider educating about the extent to which internet and device use affects greater broadband systems (including the degree to which it does not).
Baseline metrics
• 85% of focus groups included mentions of intimidation or resistance to using the internet (additional baseline metrics will be developed by further research efforts).
Aspirational metrics
• Reach 20% of Idaho households through a general marketing campaign.
• Distribute printed campaign materials to a minimum of one organization or agency serving each covered population.
• Self-reported fear of internet assessment (new questions will be added to future DAAI surveys).
Covered populations served by this metric
• Households below 150% poverty level, aging individuals, veterans, individuals who are members of a racial or ethnic minority group, individuals with a language barrier, individuals with a disability, individuals who primarily reside in a rural area, incarcerated individuals.

2.3.4 Goal 4: Spread awareness of cybersecurity and online privacy

2.3.4.1 Increase awareness of cybersecurity and protecting personal information

Cybersecurity was mentioned as a concern in 100% of the focus groups. Focus group participants expressed a general concern over their personal cybersecurity, aware that there are numerous threats and scams on the internet, although this threat did not deter their overall internet usage. Statewide, nearly a quarter of those surveyed said they were not confident about protecting their personal information online.

> **"Anything that you can do in this program to educate people in cybersecurity would be money well spent."**
>
> – Focus Group Participant

Objective 2.3.4.1
Increase Idahoans cybersecurity training ("Every Idahoan is a human firewall!").
Core activities
• Conduct a marketing campaign to raise awareness of cybersecurity best practices about password security and scam detection.
• Distribute printed campaign materials with basic cybersecurity tips to senior centers, meal services (such as Meals on Wheels), and school lunch box programs.
• Distribute printed campaign materials to groups representing each covered population.
• Create questions for surveys assessing both trust and risk of Idahoans in terms of cybersecurity.
• Bring together stakeholders across Idaho to address cybersecurity concerns.
Baseline metrics
• 100% of focus groups included mentions of concern about cybersecurity.
• 24.1% of Idahoans report they are not confident about protecting their personal information online.
• 35.3% of Idahoans over 60 report they are not confident about protecting their personal information online.
• 29.3% of rural respondents report they are not confident about protecting their personal information online.
• 30.4% of economically disadvantaged respondents report they are not confident about protecting their personal information online.
• 32.6% of veteran respondents report they are not confident about protecting their personal information online.
• 31.6% of respondents with disabilities report they are not confident about protecting their personal information online.
• 25.8% of respondents whose native language is not English report they are not confident about protecting their personal information online.

Objective 2.3.4.1

Aspirational metrics

- Decrease by half the population that reports they are confident they are able to protect their information online (annual survey).
- Reach 20% of Idaho households through a general marketing campaign.
- Distribute printed campaign materials to a minimum of one organization or agency serving each covered population.
- Convene an annual working group of local leaders to share best practices in improving awareness of cybersecurity and promote training for Idahoans.

Covered populations served by this metric

- Households below 150% poverty level, aging individuals, veterans, individuals who are members of a racial or ethnic minority group, individuals with a language barrier, individuals with a disability, individuals who primarily reside in a rural area, incarcerated individuals.

2.3.4.2 Improve cybersecurity training opportunities

Cybersecurity was mentioned as a concern in 100% of the focus groups. A majority of focus group participants reported receiving no specific cybersecurity training outside of their employment (if any) and only becoming aware of potential threats or data breaches through media coverage. There is a broad range of privacy awareness levels in the community, spanning from residents who are too trusting in anything and anyone they encounter online to those who refuse to use a device at all out of fear that being connected to the internet is too dangerous. The former group engages in risky behavior while the latter's distrust keeps them from accessing the internet. By providing training and education to both groups, Idahoans' awareness of online dangers can be increased while also equipping them with the skills they need to feel confident in their ability to avoid them.

> **"Scammer 101 would be a great class."**
>
> - Focus Group Participant

Objective 2.3.4.2

Increase availability of cybersecurity training for Idahoans.

Core activities

- Enhance current state-sponsored on-demand cybersecurity training offerings, including the ICfL's one-stop-shop for digital skills (IdahoDigitalSkills.org).
- Leveraging State of Idaho's existing cybersecurity employee training program, or similar quality training and making it available to residents throughout the state.
- Provide funding for in-person or accessible online cybersecurity training offerings.
- Require cybersecurity training for those receiving new or refurbished devices through DAAI programs.

Objective 2.3.4.2
Baseline metrics
• 100% of focus groups included mentions of concern about cybersecurity.
• 24.1% of Idahoans report they are not confident about protecting their personal information online.
• 35.3% of Idahoans over 60 report they are not confident about protecting their personal information online.
• 29.3% of rural respondents report they are not confident about protecting their personal information online.
• 30.4% of economically disadvantaged respondents report they are not confident about protecting their personal information online.
• 32.6% of veteran respondents report they are not confident about protecting their personal information online.
• 31.6% of respondents with disabilities report they are not confident about protecting their personal information online.
• 25.8% of respondents whose native language is not English report they are not confident about protecting their personal information online.
Aspirational metrics
• Decrease by half the population that reports they are confident they are able to protect their information online, as well as for each covered population listed above.
• Award 15 subgrants for in-person or accessible cybersecurity skills training (at least one subgrantee that serves each covered population).
Covered populations served by this metric
• Households below 150% poverty level, aging individuals, veterans, individuals who are members of a racial or ethnic minority group, individuals with a language barrier, individuals with a disability, individuals who primarily reside in a rural area, incarcerated individuals.

2.3.5 Goal 5: Increase availability and affordability of devices and technical support

2.3.5.1 Create a digital navigator program

The need for in-person help with all aspects of digital access was a common theme across all of the data collected. Focus group participants reported that professional technical support is not a widely available service, so the burden either falls to internet providers, Idahoans' own friends and family, public entities like libraries and schools, or

> **"I'm surprised my laptop is actually still in one piece, knowing how many sledge hammers we have."**
>
> - Focus Group Participant

their own ability to problem-solve on the internet (e.g., Google and YouTube). A digital navigator program will provide needed technical support and digital skills training for Idahoans struggling with their devices or accessing digital resources.

Objective 2.3.5.1

Establish a digital navigator program to address the technical support needs of covered populations.

Core activities

- Hire digital navigators across the state to provide in-person or accessible technical support to at least one of the covered populations.
- Partner with public libraries, nonprofits, or other organizations to house digital navigators and provide space for technical support and digital skills training.

Baseline metrics

- 100% of focus groups included mentions of the lack of technical support services.
- 7.3% of Idahoans report having a device they couldn't fix alone or with help in the last six months.
- 6.4% of respondents 60 years or older report they couldn't fix devices alone or with help.
- 9.5% of rural residents report they couldn't fix devices alone or with help.
- 10.3% of economically disadvantaged respondents report they couldn't fix devices alone or with help.
- 5.9% of veteran respondents report they couldn't fix devices alone or with help.
- 15.8% of respondents with disabilities report they couldn't fix devices alone or with help.
- 9.7% of respondents whose native language is not English report they couldn't fix devices alone or with help.

Aspirational metrics

- Create 15 digital navigator positions (one for Idaho's six regions and one to serve each covered population).
- Collect responses on a customer service satisfaction survey from at least 10% of the digital navigators customers and achieve at least 80% satisfaction rating.

Covered populations served by this metric

- Households below 150% poverty level, aging individuals, veterans, individuals who are members of a racial or ethnic minority group, individuals with a language barrier, individuals with a disability, individuals who primarily reside in a rural area, incarcerated individuals.

2.3.5.2 Establish statewide, regional, and local technical support options

The data from focus groups and stakeholder interviews shows that reliable technical support is not widely available, and virtually non-existent in many rural communities. Focus group participants expressed a strong desire for more trusted resources, be it an online repository of instructions (text or video) explaining how to set-up common devices (computers, smart phones, smart TVs, routers, etc.), or the ability to speak

> **"Having a local presence is key to to maintaining customer support, in my opinion."**
>
> - Focus Group Participant

to someone in Idaho to help walk through their issue. Focus group participants note that technical support needs in communities typically cross boundaries of responsibility. For instance, internet providers note they have a responsibility to deliver internet service to a house and provide technical support for issues related to that delivery, but are not responsible for addressing issues within the house (e.g., adding smart TVs or other home devices to the Wi-Fi network). Similarly, residents expressed frustration at not always having a resource to help them deal with those issues.

> **"There have been people that post little notes in here, like I need help with my computer, give me a call...Those people are desperate, some of them posting up notes around town asking, seeking out help with their computers like on billboards."**
>
> - Focus Group Participant

Objective 2.3.5.2
Establish technical support options Idaho residents know is reliable and will be able to help.
Core activities
• Hire digital navigators across the state to provide in-person or accessible technical support to at least one of the covered populations.
• Establish an online technical support repository with instructions for common devices and/or technical issues.
• Create a subgrant program for local governments to hire local technical support specialists.
• Advertise and marketing campaign to educate Idahoans about technical support resources.
• Create or expand technical support centers across Idaho.
• Provide information about the digital navigator program to ISPs to share with customers.
• Measure program participation numbers, such as resource usage numbers (e.g., calls, website impressions, tickets opened, etc.).

Objective 2.3.5.2
Baseline metrics
• 100% of focus groups included mentions of the lack of technical support services.
• 7.3% of Idahoans report having a device they couldn't fix alone or with help in the last six months.
• 6.4% of respondents 60 years or older report they couldn't fix devices alone or with help.
• 9.5% of rural residents report they couldn't fix devices alone or with help.
• 10.3% of economically disadvantaged respondents report they couldn't fix devices alone or with help.
• 5.9% of veteran respondents report they couldn't fix devices alone or with help.
• 15.8% of respondents with disabilities report they couldn't fix devices alone or with help.
• 9.7% of respondents whose native language is not English report they couldn't fix devices alone or with help.
Aspirational metrics
• Collect responses on a customer service satisfaction survey from at least 10% of the digital navigators customers and achieve at least 80% satisfaction rating.
• Award six subgrants for creation or expansion of a technical support and device refurbishing center in each of Idaho's six regions.
• Award 10 subgrants to rural communities to establish local technical support programs.
Covered populations served by this metric
• Individuals who primarily reside in a rural area.

2.3.5.3 Provide funding to refurbish devices for covered populations

Focus group participants in 38% of focus groups indicate the need for more refurbished devices, as device costs can leave them reliant upon those provided by their employer and/or schools, or publicly available resources through libraries or school computer labs. Some focus group participants noted a general lack of awareness of existing programs that can help individuals and/or families purchase a device. Programs could be offered by organizations such as non-profits, school districts, or student-led initiatives. The existence of programs varied from region to region, with no universally available option. Even within communities where programs existed, not all residents were aware they were an option.

> **"Having the right device is so important. Not everybody is one size fits all."**
>
> - Focus Group Participant

Objective 2.3.5.3

Increase affordability of devices through investment in refurbished devices.

Core activities

- Build a statewide "device pipeline" by partnering with refurbishing organizations, state agencies, and Idaho colleges and universities to create a source for inexpensive refurbished Internet-enabled devices that are available for those in the covered populations at no or low-cost.
- Incentivize businesses and/or communities to establish device refurbishment opportunities.
- Equip potential technical support centers with device repair shops and/or second-hand markets.
- Explore establishment of state tax credit for device donation to these programs.
- Targeted marketing campaigns to raise awareness of device program options in that region.
- Public meetings to raise awareness of program offerings within that community.

Baseline metrics

- 38% of focus groups include mentions of the need for more refurbished devices.
- 7.0% of Idahoans say they do not have enough devices for their households.
- 6.9% of respondents with 60 years of age or older say they do not have enough devices for their households.
- 7.3% of rural respondents say they do not have enough devices for their households.
- 11.6% of economically disadvantaged respondents say they do not have enough devices for their households.
- 8.2% of veteran respondents say they do not have enough devices for their households.
- 8.8% of respondents with disabilities say they do not have enough devices for their households.
- 6.5% of respondents whose native language is not English say they do not have enough devices for their households.

Aspirational metrics

- Award 25 subgrants to businesses, nonprofits, or local governments to provide refurbished devices to covered populations (at least one in each region and at least one per covered population).
- Award six subgrants for creation of a technical support and device refurbishing center in each of Idaho's six regions.
- Provide funding for 10,000 refurbished devices to covered populations.
- Reach 20% of Idaho households with marketing campaigns raising awareness of device affordability programs.

Covered populations served by this metric

- Households below 150% poverty level, aging individuals, veterans, individuals who are members of a racial or ethnic minority group, Individuals with a language barrier, individuals with a disability, individuals who primarily reside in a rural area, incarcerated individuals.

2.3.5.4 Increase devices available at public libraries

Most focus group participants agreed that devices offered by public libraries were a valuable resource that is well used by their respective communities, including computers, printers, and mobile hotspots.

Objective 2.3.5.4
Increase Idahoans' access to digital devices, as well as the range of devices offered, through public libraries.
Core activities
• Develop libraries as anchor institutions of local communities to improve device availability and affordability. • Increase the number of devices available for use at public libraries or that can be checked out. • Provide funding for public libraries to purchase additional new or refurbished devices.
Baseline metrics
• 5.7% of Idahoans say they used a public device to access the internet in a public place. • 6.4% of respondents with 60 years of age or older say they used a public device. • 5.5% of rural respondents say they used a public device. • 8.0% of economically disadvantaged respondents say they used a public device. • 7.4% of veteran respondents say they used a public device. • 5.3% of respondents with disabilities say they used a public device. • 6.5% of respondents whose native language is not English say they used a public device.
Aspirational metrics
• Award 20 public libraries subgrant funding to purchase new or refurbished devices. • Add at least 1,000 new devices to public libraries. • Equip every public library in rural Idaho with hotspot enabled devices.
Covered populations served by this metric
• Individuals who primarily reside in a rural area, households below 150% poverty level.

3 Current State of Digital Equity: Barriers and Assets

3.1 Asset Inventory

This section describes the inventory of digital inclusion access for the State of Idaho, including details about digital inclusion assets that address barriers for covered populations. An asset is defined in the DAAI plan as any resources that addresses barriers to digital inclusion in Idaho and contributes to the vision and objectives of the DAAI plan. Idaho's digital inclusion asset inventory was created through the process of asset mapping, which includes multiple methods of gathering information on digital inclusion assets. Assets were identified through focus groups, interviews, online research of public information, and planning events hosted by the ICfL. The goal of Idaho's digital inclusion asset inventory is to increase collaboration among the numerous industries and organizations working toward digital equity throughout the state. Idaho's digital asset inventory is a "living document," meaning that resources should be used to ensure it is regularly updated and advertised in order to be properly leveraged throughout the DAAI plan implementation period (See objective 2.3.2.4).
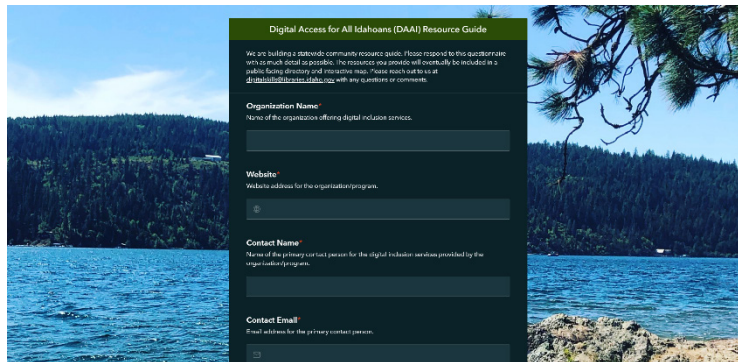
The ICfL developed the Digital Access for All Idahoans Resource Guide survey to complement asset mapping resources. This form is accessible on the ICfL's website and shared with plan collaborators. It aims to gather data on organizations offering digital inclusion-related services like broadband access, affordability, device access, digital skills support, public devices, internet access, and digital inclusion funding. Participants are also asked to specify the target populations served by their organization.

The ICfL plans to combine survey results, asset mapping, and additional research to create an interactive map and guide. The guide will include information on community anchor institutions that provide comprehensive digital inclusion services, such as libraries, colleges, area agencies on aging, workforce development offices, and national and local nonprofits. Users will be able to filter the guide based on services provided and the target population served by each organization.

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
AARP Idaho	250 S 5th Street, Suite 800 Boise 83702 1-866-295-7284 https://states.aarp.org/idaho/	National Nonprofit	aging individuals	X		X	X	
Aberdeen District Library	76 E. Central Ave. Aberdeen 83210 208-397-4427 https://aberdeen.lili.org	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Ada Community Library - Hidden Springs Branch	"5849 Hidden Springs Dr. Boise 83714 Phone: 208-229-2665 http://www.adalib.org/hiddensprings"	Library	incarcerated individuals, households below 150% poverty level, individuals who are individuals who are members of a racial or ethnic minority group group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Ada Community Library - Lake Hazel Branch	"10489 W. Lake Hazel Rd. Boise 83709 Phone: 208-297-6700 http://www.adalib.org/lakehazel"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, Rural Residents, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory								
Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Ada Community Library - Star Branch	"10706 W. State St. Star 83669 Phone: 208-286-9755 http://www.adalib.org/star"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Ada Community Library - Victory Branch	"10664 W. Victory Rd. Boise 83709 Phone: 208-362-0181 http://www.adalib.org/victory"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
American Civil Liberties Union of Idaho	"P.O. Box 1897 Boise 83701 Phone: 208-344-9750 https://www.acluidaho.org/"	National Nonprofit	incarcerated individuals, individuals who are members of a racial or ethnic minority group, individuals with a disability			X	X	
American Falls District Library	"308 Roosevelt St. American Falls 83211 Phone: 208-226-2335 http://www.aflibrary.org"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Area Agency on Aging of Eastern Idaho	"935 Lincoln Road Idaho Falls 83401 Phone: 208-522-5391 https://www.east-idahoaging.com/ser-vices/"	Local Non-profit	aging individuals			X	X	
Area Agency on Aging of North Central Idaho	"124 New 6th Street Lewiston 83501 Phone: 208-743-5580 https://www.cap4ac-tion.org/aaa/"	Local Non-profit	aging individuals			X	X	
Area Agency on Aging of North Idaho	"402 W Canfield Avenue, Suite 1 Coeur D Alene 83815 Phone: 208-667-3179 https://www.aaani.org/"	Local Non-profit	aging individuals			X	X	
Area Agency on Aging of South Central Idaho	"650 Addison Ave-nue West Twin Falls 83303 Phone: 208-736-2122 https://ooa.csi.edu/"	Local Non-profit	aging individuals			X	X	
Area Agency on Aging of South East Idaho	"214 E Center Street Suite 10 Pocatello 83201 Phone: 208-233-5232 https://sicog.org/area-agency-on-ag-ing/"	Local Non-profit	aging individuals			X	X	
Area Agency on Aging of South-west Idaho	"1505 South Eagle Rd Suite 120 Meridian 83642 Phone: 208-898-7060 https://www.a3ssa.com/"	Local Non-profit	aging individuals			X	X	
Armoral Tuttle Public Library	"301 N. Plymouth New Plymouth 83655 Phone: 208-729-0123 http://newplymouth.lili.org"	Library	incarcerated indi-viduals, households below 150% poverty level, individuals who are members of a racial or ethnic mi-nority group, aging individuals, Persons With Disabilities, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Association of Idaho Cities	" 3100 S Vista Ave., Ste. 201 Boise 83705 Phone: 208-344-8594 https://idahocities.org/"	Local Government	individuals who primarily reside in a rural area			X	X	
Bear Lake County District Library	"138 N. 6th St. Montpelier 83254 Phone: 208-847-1664 https://bearlake.lili.org"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Bear Lake County District Library - Paris Branch	"62 S. Main St. Paris 83261 Phone: 208-945-2253 https://bearlake.lili.org"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Bellevue Public Library	"117 E. Pine Bellevue 83313 Phone: 208-788-4503 http://bellevue.lili.org"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Benewah County District Library - Tensed Branch	"304 C Street Tensed 83870 Phone: 208-274-2922 http://tensed.lili.org"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Benewah County District Library - Tri-Community Branch	"46 Isaacson Fernwood 83830 Phone: 208-245-4883 http://tricommunity.lili.org"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Blackfoot Public Library	"129 N. Broadway Blackfoot 83221 Phone: 208-785-8628 http://blackfootlibrary.org"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Boise Basin Library District	"123 Montgomery St. Idaho City 83631 Phone: 208-392-4558 https://boisebasin.lili.org"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Boise Public Library	"715 S. Capitol Blvd. Boise 83702 Phone: 208-972-8255 http://www.boisepubliclibrary.org"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Boise Public Library - Bown Crossing Branch	"2153 E. Riverwalk Dr. Boise 83702 Phone: 208-972-8360 http://www.boisepubliclibrary.org/locations/library!-at-bown-crossing/"	Library	incarcerated individuals, Low-Income Households, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory								
Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Boise Public Library - Cole & Ustick Branch	"7557 W. Ustick Boise 83704 Phone: 208-570-6900 http://www.boisepubliclibrary.org/locations/library!-at-cole-ustick/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Boise Public Library - Collister Branch	"4724 W. State St. Boise 83703 Phone: 208-562-4995 http://www.boisepubliclibrary.org/locations/library!-at-collister/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Boise Public Library - Hillcrest Branch	"5246 W. Overland Rd. Boise 83705 Phone: 208-972-8340 http://www.boisepubliclibrary.org/locations/library!-at-hillcrest/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Boise State University Professional and Continuing Education	"1910 University Dr Boise 83725 Phone: 208-426-3861 https://www.boisestate.edu/pace/"	Higher Education	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a language barrier, individuals who primarily reside in a rural area		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Boise State veterans Upward Bound	"1885 University Dr. Boise 83725 Phone: 208-426-3632 https://www.boisestate.edu/education-vub/"	Higher Education	households below 150% poverty level, veterans, incarcerated individuals	X				X
Boundary County District Library	"6370 Kootenai St. Bonners Ferry 83805 Phone: 208-267-3750 http://boundarycountylibrary.com"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Bruneau District Library	"32073 Ruth St Bruneau 83604 Phone: 208-845-2131 http://bruneau.lili.org"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Buhl Public Library	"215 Broadway N. Buhl 83316 Phone: 208-543-6500 https://buhlpubliclibrary.org"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Burley Public Library	"1300 Miller Ave Burley 83318 Phone: 208-878-7708 https://bplibrary.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Caldwell Public Library	"1010 Dearborn Caldwell 83605 Phone: 208-459-3242 https://www.caldwellpubliclibrary.org"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Camas County District Library	"607 Solider Rd. Fairfield 83327 Phone: 208-764-2553 http://camas.lili.org"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Cambridge Community Library	"120 S. Superior St. Cambridge 83610 Phone: 208-257-3434 http://cambridge.lili.org"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Cascade Public Library	"105 N. Front St. Cascade 83611 Phone: 208-382-4757 http://cascade.lili.org"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Center for Hope	"530 E Anderson St Idaho Falls 83401 Phone: 208-538-1888 https://www.centerforhopeif.org/"	Local non-profit	incarcerated individuals, households below 150% poverty level		X			
Central District Health	"707 Armstrong Pl. Boise 83704 Phone: 208-375-5211 https://www.cdhd.idaho.gov/"	Local Government	individuals with a language barrier, households below 150% poverty level, individuals who are members of a racial or ethnic minority group	X				

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Challis Public Library	"531 W. Main St. Challis 83226 Phone: 208-879-4267 http://challis.lili.org"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
City Of Bovill	"100 Railroad Ave, # 569 Bovill 83806 Phone: 208-826-3603 https://www.cityofbovill.net/"	Local Government	households below 150% poverty level, aging individuals, individuals with a disability, individuals who primarily reside in a rural area, veterans	X	X	X	X	X
Clark County District Library	"21 E Main St. Dubois 83423 Phone: 208-374-5267 http://clarkcounty.lili.org"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Clarkia District Library	"377 Poplar St. Clarkia 83812 Phone: 208-245-2908 https://clarkia.lili.org"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Clearwater County District Library	"204 Wood Street Weippe 83553 Phone: 208-435-4058 https://ccfldat-weippe.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Clearwater Memorial Library	"402 Michigan Ave. Orofino 83544 Phone: 208-476-3411 https://www.orofino-library.com/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Coeur d'Alene Public Library	"702 E Front Ave Coeur D Alene 83814 Phone: 208-769-2315 https://cdalibrary.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Coeur d'Alene Tribe	"850 A Street Plummer 83851 Phone: 208-686-1800 https://www.cda-tribe-nsn.gov/"	Tribal Government	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals who primarily reside in a rural area, veterans	X	X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
College of Eastern Idaho - College & Career Readiness Center	"1600 S 25th E Idaho Falls 83404 Phone: 208-535-5386 https://cei.edu/programs-of-study/college-career-readiness-center"	Higher Education	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a language barrier, individuals who primarily reside in a rural area		X	X	X	X
College of Southern Idaho - Adult Education	"315 Falls Ave Twin Falls 83301 Phone: 208-732-6534 https://www.csi.edu/college-career-readiness-adult-education/default.aspx"	Higher Education	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a language barrier, individuals who primarily reside in a rural area		X	X	X	X
College of Western Idaho - Adult Education	"9100 W Black Eagle Dr Boise 83709 Phone: 208-562-2040 https://cwi.edu/programs-degrees/adult-education"	Higher Education	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a language barrier, individuals who primarily reside in a rural area		X	X	X	X
Community Library Network - Athol Branch	"30399 Third St. Athol 83801 Phone: 208-683-2979 http://www.communitylibrary.net/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Community Library Network - Harrison Branch	"111 S. Coeur d'Alene Harrison 83833 Phone: 208-689-3976 http://www.communitylibrary.net/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Community Library Network - Hayden Branch	"8385 N. Government Way Hayden 83835 Phone: 208-772-5612 http://www.communitylibrary.net/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Community Library Network - Pinehurst Branch	"107 Main St. Pinehurst 83850 Phone: 208-682-3483 http://www.communitylibrary.net/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Community Library Network - Post Falls Branch	"821 N. Spokane Post Falls 83854 Phone: 208-773-1506 http://www.community-library.net/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Community Library Network - Rathdrum Branch	"16320 N. Hwy 41 Rathdrum 83858 Phone: 208-687-1029 http://www.community-library.net/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Community Library Network - Spirit Lake Branch	"32575 N. Fifth Ave. Spirit Lake 83869 Phone: 208-623-5353 http://www.community-library.net/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Consulado de México en Boise	"701 Morrison Knudsen Plaza Dr Boise 83712 Phone: 208-343-6228 https://consulmex.sre.gob.mx/boise/"	Consulate	individuals with a language barrier, individuals who are members of a racial or ethnic minority group, individuals who primarily reside in a rural area	X				

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Council District Library	"104 California Ave. Council 83612 Phone: 208-253-6004 https://council.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
DeMary Memorial Public Library	"417 7th St. Rupert 83350 Phone: 208-436-3874 http://demary.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Donnelly Public Library District	"150 East State Street Donnelly 83615 Phone: 208-325-8237 http://donnelly.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Eagle Public Library	"100 N. Stierman Way Eagle 83616 Phone: 208-939-6814 https://www.eagle-publiclibrary.org"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
East Bonner County Library District	"1407 Cedar St. Sandpoint 83864 Phone: 208-263-6930 https://ebonnerlibrary.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
East Bonner County Library District - Clark Fork Branch	"601 Main St. Clark Fork 83811 Phone: 208-266-1321 https://ebonnerlibrary.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Eastern Owyhee County District Library	"520 Boise Avenue Grand View 83624 Phone: 208-834-2785 https://eastowyhee.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Education Networks of America (ENA)	"802 W Bannock St #405 Boise 83702 Phone: 615-312-6000 https://www.ena.com/"	Private Sector	households below 150% poverty level	X				
Elk River Free Library District	"203 Main Elk River 83827 Phone: 208-826-3539 https://elkriver.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Emmett Public Library	"275 S. Hayes Emmett 83617 Phone: 208-365-6057 https://www.cityofemmett.org/library"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory								
Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Filer Public Library	"219 Main St. Filer 83328 Phone: 208-326-4143 https://filer.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Fremont County District Library	"925 Main Ashton 83420 Phone: 208-652-7280 https://fremont.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Fremont County District Library - Island Park Branch	"3775 Sand Crane Dr. Island Park 83429 Phone: 208-558-0991 https://fremont.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Fremont County District Library - St. Anthony Branch	"420 Bridge St. St. Anthony 83445 Phone: 208-624-3192 https://fremont.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Garden City Public Library	"6015 Glenwood St. Garden City 83714 Phone: 208-472-2942 https://notaquietlibrary.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Garden Valley District Library	"85 Old Crouch Road Garden Valley 83622 Phone: 208-462-3317 https://gardenvalley.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Glenns Ferry Public Library	"298 S. Lincoln Glenns Ferry 83623 Phone: 208-366-2045 https://glennsferrylibrary.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Gooding District Library	"306 Fifth Ave. W. Gooding 83330 Phone: 208-934-4089 https://gooding.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Grace District Library	"204 S. Main Grace 83241 Phone: 208-425-3695 https://grace.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Grangeville Centennial Library	"215 W. North St. Grangeville 83530 Phone: 208-983-0951 http://grangeville.us/ grangeville-centennial-library/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Gypsy Jackson Memorial Library (Homedale Public Library)	"125 W. Owyhee Homedale 83628 Phone: 208-337-4228 https://homedale.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Hagerman Public Library	"441 S. State Street Hagerman 83332 Phone: 208-837-6520 https://www.hagermanpubliclibrary.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Hailey Public Library	"7 W. Croy St. Hailey 83333 Phone: 208-788-2036 https://www.hailey-publiclibrary.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Hansen Community Library	"120 W. Maple Ave. W. Hansen 83334 Phone: 208-423-4122 https://hansen.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Horseshoe Bend District Library	"392 Hwy. 55, Horseshoe Bend Horseshoe Bend 83629 Phone: 208-793-2460 http://horseshoe-bend.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Idaho Assistive Technology Project	"1187 Alturas Drive Moscow 83843 Phone: 1-800-432-8324 https://idahoat.org/"	Higher Education	individuals with a disability					X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Idaho Commission for the Blind & Visually Impaired	"341 W Washington St Boise 83702 Phone: 208-334-3220 https://icbvi.idaho.gov/"	State Government	individuals with a disability		X			
Idaho Commission on Hispanic Affairs	"2399 S Orchard St Ste. 204, Boise 83705 Phone: 208-334-3776 https://icha.idaho.gov/"	State Government	individuals who are members of a racial or ethnic minority group			X	X	
Idaho Community Foundation	"210 W State St Boise 83702 Phone: 208-342-3535 https://www.idahocf.org/"	Local Non-profit	aging individuals, individuals who primarily reside in a rural area, individuals who are members of a racial or ethnic minority group	X				
Idaho Council for the Deaf and Hard of Hearing	"7950 W King St #101 Boise 83704 Phone: 208-334-0879 https://cdhh.idaho.gov/"	State Government	individuals with a disability	X				
Idaho Council on Developmental Disabilities	"700 West State Street Boise 83702 Phone: 208-334-2178 https://icdd.idaho.gov/"	State Government	individuals with a disability					X
Idaho Department of Labor - Boise	"1st Floor, East, 317 W Main St Boise 83735 Phone: 208-332-3575 https://www.labor.idaho.gov/dnn/Local-Office-Directory"	State Government	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Idaho Department of Labor - Burley	"127 W 5th St North Burley 83318 Phone: 208-678-5518 https://www.labor.idaho.gov/dnn/Local-Office-Directory"	State Government	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	
Idaho Department of Labor - Caldwell	"4514 Thomas Jefferson St Caldwell 83605 Phone: 208-364-7781 https://www.labor.idaho.gov/dnn/Local-Office-Directory"	State Government	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	
Idaho Department of Labor - Idaho Falls	"1515 E Lincoln Road Idaho Falls 83401 Phone: 208-557-2500 https://www.labor.idaho.gov/dnn/Local-Office-Directory"	State Government	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Idaho Department of Labor - Lewiston	"1158 Idaho St Lewiston 83501 Phone: 208-799-5000 https://www.labor.idaho.gov/dnn/Local-Office-Directory"	State Government	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	
Idaho Department of Labor - Pocatello	"430 N 5th Ave Pocatello 83205 Phone: 208-236-6710 https://www.labor.idaho.gov/dnn/Local-Office-Directory"	State Government	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	
Idaho Department of Labor - Post Falls	"600 N Thornton St Post Falls 83854 Phone: 208-457-8789 https://www.labor.idaho.gov/dnn/Local-Office-Directory"	State Government	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Idaho Department of Labor - Sandpoint	"613 Ridley Village Rd, Ste. C Sandpoint 83864 Phone: 208-263-7544 https://www.labor.idaho.gov/dnn/Local-Office-Directory"	State Government	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	
Idaho Department of Labor - Twin Falls	"420 Falls Ave Twin Falls 83301 Phone: 208-735-2500 https://www.labor.idaho.gov/dnn/Local-Office-Directory"	State Government	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	
Idaho Dept of Correction, Education Program	"1299 N. Orchard St. Boise 83706 Phone: 208-658-2000 https://www.idoc.idaho.gov"	State Government	incarcerated individuals			X	X	
Idaho Dept of Labor (IDOL) Unemployment Insurance Division	"317 W Main St Boise 83702 Phone: 208-332-3575 https://www.labor.idaho.gov/Unemployment-Benefits/"	State Government	households below 150% poverty level			X	X	
Idaho Digital Learning Alliance (IDLA)	"3324 S Milwaukee St Suite 120 Boise 83709 Phone: 208-342-0207 https://www.idahodigitallearning.org/"	Seconday Education	households below 150% poverty level	X				

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Idaho Division of Veterans Services	"351 Collins Road Boise 83702 Phone: 208-780-1300 https://veterans.idaho.gov/"	State Government	veterans	X				
Idaho Division of Vocational Rehabilitation	"650 W. State Street Boise 83720 Phone: 208-334-3390 https://vr.idaho.gov/"	State Government	individuals with a disability	X				
Idaho Education Technology Association (IETA)	"NA NA NA Phone: NA https://www.idahoedtech.org/"	Local Non-profit	households below 150% poverty level	X				
Idaho Falls Public Library	"457 W Broadway Idaho Falls 83402 Phone: 208-612-8450 https://www.ifpl.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Idaho Falls Public Library - Iona Community Branch	"3548 N. Main St. Iona 83427 Phone: 208-523-2358 https://www.ifpl.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory								
Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Idaho Falls Public Library - Swan Valley Branch	"3389 Highway 26 Irwin 83428 Phone: 208-483-2405 https://www.ifpl.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Idaho Forestry Group	"687 Canfield Ave., Suite 100 Coeur d'Alene 83815 Phone: 208-255-3200 https://ifg.com/"	Private Sector	individuals who primarily reside in a rural area			X	X	
Idaho Housing & Finance Association (IHFA)	"565 W Myrtle St Boise 83702 Phone: 855-505-4700 https://www.idaho-housing.com/"	Housing Authority	households below 150% poverty level, aging individuals	X				
Idaho Library Association	"3046 W. Tubac Dr Meridian 83646 Phone: NA https://idaholibraries.wildapricot.org/"	Local Non-profit			X			
Idaho Parents Unlimited, Inc.	"4619 W Emerald St, Ste. E Boise 83706 Phone: 208-342-5884 https://ipulidaho.org/"	Local Non-profit	individuals with a disability, Youth	X				
Idaho State Independent Living Council	"120 Cole Rd Boise 83709 Phone: 208-334-3800 https://silc.idaho.gov/"	State Government	individuals with a disability					

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Idaho State University - Adult Education	"777 Memorial Drive, Roy F. Christensen Building, #48, 3rd Floor Pocatello 83209 Phone: 208-282-2468 https://www.isu.edu/adulteducation/"	Higher Education	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a language barrier, individuals who primarily reside in a rural area		X	X	X	X
Idaho State University Libraries	"850 S. 9th Avenue Pocatello 83209 Phone: 208-282-2958 https://www.isu.edu/library/"	Higher Education	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans			X	X	
Idaho State University TRIO Program	"921 South 8th Ave, Stop 8345 Pocatello 83209 Phone: 208-282-3242 https://www.isu.edu/trio/"	Higher Education	households below 150% poverty level, individuals who primarily reside in a rural area	X				
Idaho Veterans Chamber of Commerce	"PO Box 191341 Boise 83719 Phone: 208-917-9977 https://www.idahoveterans.org/"	Local non-profit	veterans	X				
Imagine Idaho Foundation	"428 Park Ave Idaho Falls 83402 Phone: 208-450-1641 https://www.imagineidaho.org/"	Local Non-profit	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans	X				

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
JANNUS-Idaho Office for Refugees	"1607 W Jefferson St. Boise 83702 Phone: 208-336-5533 https://www.jannus.org/program/idaho-office-for-refugees/"	Local Non-profit	individuals who are members of a racial or ethnic minority group,			X	X	
Jefferson County District Library	"623-A N. 3500 E. Menan 83434 Phone: 208-754-0021 http://menanlibrary.weebly.com/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Jefferson County District Library - Hamer Branch	"2450 E. 2100 N. Hamer 83425 Phone: 208-662-5275 https://hamer.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Jefferson County District Library - Heart of the Valley Branch	"1252 E. 1500 N. Terreton 83450 Phone: 208-663-4834 https://heart.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory								
Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Jerome Public Library	"100 First Ave. E. Jerome 83338 Phone: 208-324-5427 http://jerome.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Kellogg Public Library	"16 W. Market Kellogg 83837 Phone: 208-786-7231 https://kellogg.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Kimberly Public Library	"120 Madison W. Kimberly 83341 Phone: 208-423-4556 http://kimberly.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Kootenai Tribe of Idaho	"100 Circle Drive Bonners Ferry 83805 Phone: 208-267-3519 http://www.kootenai.org/"	Tribal Government	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals who primarily reside in a rural area, veterans	X	X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Kuna Library District	"457 N. Locust Kuna 83634 Phone: 208-922-1025 https://www.kunalibrary.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Larsen-Sant Public Library (Franklin Co. District)	"109 South 1st East Preston 83263 Phone: 208-852-0175 https://www.larsensantlibrary.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Latah County Library District	"110 S. Jefferson St. Moscow 83843 Phone: 208-882-3925 https://www.latahlibrary.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory								
Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Latah County Library District - Bovill Branch	"301 First Ave. Bovill 83806 Phone: 208-826-3451 http://www.latahlibrary.org/branches/bovill"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Latah County Library District - Deary Branch	"304 Second Ave. Deary 83823 Phone: 208-877-1664 http://www.latahlibrary.org/branches/deary"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Latah County Library District - Genesee Branch	"140 E. Walnut St. Genesee 83832 Phone: 208-285-1398 http://www.latahlibrary.org/branches/genesee"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Latah County Library District - Juliaetta Branch	"205 Main St. Juliaetta 83535 Phone: 208-276-7071 http://www.latahlibrary.org/branches/juliaetta"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Latah County Library District - Potlatch Branch	"1010 Onaway Rd. Potlatch 83855 Phone: 208-875-1036 http://www.latahlibrary.org/branches/potlatch"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Latah County Library District - Troy Branch	"402 S. Main Troy 83871 Phone: 208-835-4311 http://www.latahlibrary.org/branches/troy"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Learning Lab	"308 E 36th St Garden City 83714 Phone: 208-344-1335 https://learninglabinc.org/programs-2/"	Local Non-profit	households below 150% poverty level, individuals with a language barrier			X	X	

Table 3.1 Idaho Asset Inventory								
Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Lemhi County District Library - Leadore (Community) Branch	"202 S. Railroad Leadore 83464 Phone: 208-768-2640 https://leadore.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Lewis-Clark State College - Adult Basic Education	"Clearwater Hall, 400 Main Street Lewiston 83501 Phone: 208-792-2238 https://www.lcsc.edu/adult-learning-center"	Higher Education	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a language barrier, individuals who primarily reside in a rural area		X	X	X	X
Lewiston City Library	"411 D St Lewiston 83501 Phone: 208-792-1560 https://www.lewistonlibrary.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Lewisville Public Library	"117 E. Main St. Lewisville 83431 Phone: 208-754-8608 https://lewisville.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Lifelong Education and Aging Resource Network (LEARN)	"Dick Eardley Senior Center, 690 Robbins Rd. Boise 83702 Phone: 208-484-0864 https://learnidaho.org/"	Local Non-profit	aging individuals			X	X	
Literacy Project of North Idaho	" Coeur D Alene 83814 Phone: 208-450-2669 https://theliteracy-projectni.org/"	Local Non-profit	individuals with a language barrier			X	X	
Little Wood River District Library	"16 Panther Ave. Carey 83320 Phone: 208-823-4510 N/A"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Lizard Butte District Library	"111 Third Ave. W. Marsing 83639 Phone: 208-896-4690 https://lizardbutte.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory								
Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Lost Rivers District Library	"126 S. Front St. Arco 83213 Phone: 208-527-8511 N/A"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Lost Rivers District Library - Howe Branch	"3512 Little Lost River Hwy. Howe 83244 Phone: 208-767-3018 N/A"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Mackay District Library	"320 Capitol Ave. Mackay 83251 Phone: 208-588-3333 http://mackay.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Madison Library District	"73 N. Center Rexburg 83440 Phone: 208-356-3461 https://www.madi-sonlib.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Marshall Public Library	"113 S. Garfield Pocatello 83204 Phone: 208-232-1263 https://www.mar-shallpl.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
McCall Public Library	"218 E. Park St. McCall 83638 Phone: 208-634-5522 https://www.mccall.id.us/library"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Meadows Valley Public Library	"400 Virginia New Meadows 83654 Phone: 208-347-3147 https://meadowsvalley.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Meridian Library District	"1326 W. Cherry Ln. Meridian 83642 Phone: 208-888-4451 https://www.mld.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Meridian Library District - Orchard Park	"1268 W Orchard Park Drive Meridian 83646 Phone: 208-888-4451 https://www.mld.org/locations/orchard-park"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Meridian Library District - Silverstone Branch	"3531 E. Overland Rd. Meridian 83642 Phone: 208-884-2616 https://www.mld.org/silverstone"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Meridian Library District - UnBound	"722 NE 2nd St. Meridian 83642 Phone: 208-888-4451 https://www.mld.org/unbound"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Middleton Public Library	"307 Cornell St Middleton 83644 Phone: 208-585-3931 https://mymidlib.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Midvale District Library	"70 Bridge St. Midvale 83645 Phone: 208-355-2213 https://midvale.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Mountain Home Public Library	"790 North 10th East Mountain Home 83747 Phone: 208-587-4716 https://mhlibrary.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Mullan Public Library	"117 Hunter St. Mullan 83846 Phone: 208-744-1220 http://mullan.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory								
Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Nampa Public Library	"215 12th Ave. S. Nampa 83651 Phone: 208-468-5800 https://www.nampali-brary.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Network of Idaho Academic Libraries (NIAL)	"850 S Rayburn Street Moscow 83844 Phone: 208-885-6559 https://idahoaca-demiclibraries.org/contact.html"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans			X	X	
Nez Perce Tribe	"PO Box 305 Lapwai 83540 Phone: 208-843-2253 https://nezperce.org/"	Tribal Government	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals who primarily reside in a rural area, veterans	X	X	X	X	X
North Bingham County District Library	"197 W. Locust St. Shelley 83274 Phone: 208-357-7801 https://northbing-ham.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory								
Name	**Contact**	**Type**	**Covered Pop.**	**Broadband Adoption**	**Online Accessibility**	**Digital Skills**	**Cybersecurity**	**Devices/Tech. Support**
Notus Public Library	"387 N. First St. Notus 83656 Phone: 208-459-8247 https://notus.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Oakley District Library	"185 E. Main St. Oakley 83346 Phone: 208-862-3434 https://www.oakley.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Office of Equity and Diversity, University of Idaho	"875 Perimeter Dr., MS 3157 Moscow 83844 Phone: 208-885-2468 https://www.uidaho.edu/diversity/edu"	Higher Education	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, individuals who primarily reside in a rural area	X				
Ola District Library	"11475 Ola School Rd. Ola 83657 Phone: 208-584-3589 https://olalibrary.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory								
Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Onedia County District Library	"31 N. 100 W. Malad 83252 Phone: 208-766-2229 http://oneidacountylibrary.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Osburn Public Library	"921 Mullan Ave. Osburn 83849 Phone: 208-752-9711 https://osburn.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Osher Lifelong Learning Institute	"220 E. Parkcenter Blvd. Boise 83706 Phone: 208-426-6554 https://www.boisestate.edu/osher/"	Higher Education	aging individuals			X	X	
Patricia Romanko Public Library	"121 N 3rd Street Parma 83660 Phone: 208-722-6605 https://parma.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Payette Public Library	"24 S. 10th Payette 83661 Phone: 208-642-6029 https://payette.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Pierce District Library	"208 S. Main St. Pierce 83546 Phone: 208-464-2823 https://piercelibrary.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Plummer Public Library	"849 D St. Plummer 83851 Phone: 208-686-1812 http://plummer.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Portneuf District Library	"5210 Stuart Ave Chubbuck 83202 Phone: 208-637-9030 http://www.portneuflibrary.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Prairie River Library District	"103 N. Main St. Lapwai 83540 Phone: 208-843-7254 http://www.prld.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Prairie River Library District - Craigmont Branch	"112 W. Main St. Craigmont 83523 Phone: 208-924-5510 http://www.prld.org/craigmont.html"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Prairie River Library District - Culdesac Branch	"714 Main St. Culdesac 83524 Phone: 208-843-5215 http://www.prld.org/culdesac.html"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Prairie River Library District - Kamiah Branch	"505 Main St. Kamiah 83536 Phone: 208-935-0428 http://www.prld.org/kamiah.html"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Prairie River Library District - Kooskia Branch	"26 S. Main Kooskia 83539 Phone: 208-926-4539 http://www.prld.org/kooskia.html"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Prairie River Library District - Nez Perce Branch	"602 Fourth Ave. Nez Perce 83543 Phone: 208-937-2458 http://www.prld.org/nezperce.html"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Prairie River Library District - Peck Branch	"217 N. Main Peck 83545 Phone: 208-486-6161 http://www.prld.org/peck.html"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Prairie River Library District - Winchester Branch	"314 Nez Perce Winchester 83555 Phone: 208-924-5164 http://www.prld.org/winchester.html"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Priest Lake District Library	"28769 N. Hwy 57 Priest Lake 83856 Phone: 208-443-2454 https://priestlake.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Richfield District Library	"205 S. Main Richfield 83349 Phone: 208-487-1242 http://richfield.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Rigby Public Library	"110 N. State St. Rigby 83442 Phone: 208-745-8231 https://rigby.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory								
Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Ririe Public Library	"464 Main St. Ririe 83443 Phone: 208-538-7974 https://ririelibrary.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Roberts Public Library	"650 N 2870 E. Roberts 83444 Phone: 208-228-2210 http://roberts.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Rockland School/Community Library	"321 E. Center Rockland 83271 Phone: 208-548-2221 ext. 2 https://www.rocklandschoolcommunitylibrary.com/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Salmon Public Library	"300 Main St Salmon 83467 Phone: 208-756-2311 https://www.salmon-library.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Salmon River Public Library	"126 North Main St. Riggins 83549 Phone: 208-628-3394 http://www.riggins-idaho.org/library.html"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Shoshone Public Library	"211 S. Rail St. W. Shoshone 83352 Phone: 208-886-2843 https://shoshone.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Shoshone-Bannock Tribes	"Pima Dr Fort Hall 83203 Phone: 208-478-3960 https://www.sbtribes.com/"	Tribal Government	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals who primarily reside in a rural area, veterans	X	X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Shoshone-Paiute Tribes	"1036 Idaho State Highway 51 Owyhee County 83604 Phone: 208-759-3100 https://shopaitribes.org/spt/"	Tribal Government	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals who primarily reside in a rural area, veterans	X	X	X	X	X
Snake River School/Community Library	"924 W. Hwy 39 Blackfoot 83221 Phone: 208-684-3063 https://snakeriver.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Soda Springs Public Library	"149 S. Main St. Soda Springs 83276 Phone: 208-547-2606 https://soda.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
South Bannock District Library	"18 N. Main Downey 83234 Phone: 208-897-5270 https://www.south-bannocklibrary.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
South Bannock District Library - Lava Hot Springs	"33 Main St. Lava Hot Springs 83246 Phone: 208-776-5301 https://www.south-bannocklibrary.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
South Bannock District Library - McCammon Branch	"808 Center St. McCammon 83250 Phone: 208-254-9003 https://www.south-bannocklibrary.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Southeastern Idaho Public Health	"1901 Alvin Ricken Dr. Pocatello 83201 Phone: 208-233-9080 https://www.siphidaho.org/"	Local Government	individuals who primarily reside in a rural area	X				
Sparklight	"8400 Westpark St Boise 83704 Phone: 208-375-8288 https://www.sparklight.com/locations/boise-id?utm_source=GBP&utm_medium=organic&utm_campaign=Boise"	Private Sector	households below 150% poverty level	X				

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
St. Maries Public Library	"822 College St. Maries 83861 Phone: 208-245-3732 https://stmariesli-brary.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Stanley Community Library District	"240 Niece Ave Stanley 83278 Phone: 208-744-2470 https://stanley.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Sugar Salem School/Community Library	"1 Digger Dr. Sugar City 83448 Phone: 208-356-0271 https://www.sugarlib.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
T-Mobile	"3625 132nd Ave SE Bellevue 98006 Phone: 208-921-4535 https://www.t-mobile.com/"	Private Sector	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans	X	X	X	X	X
The Community Library	"415 Spruce Ave. N Ketchum 83340 Phone: 208-726-3493 https://www.thecommunitylibrary.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
The Idaho Food Bank	"3630 E. Commercial Court Meridian Meridian 83642 Phone: 208-336-9643 https://idahofoodbank.org/"	Local Non-profit	households below 150% poverty level, aging individuals, individuals who primarily reside in a rural area			X	X	
Twin Falls Public Library	"201 Fourth Ave. E. Twin Falls 83301 Phone: 208-733-2964 http://www.twinfallspubliclibrary.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Unity Alliance of Southern Idaho	"P.O. Box 5428 Twin Falls 83301 Phone: 208-969-1766 https://unityalliance-si.org/"	Local Non-profit	individuals who are members of a racial or ethnic minority group, individuals with a language barrier			X	X	
University of Idaho Extension Digital Economy Program	"322 E Front St, Suite 120 Boise 83702 Phone: 208-885-6726 https://www.uidaho.edu/extension/digital-economy"	Higher Education	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a language barrier, individuals who primarily reside in a rural area		X	X	X	X
Valley of the Tetons District Library	"56 N. Main Victor 83455 Phone: 208-787-2201 http://valleyofthetetonslibrary.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Valley of the Tetons District Library - Driggs Branch	"79 North Main Driggs 83422 Phone: 208-354-5522 http://valleyofthetetonslibrary.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Wallace Public Library	"415 River St. Wallace 83873 Phone: 208-752-4571 http://wallace.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Wassmuth Center for Human Rights	"777 S 8th St Boise 83702 Phone: 208-345-0304 https://wassmuth-center.org/"	Local Non-profit	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans	X				
Weiser Public Library	"628 E. First Weiser 83672 Phone: 208-549-1243 https://cityofweiser.net/library/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Wendell Public Library	"375 First Ave E. Wendell 83355 Phone: 208-536-6195 https://wendell.id.gov/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
West Bonner Library District	"118 Main St. Priest River 83856 Phone: 208-448-2207 http://westbonner.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
West Bonner Library District - Blanchard Branch	"412 Railroad Ave. Blanchard 83804 Phone: 208-437-0801 http://westbonner.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

Table 3.1 Idaho Asset Inventory

Name	Contact	Type	Covered Pop.	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Wilder District Library	"111 2nd Street Wilder 83676 Phone: 208-482-7880 http://wilder.lili.org/"	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

3.1.1 Digital Inclusion Assets by Covered Population

In addition to the statewide digital access inventory, this section identifies at least one digital asset that serves the covered populations for each of the five DAAI plan goals. This list is only a sample and is not exhaustive of all digital assets available to serve each covered population. This list will continue to be developed during the DAAI plan implementation as part of an ongoing effort to improve Idaho's digital asset inventory. For more information on digital inclusion assets for covered populations, see section 3.1. Although many digital assets serving covered populations already exist in Idaho, the DAAI plan will increase the digital assets available through programs and subgrants during implementation.

3.1.1.1 Individuals who live in households at or below 150% of the federal poverty level

Table 3.1.1.1	
Goals	**Assets**
Increase adoption and affordability of broadband technology	ACP, Idaho Housing & Finance Association (IHFA)
Improve online accessibility and inclusivity of public resources and services	Public libraries, Center for Hope
Increase digital skills	Learning Lab
Spread awareness of cybersecurity and online privacy	IdahoDigitalSkills.org
Increase availability and affordability of devices and technical support	Public libraries, ACP

3.1.1.2 Aging individuals (Aged 60 and over)

Table 3.1.1.2	
Goals	**Assets**
Increase adoption and affordability of broadband technology	ACP, IHFA
Improve online accessibility and inclusivity of public resources and services	Public libraries, Idaho Assistive Technology Project (IATP)
Increase digital skills	IdahoDigitalSkills.org, Lifelong Education and Aging Resource Network (LEARN), AARP Idaho
Spread awareness of cybersecurity and online privacy	IdahoDigitalSkills.org, AARP Idaho
Increase availability and affordability of devices and technical support	Public libraries, IATP

3.1.1.3 Incarcerated or recently incarcerated individuals, other than individuals who are incarcerated in a federal correctional facility

Table 3.1.1.3	
Goals	**Assets**
Increase adoption and affordability of broadband technology	Idaho Department of Correction Education Program
Improve online accessibility and inclusivity of public resources and services	Idaho Department of Correction Education Program, Center for Hope
Increase digital skills	Idaho Department of Correction Education Program
Spread awareness of cybersecurity and online privacy	Idaho Department of Correction Education Program
Increase availability and affordability of devices and technical support	Idaho Department of Correction Education Program

3.1.1.4 Veterans

Table 3.1.1.4	
Goals	**Assets**
Increase adoption and affordability of broadband technology	ACP, Idaho Division of Veterans Services
Improve online accessibility and inclusivity of public resources and services	Public libraries, Idaho Division of Veterans Services
Increase digital skills	Idaho Department of Labor, Boise State University Veterans Upward Bound, IdahoDigitalSkills.org
Spread awareness of cybersecurity and online privacy	IdahoDigitalSkills.org
Increase availability and affordability of devices and technical support	Public libraries, Boise State University Veterans Upward Bound

3.1.1.5 Individuals with a disability

Table 3.1.1.5	
Goals	**Assets**
Increase adoption and affordability of broadband technology	ACP
Improve online accessibility and inclusivity of public resources and services	Public libraries, Idaho Commission for the Blind & Visually Impaired, Idaho Council for the Deaf and Hard of Hearing, Idaho Division of Vocational Rehabilitation
Increase digital skills	IdahoDigitalSkills.org, IATP
Spread awareness of cybersecurity and online privacy	IdahoDigitalSkills.org
Increase availability and affordability of devices and technical support	Public libraries, Idaho Assistive Technology Project (IATP)

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

Table 3.1.1.6	
Goals	**Assets**
Increase adoption and affordability of broadband technology	ACP
Improve online accessibility and inclusivity of public resources and services	Public libraries, Idaho Commission on Hispanic Affairs
Increase digital skills	Learning Lab, Unity Alliance of Southern Idaho, JANNUS-Idaho Office for Refugees
Spread awareness of cybersecurity and online privacy	IdahoDigitalSkills.org
Increase availability and affordability of devices and technical support	Public libraries, Learning Lab, JANNUS-Idaho Office for Refugees

3.1.1.7 Individuals who are members of a racial or ethnic minority group

Table 3.1.1.7	
Goals	**Assets**
Increase adoption and affordability of broadband technology	ACP
Improve online accessibility and inclusivity of public resources and services	Public libraries, Idaho Commission on Hispanic Affairs
Increase digital skills	IdahoDigitalSkills.org
Spread awareness of cybersecurity and online privacy	IdahoDigitalSkills.org
Increase availability and affordability of devices and technical support	Public libraries

3.1.1.8 Individuals who primarily reside in a rural area

Table 3.1.1.8	
Goals	**Assets**
Increase adoption and affordability of broadband technology	ACP, IHFA
Improve online accessibility and inclusivity of public resources and services	Public libraries
Increase digital skills	IdahoDigitalSkills.org
Spread awareness of cybersecurity and online privacy	IdahoDigitalSkills.org
Increase availability and affordability of devices and technical support	Public libraries

3.1.2 Existing Digital Equity Plans

This section includes a list of existing digital equity plans in Idaho. This list is not exhaustive and will continue to be developed throughout the DAAI plan implementation. For additional information and links to each plan, see section 2.2.1.

Table 3.1.2
Strategic plans addressing digital equity
City of Boise and Ada County Digital Access Study
Computer Science State Plan
Governor's Cybersecurity Task Force Report
Idaho Broadband Strategic Plan 2022-2027
Idaho Commission for the Blind & Visually Impaired Strategic Plan
Idaho Commission on Hispanic Affairs Strategic Plan 2023-2026
Idaho Council on Developmental Disabilities 2022-2026 Plan
Idaho Department of Commerce's Office of Broadband Link Up Idaho Initiative Idaho Five-Year Action Plan
Idaho Department of Labor 2023-2026 Strategic Plan
Idaho Division of Career & Technical Education Strategic Plan
Idaho State Board of Education 2024-2029 Mission & Strategic Plan
Telehealth Task Force Report, Recommendations, and Action Plan

3.1.3 Existing Digital Equity Programs

This section includes a list of existing digital equity programs in Idaho. This list is not exhaustive and will continue to be developed throughout the DAAI plan implementation. For additional information, see section 3.1.

Affordable Connectivity Program (ACP)
Link: https://libraries.idaho.gov/digital-inclusion/affordable-connectivity-program/
The ACP will play an important role in increasing digital equity in Idaho. This program provides qualifying households up to $30 per month discount on broadband services and up to $75 per month for households on tribal lands. The program also offers a one-time discount of $100 on certain devices. Households eligible for the program include those below 200% poverty level, participants in other assistance programs, participation in tribal specific programs, those receiving the free and reduced-price school lunch program, and pell grant recipients. Households can also qualify under participating providers who have existing low-income programs.

Connecting Communities Digital Inclusion Program
Link: https://libraries.idaho.gov/grants-funding/monetary-grants/connecting-communities/
The ICfL currently operates the Connecting Communities Digital Inclusion Program which provides libraries across the state resources to grow their capacity to address digital equity barriers. Libraries can apply to get Chromebooks and other digital accessories for use by the public. Libraries are encouraged to partner with organizations representing covered populations.

IdahoDigitalSkills.org
Link: https://idahodigitalskills.org/
The ICfL currently maintains IdahoDigitalSkills.org, a resource containing digital skills and cybersecurity training materials. Topics of instruction include basic computer skills, cybersecurity skills, job skills, connecting with others, and mobile devices. Materials are also available in Spanish. The site is also supported in collaboration with the Institute of Museum and Library Services.

Governor's Cybersecurity Task Force
Link: https://gov.idaho.gov/wp-content/uploads/2022/05/2022-cybersecurity-tf-recommendations.pdf
The Governor's Cybersecurity Task Force's recommendations include activities that support the digital equity and cybersecurity goals of the DAAI plan. These recommendations are expanding and promoting Idaho's cybersecurity information website (cybersecurity.idaho.gov), publishing basic cybersecurity standards, public service announcements, a cybersecurity summit, and outreach to rural communities.

Idaho Digital Access Workbook
Link: https://libraries.idaho.gov/wp-content/uploads/Idaho-Digital-Access-Workbook-1.pdf
The ICfL created the Idaho Digital Access workbook "intended to help communities throughout Idaho form action groups to start investigating and defining their local community needs related to digital inclusion" (p. 4). The workbook contains resources, actions items, and strategies to enable Idaho's communities to set attainable goals, measure progress, and build relationships with potential funders.

Idaho College and Career Readiness Competencies - Digital Literacy Competency
Link: https://www.sde.idaho.gov/mastery-ed/files/competencies/Idaho-Competencies-Accessible.pdf
The Idaho State Department of Education and the Idaho State Board of Education include digital literacy as a primary competency with Idaho's College and Career Readiness Competencies (p. 34-39). These standards include digital literacy subskills like choosing and evaluating online sources, developing and applying knowledge of cybersecurity skills, and communication and creation in a digital environment. These digital skills are necessary for Idaho's students to be successful in all areas of life, particularly postsecondary education and the workforce.

3.1.4 Broadband Adoption

The *Link Up Idaho Initiative Five-Year Action Plan* completed by the Idaho Department of Commerce identifies nine active digital literacy and digital skills training programs conducted by Idaho public libraries, Idaho public schools, and independent organizations. Additionally, the Plan notes multiple marketing and awareness campaigns for digital inclusion throughout the state by the FCC, the Idaho Commission for Libraries, Verizon, Idaho Digital Learning Alliance, and National Digital Inclusion Alliances. The Plan also identifies that over 50 internet service providers have programs promoting adoption and align with the ICfL's efforts to foster and support digital equity and inclusion coalitions (p. 14).

3.1.5 Broadband Affordability

The *Link Up Idaho Initiative Five-Year Action Plan* completed by the Idaho Department of Commerce notes that within Idaho, 557,572 (31.3%) of Idahoans are eligible for the Affordable Connectivity Program (ACP), with 31,592 (5.7%) of Idahoans actively enrolled in ACP. The ACP helps low-income households offset internet service costs. The *Link Up Idaho* Plan also notes that Idaho has more than 30 discount or subsidized broadband service and equipment programs and that more than 80 utility assistance programs exist with limited income within Idaho. Table 3.1.5 summarizes broadband access and affordability assets identified in Idaho.

Table 3.1.5	
Idaho ISPs participating in the ACP	**Organization website**
AFNET, LLC	https://www.afnetconnect.com
Airbridge Broadband	https://www.airbridgebroadband.com
AirVoice Wireless, LLC	www.airvoicewireless.com/
Albion Telephone Company, Inc.	www.atcnet.net
Assurance Wireless	www.assurancewireless.com
AT&T Mobility LLC	www.att.com
Boomerang Wireless, LLC	www.entouchwireless.com/
Cambridge Telephone Company, Inc.	https://ctcweb.net/Cambridge
Cathect Communications, Inc	www.cathectc.com
Cellco Partnership	www.verizon.com
Cintex Wireless, LLC	https://www.cintexwireless.com
Citizens Telecommunications company of Idaho, LLC	www.ziply.com
Clear Mobile, LLC	https://clearwireless.com
Columbine Telephone Company, Inc.	www.silverstar.com
Comcast Cable Communications, LLC	http://www.internetessentials.com/EBB and http://www.xfinity.com/EBB
Comlink Total Solutions Corp	Https://www.comlinkinternet.com
Concept Communications, LLC	Https://www.mifiber.net/
CoxCom, LLC	www.cox.com/residential/home.html
CSC Holdings, LLC	www.optimum.net or www.suddenlink.com

Table 3.1.5

Idaho ISPs participating in the ACP	Organization website
CTC Telecom	https://ctcweb.net/Cambridge
Culture Wireless Group, LLC	Https://www.goculturewireless.com
Culture Wireless LLC	https://culturewireless.com
Custer Telephone Broadband Services, LLC	www.custertel.net
Custer Telephone Cooperative, Inc.	www.custertel.net
Dailytel Inc.	www.dailytel.us
Direct Communications Rockland, Inc	http://www.directcom.com/idaho
DIRECT DEALS CORP	U2CONNECTNOW.COM
Dish Wireless LLC	www.boostmobile.com/
E.L. Automation Inc.	www.elinternetnw.com
E.L. Automation, Inc.	https://elinternetnw.com/
Earthlink, LLC	www.earthlink.net/internet/#/
Easy Telephone Service Company	www.MyEasyWireless.com
ETS Telecommunications LLC	etstelco.com
Excellus Communications, LLC	https://www.snapfon.com
Excess Telecom, Inc.	www.excesstelecom.com
Farmers Mutual Telephone Company	www.fmtc.com
Fatbeam, LLC	https://www.fatbeam.com
Fidelity Cablevision, LLC	www.fidelitycommunications.com
Figgers Communication Inc.	https://www.figgers.com/

Table 3.1.5

Idaho ISPs participating in the ACP	Organization website
Filer Mutual Telephone Company	www.truleap.net
First Step Internet	www.fsr.com
Fremont Telcom Co.	www.blackfootcommunications.com
Frontier Communications Northwest, LLC	www.ziply.com
FyberCom	www.fybercom.net
Galaxy Distribution LLC	https://galaxydistribution.com/
Gen Mobile, Inc	www.genmobile.com
Global Connection Inc. of America	www.standupwireless.com
GO MD USA LLC	Https:gomdusa.net
Gold Star Communications, LLC	www.silverstar.com
Great Wireless, LLC	www.usconnect.llc
Hello Mobile Telecom LLC	https://www.hellomobile.com
Hoop Wireless, LLC	Https://www.hoopwireless.com
Hughes Network Systems, LLC	www.hughesnet.com
human-I-T	www.human-i-t.org/request-internet
IAMO Telephone Company	www.iamocommunications.com
IDT Domestic Telecom, Inc.	https://bosswireless.com/en-us/
IM Telecom, LLC	www.infinitimobile.com
Imcon International Inc. dba Rural 4G	www.rural4g.com
Inland Cellular LLC	www.inlandcellular.com

Table 3.1.5

Idaho ISPs participating in the ACP	Organization website
Inland Telephone Company	www.inlandnetworks.com
Insight Mobile, Inc.	https://www.insightmobile.net
Integrated Path Communications, LLC	http://www.ipc-llc.com/
i-wireless, LLC	https://www.accesswireless.com
K20 Wireless	http://k20wireless.com/
Kaniksu, LLC	https://www.kaniksu.com
Loveis Corp	Https://tabletmobile.com
LTE Wireless	www.ltewireless.com
LUMEN Technologies, Inc.	www.centurylink.com
Matrix Telecom, LLC	www.lingo.com
Maxsip Telecom Corporation	maxsiptel.com
Metro by T-Mobile	https://www.t-mobile.com/customers/emergency-broadband-benefit
Midvale Telephone Company	www.mtecom.net
Millennium Networks, LLC	www.silverstar.com
Mud Lake Telephone Cooperative Assn.,Inc.	www.mudlake.net
Newmax, LLC	www.intermaxnetworks.com
Nez Perce Network Systems	www.nezpercesystems.com
North American Local, LLC	www.northamericanlocal.com
Oregon-Idaho Utilities, Inc.	Https://www.oiutelecom.net
PCs for People	www.pcsforpeople.org

Table 3.1.5	
Idaho ISPs participating in the ACP	**Organization website**
Project Mutual Telephone Coop Assn Inc	Https://www.pmt.org
Prosper Wireless, LLC	https://www.prosperwireless.us/
Ptera, Inc.	Https://www.ptera.com
Q Link Wireless LLC	http://qlinkwireless.com/
Ready Wireless, LLC	www.readywireless.com/
Red Spectrum Communications, LLC	www.red-spectrum.com
Rodeo Internet LLC	Https://www.rodeonetworks.com
Rural Telephone	www.rtci.net
Safelink Internet LLC	Https://www.anthembroadband.com
Sage Telecom Communications, LLC	www.truconnect.com/
Sano Health LLC	www.sanohealth.com
Sarver Corporation	Https://www.sarverwireless.com
Selectel, Inc.	www.selectelwireless.com
Skybeam, LLC	www.risebroadband.com
Space Exploration Technologies Corp.	https://www.starlink.com/
Spectrum (Charter Communications Operating, LLC)	www.spectrum.com
SUMOFIBER LLC	Https://sumofiber.com/
SWA Connect, LLC	https://swaconnect.com
TDS Metrocom, LLC	www.tdstelecom.com
TDS Telecommunications Corporation	www.tdstelecom.com

Table 3.1.5

Idaho ISPs participating in the ACP	Organization website
Telrite Holdings Inc	www.lifewireless.com
Ting Fiber	https://internet.ting.com/acp
Tone Communication Services LLC	https://tonecomms.com/
Torch Wireless	www.torchwireless.com
TracFone Wireless Inc.	www.broadbandbenefit.com
Unity Wireless, Inc.	www.gounitywireless.com
UVNV, Inc.	www.ultramobile.com/
Via Wireless, LLC	Https://www.viawirelessllc.com/
Viasat, Inc.	www.viasat.com/acp
VOLT MOBILE INC.	https://www.govoltmobile.com
Vyve Broadband J, LLC	www.Vyvebroadband.com
White Cloud Technologies LLC	https://whitecloudcom.com/contact-us/
Whoop Connect Inc.	https://whoopconnect-web.telgoo5.com/
Wi-Fiber	https://wi-fiber.io
Wired or Wireless, Inc.	http://wow-tel.com/
Wrazzle, Inc.	Https://www.wrazzle.com
Zefcom, LLC	https://telispire.com
Ziply Fiber	Https://www.ziplyfiber.com
Zito West Holding, LLC	zitomedia.net
Ztar Mobile, Inc	www.good2gomobile.com

3.2 Needs Assessment

This section is a needs assessment analyzing the current state of digital inclusion in Idaho. The primary purpose is to identify barriers to digital inclusion faced by Idaho, with additional details about barriers faced by covered populations. Evidence of barriers to digital inclusion was collected through surveys, interviews, focus groups, and the ICfL stakeholder engagement activities. Talking directly with Idahoans facing digital inclusion challenges was a key component of the development of this needs assessment and revealed barriers to digital inclusion that would have otherwise gone unnoticed.

Table 3.2: Proportion of Idaho County Residents that are Members of a DEA Covered Population	
County	% of County Part of a Covered Population
Ada County	60.1%
Adams County	100%
Bannock County	66.7%
Bear Lake County	100%
Benewah County	100%
Bingham County	100%
Blaine County	100%
Boise County	100%
Bonner County	100%
Bonneville County	63.1%
Boundary County	100%
Butte County	100%
Camas County	100%
Canyon County	75.2%
Caribou County	100%
Cassia County	100%
Clark County	100%
Clearwater County	100%
Custer County	100%
Elmore County	100%
Franklin County	100%
Fremont County	100%
Gem County	100%

Table 3.2: Proportion of Idaho County Residents that are Members of a DEA Covered Population

County	% of County Part of a Covered Population
Gooding County	100%
Idaho County	100%
Jefferson County	100%
Jerome County	100%
Kootenai County	70.3%
Latah County	71.2%
Lemhi County	100%
Lewis County	100%
Lincoln County	100%
Madison County	74.8%
Minidoka County	100%
Nez Perce County	64.4%
Oneida County	100%
Owyhee County	100%
Payette County	100%
Power County	99.9%
Shoshone County	100%
Teton County	100%
Twin Falls County	78.5%
Valley County	100%
Washington County	100%

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

3.2.1 Covered Population Needs Assessment

3.2.1.1 Individuals who live in households with income at or below 150% of the federal poverty level

Individuals who live in a household with income at or below 150% of the federal poverty level are the first covered population specified by the Digital Equity Act of 2021. Income can be a significant driver when it comes to digital access, with lower income households having fewer resources to obtain devices capable of accessing the internet and to then

pay for broadband access. For this reason, lower income households are one of the covered populations that state digital access plans are required to address. Poverty level is determined by a combination of the household's annual income and the number of people living there. As of 2023, the federal poverty level begins at $14,580 for a single-person household and increases by $5,140 for each additional person in a household. A household is considered low-income if it earns at or below 150% of the poverty level– $21,870 for a single-person household. Table X summarizes federal poverty levels according to household size. According to the Digital Equity Act of 2021, 20.7% of households in Idaho qualify as low-income. A survey conducted in conjunction with this report supports this figure, finding that nearly a quarter (22.4%) of the state's population come from low-income households.

Table 3.2.1.1: Federal Poverty Levels by Household Size		
Household Size	Federal Poverty Level	150% of Poverty Level
1 person	$14,580	$21,870
2 persons	$19,720	$29,580
3 persons	$24,860	$37,290
4 persons	$30,000	$45,000
5 persons	$35,140	$52,710
6 persons	$40,280	$60,420
7 persons	$45,420	$68,130
8 persons	$50,560	$75,840

Barriers Encountered by Low-Income Households
Analysis of survey and focus group data identified the following digital access barriers encountered disproportionately by low-income households.

Less consistent internet access. While a majority of low-income households in Idaho report having internet access, it is less consistent. Low-income households are 14 points less likely to report having *both* home internet access and cell phone internet access (67.9%) compared to other households (81.4%). Low-income households are also 10 points more likely to report having only cell phone access (13.8%) compared to other households (4.1%).

Expense a larger barrier to access. Among households in Idaho that do not have home internet access, the cost of internet access is cited as the top reason among low-income households. Among other households, a lack of need or desire for home internet is the top reason, suggesting internet costs are a larger barrier for lower income Idahoans. This is further supported by survey data, where low-income households are 25 points more likely to report difficulty paying their monthly internet bills (41.0%) compared to other income households (16.3%).

Greater reliance on public internet access. Low-income households in Idaho are more reliant upon public internet access and devices than other income-levels. Those who are economically disadvantaged reported a higher percentage of using computers to access the internet at a public location (33.9%) than those who are not (23.9%), a 10 point difference. Low-income households are far more likely to identify not having internet access at home or not having a computer at home as the reason for accessing the internet in a public location.

Lower self-reported skill levels. When asked how confident they are that they could complete certain online tasks, individuals from low-income households are consistently less confident than their higher-income counterparts. Individuals from low-income households are substantially less confident they can search and apply for a job online (66.1%, -13 points), take an online course or training (68.3%, -13 points) or shop and pay their bills online (76.3%, -12 points). They are moderately less confident they can protect their personal information online (66.5%, -7 points), find health information online (82.1%, -6 points), and use social media (78.6%, -5 points). They are only slightly less confident they can send an email (90.6%, -2 points).

3.2.1.2 Aging individuals

Aging individuals are the second covered population specified by the Digital Equity Act of 2021. With the speed at which technology and the internet advances, aging populations can face unique challenges related to digital access. Aging individuals, defined as those age 60 or older, are considered a digital access covered population for this reason. According to the Digital Equity Act of 2021, 22.6% of Idaho's population is age 60 or older. Once again, survey research conducted in conjunction with this report supports this estimate, with 20.4% of statewide respondents over 60 years old.

Barriers encountered by Aging Individuals

Greater digital skill gaps. Aging individuals report substantially lower confidence levels that they can complete certain online tasks compared to younger individuals. Searching and applying for jobs online had the largest gap compared to younger individuals (49%, -34 points), followed by taking an online course or training (57%, -27 points) and using social media (66%, -21 points). Aging individuals also reported less confidence in being able to protect their information online (57%, -19 points), shopping or paying their bills online (73%, -16 points), and using email (83%, -12 points). The digital skill set where they are closest to their younger counterparts is finding health information onlines (82%, -6 points).

> **"It's not that the younger demographic is necessarily smarter, it's just they're growing up with the devices. The older demographic didn't grow up with the devices."**
>
> - Focus Group Participant

Tendency towards home internet. Older respondents have a lower percentage of having both home internet and cell phone (68.6%) over younger ones (80.9%). Older respondents have a higher percentage of having only home internet (20.5%) over younger ones (10.9%).

Less likely to seek out information online. Older respondents are less likely to search for information about government services or resources via the internet (55.8%) than younger respondents (69.9%).

3.2.1.3 Incarcerated or recently incarcerated individuals, other than individuals who are incarcerated in a Federal correctional facility

Incarcerated individuals, other than those who are incarcerated at a Federal correctional facility, are the third covered population specified by the Digital Equity Act of 2021. As incarcerated individuals complete their sentence and seek to reintegrate into society, it can be increasingly difficult to find a job upon their release without digital skills. According to the Digital Equity Act of 2021, 0.7% of Idaho's population is currently incarcerated or was recently incarcerated. Due to increased restrictions associated with directly surveying this population, identification of barriers and resources are derived from interviews with the Idaho Department of Corrections and organizations interacting with the recently incarcerated.

Barriers encountered by the Incarcerated or Recently Incarcerated

Limitations in training device availability. Existing inmate training offerings are oriented towards traditional digital devices such as desktop or laptop computers. With a large proportion of society's digital life now including smartphones and tablets, incarcerated individuals may find fewer job opportunities upon their release because they lack the digital skillset to operate these devices that have become necessary for numerous jobs.

Prohibited internet access for security reasons. As part of rehabilitation efforts, many individuals use their time while incarcerated to develop skill sets that will allow them to better reintegrate into society upon their release. This is not currently possible in the case of internet-based digital skill sets as, due to security considerations, inmates do not have internet access in Idaho's correctional facilities.

> **"I'd like to be see if there's options dummy tablets smartphones or Android phones that we can bring in. Students can't go anywhere, but they can actually use it, manipulate it and pretend like they're going to look up something on YouTube or on Amazon. They can't actually go to that site, but they would at least have some type of training module...Not so much the younger generation, because they're probably used to that. But some of the other folks may be 35 plus, or some that technology's more advanced. And they haven't seen it for several years. I think that would be a huge plus for us if we can get something like that within our facilities."**
>
> - Interview Participant

Limitations in digital literacy training opportunities for rehabilitation. Currently, incarcerated individuals in Idaho have limited digital training opportunities. This is due,

in part, to not having enough instructors to accommodate needs. Currently, the Idaho Department of Corrections has three computer lab instructors across 11 prisons in Idaho. This results in less opportunity for incarcerated individuals to develop the digital skills that will help them better reintegrate into society upon release, even if they desired to and the necessary devices were available.

3.2.1.4 Veterans

Veterans are the fourth covered population specified by the Digital Equity Act of 2021. As veterans transition from military service to civilian life, digital access can have a substantial effect impacting job prospects, housing, accessing their benefits, and other critical areas. According to the Digital Equity Act of 2021, 6.8% of Idaho's population is a veteran. Veterans are slightly overrepresented in the statewide survey done in conjunction with this report, representing 13.5% of all respondents, but this allows for greater confidence analyzing veteran-specific results.

Barriers encountered by Veterans
Veterans are demographically distinct. Veteran populations are generally demographically distinct and are composed of higher concentrations of other Digital Equity Act covered populations than non-veterans. Veterans are more likely to be considered aging (43.0%, +26 points compared to non-veterans) and more likely to have a disability (11.9%, +7 points). This can compound the digital access barriers they face as a group. Additionally, veterans are far more likely to be retired (50.4%) than non-veterans (16.6%).

Less likely to have both home and cell phone internet. Veterans are less likely to report having both home internet and cell phone internet access (71.9%) compared to non-veterans (79.7%), Veterans who reported not having any internet access are more likely to say they "do not want" or "do not need" the internet.

Greater dissatisfaction with government websites. Veterans are more likely to report being dissatisfied with navigating government websites (17.9%) than non-veterans (10.9%). As more government processes and procedures move into the digital space, it is likely that veterans will interact with these spaces in the course of navigating their military benefits and other services. Additionally, with veterans having a greater proportion of individuals with a disability than non-veterans, accessibility issues are likely compounded, complicating their ability to use these services.

Lower reported digital skills than non-veterans. Veterans consistently expressed less confidence in their ability to complete certain digital tasks compared to non-veterans. The largest differences included using social media (72.6%, -12 points compared to non-veterans) and searching and applying for jobs online (66.0%, -12 points). This was followed by protecting their personal information online (64.4%, -9 points), taking an online course or training (71.8%, -8 points), and finding health information online (82.2%, -6 points). The smallest gaps relative to non-veterans are found in shopping and paying bills online (81.5%, -5 points) and using email (88.9%, -4 points).

3.2.1.5 Individuals with a disability

Individuals with a disability are the fifth covered population specified by the Digital Equity Act of 2021. Digital access for individuals with a disability can often require the aid of special devices or other assistive technology in order to ensure those individuals can

access the same information or websites as other users. According to the Digital Equity Act of 2021, individuals with a disability account for 13.9% of Idaho's population. This population is underrepresented in survey results, accounting for only 5.7% of respondents, although 4.0% of respondents preferred not to answer, which given the sensitive nature of the question could account for some of the discrepancy.

Barriers encountered by individuals with a disability

More reliant on home internet. Individuals with a disability were 10 points less likely to report having both home internet and cell phone internet (68.4%) compared to those without a disability (78.9%), and 10 points more likely to report having only home internet (22.8%) than those without a disability (12.4%). This indicates a greater reliance upon home internet services, making those with a disability more susceptible to encounter digital access issues in areas where home internet service is inconsistent or unavailable. Underscoring this relationship, more individuals with a disability reported being dissatisfied with the quality of their home internet connection (21.1%) compared to those without a disability (14.5%), suggesting it has a substantial impact on this particular covered population.

> **"People with disabilities are across a variety of languages and cultures and socioeconomic backgrounds...you would tend to multiply the barriers, there's social barrier on top of barrier on top of barrier on top of barrier."**
> - Focus Group Participant

Internet affordability. Nearly half (43.9%) of individuals with a disability report difficulty meeting their monthly internet expenses compared to one-fifth of those without a disability (19.8%). Additionally, almost half of the individuals with a disability who had heard about the Affordable Connectivity Program had enrolled in it, a much higher enrollment rate than among those without a disability. This suggests internet affordability is an area more acutely felt among this covered population.

Website and content accessibility. Individuals with a disability are more likely to encounter barriers to accessing content through traditional means or content not optimized for compatibility with their assistive technology of choice. This can compound with barriers encountered by other covered populations. For example, non-English speakers with a disability are far more likely to report encountering barriers with English-only website content (36.4%) than non-English speakers without a disability (3.9%).

Substantial gaps in digital skill assessment. When asked to describe their level of confidence that they could complete common digital tasks, individuals with a disability expressed substantially less confidence than those without a disability. Taking an online course or training (57.9%, -22 points) and protecting their personal information online (52.6%, -20 points) had the largest gaps. This was followed by using email (75.4%, -18 points), searching for and applying for jobs online (61.1%, -16 points), finding health

information online (72.0%, -15 points), and using social media (70.2%, -13 points). The narrowest gap was shopping and paying bills online (80.7%, -6 points).

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

Individuals with a language barrier are the sixth covered population specified by the Digital Equity Act of 2021, inclusive of two sub-groups including individuals who are English learners and those who have low levels of literacy. Individuals with a language barrier are likely to encounter additional barriers related to digital access, as language is fundamental to understanding and using public resources in the modern world. According to the Digital Equity Act of 2021, 13.5% of Idaho's population is composed of individuals with a language barrier, in addition to 3.6% who qualify as English learners and 16.4% who have low levels of literacy. In order to facilitate analysis of this covered population, survey respondents were asked to identify whether English was their native language (3.1%) and whether anyone in their household speaks Spanish (17.0%).

Additionally, IPI conducted a second statewide survey using Spanish-speaking households as selection criteria (100% of respondents), providing a much larger sample size with which to analyze language barriers. Over a quarter (26.5%) of the respondents to this survey indicated that English was not their native language, yielding a more robust sample to identify barriers faced by English language learners. It should be noted that, generally, responses from Spanish-speaking households are very similar to those collected from Idaho as a whole, indicative of a shared statewide culture.

Barriers encountered by individuals with a language barrier
More likely to run into barriers related to English only content. Given the predominance of English-only content in the United States, unsurprisingly individuals with a language barrier are most likely to be impacted or unable to use services that are only offered in English. Proportionally, almost twice as many respondents from Spanish-speaking households (10.1%) identified running into barriers accessing English-only website content compared to the state as a whole (5.9%). The impact was even greater among non-English natives (16.0%).

More reliant on public access. Individuals with language barriers are more reliant on accessing the internet or digital services from public locations, such as libraries or community centers, than their counterparts. Respondents from Spanish-speaking households report regularly accessing the internet from public locations at least once a month or more (26.3%) compared to the statewide population as a whole (16.3%). Spanish-speaking households are more likely to cite slow internet at home (11.4%) as the reason for this public access than the general population (4.6%).

Higher confidence in digital skills. When asked to assess their confidence in their ability to complete several digital tasks, respondents from Spanish-speaking households expressed higher confidence across all digital skills compared to the state as a whole. Protecting personal information online (79.8%, +8 points relative to the state as a whole), searching and applying for jobs online (83.3%, +7 points), are using social media (89.5%, +7 points) were the skills Spanish-speaking households had the most confidence in compared to Idahoans in general. This was followed by taking an online course or training (83.3%, +5 points), shopping and paying bills online (90.1%, +4 points), using email (94.8%, +2 points), and finding health information online (87.5%, 1 point).

3.2.1.7 Individuals who are members of a racial or ethnic minority group

Individuals who are members of a racial or ethnic minority group are the seventh covered population specified by the Digital Equity Act of 2021. Given the historical discrimination experienced by members of different racial or ethnic groups, it is important to examine digital access from the perspective of these groups to ensure that there are not systemic barriers impacting their ability to access and engage with Idaho's digital resources. According to the Digital Equity Act of 2021, racial or ethnic minority groups compose 18.4% of Idaho's population. Survey results confirm this breakdown. Idaho is predominantly white (79.0%), with 16.3% identifying as a non-white racial or ethnic minority group. Table 3.2.1.7 breaks down survey respondents according to racial or ethnic identity.

There are five federally-recognized Native American Tribes in Idaho: the Coeur d'Alene Tribe, the Kootenai Tribe, the Nez Perce Tribe, the Shoshone-Bannock Tribe, and the Shoshone-Paiute Tribe.

Table 3.2.1.7: Statewide Survey Sample Race and Ethnicity Proportion	
Race or Ethnicity	Proportion of Statewide Sample
White	79.0%
Latino or Hispanic	11.9%
Native American	1.3%
Asian	0.7%
Black	0.4%
Other	0.5%
Multiple Races	1.5%
Prefer not to say	4.7%

Barriers encountered by individuals who are members of a racial or ethnic minority group

Likely to be members of other covered populations. Members of racial and ethnic minorities are more likely to be members of other covered populations, this intersectionality increases the likelihood of the digital access barriers they face. Members of racial or ethnic minorities are more likely to not be a native English-speaker (11.7%) compared to non-members (1.5%). Similarly, members of a racial or ethnic minority are more likely to have a disability (11.0%) compared to non-members (4.8%). This increases the likelihood of members having to deal with multiple barriers to digital access.

No major differences in digital skills confidence levels. In contrast to several other covered populations, there is very little substantive difference between the digital skill confidence levels expressed by members of racial or ethnic minorities compared to non-members, with most of the differences falling within the margin of error. Racial or ethnic minority members are slightly more confident than non-members in being able to protect their personal information online (74.8%, +4 points compared to non-members), searching and applying for jobs online (78.6%, +3 points), and using social media (84.1%, +2 points). Conversely, members of racial or ethnic minorities have a slightly less favorable view of their skills related to shopping and paying bills online (85.9%, -0.4 points), taking an online course or training (84.1%, -2 points), using email (90.2%, -3 points), and finding health information online (83.4%, -4 points). Taken in total, there is little to suggest a race or ethnicity-based effect on Idahoans' assessment of their digital skill levels.

External trust is low among Tribal communities. Tribal communities in Idaho are among those most in need of increased digital access. It was noted repeatedly by Tribal focus group participants that members of the Tribal communities have low levels of trust towards non-members and are unlikely to utilize resources offered unless it is through or in partnership with Tribal councils. This can impact the ability to address digital access issues among these communities, underscoring the need for collaborative solutions that involve representatives from the Tribes.

> **"Our entire Tribal government internet has gone down, and it's detrimental. Our tribal government cannot function. It's millions of dollars that are lost."**
> - Focus Group Participant

Economic disparities can be disproportionately felt by Tribal communities. Multiple Tribal focus group participants noted that many members of their communities experience substantial economic hardship, resulting in choices between having internet access or feeding their families. As a result, many members of Tribal communities go without internet access and must instead rely upon publicly available internet access, something that can adversely affect children seeking to complete school assignments or otherwise access digital resources.

3.2.1.8 Individuals who primarily reside in a rural area

Individuals who primarily reside in a rural area are the eighth and final covered population specified by the Digital Equity Act of 2021. Rural communities face many unique barriers related to digital access, in part due to low population densities increasing the cost of installing the necessary infrastructure to provide broadband internet service to all households within a community. As a result, many rural communities have few internet service providers to choose from and often are restricted to satellite internet access. According to the Digital Equity Act of 2021, 41.8% of Idaho's population primarily reside within a rural area. Approximately 27.3% of survey respondents were collected from counties designated by the DEA as "rural." Note that as the DEA rural classification is applied at the county level, random selection of a survey sample that is geographically distributed statewide can distort this measure somewhat.

Rural-Urban Commuting Area (RUCA) codes provide another way of analyzing geographic rurality by sorting counties into four major types: metropolitan, micropolitan, town, and rural, taking into account proximity to major urbanized areas. Using these designations, the population distribution of Idaho when applied to survey results is 68.3% metropolitan, 18.4% micropolitan, 6.5% small town, and 6.9% rural.

Barriers encountered by individuals who primarily reside in a rural area
Rural residents are more likely to have no internet. Idahoans from non-rural areas (81.9%) tend to have both home internet and cell phone to a greater extent than those from rural areas (68.8%). Additionally, 17.9% of rural respondents report not having home internet, a higher proportion than non-rural areas (5.2%).

Poorer perceived internet quality in rural areas. Rural residents are more likely to report low satisfaction with the quality of their internet service (21.2%) compared to non-rural residents (12.7%), suggesting greater variability in the performance of digital access in these areas.

Lower confidence in digital skill levels among rural residents. Individuals who primarily reside in rural areas are once again likely to express less confidence in their ability to perform certain digital tasks when compared to non-rural residents. The largest gaps between rural residents and non-rural residents are found in their assessments of their ability to shop and pay their bills online (78.0%, -11 points), search and apply for jobs online (68.5%, -10 points), using email (85.8%, -9 points), and using social media (75.9%, -9 points). While still lower than their non-rural counterparts, rural residents still showed moderately less confidence when it came to protecting their personal information online (66.3%, -8 points), taking an online course or training (72.9%, -7 points), and finding health information online (82.5%, -6 points).

> **"A lot of our residents live outside the city limits and are in the county space. There's a lack of options for folks who aren't directly in one of the cities."**
>
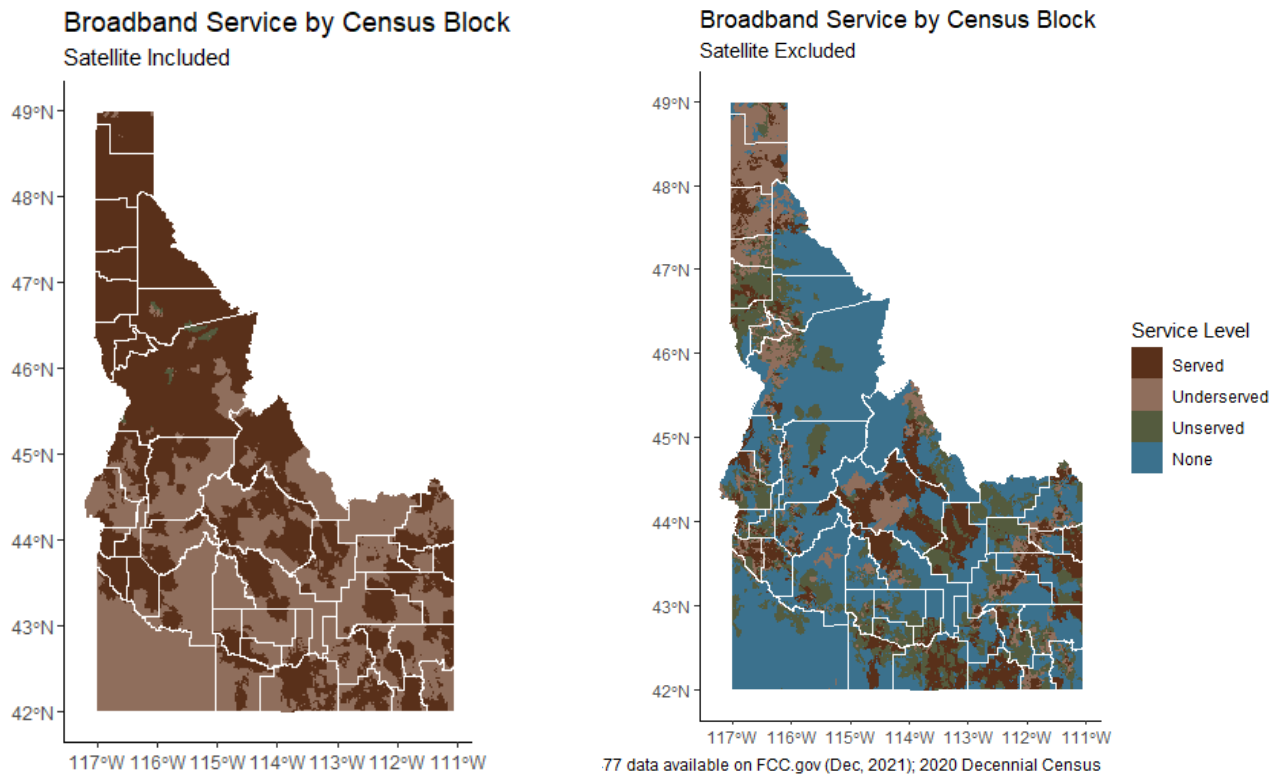> - Focus Group Participant

3.2.2 Broadband Adoption

When asked about their internet services, 97.6% of Idahoans report having some form of internet access, with 78.4% having home internet and cell service, 12.9% having only home internet, and 6.3% having only cell service. Only 1.4% remained as having no internet service of any kind. However, looking at high-speed internet options, such as broadband cable, fiber optic, or DSL, Idaho ranks 33rd in the nation, with only 69% of households subscribed *(US Census Data, 2021 ACS 5-Year Estimates)*.

Speed may be a factor in some Idahoan's satisfaction with their internet service - 79.6% of those with home internet said that they were satisfied with their connection (45.5% strongly satisfied, 34.1% somewhat satisfied), while 15% were not satisfied (11.5% not too satisfied, 3.5% not at all satisfied). As online services become more common and more developed, the internet speeds required for accessing these services reliably have increased.[1]

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1   Velazco, C. (2022, July 19). FCC calls 25 Mbps 'broadband' speed. The push is on to up it to 100. The Washington Post. https://www.washingtonpost.com/technology/2022/07/19/fcc-broadband-new-definition-100mbps/

Broadband Service Level by Census Block

Broadband Service by Census Block
Satellite Included

Broadband Service by Census Block
Satellite Excluded

Service Level
- Served
- Underserved
- Unserved
- None

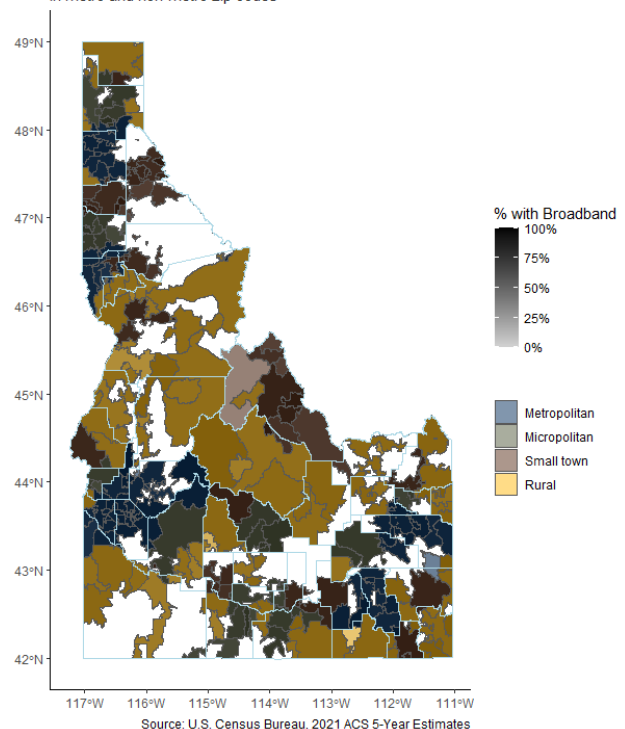.77 data available on FCC.gov (Dec, 2021); 2020 Decennial Census

The NTIA defines an underserved area as having download/upload speeds of 100/20 Mbps or less. An unserved area receives download/upload speeds of 25/3 Mbps or less.[2]

The recent expansion of satellite internet options has brought the possibility of high-speed internet access to wide swaths of rural Idaho. Only 4.6% of Idahoans without internet reported that unavailability in their area was their reason for not having it. However, satellite is the only option in many rural areas. Satellite internet access can have its downsides - some focus group and interview respondents noted that it can be expensive to set up and maintain, and service can be slow or unreliable.

Idaho's major metropolitan centers (Boise and its metropolitan area in the southwest, Idaho Falls and Pocatello in the east, and Coeur d'Alene and Lewiston in the north) represent many, though not all, parts of Idaho with the highest percentages of households with a broadband subscription. Rural and small


Share of population in households with a broadband subscription
In metro and non-metro zip codes

% with Broadband
- 100%
- 75%
- 50%
- 25%
- 0%

- Metropolitan
- Micropolitan
- Small town
- Rural

Source: U.S. Census Bureau, 2021 ACS 5-Year Estimates

2   National Telecommunications and Information Administration (2023). High-speed internet. U.S. Department of Commerce, National Telecommunications and Information Administration. https://www.ntia.gov/category/high-speed-internet

town areas, in contrast, tend to have lower rates of broadband subscription.

Households with Broadband Internet Access
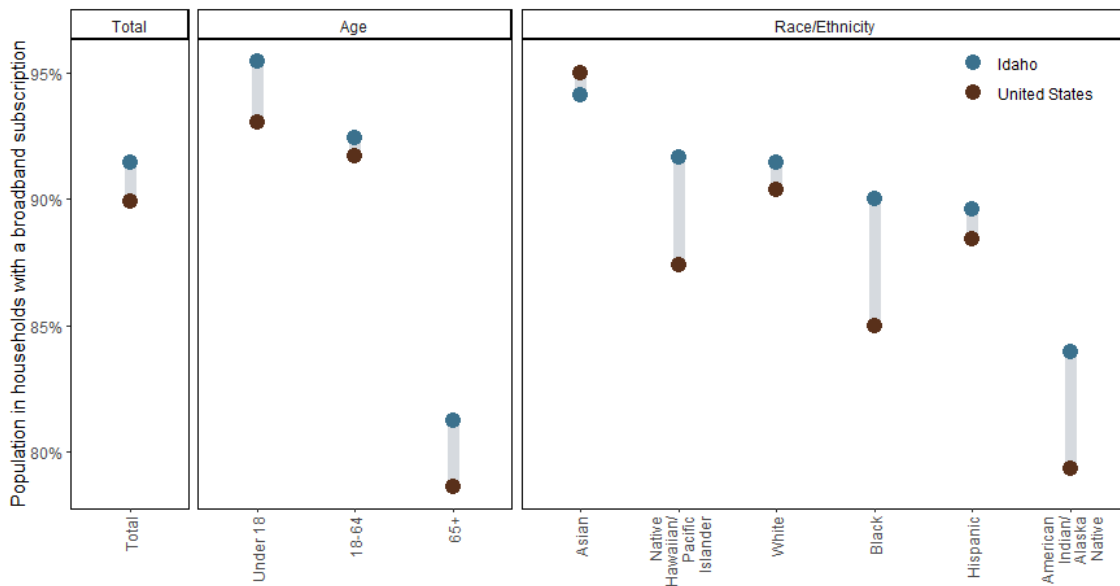
Broadband adoption and its barriers across the state are impacted by the individual barriers discussed in the covered populations needs assessment (3.2.1) - the options available to an individual or a household will be shaped by their access to existing resources.

Examining internet usage by age, older Idahoans are less likely to have a broadband subscription than younger Idahoans - this difference is especially pronounced for adults over the age of 65, who are approximately 15% less likely to have broadband than younger Idahoans. Lack of digital and technical skills may factor in this disparity.

Breaking down subscription rates by race/ethnicity, American Indian/Alaska Native Idahoans are less likely than others to have high-speed internet, by about 5-10% - a notable disparity. Hispanic Idahoans are also less likely to have broadband subscriptions than most other ethnicities. Despite these disparities, Idaho does have higher rates of broadband subscription than the U.S. average among all groups, except for Asian households.

Idaho Households without a Computer
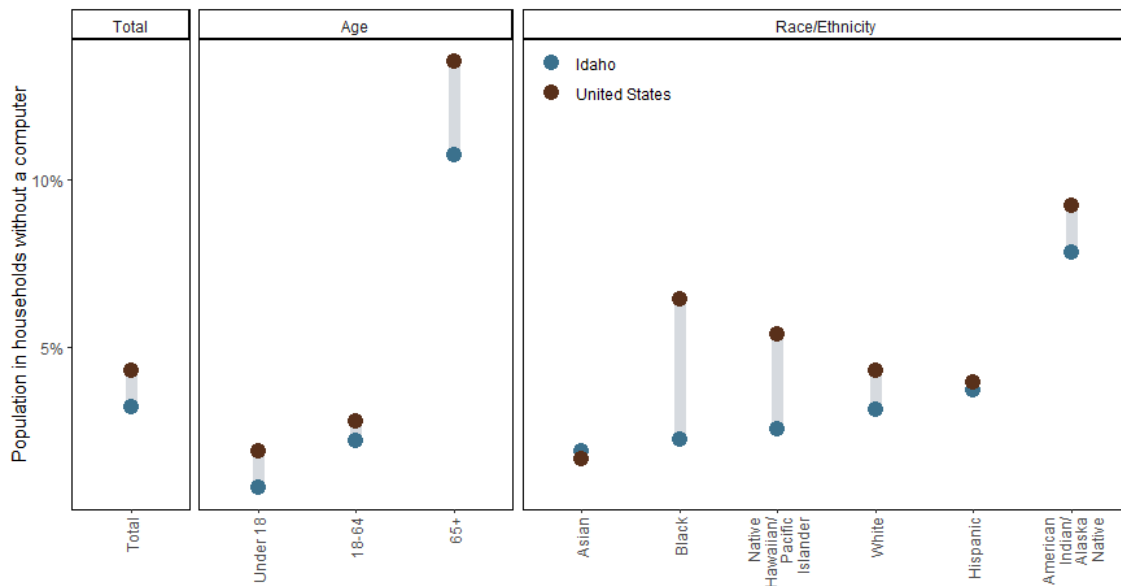
Source: U.S. Census Bureau, 2021 ACS 5-Year Estimates

The distribution of Idahoans without a computer closely resembles that of Idahoans without a broadband subscription - American Indian/Alaska Native Idahoans are notably more likely to live in a household without a computer, as are older Idahoans (especially those over the age of 65).

Percent of Population with Computer and Internet Subscription by Education Level
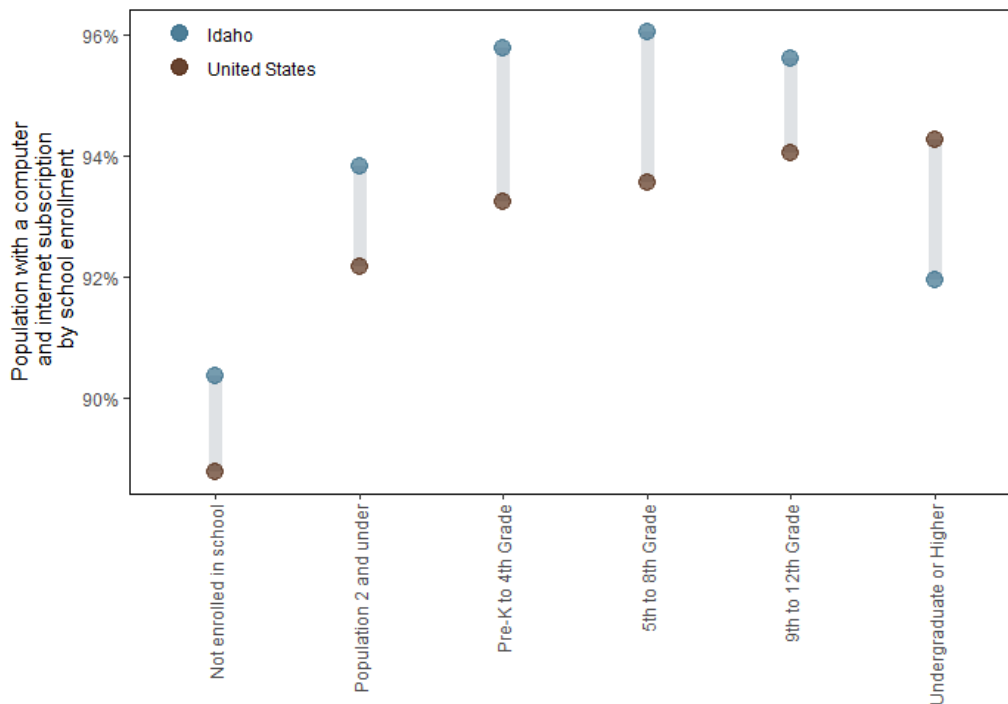
Source: U.S. Census Bureau, 2021 ACS 5-Year Estimates

Examining technology and internet usage by educational level, those enrolled in K-12 school are more likely than others to possess a computer and an internet subscription. This divide may reflect differences in age which, as noted above, are also linked to differences in internet usage. Idaho falls above the national percentage for computer and

internet usage among all groups except those enrolled in undergraduate programs or higher.

Resources that can help to address broadband adoption barriers for Idahoans include the development of affordable device and broadband options (also see section 3.2.3), digital literacy training, and community awareness campaigns. Further discussion of the barriers for broadband adoption facing Idahoans can be found in the Idaho Department of Commerce Office of Broadband Five-Year Action Plan.

3.2.3 Broadband Affordability

BroadbandNow ranks Idaho in 2023 as 40th in the nation in terms of internet coverage, speed and availability, and estimates that only 19.4% of Idahoans in 2023 are able to purchase broadband internet at a price of $60 or less per month.[3] Comparing this to Idahoans' survey responses about the prices they would be willing to pay for high-speed internet, 18.8% said that anything more than $50 a month would be too expensive. Another 21.8% said that they would be willing to pay $51-$75, leaving 40.6% remaining who would be willing to pay in excess of $75 a month. These responses suggest that broadband costs in some areas are higher than many Idahoans are willing to pay. Along the same lines, 28.7% of Idahoans without internet service reported that they hadn't obtained it because it was too expensive.

> **"My client is trying to go back to school to better herself and her life for her kids, but can't because she can't afford the internet."**
> - Focus Group Participant

Other available data further demonstrates that the *cost of technology and broadband access* is a barrier for many Idahoans, as influenced by the individual/household barriers discussed above. For example, the likelihood that a household in Idaho will have a broadband subscription drops sharply as household income drops, falling below 80% for households with incomes below $35,000 a year.

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3   BroadbandNow. (2023). Idaho internet coverage & availability in 2023. https://broadbandnow.com/Idaho

Idaho Households with a Broadband Subscription by Income
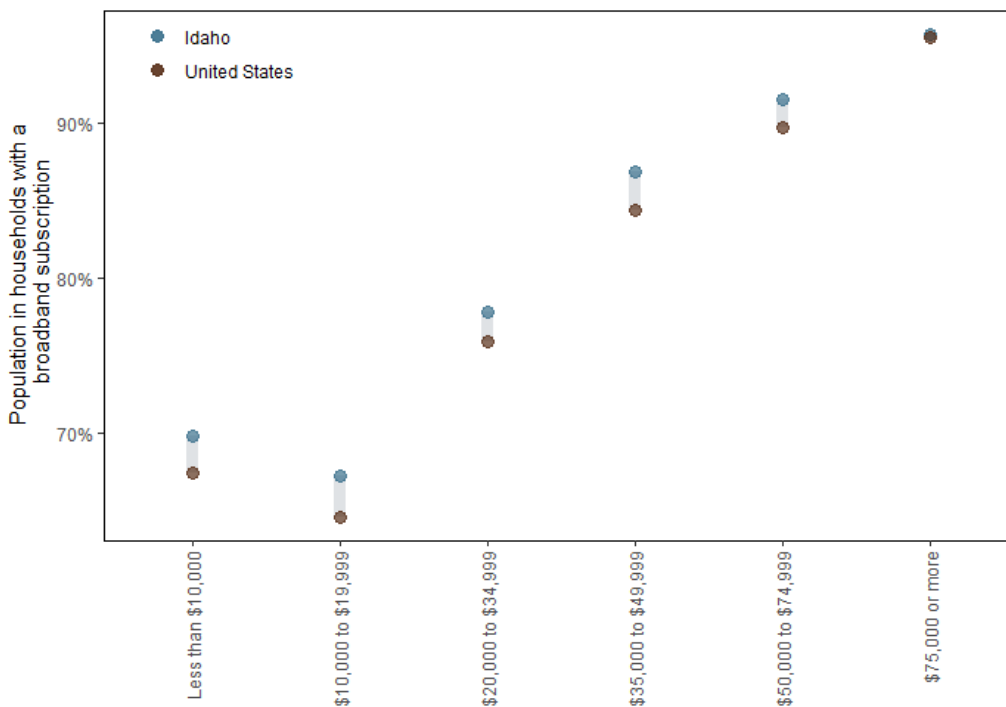
A lack of *access to affordable devices* (computers, tablets, smartphones, etc.) can also hinder a household's ability to access broadband services. When asked if they had enough devices to meet the needs of their households, 7% of Idahoans said that they do not have the devices that they need. This percentage increases to approximately 10-12% across lower income households. Focus group and interview respondents also pointed to a lack of education about which devices are necessary for which purposes (such as education or access to online services).

Racial/ethnic disparities also impact affordability: Hispanic and American Indian/Alaska Native households in Idaho are more likely to have lower median incomes than white households, potentially influencing the lower levels of broadband subscription and computer ownership observed.[4]
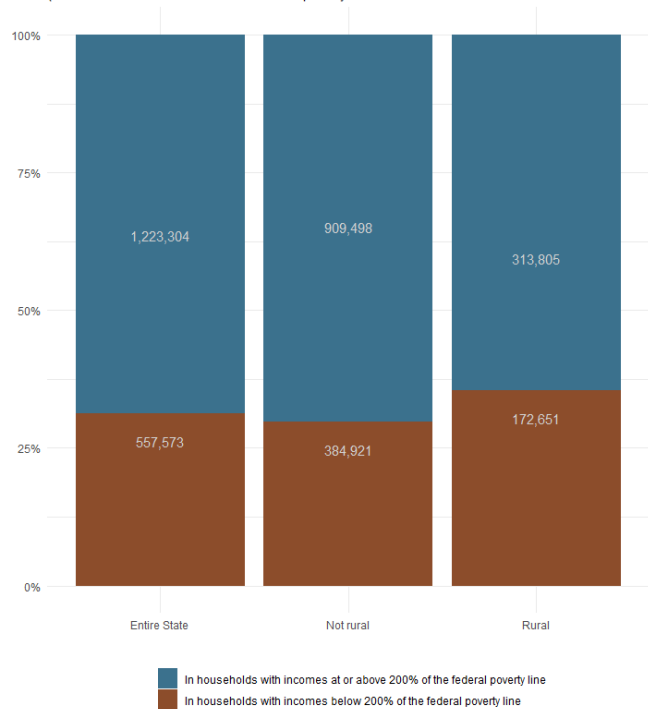
4   U.S. Census Data, 2021 ACS 5-Year Estimates. https://data.census.gov/table?q=median+household+in-come+by+race/ethnicity-+in+Idaho&tid=ACSST1Y2021.S1903

% of the population eligible for the ACP
(Household income below 200% of federal poverty level)

Source: U.S. Census Bureau, 2021 ACS 5-Year Estimates

% of the population eligible for the ACP
(Household income below 200% of federal poverty level

In households with incomes at or above 200% of the federal poverty line
In households with incomes below 200% of the federal poverty line

Source: U.S. Census Bureau, 2021 ACS 5-Year Estimates

Approximately 31% of Idahoans live in households with *incomes below 200% of the federal poverty level,* making them eligible for participation in the Affordable Connectivity Program (ACP). The ACP can help close broadband affordability gaps by providing financial support for monthly broadband payments, as well as one type assistance with a device purchase. Idahoans living in non-metropolitan counties are more likely to qualify for the ACP (37%) than those living in metropolitan counties (29%), highlighting the income disparities between rural and urban counties in Idaho.

Many Idahoans have not taken advantage of the ACP. Statewide, 5.6% of Idahoans reported enrolling in the program - far fewer than are eligible. However, only 23.5% of respondents reported hearing about the program, suggesting that awareness is an obstacle for enrollment (among those who had heard of the program, enrollment was 23.8%). Enrollment is slightly higher among Spanish-speaking populations, with 7.8% enrolling (35.2% among those who had heard of the program).

Libraries, community centers, and other public spaces can provide access to internet services, particularly for individuals with access barriers. More than a quarter (26.2%) of Idahoans reported using computers in public spaces to access the internet. Among those individuals, 16% used public computers to address accessibility challenges - slow or no internet at home, or no computer at home. Low-income respondents were more likely to report using public computers than others.

Resources that can help to address broadband affordability barriers for Idahoans include financial subsidization programs, such as the Affordability Connectivity Program (augmented by awareness campaigns about this and similar programs), development of affordable device and broadband options, and digital literacy training. Further discussion of the barriers for broadband adoption facing Idahoans can be found in the Idaho Department of Commerce Office of Broadband Five-Year Action Plan.

4 Collaboration and Stakeholder Engagement

4.1 Coordination and Outreach Strategy

Stakeholder coordination and outreach is pivotal to the success of the DAAI plan. By engaging with key constituencies through the development of this plan, Idaho will pursue a holistic view of digital access, which includes metrics that ensure further development of outreach and collaboration throughout the implementation process. This section outlines the coordination and outreach strategy used by IPI and the ICfL in the development of this plan, as well as establishes ongoing coordination and outreach efforts. This multi-faceted research approach ensures that participants or stakeholders representing each covered population are heard and engaged in both planning and implementation stages.

4.1.1 Coordination and Outreach in Plan Development

In order to ensure the input and involvement of as many stakeholders as possible in the development of the DAAI plan, Idaho Policy Institute conducted robust outreach efforts employing multiple methodological approaches. These efforts included 1) ICfL partner interviews and stakeholder surveys, 2) 17 regional focus group sessions conducted in-person across the state, 3) a scientifically valid survey of 1,000 Idaho adults statewide, 4) a scientifically valid statewide survey of 400 Spanish-speaking households in Idaho, and 5) 12 stakeholder interviews with representatives that are either active in the digital industry or regularly engage with covered populations. All research methodologies were reviewed and approved by Boise State University's Institutional Review Board Office for compliance with federal standards of informed consent and research ethics (refer to protocols #000-SB23-028 and #000-SB23-043).

The following table displays all the types of stakeholder engagement conducted for the development of the DAAI plan. The table contains information about each type of outreach, number of participants, and which covered populations were engaged.

Table 4.1.1 Stakeholder Engagement Summary

Engagment Description	Type	Target Audience	Households below 150% poverty level	Aging individuals	Incarcerated Individuals	Veterans	Individuals with disabilities	Individuals with a language barrier	Individuals of a racial or ethnic minority group	Individuals who primarily reside in a rural area
Digital Inclusion at Your Library	Survey	Community Anchor Institutions	X	X			X			X
Digital Access for All Idahoans: City Survey	Survey	Municipalities		X	X	X	X			X
Internet for All: Idaho Local Coordination Workshop	Meeting/ Presentation	Open	X	X		X	X		X	X
Partner Interviews	Listening Session (Virtual)	Organizations that Represents Covered Populations	X	X	X	X	X	X	X	X
Digital Access Steering Committee Meeting #1	Meeting/ Presentation	Steering Committee	X	X	X	X	X	X	X	X
Digital Access Community Coalition Call #1	Listening Session (Virtual)	Open	X	X		X	X	X	X	X
Idaho School Boards Association Day on the Hill	Meeting/ Presentation	Open	X					X	X	X
Digital Access Focus Group: McCall	Listening Session (In-person)	Regional Listening Session	X	X						X
Digital Access Focus Group: Burley	Listening Session (In-person)	Regional Listening Session	X	X						X
Digital Access Focus Group: Twin Falls	Listening Session (In-person)	Regional Listening Session	X	X						X
Digital Access Focus Group: Idaho Falls	Listening Session (In-person)	Regional Listening Session	X	X						X
Digital Access Focus Group: Nampa	Listening Session (In-person)	Regional Listening Session	X	X						X
Digital Access Steering Committee Meeting #2	Meeting/ Presentation	Steering Committee	X	X	X	X	X	X	X	X

Table 4.1.1 Stakeholder Engagement Summary										
Engagment Description	Type	Target Audience	Households below 150% poverty level	Aging individuals	Incarcerated Individuals	Veterans	Individuals with disabilities	Individuals with a language barrier	Individuals of a racial or ethnic minority group	Individuals who primarily reside in a rural area
Digital Access Focus Group: Salmon	Listening Session (In-person)	Regional Listening Session	X	X						X
Digital Access Focus Group: Sandpoint	Listening Session (In-person)	Regional Listening Session	X	X						X
Digital Access Focus Group: Coeur d'Alene	Listening Session (In-person)	Regional Listening Session	X	X						X
Digital Access Focus Group: Hailey	Listening Session (In-person)	Regional Listening Session	X	X						X
Digital Access Focus Group: Grangeville	Listening Session (In-person)	Regional Listening Session	X	X						X
Digital Access Focus Group: Orofino	Listening Session (In-person)	Regional Listening Session	X	X					X	X
Digital Access Focus Group: Boise	Listening Session (In-person)	Regional Listening Session	X	X						
Digital Access Focus Group: Pocatello	Listening Session (In-person)	Regional Listening Session	X	X					X	X
Digital Access Focus Group: Preston	Listening Session (In-person)	Regional Listening Session	X	X						X
Idaho EcosySTEM Spring Convening: Broadband, Digital Equity, STEM, and You	Meeting/ Presentation	Open	X					X	X	X
Readying Idaho's Rural Communities to Capture the Benefits of Digitalization	Meeting/ Presentation	Open	X	X	X	X	X	X	X	X

Table 4.1.1 Stakeholder Engagement Summary

Engagment Description	Type	Target Audience	Households below 150% poverty level	Aging individuals	Incarcerated Individuals	Veterans	Individuals with disabilities	Individuals with a language barrier	Individuals of a racial or ethnic minority group	Individuals who primarily reside in a rural area
Midyear Convention 2023 - Affiliated Tribes of Northwest Indians	Listening Session (In-person)	Covered Populations	X	X					X	X
Digital Access Community Coalition Call #2	Listening Session (Virtual)	Open	X	X		X	X		X	X
Digital Access Steering Committee Meeting #3	Meeting/ Presentation	Steering Committee	X	X	X	X	X	X	X	X
Statewide Survey	Survey	Open	X	X		X	X		X	X
Spanish Speaking Survey	Survey	Open	X	X		X	X	X	X	X
Readying Idaho's Rural Communities to Capture the Benefits of Digitalization	Meeting/ Presentation	Open	X	X			X		X	X
Idaho Hispanic/ American Indian Healthcare Conference	Event	Open	X	X				X	X	X
Idaho Indian Education Summit	Event	Open	X					X	X	X

4.1.1.1 ICfL Outreach Activities

The ICfL conducted a number of stakeholder engagement activities during the development of the DAAI plan. The ICfL conducted surveys with two key stakeholder groups: city governments and public libraries. Interviews with 41 stakeholders were conducted. An analysis of the ICfL outreach efforts revealed that the top barriers reported by respondents were lack of digital skills, broadband affordability, and online accessibility of public services. The most commonly reported assets were interorganizational partnerships, staff capacity, and availability of internet at libraries and schools.
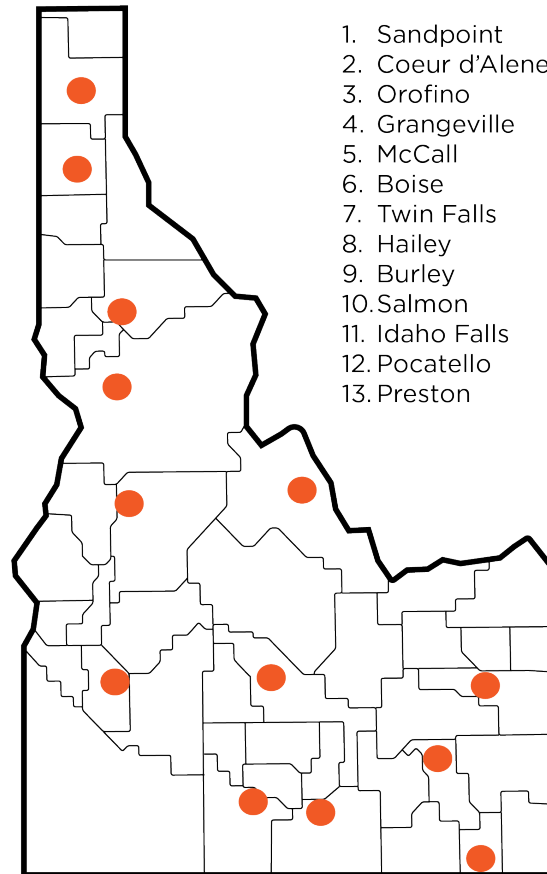
4.1.1.2 Focus Group Methodology

As part of its focus group efforts, IPI identified 2-3 cities in each of the six ICfL regions across the state in consultation with the ICfL staff, with a goal of conducting at least two focus group sessions in each region. Public libraries were chosen as the primary venue for each focus group, as they would be well-known within their respective communities and library staff would be able to help promote the focus group opportunity to their constituencies.

Once a focus group session was scheduled and confirmed with the local library, the host library would be provided with advertisement flyers to distribute and members of the IPI research team would reach out to local governments, community organizations, chambers of commerce, veterans groups, tribal representatives, and other entities active in the community in order to notify them about the forthcoming focus group and to ask for their help in spreading the word.

For each focus group session, 2-3 members of the IPI research team would travel to the host city in order to conduct the focus group session. During each session, one team member would facilitate the discussion while the others would take notes. To view the focus group question protocol, see Appendix C.

Figure 4.1.1.2: Map of Focus Group Sessions

1. Sandpoint
2. Coeur d'Alene
3. Orofino
4. Grangeville
5. McCall
6. Boise
7. Twin Falls
8. Hailey
9. Burley
10. Salmon
11. Idaho Falls
12. Pocatello
13. Preston

In total, IPI conducted 17 regional focus group sessions across 13 Idaho cities with 93 total participants. Focus group sessions were conducted from March 2023 through May 2023. Figure 4.1.1.2 depicts the locations of these focus group sessions.

4.1.1.3 Statewide Survey of Idaho's Population

A digital access statewide survey of Idaho adults was conducted May 17-24, 2023, and surveyed 1,000 adults who currently live in Idaho. The sample is representative of the state's population, both geographically and demographically, with a margin of error of +/- 3.1%. The survey instrument was crafted in consultation with the ICfL to assess

Idahoans level of internet access, digital skills, reliance on public access, and approaches to problem solving technical issues. The survey instrument was translated into Spanish and respondents were able to select the language they would prefer to respond to the survey in: English (99.9%) or Spanish (0.1%). GS Strategy Group fielded the survey by landline phone (6.7%), cell phone (33.3%), text message (29.7%), and online distribution (30.3%). To view both the English and Spanish-language versions of the survey instrument, see Appendices A & B.

4.1.1.4 Statewide Survey of Spanish Speaking Households in Idaho

A statewide digital access survey of Spanish speaking households was conducted May 17 - June 8, 2023, and surveyed 400 adults who currently live in Idaho. The sample targeted only Spanish speaking households and has a margin of error of +/- 4.9%. The same survey instrument used for the statewide survey of the general population was repeated with only the sample selection criteria altered. Once again, the survey instrument was crafted in consultation with the ICfL to assess Idahoans level of internet access, digital skills, reliance on public access, and approaches to problem solving technical issues. The survey instrument was translated into Spanish and respondents were able to select the language they would prefer to respond to the survey in: English (98.5%) or Spanish (1.5%). GS Strategy Group fielded the survey by landline phone (4.8%), cell phone (45.5%), text message (24.8%), and online distribution (25.0%).

As this survey was targeted at a specific covered population to identify digital access needs, a minimum threshold of 50% phone collection (inclusive of both landline and cell phones) was used to ensure results were not biased towards respondents with existing digital access. To view both the English and Spanish-language versions of the survey instrument, see Appendices A & B.

4.1.1.5 Digital Access Stakeholder Interviews

Following the completion of digital access focus groups and both statewide surveys, IPI researchers performed a preliminary analysis to identify any covered population groups or organizations that were not adequately represented in these data collection methods. While stakeholders from covered populations were prioritized, additional groups that primarily interacted with adjacent populations (such as refugees) were also included.

Invitations to participate in a remote stakeholder interview were emailed to potential participants. Those that accepted were interviewed by project team members via telephone or the Zoom platform, depending on the stakeholder's preference. In total, 12 stakeholder interviews were conducted and used to supplement other data collection methods. To view the stakeholder interview question protocol, see Appendix D.

4.1.2 List of Organizations Collaborated With

The ICfL and IPI engaged with many organizations during the development of the DAAI plan. Engagement occurred through different methods, including surveying, presentations, and in-person and virtual listening sessions. Listed below are members of the DAAI Steering Committee and all organizations that were engaged in planning activities.

4.1.2.1 Digital Access for All Idahoans Steering Committee

The DAAI Steering Committee was created to guide the creation of the DAAI plan. Steering committee members engaged in quarterly sessions designed to share digital access challenges faced by their constituents and provide feedback on planning efforts. This section includes information about each DAAI Steering Committee member.

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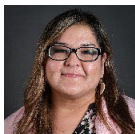
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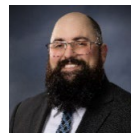
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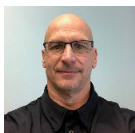
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4.1.2.2 Organizations collaborated with

This section contains a list of all organizations that the ICfL and IPI collaborated with during the development of this plan. This list represents the initial stage of stakeholder collaboration, which will continue during the implementation of the plan. Outreach efforts prioritized collaboration with stakeholders serving covered populations and this list includes multiple for all forms of outreach to engage each covered population.

Table 4.1.2.2 Organizations collaborated with

Organization Name	Organization Type	Engagement Purpose	Organization's Website Link
AARP Idaho	Organization that Represents Covered Populations	Community Outreach	https://states.aarp.org/idaho/
Ada Community Library	Community Anchor Institution	Community Outreach	http://www.adalib.org/
Ada County	County or Municipal Government	Community Outreach	https://adacounty.id.gov/
AirBridge Broadband	Internet Service Provider	Community Outreach	https://www.airbridgebroadband.com/
Association of Idaho Cities	County or Municipal Government	Community Outreach	https://idahocities.org/
ATC Communications	Internet Service Provider	Community Outreach	https://www.atcnet.net/
Boise Public Library	Community Anchor Institution	Community Outreach	https://www.boisepubliclibrary.org/
Boise State University Idaho Policy Institute	Institutions of Higher Education	Data Collection	https://www.boisestate.edu/sps-ipi/
Boundary Economic Development Council	Economic Development	Community Outreach	https://boundaryedc.com/
Brigham Young University - Idaho	Institutions of Higher Education	Community Outreach	https://www.byui.edu/
Burley Public Library	Community Anchor Institution	Community Outreach	https://bplibrary.org/
Business Leaders United: for Workforce Partnerships	Nonprofit Organization (501c3)	Community Outreach	https://businessleadersunited.org/
Camas County Public Library	Community Anchor Institution	Community Outreach	https://camas.lili.org/
Cambridge Telephone Company	Internet Service Provider	Community Outreach	https://ctcweb.net/cambridge
Cascade Public Library	Community Anchor Institution	Community Outreach	https://cascade.lili.org/
CATCH	Nonprofit Organization (501c3)	Community Outreach	https://www.catchidaho.org/

Table 4.1.2.2 Organizations collaborated with

Organization Name	Organization Type	Engagement Purpose	Organization's Website Link
Center for Hope	Nonprofit Organization (501c3)	Community Outreach	https://www.centerforhopeif.org/
City of Boise	County or Municipal Government	Community Outreach	https://www.cityofboise.org/
City of Bovill	County or Municipal Government	Community Outreach	https://www.cityofbovill.net/
City of Caldwell	County or Municipal Government	Community Outreach	https://www.cityofcaldwell.org/
Clearwater Co. Free Library District	Community Anchor Institution	Community Outreach	https://ccfldatweippe.lili.org/
Clearwater Economic Development Association	Economic Development	Community Outreach	https://clearwater-eda.org/
Coeur d'Alene Tribe	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization	Plan Development	https://www.cdatribe-nsn.gov/
College of Southern Idaho	Institutions of Higher Education	Community Outreach	https://www.csi.edu/
College of Western Idaho Adult Education	Institutions of Higher Education	Plan Development	https://cwi.edu/programs-degrees/adult-education
Comcast	Internet Service Provider	Community Outreach	https://business.comcast.com/
Communication Workers of America	Industry Representative or Association (501c6)	Community Outreach	https://cwa-union.org/
Cox	Internet Service Provider	Community Outreach	https://www.cox.com/residential/home.html
CusterTel	Internet Service Provider	Community Outreach	https://custertel.net/
Desert Creative Group	Marketing Company	Community Outreach	https://www.desertcreativegroup.com/

Table 4.1.2.2 Organizations collaborated with

Organization Name	Organization Type	Engagement Purpose	Organization's Website Link
Digitunity	Nonprofit Organization (501c3)	Community Outreach	https://digitunity.org/
Direct Communications	Internet Service Provider	Community Outreach	https://directcom.com/idaho/
Eminent Technical Solutions	IT Company	Community Outreach	https://etscorp.com/
EverGem	Internet Service Provider	Community Outreach	https://evergem.com/
Framing Our Community	Nonprofit Organization (501c3)	Community Outreach	https://www.framingourcommunity.org/
Fybercom	Internet Service Provider	Community Outreach	https://fybercom.net/
Gooding Public Library	Community Anchor Institution	Community Outreach	https://gooding.lili.org/
Great Rift Business Development	Economic Development	Community Outreach	https://www.greatriftbusinessdevelopment.com/
Hailey Public Library	Community Anchor Institution	Community Outreach	https://haileypubliclibrary.org/
Hamilton Relay	Organization that Represents Covered Populations	Community Outreach	https://hamiltonrelay.com/
Idaho Assistive Technology Project	Organization that Represents Covered Populations	Plan Development	https://idahoat.org/
Idaho Association of Counties	County or Municipal Government	Community Outreach	https://idcounties.org/
Idaho Cable Broadband Association	Industry Representative or Association (501c6)	Community Outreach	https://idahocable.com/
Idaho Commission for the Blind & Visually Impaired	Organization that Represents Covered Populations	Plan Development	https://icbvi.idaho.gov/

Table 4.1.2.2 Organizations collaborated with			
Organization Name	**Organization Type**	**Engagement Purpose**	**Organization's Website Link**
Idaho Commission on Aging	Organization that Represents Covered Populations	Plan Development	https://aging.idaho.gov/
Idaho Commission on Hispanic Affairs	Organization that Represents Covered Populations	Plan Development	https://icha.idaho.gov/
Idaho Council for the Deaf and Hard of Hearing	Organization that Represents Covered Populations	Plan Development	https://cdhh.idaho.gov/
Idaho Council on Developmental Disabilities	Organization that Represents Covered Populations	Plan Development	https://icdd.idaho.gov/
Idaho Department of Commerce	Economic Development	Plan Development	https://commerce.idaho.gov/
Idaho Department of Correction	Organization that Represents Covered Populations	Plan Development	https://www.idoc.idaho.gov/
Idaho Department of Health & Welfare	Health or Telehealth Organization (Direct Service and Policy focus)	Community Outreach	https://healthandwelfare.idaho.gov/
Idaho Department of Labor	Economic Development	Community Outreach	https://www.labor.idaho.gov/
Idaho Division of Veteran Services	Organization that Represents Covered Populations	Plan Development	https://veterans.idaho.gov/
Idaho Education Technology Association	Local Education Agency	Plan Development	https://www.idahoedtech.org/
Idaho Falls Public Library	Community Anchor Institution	Community Outreach	https://www.ifpl.org/
Idaho Office of the Governor, Information Technology Services	State Government Agency	Community Outreach	https://its.idaho.gov/

Table 4.1.2.2 Organizations collaborated with

Organization Name	Organization Type	Engagement Purpose	Organization's Website Link
Idaho Regional Optical Network	Internet Service Provider	Community Outreach	https://www.ironforidaho.net/
Idaho School Boards Association	Industry Representative or Association (501c6)	Community Outreach	https://www.idsba.org/
Idaho State Department of Education	State Government Agency	Community Outreach	https://sde.idaho.gov/
Idaho State Historical Society	State Government Agency	Community Outreach	https://history.idaho.gov/
Idaho State Independent Living Council	Organization that Represents Covered Populations	Plan Development	https://silc.idaho.gov/
Idaho State University	Institutions of Higher Education	Community Outreach	https://www.isu.edu/
Idaho STEM Action Center	Workforce Development Organization	Community Outreach	https://stem.idaho.gov/
Idaho Technology Council	Industry Representative or Association (501c6)	Community Outreach	https://www.idahotechcouncil.org/
Idaho Transportation Department	State Government Agency	Community Outreach	https://itd.idaho.gov/
Idaho Veterans Chamber of Commerce	Nonprofit Organization (501c3)	Community Outreach	https://www.idahoveterans.org/
Idaho Women's Business Center	Economic Development	Plan Development	https://www.idahowomen.org/
Idaho Workforce Development Council	Workforce Development Organization	Community Outreach	https://wdc.idaho.gov/
Imagine Idaho	Nonprofit Organization (501c3)	Community Outreach	https://www.imagineidaho.org/
Intermax Networks	Internet Service Provider	Community Outreach	https://intermaxnetworks.com/
J-U-B Engineers	Engineering Firm	Community Outreach	https://web.jub.com/

Table 4.1.2.2 Organizations collaborated with

Organization Name	Organization Type	Engagement Purpose	Organization's Website Link
Kendrick Joint School District	Local Education Agency	Community Outreach	https://www.sd283.org/
Latah County	County or Municipal Government	Community Outreach	https://latahcountyid.gov/
Latah County Library District	Community Anchor Institution	Community Outreach	https://www.latahlibrary.org/
Learning Lab	Literacy Education Center	Community Outreach	https://learninglabinc.org/
Lewiston City Library	Community Anchor Institution	Community Outreach	https://www.lewistonlibrary.org/
Lifelong Education and Aging Resource Network (LEARN)	Nonprofit Organization (501c3)	Community Outreach	https://learnidaho.org/
Low Income Support Inc.	Organization that Represents Covered Populations	Plan Development	https://lowincomesupport.org/
Madison County	County or Municipal Government	Community Outreach	https://www.co.madison.id.us/
McCall Public Library	Community Anchor Institution	Community Outreach	https://www.mccall.id.us/library
Meridian Library District	Community Anchor Institution	Community Outreach	https://www.mld.org/
Michael Baker International	Strategic Planning Organization	Community Outreach	https://mbakerintl.com/en/
MTE Communications	Internet Service Provider	Community Outreach	https://mtecom.net/
Mud Lake Community Cooperative	Internet Service Provider	Community Outreach	https://www.mudlake.us/
Nampa Public Library	Community Anchor Institution	Community Outreach	https://nampalibrary.org/
National Digital Inclusion Alliance	Nonprofit Organization (501c3)	Community Outreach	https://www.digitalinclusion.org/
National Skills Coalition	Nonprofit Organization (501c3)	Community Outreach	https://nationalskillscoalition.org/

Table 4.1.2.2 Organizations collaborated with

Organization Name	Organization Type	Engagement Purpose	Organization's Website Link
Nez Perce County, City of Lewiston, Emergency Communications	County or Municipal Government	Community Outreach	http://npc911.org/
Nez Perce Tribe	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization	Plan Development	https://nezperce.org/
Office of the Governor	State Government Agency	Community Outreach	https://gov.idaho.gov/
Oneida County Library District	Community Anchor Institution	Community Outreach	https://www.oneidacountylibrary.org/
Pan.uciation	Nonprofit Organization (501c3)	Community Outreach	https://panucation.org/
Portneuf District Library	Community Anchor Institution	Community Outreach	http://www.portneuflibrary.org/
Public Solutions Northwest	Strategic Planning Organization	Community Outreach	https://publicsolutionsnw.com/
Rucon Engineers	Engineering Firm	Community Outreach	https://ruconengineers.com/
Shoshone County	County or Municipal Government	Community Outreach	https://shoshonecounty.id.gov/
Shoshone-Bannock Tribes	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization	Community Outreach	https://www.sbtribes.com/
Silver Gig	Digital Service Platform	Community Outreach	https://www.linkedin.com/company/mysilvergig/about/
Silver Star	Internet Service Provider	Community Outreach	https://www.silverstar.com/
Solarity: A Health Tech Solutions Company	Health or Telehealth Organization (Direct Service and Policy focus)	Community Outreach	https://solarity.com/
South Bannock Library District	Community Anchor Institution	Community Outreach	https://www.southbannocklibrary.org/

Table 4.1.2.2 Organizations collaborated with			
Organization Name	**Organization Type**	**Engagement Purpose**	**Organization's Website Link**
Stanley Community Library	Community Anchor Institution	Community Outreach	https://stanley.lili.org/
Syringa Networks	Internet Service Provider	Community Outreach	https://www.syringanetworks.net/
The Community Library	Community Anchor Institution	Community Outreach	https://comlib.org/
Timber Plus - Greater St. Joe Development Foundation	Nonprofit Organization (501c3)	Community Outreach	https://www.facebook.com/timberplus3b/
Twin Falls Public Library	Community Anchor Institution	Community Outreach	https://www.twinfallspubliclibrary.org/
U.S. Department of Agriculture	Organization that Represents Covered Populations	Community Outreach	https://www.usda.gov/
University of Idaho Extension Digital Economy Program	Institutions of Higher Education	Plan Development	https://www.uidaho.edu/extension/digital-economy
US Department of Education	Organization that Represents Covered Populations	Community Outreach	https://www.ed.gov/
Utah Telehealth Network	Health or Telehealth Organization (Direct Service and Policy focus)	Community Outreach	https://utn.org/
Verizon	Internet Service Provider	Community Outreach	https://www.verizon.com/
West Central Mountains Economic Development Council	Economic Development	Community Outreach	https://wcmedc.org/

4.1.3 Ongoing Coordination and Outreach Efforts

Continued coordination and outreach efforts are vital to the success of the DAAI plan's implementation and future revisions of the DAAI plan. This section describes ongoing outreach efforts, including stakeholder engagement and research efforts. Through stakeholder engagement, collaboration efforts will continue to grow and unite the community of organizations working toward digital equity in Idaho, particularly for the covered populations. Through continued research efforts, progress toward goals, objectives, and aspirational metrics can be measured and provide up-to-date data to utilize for future DAAI plan revisions.

4.1.3.1 Ongoing stakeholder engagement

Sustained stakeholder engagement will be extensive, including continued engagement with current partners and stakeholders, further development of the digital asset inventory, establishing programs and subgrant opportunities, and convening working groups to address specific digital access challenges.

Continued engagement with current partners and stakeholders
The ICfL will continue engagement with stakeholders that were involved in the DAAI plan's development. The ICfL will continue to convene the DAAI Steering Committee a minimum of twice annually to monitor the progress and metrics outlined in the plan. In addition, the Community Coalition Calls will continue as an opportunity for stakeholders/constituencies to sustain engagement with digital access efforts to ensure that they continue to influence and impact the development of Idaho's digital goals and strategies.
Digital Access Community Coalition Calls will be held a minimum of twice annually.

Further development of digital asset inventory
The implementation of the DAAI plan will include further development of strong partnerships and resources that address digital equity in Idaho, with emphasis on building relationships within the communities of covered populations (see objective 2.3.2.4). The ICfL will continue and update the digital asset inventory regularly by adding more organizations to the inventory as new partnerships are forged. This will also assist with identifying other gaps in digital assets that may emerge during implementation.

Establish programs and subgrant opportunities
Creating programs and subgrant opportunities will contribute to the development of new partnerships and resources. The DAAI plan's goals and objectives include many of the partnerships that will be formed during implementation. For example, building relationships with K-12 local education agencies and institutions of higher education is required to establish digital education internship programs (see objective 2.3.3.2). Partnering with public libraries will enable DAAI implementation funds to increase the number of devices available at public libraries. Furthermore, outreach efforts will include partnerships that capitalize upon an existing resource network and aid delivery of digital skill resources statewide, such as the University of Idaho Extension's Digital Economy Program.

Convening working groups to address specific digital access challenges
The complexity of certain digital access issues will require ongoing planning and coalition building to address on a statewide level for each of the covered populations. As part of the DAAI plan implementation, working groups will be convened to foster interagency

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coordination and build relationships. The working groups will address three major digital access challenges facing Idaho: digital skills training, lowering household broadband costs, and cybersecurity awareness. The ICfL will host annual digital access working groups to develop partnerships and strategies to address these specific digital access issues. The working groups will also contribute to the expansion of the digital asset inventory, as more organizations across Idaho are engaged throughout the implementation phase.

4.1.3.2 Ongoing research efforts

Additional research efforts are required to track progress and refine statewide metrics, achieve specific to DAAI plan goals and objectives, and submit annual reports. Ongoing research will aid with implementation of the DAAI plan due to continued data collection from the general public and covered populations. Certain studies are required to meet the goals and objectives of the DAAI plan. Through this research, the DAAI plan's implementation progress will be monitored and revised based on reliable evidence.

Track progress and refine statewide metrics
The DAAI plan implementation will include an annual survey that replicates the survey conducted during the planning process, as well as adds additional questions that are required to measure progress on aspirational metrics. Any changes in Idahoans' broadband access and affordability, use of public services, digital skills, concern for cybersecurity, or needed devices and technical support will be monitored to track the DAAI plans progress and to direct additional resources to any objectives not seeing progress. New survey questions will be added to the survey, such as asking Idahoans about monthly broadband costs and instances where necessary services were unavailable. In addition, to measure the reach and impact of objectives with marketing components, questions will be added to annual surveys that ask Idahoans if they saw any of the marketing campaign materials.

Achieve specific DAAI plan goals and objectives
Some DAAI plan objectives will require additional research because more information is needed to address many of the digital access challenges within the DAAI plan. Additional studies must be completed to analyze the difference between reported and actual internet speeds throughout Idaho and to determine rural areas that are at-risk of losing services due to poor internet connection. Additional research is necessary to audit the State of Idaho's websites for accessibility features and compatibility with mobile devices. This effort will be coupled with extensive outreach and support to state agencies to encourage them to make improvements to their websites and online resources, as well as support them through the process. In addition, deploying customer satisfaction surveys for the digital navigator program will provide ample evidence to make continuous improvement to service delivery.

Submit annual reports to the public, stakeholders, and funding sources
The ICfL will create annual reports on the progress of the DAAI plan implementation. Annual reports will be shared with the public, stakeholders, and funding sources. This ongoing reporting will enable those across Idaho to learn about digital access efforts statewide and provide feedback throughout implementation. Annual survey results will be included in each annual report. Annual reports will include updates on DAAI plan goals, objectives, and metrics, as well as details about ongoing stakeholder collaboration and outreach.

5 Implementation

5.1 Implementation Strategy and Key Activities

In order to achieve the vision set forth in the DAAI plan and support all Idaho residents in thriving online, it will take a concerted effort on the part of as many partners as possible and include a range of statewide and local initiatives. Primary implementation strategies include planning stakeholder outreach events, creating or expanding statewide programs and initiatives, creating and awarding subgrants, conducting marketing campaigns, and carrying out additional research to measure progress. This section outlines each implementation strategy that is composed of key activities to achieve the DAAI goals and objectives in Section 2.3.

5.1.1 Plan stakeholder outreach events and initiatives

A portion of the State Digital Equity Capacity Grant will be used to plan and host stakeholder outreach events that are required within the DAAI plan objectives. Ongoing stakeholder engagement is crucial to the success of the DAAI plan's implementation and ongoing feedback from organizations serving covered populations. The following events are the core strategy to maintaining current and building new partnerships.

Table 5.1.1 Key implementation activities
Convene the DAAI Steering Committee a minimum of twice annually.
Convene Digital Access Community Coalition Calls a minimum of twice annually.
Convene working group to address digital skills training.
Convene working group to address household broadband costs.
Convene working group to address cybersecurity awareness.
Coordinate between State Digital Access Capacity Grant and programs funded through BEAD.
Collaborate with the Federal Communications Commission on a data-sharing agreement to enable faster verification of ACP eligibility.

5.1.2 Create or expand statewide programs and initiatives

Several recommendations in this report will require statewide implementation strategies. One implementation barrier to digital access is the lack of coordination of efforts. Creation or expansion of digital access programs on a statewide level will aid in uniting a statewide community dedicated to improving digital access. This will reduce redundant activities and build pipelines for resources to flow to areas in Idaho with the most need. The Idaho Commission for Libraries, working in partnership with several entities and the statewide DAAI Steering Committee, will coordinate these efforts.

Table 5.1.2 Key implementation activities
Encourage ISPs to promote the ACP to current and future customers (See also Link Up Idaho Initiative Five-Year Action Plan, p. 40).
Partner with state agencies to improve website accessibility and compatibility with mobile devices.
Refine the asset inventory and identify other gaps in service.
Create an online clearinghouse of digital skills and cybersecurity curriculum and resources, best practices.
Build a statewide "device pipeline" by partnering with refurbishing organizations, state agencies, and Idaho colleges and universities.
Create and expand digital education internship programs with Idaho's local education agencies and institutions of higher education.
Create a digital navigator program across the state to provide in-person or accessible online technical support.
Seek sustainable funding to continue statewide programs and initiatives beyond capacity grant funding.

5.1.3 Create and award subgrants

A portion of the capacity funds will be used for subgrants over the five initial years of capacity funding availability. All organizations that can fulfill the goals set forward in this plan will be eligible to receive subgrants. Potential grantees include: community colleges and other institutions of higher education, school districts, workforce development organizations, tribal nations, public libraries, city and county governments, extension programs, United Way organizations, healthcare and emergency response systems, disability and assistive technology centers, state agencies, other non-profit and philanthropic entities. Subgrants will allow organizations to build on existing efforts and possibly scale some of those efforts statewide as well as launch and refine pilot programs to address critical needs. An early step of implementation will be to create a subgrant process. Those rubrics and scoring mechanisms, success metrics, and interim and final report formats will be in compliance with the Notice of Funding Opportunities Guidelines yet to be published by the National Telecommunications and Information Agency (NTIA).

Table 5.1.3 Key implementation activities
Award subgrants for in-person or accessible online digital skills and cybersecurity training.
Award subgrants for creation of local and regional technical support and device refurbishing centers and programs.
Award subgrants to provide refurbished devices to covered populations.
Award public libraries subgrants to purchase new or refurbished devices for loaning and in-library community use.

5.1.4 Conduct marketing campaigns

Many Idahoans are unaware of resources that exist to aid in digital access, such as only 23.5% of Idahoans having knowledge of the ACP. Marketing will play a role in the implementation of the DAAI plan. A portion of the capacity grant will be used to conduct general marketing campaigns that include a range of communication media. In addition, targeted outreach will occur for each of the media campaigns in order to effectively reach covered populations. All marketing campaigns will include materials translated into Spanish and other languages of need. The ICfL may conduct the media campaigns or contract with organizations with marketing expertise.

> **"You can never go wrong with more cybersecurity, or letting people become aware, because it is scary."**
> – Focus Group Participant

Table 5.1.4 Key implementation activities
Conduct advertising campaigns to promote the ACP.
Create marketing and outreach materials on how to compare internet plans based on a household's location and digital needs.
Create advertising materials and promote the Idaho digital asset inventory.
Establish marketing campaigns designed to help increase digital skill levels targeting covered populations.
Create a marketing campaign to decrease social stigma surrounding digital confidence.
Create a marketing campaign to raise awareness of cybersecurity best practices about password security and scam detection.
Advertise new and existing technical support resources.
Create a marketing campaign to raise awareness of device program options in that region targeting covered populations.

5.1.5 Carry out additional research to measure progress

The implementation of the DAAI plan requires additional research and regular updates in order to measure progress toward digital equity goals. Up to 20% of the capacity grant will be used to conduct the necessary research to update and revise the DAAI plan throughout implementation. The ICfL will conduct additional surveys to measure progress toward many of the objectives outlined in Section 2.3. The ICfL will also conduct several additional research studies and customer service surveys that will aid in meeting specific DAAI plan objectives. The ICfL may conduct the following research or subgrant to Idaho public institutions of higher education to conduct the research.

Table 5.1.5 Key implementation activities
Conduct two additional surveys that replicate the DAAI planning survey.
Conduct one study comparing advertised versus actual broadband availability and speeds with an emphasis on rural areas (See also Link Up Idaho Initiative Five-Year Action Plan, p. 30).
Conduct studies of state and local government websites for compatibility with accessibility features and compatibility with mobile devices.
Conduct one study to identify the number of Idahoans living in rural areas with limited access to essential state services.
Create and deploy customer service surveys for digital navigators program.

5.2 Implementation timeline

The DAAI plan implementation strategy will take place over a five-year period beginning with the capacity grant award date. This section includes details about primary implementation activities and a yearly timeline for completion of each activity. This timeline will be adjusted as needed with regular, annual DAAI plan updates.

Table 5.2 Implementation timeline					
Implementation Activity	Year 1	Year 2	Year 3	Year 4	Year 5
Plan stakeholder outreach events					
Convene DAAI Steering Committee (spring/fall)	X	X	X	X	X
Convene Community Coalition Calls twice (spring/fall)	X	X	X	X	X
Convene working groups to address digital access issues	X	X	X	X	X
Coordinate with state and federal partners	X	X			
Create or expand statewide programs and initiatives					
Develop Idaho digital asset inventory	X	X	X	X	X
Foster partnerships for statewide programs and initiatives	X	X	X	X	X
Build statewide programs and initiatives	X				
Launch statewide programs and initiatives		X			
Provide support for statewide programs and initiatives			X	X	X
Seek sustainable funding opportunities				X	X
Create and award subgrants					
Develop subgrant process	X				
Develop notices of funding opportunities	X				
Award subgrants		X	X	X	
Evaluate subgrantee success					X

Table 5.2 Implementation timeline					
Implementation Activity	Year 1	Year 2	Year 3	Year 4	Year 5
Conduct marketing campaigns					
Develop notices of funding opportunities	X				
Create marketing campaign materials	X				
Deploy marketing campaigns		X	X	X	
Evaluate marketing campaigns reach and effectiveness				X	X
Carry out additional research to measure progress					
Develop notices of funding opportunities	X				
Conduct statewide surveys			X		X
Conduct necessary research studies		X		X	
Publish annual evaluation reports and plan revisions	X	X	X	X	X

6 Conclusion

The Digital Access for All Idahoans (DAAI) plan outlines a strategy to improve digital access and achieve specific objectives addressing broadband availability and affordability, online accessibility of public services, digital skills, cybersecurity awareness, and availability and affordability of devices and technical support. A digital access needs assessment of each covered population revealed barriers to digital access and illuminated the need for increased efforts to address these barriers. The Idaho digital asset inventory showed that there are many valuable digital assets already present in Idaho and the DAAI plan proposed strategies for uniting those within Idaho working toward digital equity. Ongoing stakeholder collaboration and engagement will lead to more digital assets being identified and foster alignment with the Idaho Department of Commerce's Office of Broadband Link Up Idaho Initiative Five-Year Action Plan and other efforts in Idaho that address issues of digital access. Successful implementation of the DAAI plan over the next five years will provide more access to digital resources for members of covered populations and the digital access every Idahoan requires to thrive.

7 Appendices

7.1 Appendix A: Statewide Survey Questionnaire - English

GS STRATEGY GROUP

Digital Access Survey
SCHEDULED May 2023
N = 1,000 Adults in Idaho
Margin of Error: +/- 3.1%

Good evening. My name is _____ and I'm calling from RTB Research, a national public opinion firm. This evening we're conducting a survey on issues in Idaho for research purposes and we'd like to get your opinions on internet access in the State of Idaho. Your answers will help inform the State's digital access plan and should take less than 15 minutes of your time. Participation is voluntary, all answers are anonymous, and you can skip questions or end the interview at any time. If you have questions or concerns about this survey, or would like a copy of this consent language, you can contact Matthew May at matthewmay1@boisestate.edu or 208-426-3715, or the Boise State University Institutional Review Board at Humansubjects@boisestate.edu or (208) 426-5401. **(DO NOT PAUSE)**

1.   Do you currently live in the state of Idaho?

        1. Yes **(CONT.)**   2. No **(TERM.)**

2.   And what county do you live in? **DROP DOWN OF COUNTIES**

3.   What is your age? **RECORD EXACT AGE**

        1.   Under 18 **(TERM).**
        2.   18-19
        3.   20-34
        4.   35-44
        5.   45-59
        6.   Over 60+

4.   What is your gender? **DO NOT READ**

        1.   Male
        2.   Female
        3.   Non-binary

5.   Are you Latino, Hispanic or of Latino, Hispanic or Spanish descent?

        1. Yes   2. No

IF YES IN Q5, MARK 3 in Q6

6.   What is your race? **CODED OPEN END**

        1. White   2. Black   3. Latino or Hispanic   4. Asian

5. Native American   6. Other   7. Multiple races   8. Prefer not to say

CONTINUE ASKING ALL:

7. Is English your native language?

    1. Yes
    2. No
    3. Not sure

8. Do you or does anyone in your household speak Spanish?

    1. Yes
    2. No
    3. Not sure

9. Which of the following describes your household's internet service?

    1. Both home internet and cell phone
    2. Only home internet
    3. Only cell phone
    4. No internet service of any kind
    5. Not sure

IF 1-2 IN Q9 ASK Q10-11:

10. Which company currently provides your home internet service? **CODED OPEN END/DO NOT READ**

    1. Cable One
    2. CenturyLink
    3. HughesNet
    4. Rise Broadband
    5. Sparklight
    6. Spectrum
    7. T-Mobile
    8. Viasat
    9. Ziply
    10. Other **(SPECIFY)**
    11. Not sure

11. Is the service bundled with other services such as telephone or television?

    1. Yes
    2. No
    3. Not sure

IF 3-5 IN Q9 ASK Q12:

12. What is the main reason you don't have internet access at home?

    1. Too expensive
    2. Not available in my area
    3. Do not need or want it
    4. Other

5. Not sure

CONTINUE ASKING ALL:

13. In thinking about purchasing internet service for your home, what would you consider to be <u>too expensive</u>? **CODED OPEN END / DO NOT READ**

1. Anything is too expensive
2. $25 or less
3. $26 to $50
4. $51 to $75
5. $76 to $100
6. $101 to $150
7. More than $150
8. Not sure

14. The Affordable Connectivity Program is a federal program offering internet service discounts for eligible households. Have you heard about this program?

1. Yes
2. No
3. Not sure

IF YES IN Q14 ASK Q15:

15. Have you participated in the Affordable Connectivity Program?

1. Yes
2. No
3. Not sure

CONTINUE ASKING ALL:

16. How difficult is it for you to pay your monthly internet bill? **READ 1-4 AND 4-1**

1. Very difficult
2. Somewhat difficult
3. Not too difficult
4. Not at all difficult
5. Not sure

17. How satisfied are you with the quality of your home internet connection? **READ 1-4 AND 4-1**

1. Very satisfied
2. Somewhat satisfied
3. Not too satisfied
4. Not at all satisfied
5. Not sure

18.   In the past year, have you used the internet to search for information about government services or resources, such as voter registration, DMV, or managing government benefits?

1. Yes
2. No
3. Not sure

IF YES IN Q18 ASK Q19:

19.   How satisfied were you with your experience searching for information about those government services? **READ 1-4 AND 4-1**

1. Very satisfied
2. Somewhat satisfied
3. Not too satisfied
4. Not at all satisfied
5. Not sure

CONTINUE ASKING ALL:

20.   Do you have any disabilities or other physical limitations that impact your ability to access the internet? **(IF YES ASK, WHAT ARE THEY OPEN END)**

_____

ASK IF YES IN Q8:

21.   Do you run into barriers with English only website content?

1. Yes
2. No
3. Not sure

CONTINUE ASKING ALL:

22.   How often, if ever, do you personally use computers to access the internet at a public location, like the library or a community center? **READ 1-5 AND 5-1**

1. Daily
2. Weekly
3. Monthly
4. Yearly
5. Never
6. Not sure

IF 1-4 IN Q22 ASK Q23:

23.   Do you use your own computer, tablet or smartphone to access the internet at these locations?

1. Yes
2. No
3. Not sure

24.　　What is the main reason you access the internet at public locations? **READ/ROTATE**

　　　1.　Internet too slow at home
　　　2.　No Internet at home
　　　3.　No computer at home
　　　4.　More privacy
　　　5.　Change of scenery
　　　6.　Other **(SPECIFY)**
　　　7.　Not sure

CONTINUE ASKING ALL:

25.　　Have you visited your public library (excluding school and college libraries) within the past 12 months?

　　　1.　Yes
　　　2.　No
　　　3.　Not sure

Please tell me if you were very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with each part of your experience at the library. If you aren't sure, just say so.

		Very Satisfied	S'What Satisfied	S'What Dissatisfied	Very Dissatisfied	Not Sure
26.	The overall level of service provided by the public library on site.	1	2	3	4	5
27.	The speed of the internet offered by the public library.	1	2	3	4	5
28.	The availability of electronic information and resources provided by the public library.	1	2	3	4	5

29.　　Please tell me whether you agree or disagree with the following statement: The public library website was easy to navigate for services such as finding a book you would like or the return date of a book that you checked out. **PROBE IF AGREE/DISAGREE: Is that strongly or just somewhat?**

　　　1.　Strongly agree
　　　2.　Somewhat agree
　　　3.　Somewhat disagree
　　　4.　Strongly disagree
　　　5.　Not sure

CONTINUE ASKING ALL:

How confident are you that you could successfully complete the following tasks? Very confident, somewhat confident, not very confident, or not at all confident?

READ/ROTATE

		Very Confident	**S'What Confident**	**Not Very Confident**	**Not At All Confident**	**Not Sure**
30.	Searching and applying for jobs online, including creating and submitting a résumé	1	2	3	4	5
31.	Taking an online course or training materials to improve your job skills	1	2	3	4	5
32.	Finding health information online	1	2	3	4	5
33.	Shopping and paying bills online	1	2	3	4	5
34.	Using email	1	2	3	4	5
35.	Using social media	1	2	3	4	5
36.	Protecting your personal information online	1	2	3	4	5

37. Does your household have enough computers, tablets, and smartphones to meet the needs of those living there?

   1. Yes
   2. No
   3. Not sure

38. In the past 6 months, have any of the following devices failed to function properly for you?
   READ/ROTATE: Mark all that apply

   1. Smart phone
   2. Desktop computer
   3. Laptop computer
   4. Tablet
   5. Other type of internet connected device
   6. None **(LOCK OUT OTHER ANSWERS)**
   7. Not sure

IF 1-5 IN Q38 ASK Q39:

39.   How did you deal with the problem you encountered? **READ/ROTATE**

1. Fixed the problem alone
2. Fixed the problem with help from friends or family
3. Fixed the problem with help from a professional
4. Unable to fix one or more of the devices
5. Not sure

CONTINUE ASKING ALL:

40.   In thinking about purchasing a desktop or laptop computer, what would you consider to be <u>too expensive?</u> **CODED OPEN END / DO NOT READ**

1. Anything is too expensive
2. Less than $200
3. $201-$400
4. $401-$600
5. $601-$800
6. $801-$1,000
7. More than $1,000
8. Not sure

Now some questions for statistical purposes.

41.   What is your current household income?

1. Less than $15,000	2. $15,000 to $20,000	3. $20,001 to $30,000
4. $30,001 to $45,000	5. $45,001 to $60,000	6. $60,001 to $75,000
7. $75,001 to $100,000	8. Over $100,000	9. Prefer not to answer

42.   What is your current zip code? (**OPEN-END**)

43. How many people, regardless of age and including yourself, currently live in your household? **CODED OPEN END**

   1. 1
   2. 2
   3. 3
   4. 4
   5. 5
   6. 6
   7. 7
   8. 8
   9. More than 8

44. What is your current employment status? **READ**

   1. Working now
   2. Retired
   3. Student
   4. Homemaker
   5. Unemployed
   6. Permanently disabled
   7. Temporarily laid off
   8. Other (Don't Read)
   9. Not sure

45. Are you a veteran of the United States Military?

   1. Yes
   2. No
   3. Not sure

46. What is the highest level of school you have completed? **READ**

   1. Less than high school
   2. High school graduate
   3. Some college, no degree
   4. Two-year associate degree
   5. Four-year college degree
   6. Postgraduate degree
   7. Not sure

47. Survey Mode: **CODED FROM LIST**

7.2 Appendix B: Statewide Survey Questionnaire - Spanish

GS STRATEGY GROUP

Encuesta de acceso digital
PROGRAMADO Mayo 2023
N = 1,000 adultos en Idaho
Margen de error: +/- 3.1%

Buenas noches. Mi nombre es __ Esta noche estamos llevando a cabo una encuesta sobre temas en Idaho con fines de investigación y nos gustaría obtener sus opiniones, sobre acceso al internet en el estado de Idaho. Sus respuestas ayudaran a informar el plan de acceso digital del estado y deberían de tomar menos de 15 minutos de su tiempo. La participación es voluntaria, todas las respuestas son anónimas y puede omitir preguntas o finalizar la entrevista en cualquier momento. Si tiene preguntas o inquietudes sobre esta encuesta, o desea una copia de este consentimiento, puede comunicarse con Matthew May en matthewmay1@boisestate.edu o 208-426-3715, o a la Universidad Estatal de Boise en Humansubjects@boisestate.edu o al (208) 426-5401. **(NO HACER PAUSA)**

1.   ¿Actualmente vive en el estado de Idaho?

   1. Sí **(CONT.)**   2. No **(TÉRMINO)**

2.   ¿Y en qué condado vive? **DESPLIEGUE DE CONDADOS**

3.   ¿Cuántos años tiene? **REGISTRE LA EDAD EXACTA**

   1.   Menor de 18 **años (TÉRMINO).**
   2.   18-19
   3.   20-34
   4.   35-44
   5.   45-59
   6.   Más de 60+

4.   ¿Cuál es su género? **NO LEER**

   1.   Masculino
   2.   Hembra
   3.   No binario

5.   ¿Es usted latino(a), hispano(a) o de ascendencia latina, hispana o española?

1. Sí 2. No

SI ES AFIRMATIVO EN Q5, MARQUE 3 en Q6

6.   ¿Cuál es su raza?

   1. Blanco   2. Negro   3. Latino o hispano 4. Asiático

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5. Nativo americano   6. Otros 7. Múltiples razas 8. Prefiero no decir

CONTINUAR PREGUNTANDO A TODOS:

7.   ¿Es el inglés su lengua materna?

1. Sí
2. No
3. No estoy seguro

8.   ¿Usted o alguien en su hogar habla español?

1. Sí
2. No
3. No estoy seguro

9.   ¿Cuál de las siguientes opciones describe el servicio de Internet de su hogar?

1. Tengo internet en casa y teléfono celular
2. Tengo solo internet en casa
3. Tengo sólo teléfono celular
4. No hay servicio de Internet de ningún tipo
5. No estoy seguro

SI 1-2 EN Q9 PREGUNTE A Q10-11:

10.   ¿Cuál es el nombre de la compañía que le provee su servicio de Internet en el hogar? **FINAL ABIERTO CODIFICADO/NO LEER**

1. Cable One
2. CenturyLink
3. HughesNet
4. Rise Broadband
5. Sparklight
6. Spectrum
7. T-Mobile
8. Viasat
9. Ziply
10. Otros **(ESPECIFICAR)**
11. No estoy seguro

11.   ¿El servicio de internet está combinado con otros servicios como teléfono o televisión?

1. Sí
2. No
3. No estoy seguro

SI 3-5 EN Q9 PREGUNTE Q1 2:

12.   ¿Cuál es la razón principal por la que usted no tiene acceso a Internet en casa?

1. Demasiado caro
2. No está disponible en mi área
3. No lo necesito ni lo quiero

    4.   Otro
    5.   No estoy seguro

CONTINUAR PREGUNTANDO A TODOS:

13.   Al pensar en obtener servicio de Internet en su hogar, ¿qué valor consideraría <u>demasiado caro</u>?
    FINAL ABIERTO CODIFICADO / NO LEER

    1.   Cualquier cosa es demasiado cara
    2. $25 o menos
    3. $26 a $50
    4. $51 a $75
    5. $76 a $100
    6. $101 a $150
    7.   Más de $150
    8.   No estoy seguro

14.   El Programa de Conectividad Asequible (The Affordabe Connectivity Program) es un programa federal que ofrece descuentos en el servicio de Internet para hogares que califiquen. ¿Ha oído hablar de este programa?

    1.   Sí
    2.   No
    3.   No estoy seguro

EN CASO AFIRMATIVO EN Q14 PREGUNTE Q15:

15.   ¿Ha participado en el Programa de Conectividad Asequible?

    1.   Sí
    2.   No
    3.   No estoy seguro

CONTINUAR PREGUNTANDO A TODOS:

16.   ¿Qué tan difícil es para usted pagar su factura mensual de Internet? LEER 1-4 **Y 4-1**

    1.   Muy difícil
    2.   Algo difícil
    3.   No es demasiado difícil
    4.   Nada difícil
    5.   No estoy seguro

17.   ¿Qué tan satisfecho está con la calidad de la conexión del Internet de su hogar? LEER 1-4 **Y 4-1**

    1.   Muy satisfecho
    2.   Algo satisfecho
    3.   No demasiado satisfecho
    4.   Nada satisfecho
    5.   No estoy seguro

18. En el último año, ¿ha utilizado el Internet para buscar información sobre servicios o recursos gubernamentales, como el registro de votantes, el DMV o para la administración de beneficios gubernamentales?

    1. Sí
    2. No
    3. No estoy seguro

EN CASO AFIRMATIVO EN Q1 **8**, **PREGUNTE Q19:**

19. ¿Qué tan satisfecho estuvo con la experiencia de buscar información sobre esos servicios gubernamentales? LEER 1-4 **Y 4-1**

    1. Muy satisfecho
    2. Algo satisfecho
    3. No demasiado satisfecho
    4. Nada satisfecho
    5. No estoy seguro

CONTINUAR PREGUNTANDO A TODOS:

20. ¿Tiene usted alguna discapacidad u otra limitación física que afecta su capacidad para acceder al Internet? **(EN CASO AFIRMATIVO, PREGUNTE, ¿CUÁLES SON LOS ABIERTOS)**

PREGUNTE SI ES AFIRMATIVO EN LA PREGUNTA 8:

21. ¿Se le hace un problema entrar a sitios web cuyo contenido está disponible solo en inglés?

    1. Sí
    2. No
    3. No estoy seguro

CONTINUAR PREGUNTANDO A TODOS:

22. ¿Con qué frecuencia usa usted las computadoras en un lugar público, como la biblioteca o un centro comunitario, para acceder al internet? LEA 1-5 **Y 5-1**

    1. Diario
    2. Semanal
    3. Mensual
    4. Anual
    5. Nunca
    6. No estoy seguro

SI 1-4 EN Q22 PREGUNTE Q23:

23. ¿Utiliza su propia computadora, tableta o teléfono celular para acceder al Internet en estos lugares?

1. Sí
2. No
3. No estoy seguro

SI 1-4 EN Q22 PREGUNTE Q2 4:

24. ¿Cuál es la razón principal por la que accede al Internet en lugares públicos? **LEER/ROTAR**

    1. Internet demasiado lento en casa
    2. No hay Internet en casa
    3. No hay computadora en casa
    4. Más privacidad
    5. Cambio de escenario
    6. Otros **(ESPECIFICAR)**
    7. No estoy seguro

CONTINUAR PREGUNTANDO A TODOS:

25. ¿Ha visitado su biblioteca pública (excluyendo bibliotecas escolares y universitarias) en los últimos 12 meses?

    1. Sí
    2. No
    3. No estoy seguro

EN CASO AFIRMATIVO EN Q25 PREGUNTE Q2 6-29:

Por favor, dígame si estuvo muy satisfecho, algo satisfecho, algo insatisfecho o muy insatisfecho con cada una de las siguientes experiencias en la biblioteca. Si no está seguro, solo dígalo.

		Muy Satisfied	S'What Sábisfied	S'What Dissatisfecho	Muy Dissatisfecho	No Seguro
26.	El nivel general de servicio proporcionado por la biblioteca.	1	2	3	4	5
27.	La velocidad del Internet ofrecida por la biblioteca pública.	1	2	3	4	5
28.	La disponibilidad de información electrónica y recursos proporcionados por la biblioteca pública.	1	2	3	4	5

29. Por favor, dígame si está de acuerdo o en desacuerdo con la siguiente declaración: El sitio web de la biblioteca pública fue fácil de navegar para servicios tales como encontrar un libro que le gustaría o la fecha de devolución de un libro que sacó. **SONDEA SI ESTÁS DE ACUERDO / EN DESACUERDO: ¿Es eso fuerte o solo algo?**

    1. Totalmente de acuerdo
    2. Algo de acuerdo
    3. Algo disagree

4. Totalmente en desacuerdo
5. No estoy seguro

CONTINUAR PREGUNTANDO A TODOS:

¿Qué tan seguro está de que podría completar con éxito las siguientes tareas? ¿Muy seguro, algo seguro, no muy seguro, o nada seguro?

LEER/ROTAR

		Muy Confident	S'What Confident	No muy competente	No estoy nada seguro	No Seguro
30.	Buscar y solicitar empleos online, incluida la creación y presentación de una hoja de vida	1	2	3	4	5
31.	Tomar un curso en línea o materiales de capacitación para mejorar sus habilidades laborales	1	2	3	4	5
32.	Encontrar información de salud en línea	1	2	3	4	5
33.	Comprar y pagar facturas en línea	1	2	3	4	5
34.	Uso del correo electrónico	1	2	3	4	5
35.	Uso de las redes sociales	1	2	3	4	5
36.	Protección de su información personal en línea	1	2	3	4	5

37. ¿Su hogar tiene suficientes computadoras, tabletas y teléfonos celulares para satisfacer las necesidades de quienes viven allí?

1. Sí
2. No
3. No estoy seguro

38. En los últimos 6 meses, ¿alguno de los siguientes dispositivos ha dejado de funcionar correctamente para usted? **LEER/ROTAR: Marque todo lo que corresponda**

1. Teléfono celular
2. Computadora de escritorio
3. Computador portátil (laptop)

4. Tableta
5. Otro tipo de dispositivo conectado a Internet
6. Ninguno **(BLOQUEAR OTRAS RESPUESTAS)**
7. No estoy seguro

SI 1-5 EN Q38 PREGUNTE Q3 9:

39. ¿Cómo lidió con el problema? **LEER/ROTAR**

1. Arregló usted el problema solo
2. Se solucionó el problema con la ayuda de amigos o familiares
3. Se solucionó el problema con la ayuda de un profesional
4. No se puedo reparar uno o más de los dispositivos
5. No estoy seguro

CONTINUAR PREGUNTANDO A TODOS:

40. Al pensar en comprar una computadora de escritorio o un laptop ¿qué precio consideraría ser demasiado caro? **FINAL ABIERTO CODIFICADO / NO LEER**

1. Cualquier cosa es demasiado cara
2. Menos de $200
3. $201-$400
4. $401-$600
5. $601-$800
6. $801-$1,000
7. Más de $1,000
8. No estoy seguro

Ahora algunas preguntas con fines estadísticos.

41. ¿Cuál es el ingreso anual de su familia?

1. Menos de $15,0002. $15,000 a $20,0003. $2   0,001 a $30,000

4. $30,001 a $45,0005. $45,001 a $60,0006. $60,001 a $75,000

7. $75,001 a $100,0008. Más de $100,000 9. Prefiero no responder

42. ¿Cuál es su código postal? (**ABIERTO**)

43. ¿Cuántas personas, independientemente de su edad e incluyéndose a usted mismo, viven actualmente en su hogar? **EXTREMO ABIERTO CODIFICADO**

1. 1
2. 2
3. 3
4. 4
5. 5
6. 6
7. 7
8. 8
9. Más de 8

44. ¿Cuál es su situación laboral actual? **LEER**

1. Actualmente tiene trabajo
2. Jubilado
3. Estudiante
4. Ama de casa
5. Desempleado
6. Permanentemente deshabilitado
7. Temporalmente despedido
8. Otro (No leer)
9. No estoy seguro

45. ¿Es usted un veterano de las Fuerzas Armadas de los Estados Unidos?

1. Sí
2. No
3. No estoy seguro

46. ¿Cuál es el nivel más alto de escuela que ha completado? **LEER**

1. No se graduó de la escuela secundaria
2. Graduado de la escuela secundaria
3. Algo de universidad, sin título
4. Título asociado de dos años
5. Título universitario de cuatro años

GSSG

6. Postgrado
7. No estoy seguro

47.   Modo de encuesta: **CODIFICADO DE LA LISTA**

7.3 Appendix C: Focus Group Questionnaire

DAAI Focus Groups - Protocol with Script

Good morning/afternoon/evening,

My name is _____ and I am a researcher with Boise State University. First off, I want to thank you for sharing your time and thoughts with us today. The general purpose of our project is to better understand digital inclusion and internet access throughout Idaho. As part of this plan, we want to hear from community members like you, and learn about your experiences with the internet and digital devices.

I'd also like to confirm that you all received a copy of the informed consent form and were able to review and sign it. As a reminder, all your answers are voluntary and confidential, and you are free to decline to answer any question or exit the focus group at any time. With your permission, we'd also like to record this conversation. This helps us not miss any responses, and the recording will be deleted before the end of our study. Please keep in mind that direct quotes may be used in our report, but will be kept anonymous. If you agree to participate, please return your signed consent forms and optional demographic questionnaire.

As a focus group participant, we ask that you please respect the views of other participants and respect the confidentiality of this session. While the research team will make every effort to ensure the confidentiality of everyone's participation, please be aware we cannot guarantee the actions of other participants.

We are happy to address any concerns you may have. Are there any questions before we begin?

Start recording

Broadband availability/affordability/access - BA

1. What are your main reasons for using the internet?
    a. If you do not use the internet, why not?
2. Tell us all the places you access the internet?
3. Have you heard of the federal Affordable Connectivity Program?
    a. If so, have you participated in it?
4. How much would you be comfortable paying for internet service?
5. How are you impacted when your internet connection is not working?
6. Do you have family or friends who access the internet for you?
    a. If so, how do they access the internet?

Online accessibility/inclusivity - OA

1. Do you access devices or internet services in public spaces, such as libraries or coffee shops?
    a. What has your experience been like?
    b. Do you feel safe and welcomed/trusted in these spaces?
2. What services or resources would you like to be able to access using the internet?
3. Have you accessed public resources or services online, such as voter registration, DMV, or managing government benefits?
    a. If so, how was your experience?

Digital Skills - DS

1. Have you had any training or classes to increase your digital skills?
    a. If so, what were they? If not, why not?
2. Do you look for information online?
    a. If so, what kind of information?
3. What digital skills would you like to learn or develop further?
4. If you have a question about accessing information online or using your device, where do you generally go for answers?

Cybersecurity and privacy awareness/use/measures - CS

1. Do you have concerns about the safety of your personal data? If so, what are they?
2. How important is digital privacy to you?
3. Have you ever had any training around keeping your data safe?

Technical Support -TS

1. If any assistance for using the internet were provided, what kind of assistance would you want?
2. Describe your experience seeking technical support for using the internet or your devices.
3. What's the number one change that would make using the internet better or more enjoyable?

Device availability/affordability - DA

1. What devices do you use to access the internet?
   a. In what ways do you use these devices? (e.g., work, school, news, shopping, etc.)
2. What devices would improve your internet experience?
   a. What barriers prevent you from getting these devices?

Exit Question - EX

1. Is there anything else you would like to say about using the internet or your online experience?

General Probing Questions (to be used if needed to stimulate additional information about the questions above)

2. Can you tell me more?
3. How?
4. When?
5. Why?
6. I don't quite understand. Can you say more?
7. Do you have an example of that?
8. What did/does that look like?

Those are all the questions I have for today. We also have these informational cards about the Affordable Connectivity Program, if you're interested in learning more about it. Thank you so much for your participation and time, and I hope you have a great rest of your day!

7.4 Appendix D: Stakeholder Interview Questionnaire

BOISE STATE UNIVERSITY
IDAHO POLICY INSTITUTE

<u>DAAI Interview Protocol</u>

Good morning/afternoon/evening,

My name is _____ and I am a researcher with Boise State University. First off, I want to thank you for sharing your time and thoughts with us today. The general purpose of our project is to better understand digital inclusion and internet access throughout Idaho. As part of this plan, we want to hear from Idaho stakeholders like you, and learn about your experiences with the internet and digital devices.

I'd also like to confirm that you all received a copy of the informed consent form and were able to review and sign it. As a reminder, all your answers are voluntary and confidential, and you are free to decline to answer any question or exit the focus group at any time. With your permission, we'd also like to record this conversation. This helps us not miss any responses, and the recording will be deleted before the end of our study.

Are there any questions before we begin?

Covered Population(s)

1. Do you or your organization typically work with any of the following populations in Idaho?
    a. Low income households
    b. Age 60 or older
    c. The incarcerated
    d. Veterans
    e. Those with a disability
    f. Those with language barriers
    g. English learners
    h. Those with low literacy
    i. Specific racial or ethnic minorities
    j. Rural populations

[After determination of covered population(s)] For the rest of our time, we'd like to ask about how you serve your clients and their barriers to digital access.

Broadband availability/affordability/access

1. What are the main barriers for your clients while using the internet?
    a. If they do not use the internet, why not?
2. Tell us all the places your clients are likely to access the internet?
3. Have you heard of the federal Affordable Connectivity Program?
    a. If so, do you know of any clients that participated in it?
4. Do your clients have challenges paying for internet service?

Online accessibility/inclusivity

1. What services or resources would you like to see provided or improved to increase access to the internet?
2. What public resources or services online do your clients face barriers to accessing, such as voter registration, DMV, or managing government benefits?

Digital Skills

1. What training or classes could help increase your client's digital skills?
2. If your clients have a question about accessing information online or using a device, where do they generally go for answers?

Cybersecurity and privacy awareness/use/measures

1. What data privacy challenge do your clients face?
2. Have you ever had any training around keeping data safe?

Technical Support

1. If any assistance for using the internet were provided to your clients, what kind of assistance would you want?
2. What's the number one change that would make using the internet better or more enjoyable for your clients?

Device availability/affordability

1. What devices would improve your client's internet experience?
    a. What barriers prevent them from getting these devices?

Exit Question

1. Is there anything else you would like to say about your clients' digital access?

General Probing Questions (to be used if needed to stimulate additional information about the questions above)

2. Can you tell me more?

3. How?
4. When?
5. Why?
6. I don't quite understand. Can you say more?
7. Do you have an example of that?
8. What did/does that look like?

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