PREPARED FOR:

Telecommunications and Technology Webinar #2
Digital Inclusion and Literacy

November 20, 2019

Our Work to #DispelTheDigitalMyth

- Sign-Up Form: bit.ly/DTDMForm

- Social Media Toolkit: bit.ly/DILToolkit

Join our campaign to #DispelTheDigitalMyth!

- **When:** Monday, November 18 - Friday, November 22
- **Where:** Facebook and Twitter
- **Why:** To combat the common and harmful misconception that all Asian Americans have high rates of internet access and strong digital literacy skills.

Speakers

Angela Siefer
National Digital Inclusion Alliance

Francella Ochillo
Next Century Cities

Hart Clements
Office of Senator Patty Murray

Karrin Smoley
Charter Communications

Moderated By
Koustubh "K.J." Bagchi
Asian Americans Advancing Justice | AAJC

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Senior Counsel for Telecommunication, Technology, & Media

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Digital Inclusion & Literacy

Digital Inclusion and Literacy

>>>———————————————————<<<

Digital Inclusion:
The activities necessary to ensure that all individuals and communities, including the most disadvantaged, have access to and use of information and communication technologies.

- National Digital Inclusion Alliance

Digital Literacy:
The ability to use information and communication technologies to find, evaluate, create, and communicate information, requiring both cognitive and technological skills.

- American Library Association

National Digital Inclusion Alliance

Angela Siefer

Executive Director

National Digital Inclusion Alliance

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Digital Inclusion: Not If But How

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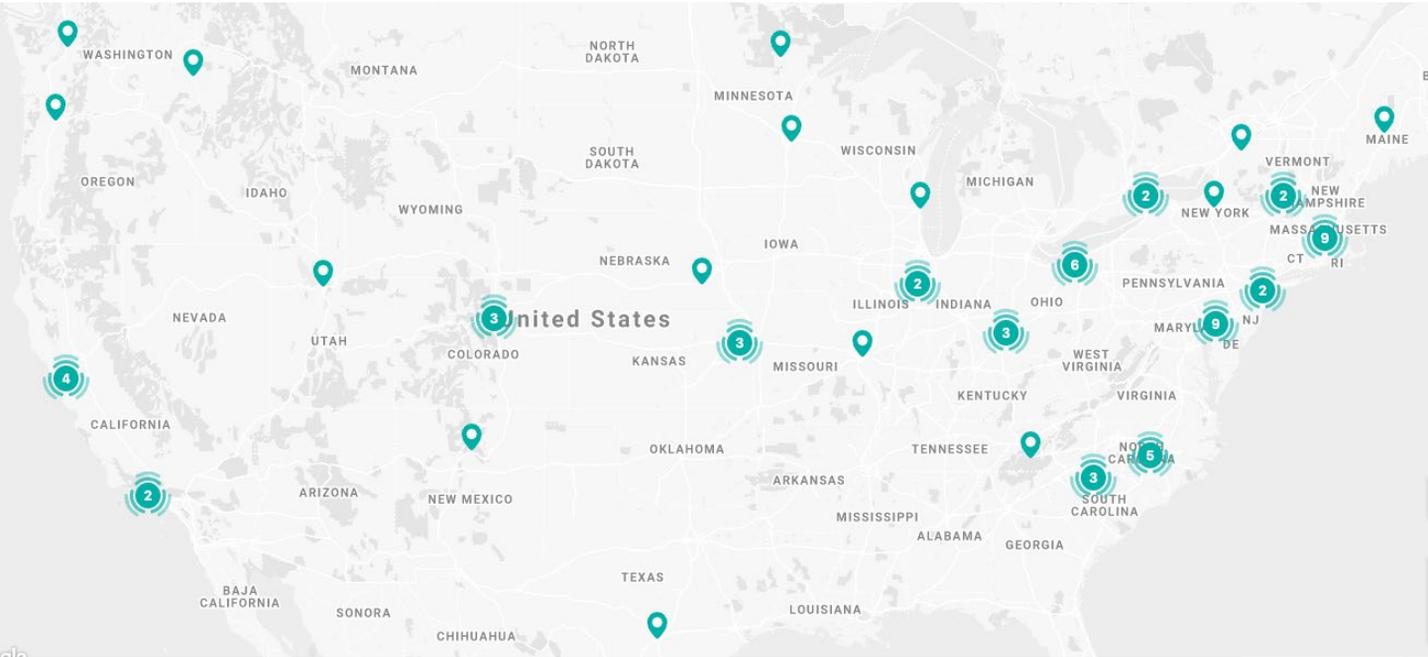ASIAN AMERICANS ADVANCING JUSTICE | AAJC

NDIA is…

A unified voice for home broadband access, public broadband access, personal devices and local technology training and support programs.

NDIA Affiliates

Digital Equity

Individuals and communities have IT capacity for full participation in society, democracy and economy.

Digital Inclusion

Activities necessary for full participation:

- Affordable home broadband
- Appropriate devices
- Digital literacy
- Tech support
- Applications

WHO DOESN'T HAVE INTERNET?

20 Million
Households with no home broadband

U.S. Census American Community Survey

Residents of rural Census tracts accounted for

5 OF 20 MILLION

zero-broadband households reported by the 2017 American Community Survey.
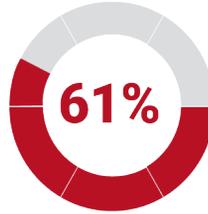
15 MILLION

zero-broadband households are in "urbanized" Census tracts where high-speed broadband has usually been available for years.

Common thread among these unconnected households is limited income

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56%

of those in rural tracts

61%

of those in urbanized tracts

have household incomes of less than **$35,000**.

ND1A

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THE SOLUTION?

Affordable broadband, affordable devices and digital literacy trainings.

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Guidebooks

1. Digital Inclusion Startup Manual
2. Discount Internet Guidebook
3. Digital Inclusion Coalitions Guidebook

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Digital Inclusion Trailblazers

We work collaboratively to craft, identify and disseminate financial and operational resources for digital inclusion programs while serving as a bridge to policymakers and the general public.

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Digitalinclusion.org/join

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PCs for People, St. Paul MN

Byte Back, Washington DC

City of Austin, TX

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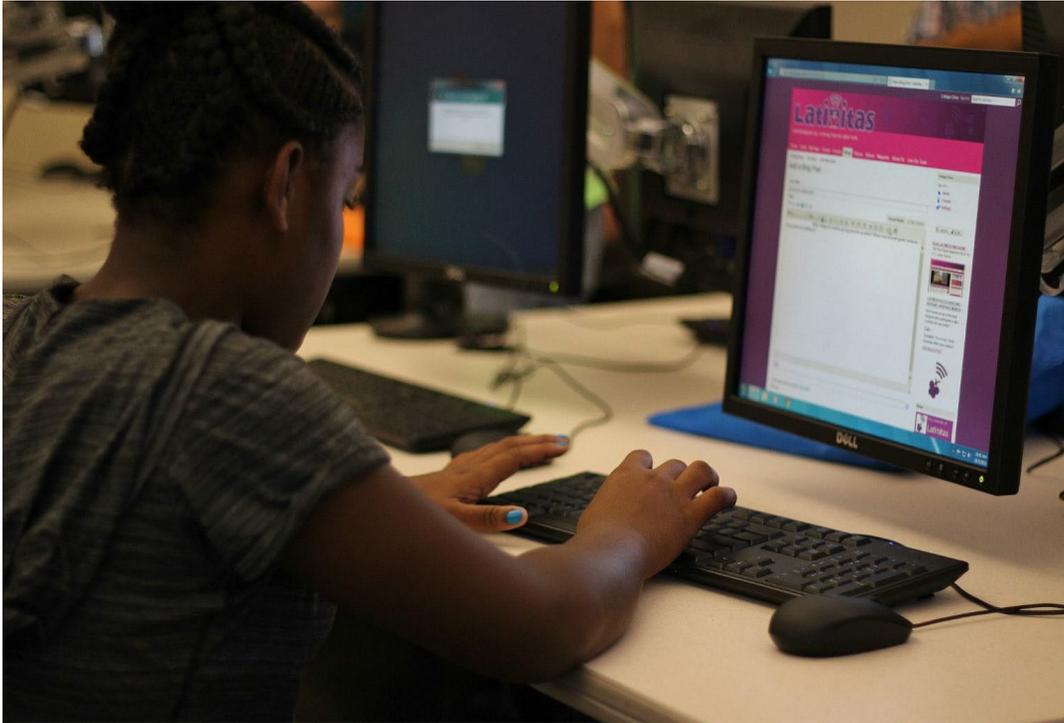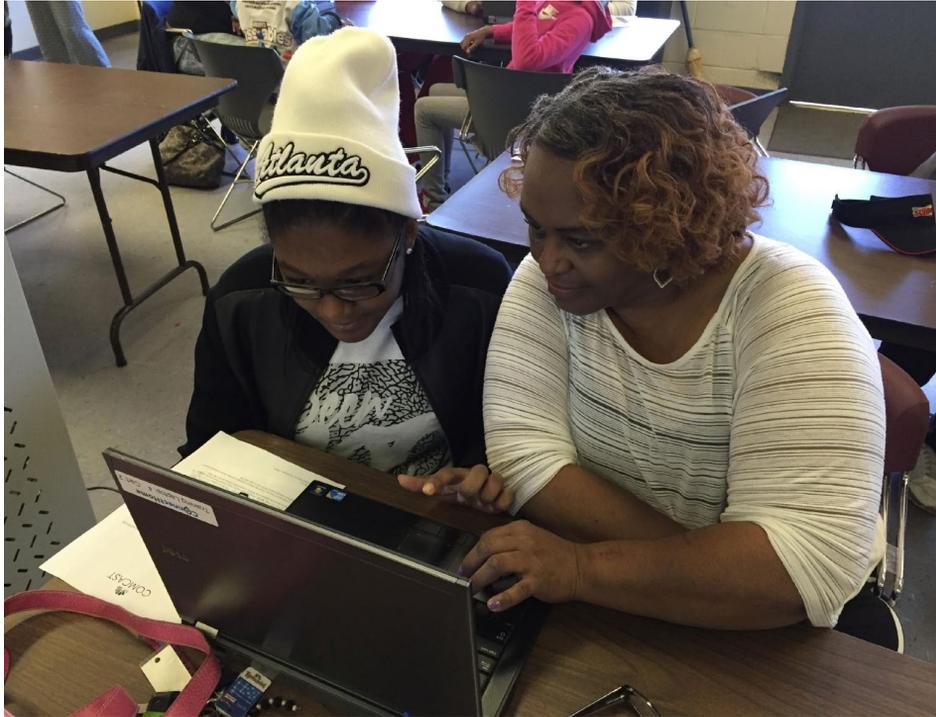
Free Geek, Portland OR

City of Seattle, WA

Fresno Housing Authority, CA

Kramden Institute, Durham NC

Nashville Public Library, TN

Human-I-T, Los Angeles CA

Connecting for Good, Kansas City

Tech Goes Home, Boston MA

Morton County Library, KS

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Next Century Cities

Francella Ochillo

Executive Director

Next Century Cities

Next Century Cities

- Supports mayors and community leaders in over 200 municipalities across 40 states
- Work in coalition towards universal broadband access
- Recognizes that high-speed, affordable broadband access can change economic mobility, educational opportunities, health outcomes, and civic engagement for all Americans

@franochillo

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Our Core Principles

- High-speed Internet access is essential infrastructure
- Expanding broadband access should not be a partisan issue
- Communities should have the right to consider public, private, or hybrid partnership solutions
- Residents should have meaningful choice in providers
- Municipalities can learn about deployment strategies, best practices, and efficiencies from one another

@franochillo

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How does high-speed internet access impact you and your community?

Digital Access Impacts:

- Education
- Economic Mobility
- Health Outcomes
- Workforce Development
- Innovation
- Civic engagement

Who Is Disconnected?

- In 2018, by low estimates, over 20 million Americans did not have broadband access.
- Approximately 15% of Asian-Americans do not have broadband at home.
- Over 30% of Latino and African-American households lack broadband access at home and disproportionately rely on their cell phones to get online.
- Over 50% of Americans living on Tribal lands and in hard to reach communities still do not have reliable broadband access.

Tell your own story in your own words.

Policymakers and lawmakers need to hear from you.

- Elevate your community's needs.
- Share success stories and opportunities to engage.
- Hold representatives accountable.

Examples of Community Driven Digital Inclusion Programs:

- Detroit Community Technology Project's (DCTP) mission is to use and develop technology rooted in community needs that strengthens human connections to each other and the planet. It coordinates the Digital Stewards Training Program, which trains community members to build and maintain their own wireless communications infrastructure, and the Detroit Digital Stewards Network. https://detroitcommunitytech.org
- The DCTP model was applied to the Point, a community center in New York. Digital advocates at the Point built and maintain a wireless mesh Wi-Fi network, which provides free communication that is resistant to power and internet outages to underserved communities in the Bronx. https://thepoint.org/free-hunts-point-wifi/

Examples of Wi-Fi Hotspot Programs on School Buses:

- School district repurposes buses as Wi-Fi hotspots. Eight school buses have been turned into mobile hotspots. They are driven to the poorest neighborhoods and parked overnight to provide internet access. (April 2016): https://www.networkworld.com/article/3062018/school-district-repurposes-buses-as-wi-fi-hotspots.html
- Wi-Fi-enabled school buses leave no child offline (January 2016): https://www.pbs.org/newshour/show/wi-fi-enabled-school-buses-leave-no-child-offline
- From Hotspots to School Bus Wi-Fi, Districts Seek Out Solutions to 'Homework Gap' (October 2018): https://www.edsurge.com/news/2018-10-15-from-hotspots-to-school-bus-wi-fi-districts-seek-out-solutions-to-homework-gap
- School Bus Wi-Fi is a Turning Point in Transportation Technology (September 2019): https://stnonline.com/special-reports/school-bus-wi-fi-a-turning-point-in-transportation-technology/

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Examples of Wi-Fi Hotspot Loan Programs at Libraries:

- Narrowing the Digital Divide: New York Public Library Loans Out Hotspots (June 2015): http://publiclibrariesonline.org/2015/06/narrowing-the-digital-divide-new-york-public-library-loans-out-hotspots/
- Oklahoma State University, public libraries working together to bridge 'digital divide' in rural Oklahoma (June 2018): https://news.okstate.edu/articles/agricultural-sciences-natural-resources/2018/stotts_extension_library_mobile_hotspots.html
- Boston Public Library Takes Aim at the Digital Divide with New Pilot. The library system will begin offering access to 200 unlimited Wi-Fi hotspots free of charge (October 2018): *https://www.govtech.com/network/Boston-Public-Library-Takes-Aim-at-the-Digital-Divide-with-New-Pilot.html*
- Addressing the digital divide, Dallas prepares to lend out Wi-Fi hot spots in libraries. Patrons at the city libraries say Wi-Fi to spots will open doors for people without internet (September 2019): https://www.dallasnews.com/news/2019/09/09/addressing-the-digital-divide-dallas-prepares-to-lend-out-wi-fi-hot-spots-in-libraries/

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Spectrum Digital Education
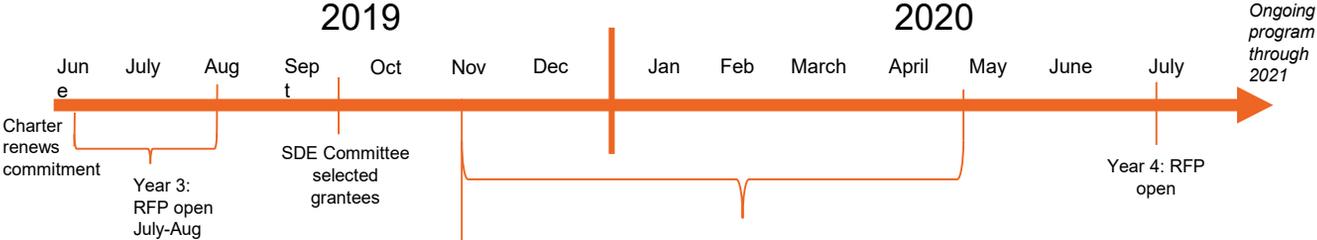
PROGRAM OVERVIEW

11/20/19

About Charter Communications

- Charter Communications, Inc. is a leading broadband communications company now serving more than 26 million residential and business customers in 41 states.

- Currently the second largest cable operator in the U.S.

- 92,000+ employees

- Delivers a wide range of TV, internet, voice and mobile services under the Spectrum brand.

Spectrum▶

- The Spectrum suite of services include:
  - **Spectrum TV**, **Spectrum Internet, Spectrum Mobile and Spectrum Voice**
  - **Spectrum Business** - scalable and cost-effective broadband communications solutions for small and medium -sized businesses.
  - **Spectrum Enterprise -** fiber-based technology solutions for America's largest businesses and communications service providers.
  - **Spectrum Reach** - scalable advertising and marketing services utilizing national cable networks, internet advertising, and promotional events backed by marketing, research, and award-winning creative services.
  - **Spectrum Networks** - Charter's news and sports networks carrying distinct, comprehensive, and exclusive local programming on 31 networks across 12 states.
  - **Spectrum Community Solutions** – provides customized, managed, WiFi, TV, and voice services to residential apartments and other multi-dwelling units via fiber connections.

Program Overview

Spectrum Digital Education (SDE) launched in June 2017 as the company's second national philanthropic effort to complement the work of Spectrum Housing Assist.

Goal: The goal of Spectrum Digital Education is to support organizations that educate consumers on the benefits of broadband and how to use the internet to make their lives better.

Funding: At the launch of the initiative, Charter made a commitment to award $1 million in grant funding to eligible nonprofit organizations. As part of the initial launch, awards were made through a request for proposal (RFP) process.

Approach: To assist communities through financial grants and public service announcements (PSA).

Program Review: Timeline

2019

June | July | Aug | Sept | Oct | Nov | Dec

2020

Jan | Feb | March | April | May | June | July

Ongoing program through 2021

Charter renews commitment

Year 3: RFP open July-Aug

SDE Committee selected grantees

Grants announced in multimedia press release

2019 Spectrum Digital Education Grant Recipients Feature Several Repeat Winners

Nonprofits receive funding, host events & begin programming

Year 4: RFP open

Program Review: 2017 & 2018 Grant Recipients

Spectrum awarded $1,000,000 in financial grants to 40 nonprofits across the US

2017 Grant Recipients

- Austin Free-Net (TX)
- Central Florida Urban League (FL)
- Connected Nation (OH)
- DANEnet (WI)
- E2D, Inc. Eliminate the Digital Divide (NC)
- Keystone Community Services (MN)
- Kramden Institute (NC)
- LA's BEST (CA)
- LULAC National Educational Service Centers (OH)
- San Diego Futures Foundation (CA)
- Shenango Valley Urban League, Inc. (PA)
- St. Louis Arc (MO)
- The Oasis Institute (MO)
- Urban League of Greater Kansas City (MO)
- Urban League of Rochester, NY, Inc. (NY)
- Waipahu Community Association (HI)
- Westcott Community Center (NY)

2018 Grant Recipients

- Asian Americans for Equality (NY)
- Austin Free-Net (TX)*
- Central Florida Urban League (FL)*
- Community League of The Heights, Inc. (NY)
- Computer Mentors Group, Inc. (FL)
- Digital Bridge, Inc. (WI)
- E2D, Inc. Eliminate the Digital Divide (NC)*
- Friends of The Saratoga Springs Public Library (NY)
- human-I-T (CA)
- LearningQuest – Stanislaus Literacy Centers (CA)
- Literacy Volunteers of Rochester, Inc. (NY)
- Loaves, Fishes & Computers (CA)
- Louisville Urban League (KY)
- San Diego Futures Foundation (CA)*
- Southeast Community Development Corporation (CA)
- Stanley M. Isaacs Neighborhood Center (NY)
- Step Up on Second Street, Inc. (CA)
- The LaunchCode Foundation (MO)
- The Oasis Institute (MO)*
- Urban League of Greater Kansas City (MO)*
- Vermont Association for the Blind and Visually Impaired, Inc. (VT)
- Waipahu Community Association (HI)*
- Whitmore Economic Development Group (HI)

Program Review: 2017 Impact Report

This data reflects the period November 2017 – October 2018*

Program Impact: 2017 Grantees*

10,738 Beneficiaries

697 Computer devices distributed

2,512 Digital education classes held

33 Tech labs created

Watch a [video](#) about Spectrum Digital Education

Spectrum Digital Education
Everyone deserves to succeed in the digital age.

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Questions?

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