



GLR WEEK 2021

BRIGHT SPOTS AND SILVER LININGS



Bringing Digital Equity Home

The Suncoast Digital Access for All Initiative

A Crucible of Practice Salon

Wednesday, July 28, 3–4:30 PM ET

The Team



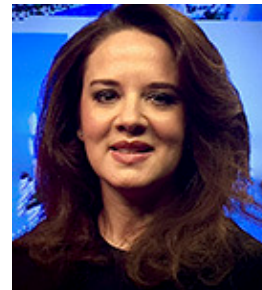
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Question of the Day

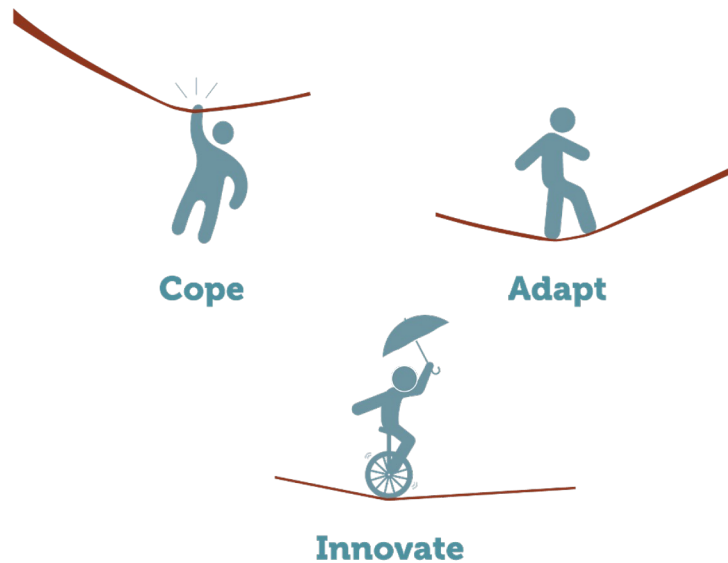


Why is digital access important to you, your community, and/or society in general?

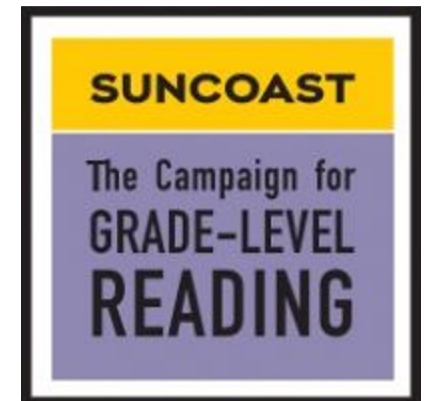
Please enter your thoughts into the chat box!

The Patterson Foundation

TPF Strengthens People, Organizations, and Communities in ways that foster wide participation.



- Charlotte
- DeSoto
- Manatee
- Sarasota

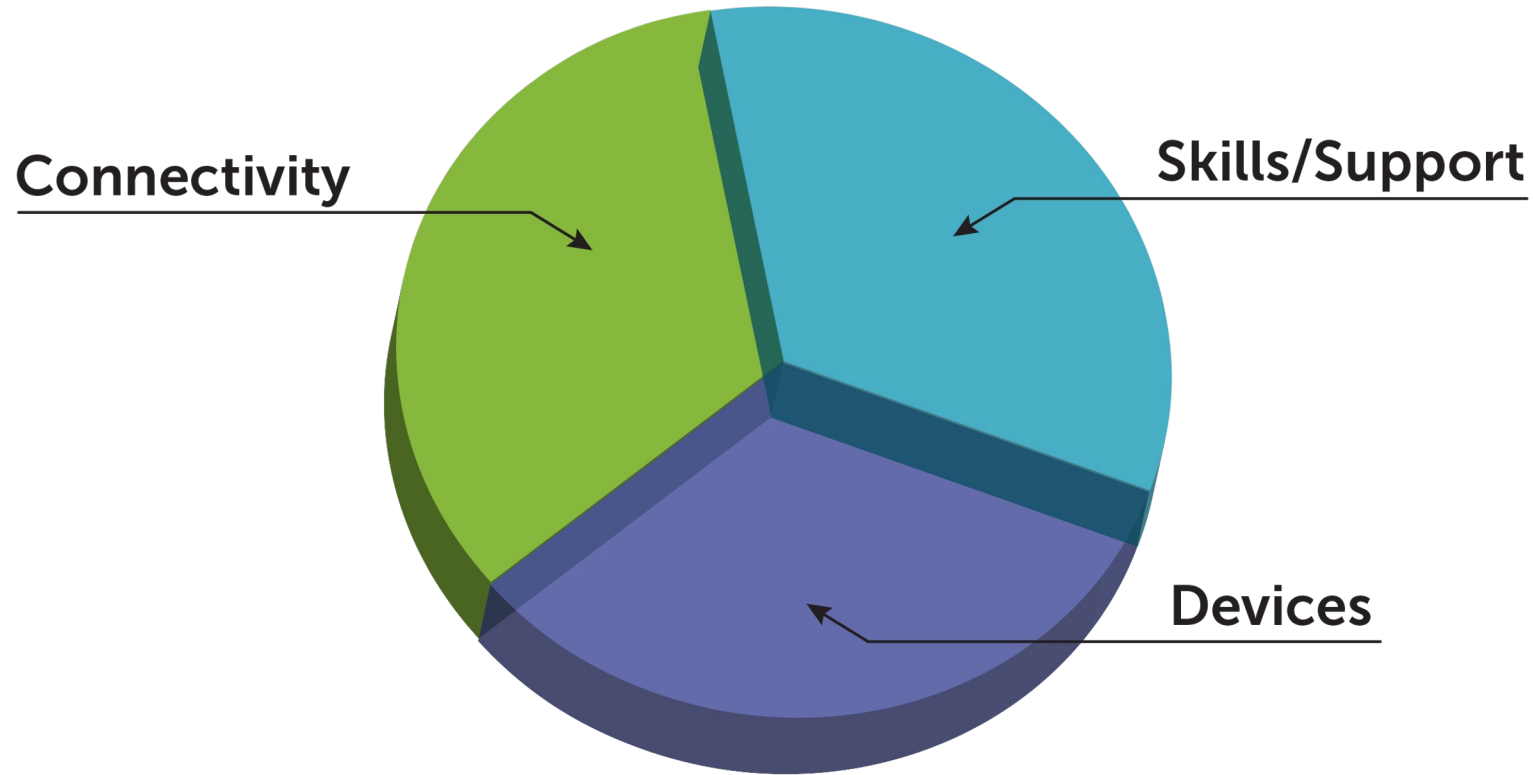


The DA4A Journey



- Exploration
- Local/Regional/National Perspectives & Viewpoints
- Focus on ALICE Households
- Two Critical Questions:
 - “Who else cares?”
 - “What can we do together?”

The Three Essential Elements of Digital Access





Digital Access for All



Learning & Sharing

Learning



- Researching documentation
- Synthesizing the following key themes:
 - Digital access is a basic necessity.
 - Digital access requires three essential elements: Connectivity, devices, and skills and support.
 - Digital access is hindered by barriers such as cost, awareness, and access.
 - Digital access for those underserved and disconnected is possible as shown by efforts underway.

Sharing



- Disseminating learning
 - website, blogs, newsletters, webinars, webinars
- Creating the DA4A Resource library
 - PDFs, online articles, online courses, affordable services flyers, etc
 - 11 keywords, including but not limited to:
 - Community/Regional Connectivity, Devices
 - Digital Skills & Training, Education
 - Health, Federal/State Government
 - 125+ Curated reports and resource shared



Digital Access for All



More Than Money: TPF's Approach

Chatbox Question



What are some of the ways a funder can contribute beyond writing a check or giving a grant?

Please enter your thoughts into the chat box!

Funders - Beyond a Check \$



- **Coalition Builder** - Foster wide participation to strengthen impact
- **Backbone** - Provide access to a strong network of knowledge
- **System Realigner** - Conduct/Share research on best practices
- **Communicator** - Community conversations toward shared aspirations
- **Policy Advocate** - Invest to create lasting widespread Impact
- **Learning Agent** - Connect people, organizations & community
- **Fundraiser** - Invite others with resources to participate
- **Grantmaker** - Expanding the \$ value into more than money

Driving Impact



Weaving multiple sectors together by enhancing access to technology to foster inclusion and well-being

- People - touching all ages and all backgrounds, especially ALICE
- Business - determining needs to build digital skills
- Nonprofits - enhancing ability to assist people towards available options
- Government - sharing knowledge of gaps that limit access
- Media - strengthening the broader effort through Aspirations Journalism
- Education - closing the digital access gap as early as possible
- Funders - fostering widespread inclusion to expand community solutions

Solutions In Action



- Emphasizing/Embracing Technology for All
 - Moving to the Big Tent
- Gathering/Sharing information about Gaps
 - Devices, Skills & Training Matrix
- Promoting Pilot Programs to test the waters
 - Digital Navigator Training Pilot
- Connecting Community Leaders with the Community
 - FCC - Emergency Broadband Benefit
 - American Rescue Plan - Broadband Infrastructure

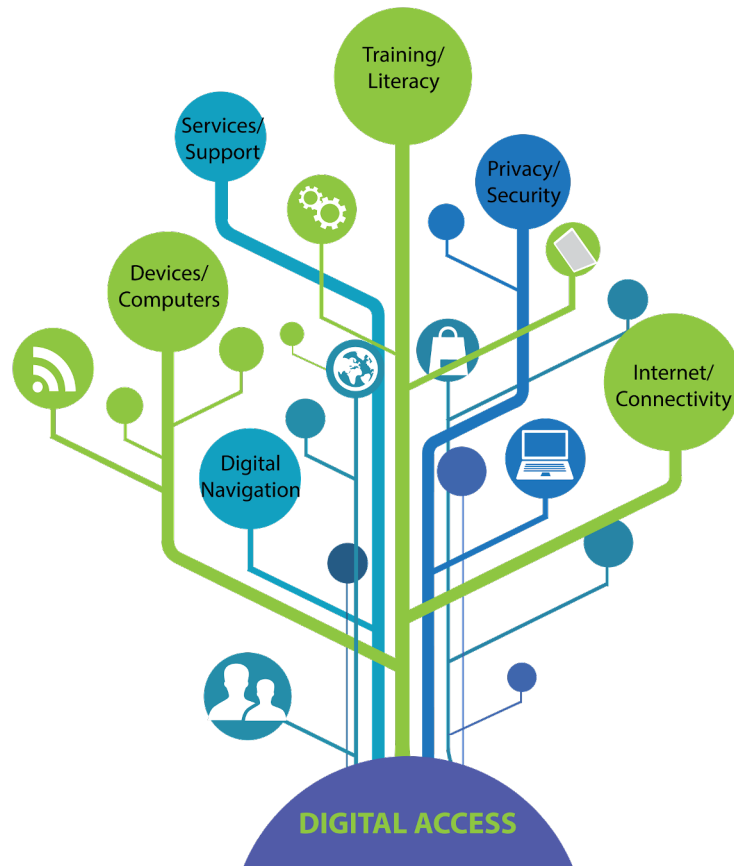


Digital Access for All



Digital Access Services Matrix

Digital Access Services Matrix



- A gap in community knowledge
- Developing the right tool
- Surveying local organizations
- Enter the [Matrix](#)



Digital Access for All



Digital Navigator Pilot

Framing the Pilot Program



- COVID-19 > SCGLR > DA4A
- Internet connectivity, computers, and digital skills are more essential than ever
- Perception of technology > reticence
- About 60,000,000 are without internet in the U.S. due to its cost
- Future uncertainty requires trusted support to engage in digital life

About Digital Navigators



- Emerged nationally as an agnostic role to support those impacted by the digital divide
 - agile, community-based customer service touch point
 - trained to help consumers select from low-cost internet plans, choose the right affordable computing devices to suit lifestyles, and either directly provide or provide access to digital literacy training and advancing digital skills
- Digital Navigator training is an allowable ARPA expense

Emergence of the Pilot



- Collaboration and learnings from DA4A
 - local agencies realized/understood the need for digital inclusion but were unsure of how to support constituents with internet, devices, and training
 - DA4A community partner orgs serve the same people in the community
 - DA4A community partner orgs tackle similar roadblocks to serving customers tracing back to issues with digital access



Digital Access for All



Community Partner Panel Discussion

Community Partner Panel



Community Partner
Margie Genter
Vice President of Mission Services
Goodwill Manasota



Community Partner
Lori Aberle Gentile
Client Services Director
Women's Resource Center



Community Partner
Lisbeth Oscuvilca
Family Engagement Director
UnidosNow



Digital Access for All



Thank You!