

Digital Equity and Inclusion



digitalinclusion.org | [@netinclusion](https://twitter.com/netinclusion)



PRESENTERS



Abi Waldrup

Digital Navigator Manager
National Digital Inclusion Alliance
abi@digitalinclusion.org



Davida Delmar

Digital Inclusion Manager
AMERIND Critical Infrastructure
ddelmar@amerind.com

**What do people in your community
use the internet for?**

**What would people who aren't
connected now use the internet for?**

Definitions

The background features a teal gradient. In the center, the word "Definitions" is written in a bold, white, sans-serif font. Behind this text, there are faint, semi-transparent graphics: the letters "NPD" on the left and "AA" on the right, a Wi-Fi signal icon at the top right, and two hands, one above the other, in the center-right area.

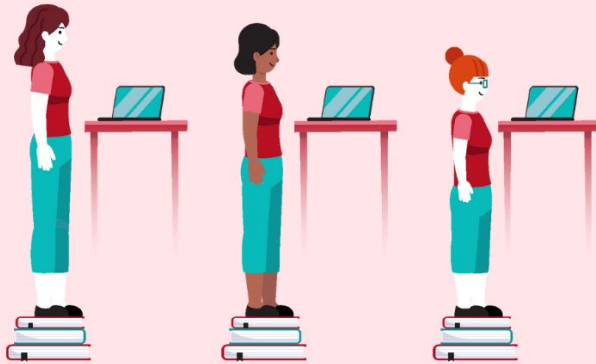
Digital Equity: The Goal

A condition in which all individuals and communities have the information technology capacity needed for full participation in our society, democracy, and economy.

Digital divide is the issue.
Digital inclusion is the work.
Digital equity is the goal.

Why 'Digital Equity'?

EQUALITY

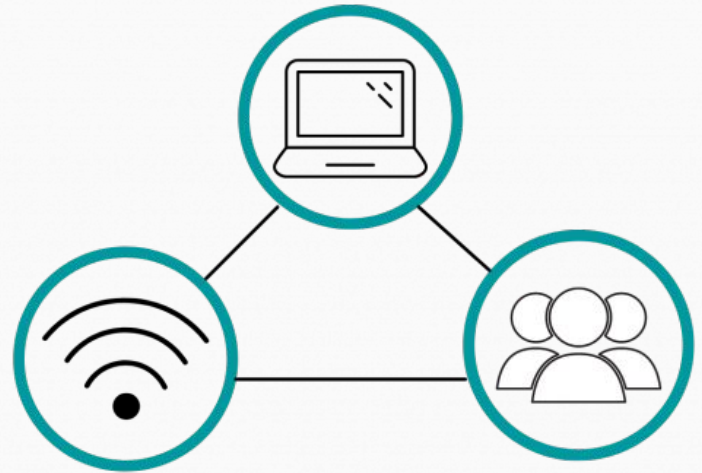


EQUITY



Digital Inclusion: The Work

The activities necessary to ensure that all individuals and communities, including the most disadvantaged, have access to and use of Information and Communication Technologies (ICTs).



Digital Divide: The Issue

The gap between those who have affordable access, skills and support to effectively engage online and those who do not.

The digital divide disproportionately affects Native Americans, Alaska Natives, Native Hawaiians, Black people and other people of color, households with low incomes, people with disabilities, people in rural areas and older adults.

If the internet was available to everyone in your community, what would still prevent people from consistently connecting to the internet and using it effectively?

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Key Barriers to Digital Inclusion

Key Barriers to Digital Inclusion



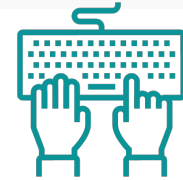
BROADBAND

- ✗ Unavailable
- ✗ Unreliable service
- ✗ Unaffordable
- ✗ Digital Redlining



DEVICES

- ✗ Unaffordable
- ✗ Outdated software
- ✗ No access to device
- ✗ Device is not matching the needs of the user



DIGITAL SKILLS

- ✗ Limited digital skills
- ✗ Trainings are not accessible
- ✗ Fear & shame
- ✗ Privacy concerns

Elements of Digital Inclusion

**Affordable,
Appropriate
Devices**



**Ongoing
Technical
Support**



**Affordable,
High-Speed
Internet**




**Digital Skills
Training**



The Road to
**Digital
Equity**





Affordable & Low Cost Broadband

NDIA Resource: Free & Low-Cost Internet Plans

Free & Low-Cost Internet Plans

page was designed to be helpful for digital inclusion practitioners who may give guidance to clients & constituents.

- ACP-Only Plans
- Low-Cost Plans (with eligibility requirements)
- Low-Cost Plans (without eligibility requirements)

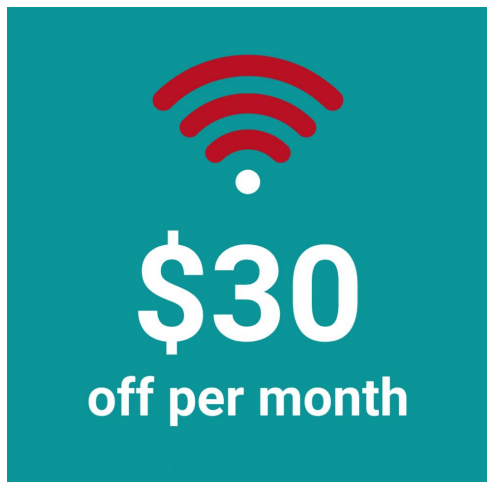
ACP-Only Plans (Eligibility Requirements)

These plans are offered exclusively to Affordable Connectivity Program (ACP) participants who use their ACP benefit to pay for the plan. With the \$30 ACP benefit (\$75 for Tribal participants) applied, these plans come at no cost to the customer.

Provider	Plan	Cost with ACP Benefit	Speed (Download/Upload)
+ Allo Communications	ALLO 100 Mbps Internet Service	\$0	100/100
+ Astound (Powered by Wave)	150 Mbps Internet	\$0	150/-
+ Breezeline	Internet Assist Plus Plan	\$0	100/10
+ Comporium	Connected Internet Program	\$0	100/100

Affordable Connectivity Program

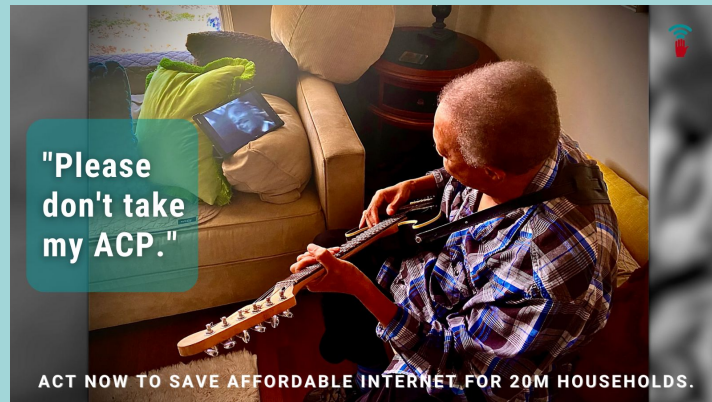
**\$14.2 Billion Allocated In
Infrastructure Investment & Jobs Act**



**Current funding for ACP will run out in
2024 if congress doesn't act.**

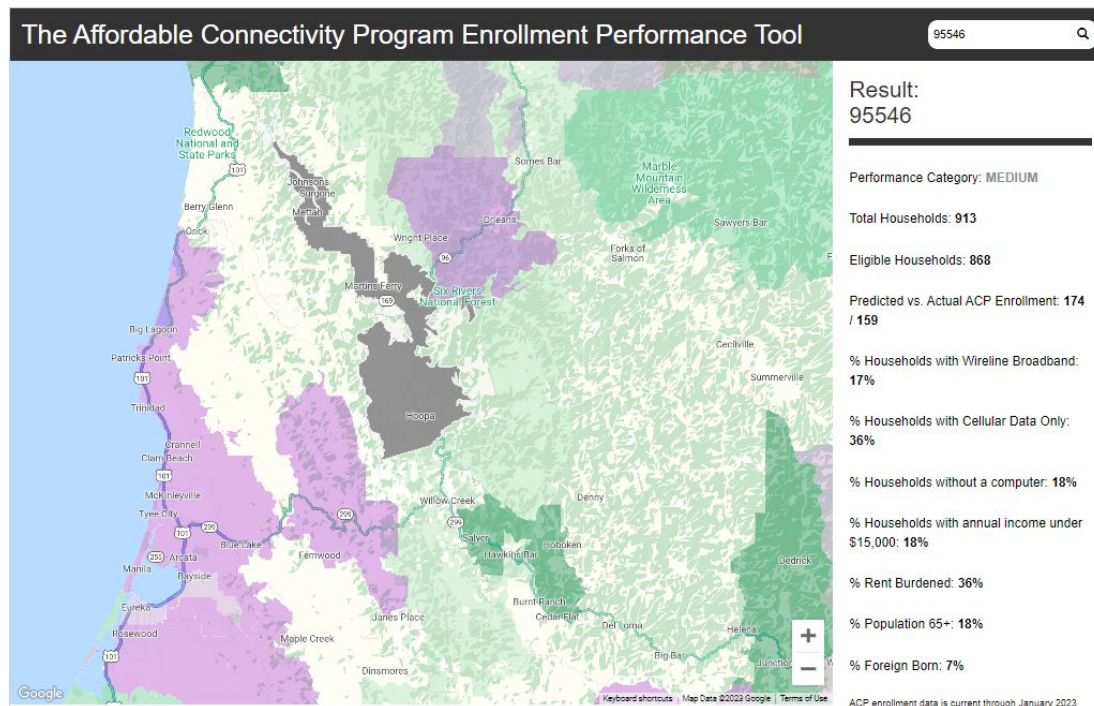
ACP Advocacy Toolkit:

- ACP Talking Points
- Advocacy Letter Template
- Example Letters



Measuring ACP Performance

- [Institute for Local Self Reliance \(ILSR\) ACP Dashboard](#)
- [Benton Institute's Affordable Connectivity Program Enrollment Performance Tool](#)





Appropriate & Affordable Devices

Appropriate Devices



- ✓ Most portable device
- ✓ Multiple connection options
- ✓ Long battery
- ✗ Does not replace a laptop



- ✓ Great for accessibility
- ✓ Long battery
- ✗ Cannot make calls without a cellular data plan



- ✓ Mandatory for many jobs and applications
- ✓ Large storage
- ✗ Shorter battery life
- ✗ Least affordable option

Affordable Devices Example: Computer Reach

Computer Reach is a Pittsburgh-based nonprofit organization that makes technology available to people most in need through refurbished equipment, computer literacy, training and support.



Affordable Devices: NDIA Resource - Startup Manual

Read [NDIA'S Startup Manual](#) to learn more about:

- What a “community digital inclusion program” is
- Three questions to ask while you get started
- Examples of do-it-yourself PC refurbishing & working with established non-profit refurbishers

DIGITAL INCLUSION
START-UP MANUAL
NATIONAL DIGITAL INCLUSION ALLIANCE

Map of Refurbishers: <https://aftrr.org/map-locator/>



Home

Map Locator

About Us

Contact us



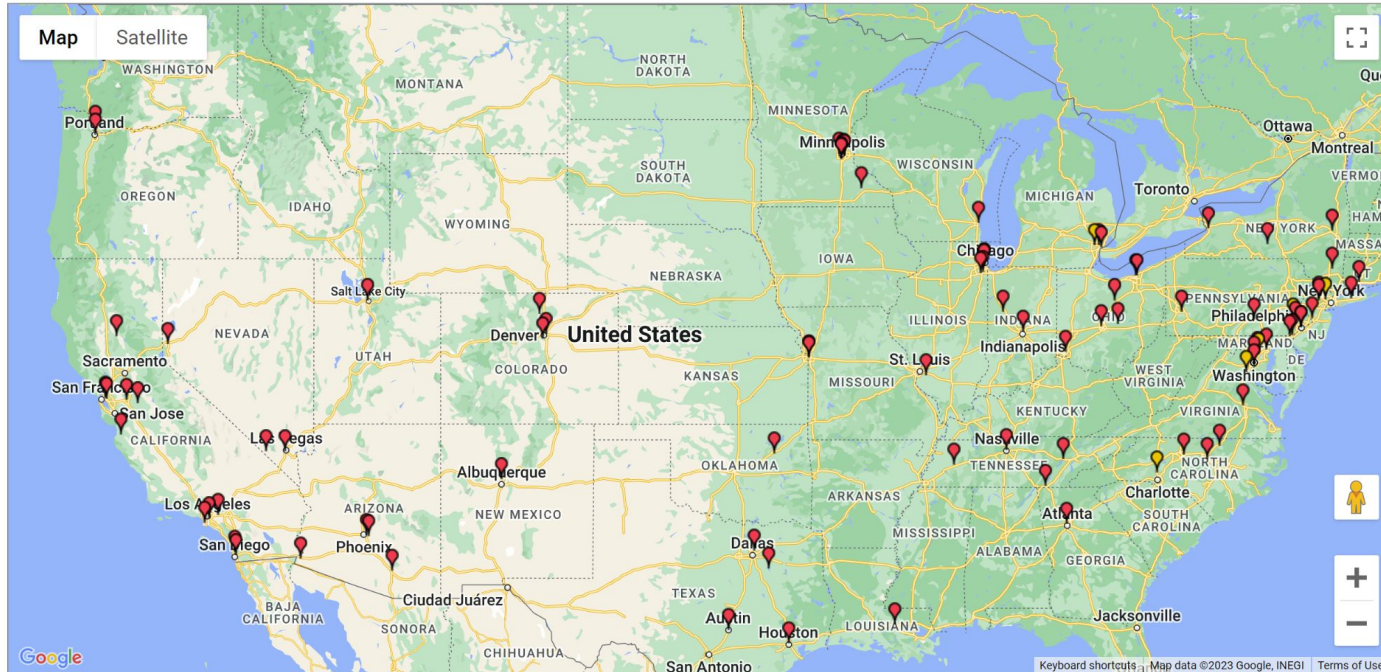
Use this interactive map to locate and learn about the nonprofit refurbishers and recyclers in your area.

All States

Near: Address or City or Zip

Radius: 50 miles

Search



Refurbisher Recycler Both

Digital Skills Training

The background features a teal color scheme. In the center, there is a faint graphic of a hand with a Wi-Fi signal symbol above it. Large, semi-transparent letters 'N', 'D', and 'A' are scattered across the background, with 'D' being the most prominent.

Foundational Digital Skills

Adults will need to have the following foundation skills which underpin all essential digital skills. Some examples include:

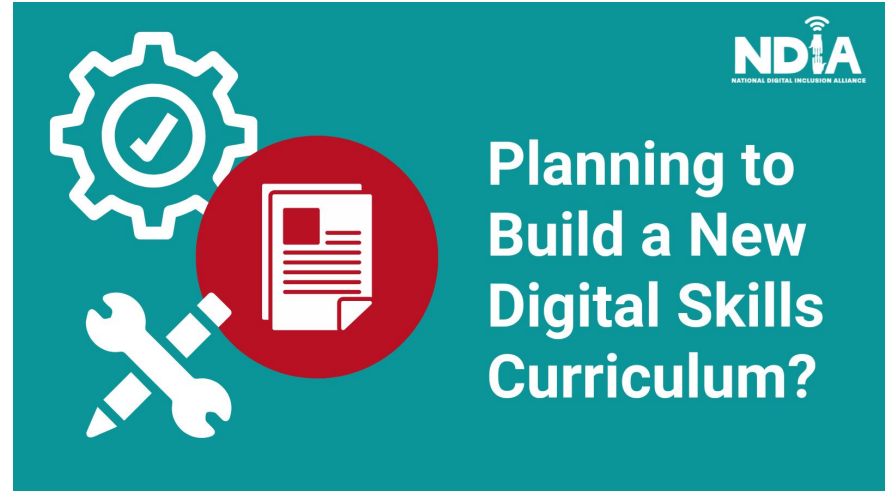
- I can turn on a device
- I can use the available controls on my device
- I can interact with the home screen on my device
- I can connect my device to safe and secure Wi-Fi network
- I can update and change my password
- I can connect to the internet and open a browser to find and use websites



Digital Skills Training Resources

This post includes:

- Resources to develop a digital skills framework
- A list of free online digital skills programs that includes multilingual programs, special features and facilitator support



Digital Skills Training Resources

MULTILINGUAL RESOURCES

- [DigitalLearn.org](https://www.digitalearn.org) - Great for self-guided learners and self-paced community learning.
- [GCFLearnFree.org](https://www.gcflearnfree.org) - Great for self-guided learners who may require more extensive training and assistance.

OTHER RESOURCES

- [Techboomers.com](https://www.techboomers.com) - Holistic lessons, providing guidance from downloading to deleting apps.
- [Mozilla Foundation](https://www.mozilla.org/foundation) - Great for facilitators to build and expand in-person or virtual group sessions.

Digital Navigators

The background is a solid teal color. In the center, there is a faint, light teal graphic of a hand holding a Wi-Fi signal icon. Behind the text, there are large, faint letters 'N', 'D', and 'A' in the same teal color, which appear to be part of the word 'NDAs'.

KEY DEFINITION



Digital navigators are trusted guides who assist community members in internet adoption and the use of computing devices.

Digital Equity in Tribal Communities





Tribal Nations Working Towards Digital Equity



Whose Job is it to Solve the Digital Divide?

- Internet Service Provider (ISP)
- IT department
- Libraries
- Housing Authority
- Health Center
- Workforce Development
- Nonprofits
- Tribal government
- The state, feds??

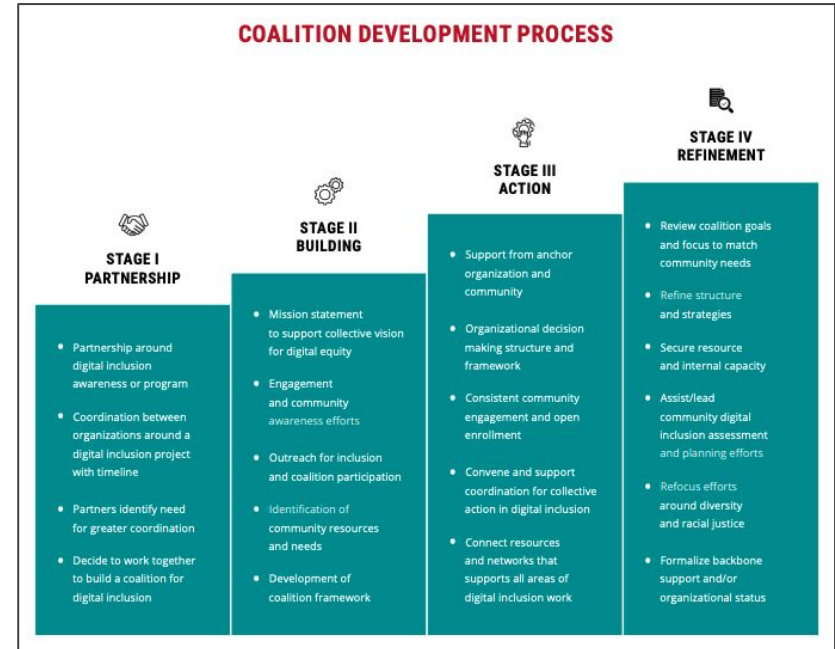
Digital Inclusion Ecosystem

A digital inclusion ecosystem is a combination of programs and policies that meet a geographic community's unique and diverse needs. Coordinating entities work together in an ecosystem to address all aspects of the digital divide, including affordable broadband, devices, and skills.

Digital Inclusion Coalition Guidebook

Our **Digital Inclusion Coalition Guidebook** provides an in-depth look at successful models across coalitions.

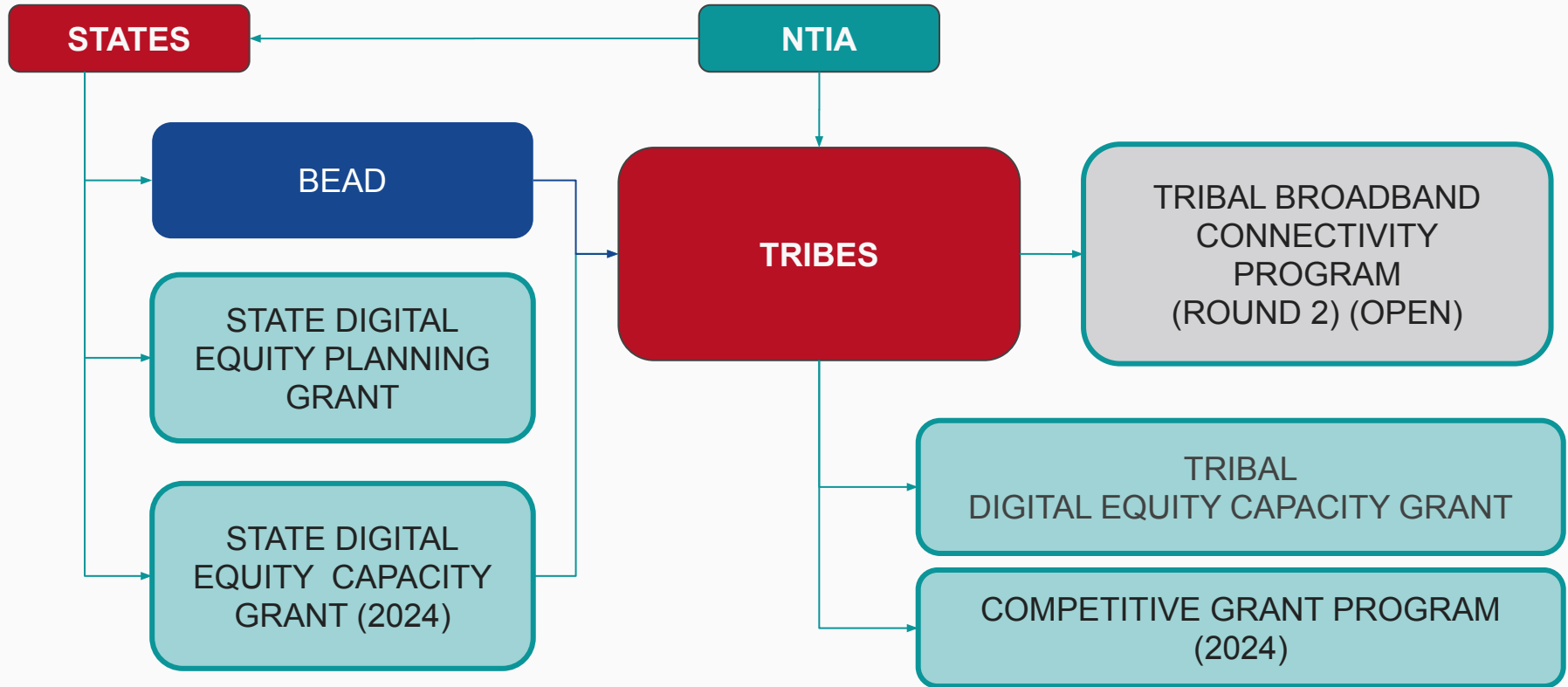
- How coalitions form and are structured
- Keys to successful coalition operations
- Ways coalitions adapt over time



Digital Equity Funding

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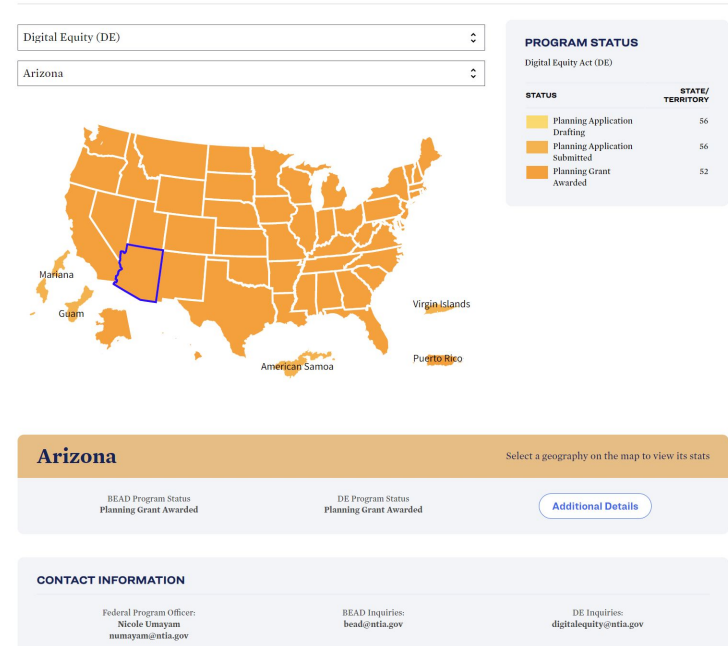
TRIBAL DIGITAL EQUITY FUNDING SOURCES



How to find out how much money your state is receiving & who to contact about state digital equity planning:

1. Go to internetforall.gov
2. Click on “Map”
3. Choose “Digital Equity” for the first drop down box.
4. Select your state for the second drop down box.
5. Click “Additional Details”

Program Progress by State & Territory



How to find out NTIA Tribal team contact:

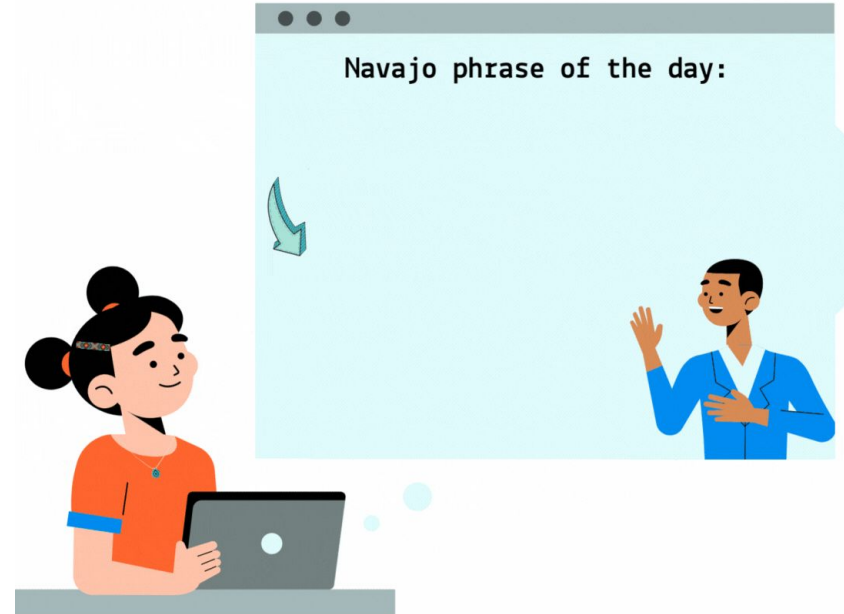
1. Go to broadbandusa.ntia.doc.gov
2. Click on “Resources” > “Tribal Nations”
3. Scroll down to the contact list and find the Federal Program Officers for your region.

Nicholas Courtney	Acting Team Lead Federal Program Officer, Hawaii	ncourtney@ntia.gov	(202) 308-2512
Andrew Orosco	Federal Program Officer, Pacific Region	aorosco@ntia.gov	(202) 494-4209
Christopher Becenti	Federal Program Officer, Western Region	cbecenti@ntia.gov	(202) 748-4507
Crystal Hottowe	Federal Program Officer, Northwest Region	chottowe@ntia.gov	(202) 557-5708
Gabriel Montoya	Federal Program Officer, Navajo Region, Southwest Region	gmontoya@ntia.gov	(202) 380-6697
Isabel Lopez	Federal Program Officer, Eastern Oklahoma Region, Southern Plains Region	ilopez@ntia.gov	(202) 389-2096
Jeffrey Kozdron	Federal Program Officer, Eastern Region	jkozdron@ntia.gov	(202) 441-9317
Joshua Standing Horse	Federal Program Officer, Alaska Region	jstandinghorse@ntia.gov	(202) 480-4096
Keja Whiteman	Federal Program Officer, Alaska Region	kwhiteman@ntia.gov	(202) 657-8285
Matt Rogotzke	Tribal State Cohort POC	mrogotzke@ntia.gov	(202) 841-9515
Rebecca Seewald	Federal Program Officer, Eastern Region	rseewald@ntia.gov	(202) 308-3395
Stephanie Henning	Federal Program Officer, Rocky Mountain Region, Great Plains Region	shenning@ntia.gov	(202) 441-6618
Theron Rutyna	Federal Program Officer, Midwest Region	trutyna@ntia.gov	(202) 595-4395
Vanesscia Cresci	Federal Program Officer, Pacific Region	vcresci@ntia.gov	(202) 313-2737

HOW TO CONTRIBUTE?

Strengthen the State's DE Vision & Plan

- Share plans, programs, strategies
- Represent your folks' perspectives
- Advocate for programs/policies that serve your constituents
- Participate in events
- Distribute info/surveys/etc.
- Define success
- Share successful models/best practices
- Specific asks (dollar amount)



Digital Equity Plans

The background features a teal gradient with several faint, semi-transparent graphics. On the left, the letters 'NED' are rendered in a large, bold, sans-serif font. In the center, a hand is shown holding a glowing sphere, with a Wi-Fi signal icon above it. On the right, the letter 'A' is partially visible in a large, bold, sans-serif font.

Current Resource: State Digital Equity Plan Toolkit



STATE DIGITAL EQUITY PLAN TOOLKIT



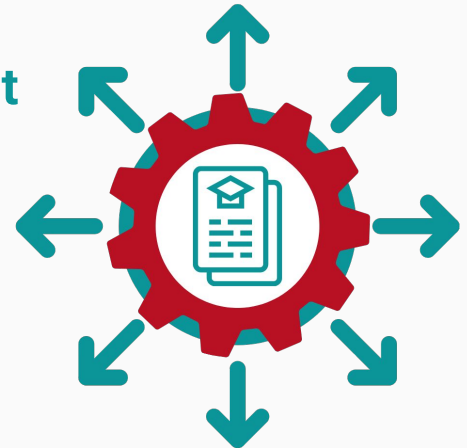
<https://www.digitalinclusion.org/state-digital-equity-plan-toolkit/>

Upcoming Resource: Tribal Digital Equity Plan Guide



Suggested Digital Equity Plan Outline

- **Section I: Introduction & Vision For Digital Equity**
- **Section II: Collaboration & Stakeholder Engagement**
- **Section III: Current State of Digital Equity**
- **Section IV: Defining Objectives & Implementation Strategies**
- **Section V: Evaluation & Updates**



Fresno Housing

Local Resources Needed for Digital Equity Plans

Policy



Program



Stakeholder



Data



Why is it important for a Tribe to develop their own digital equity plan?

Sets a plan for future funding—federal, state, local—for both digital equity and broadband

Explore sustainability options that insure citizens can afford connectivity and the Tribe can be self-sufficient

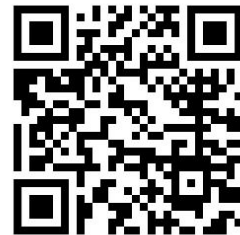
Why is it important for a tribe to develop their own digital equity plan?

Understand and utilize how technology can affirm and foster culture

A practice of sovereignty—managing a nation's own policies and codes that control the data, infrastructure, and networks.

Identify resource and capacity gaps to close the digital divide.

Join the NDIA Community



Become an Affiliate and get free access to:

- ✓ NDIA listserv with free resources, research and tools
- ✓ Monthly Community Calls & Newsletter
- ✓ Working Groups



Digital Inclusion week

#DIW2023 • Powered by NDIA • Oct 2-6, 2023

Digital Inclusion Week is an annual week of awareness, recognition, and celebration.

- NDIA supports DIW across the US
- Special events and campaigns - online, in-person
- Everyone can participate - community orgs, individuals, local government, companies, Tribes, states, etc.

[Digital Inclusion Week 2023](#)

Net Inclusion 2024

Philadelphia Feb. 13-15  Powered by NDIA

The Nation's Premiere Digital Inclusion Conference!

Attendees:

- Practitioners
- Advocates & Academics
- Internet Service Providers
- Policymakers

Topics:

- Local, state, Tribal, and federal policy
- Sources of financial and programmatic digital inclusion support
- Digital inclusion best practices

[Submit Your Session Proposal!](#) Due September 8, 2023

Join the Indigenous Digital Inclusion Working Group

A community of digital inclusion practitioners
in Indian Country

Monthly meeting and relevant updates.

**Email ddelmar@amerind.com
for more information.**





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Q&A