THE STATE OF DIGITAL EQUITY IN THE STATE OF ARIZONA
STATEWIDE PERSPECTIVE
ERIN CARR-JORDAN, PH. D.

President and CEO
Digital Equity Institute
State Planning Efforts to Advance Digital Equity
ARIZONA’S DIGITAL EQUITY PLAN

The Digital Equity Institute is working with the Arizona Commerce Authority to develop the Digital Equity Plan for the state, as supported by the Infrastructure Investment and Jobs Act of 2021, also known as the Digital Equity Act.

The output will be a five-year plan for Arizona.

internetforall.gov/program/digital-equity-act-programs
“WHOLE STATE” DATA-DRIVEN

Understand Needs

Recognize Barriers

Discover Existing Resources & Assets
ECOSYSTEM APPROACH

The Digital Equity Institute works collaboratively across sectors, leveraging economies of scale and meaningful partnerships to ensure individuals and communities have everything they need to thrive in the digital world.

We’re with individuals, communities, and organizations for the full journey -- from understanding needs, to connecting people, to ensuring they have access to the vital skills to thrive in the digital age.

Our support is cross- and trans-disciplinary, encompassing community training in key areas like telehealth and jobs of the future.
ELEMENTS OF DIGITAL EQUITY

...and more!
ARIZONA COMMERCE AUTHORITY

https://www.azcommerce.com/broadband/
arizona-digital-equity-plan/
THE DIGITAL NAVIGATOR MODEL
ERIN LORANDOS

Digital Inclusion Library Consultant
Arizona State Library, Archives & Public Records
What is a “Digital Navigator?”

Digital navigators are trusted guides who assist community members in internet adoption and the use of computing devices. Digital navigation services include ongoing assistance with affordable internet access, device acquisition, technical skills, and application support.
WHAT'S THE USE OF A DIGITAL NAVIGATOR?

Digital equity and inclusion cannot be achieved overnight. They require a regulated process of bringing devices, internet access, and digital literacy skills to individuals. A digital navigator is an individual at an organization who works specifically to mediate this process.

WHO IS A DIGITAL NAVIGATOR?

Digital navigators can be volunteers or staff who work at resource-giving institutions, such as libraries, social service agencies, and community-based organizations. They work directly with communities members and are familiar with resources that address digital equity.
HOW DOES IT WORK?

The digital navigator model follows that of Adult Basic Education. The process is learner-centered; customized for each site and individual. A competent Navigator assesses the needs of the individual and guides them towards the suitable resources. The Navigator works one-on-one with each community member, forming trusting relationships through repeated contact.

WHY DOES IT WORK?

The Digital Navigator Model is a replicable framework for organizations that already provide digital inclusion services. It is customizable according to each organization’s capacity and, through continual, one-on-one contact, ensures that each individual’s needs will be met.
602-529-1519
connectaz.help@gmail.com
M - F 9 AM - 8 PM
SAT 9 AM - 3 PM
connect-arizona.com
Arizona Free Wi-Fi Map

NORTHSTAR
DIGITAL LITERACY
A program of Literacy Minnesota

ADRIAN FONTES
SECRETARY OF STATE

Preserving Arizona
Arizona State Library, Archives, & Public Records
Arizona Digital Inclusion Directory

The Arizona Digital Inclusion Directory is a searchable inventory of tech training classes, public computing centers, tech support, and digital inclusion practitioners. This resource is designed to connect individuals with free help for getting online and to facilitate collaborations between organizations to better serve all Arizonans.

Find

Search the Directory

Browse the Listings
Spread the Word!
DIGITAL EQUITY INSTITUTE

Digital Navigators

@ ASU Enterprise Technology
Arizona State University
DIGITAL EQUITY INSTITUTE

Digital Navigators

Serve Community Members.

- Get online
  - ACP Support
- Get a device
- Use the device safely
- Access life-changing resources

ASU Enterprise Technology
Arizona State University

- Pre-existing technological infrastructure
- On-call translation services
- 24/7 accessibility
- Experienced support
Our Digital Navigator Team

**IT Navigators (4)**
- Tech support
- Troubleshooting
- Tech recommendations
- ISP support

**Skills Navigator (1)**
- Lesson planning
- 1x1 tutoring
- In-Person classes
- Virtual classes

**Health Navigator (2)**
- Social resources
- Health resources
- Health portals
- Health devices & apps
I am not a digital health navigator.
Isabel

- Community Health Worker
- Medical Assistant
- Helpline Specialist

Conni

- Health Care Customer Service Representative
- Teacher
- Service Manager
Digital Health Navigators

- Support understaffed community health providers.
- Enhance a patient’s healthcare experience by utilizing digital health tools.
- Help community members connect with resources regarding almost all aspects of health based on their specific needs.
- Empower community members to take an active role in managing their health.
MIKHAIL SUNDUST

Executive Director of Digital Connect, an initiative of Gila River Telecommunications, Inc
Building the bridge to a brighter future.
Our team.

Mikhail Sundust  
(he/him)  
Executive Director

Amanda MacDonald  
(she/her)  
Program Manager

Carmen Baldwin-Ortega  
(she/her)  
Community Liaison

Tyler Smith  
(he/him)  
Digital Navigator
Working in tandem with **Gila River**.
Our projects

Digital Connect

- Tech Skills Workshops
  - In-person
- Digital Navigator Services
  - 1-on-1
- Apprenticeship Program
- Digital Inclusion Study
- Community Partnerships
  - Head Start
  - Schools
  - E&T
- Community Wi-Fi

Digital Inclusion Study
Thank you.
digitalconnect.org
Resources, Partnerships and Grassroots Efforts
ILANA LOWERY

Director
Common Sense Media – Arizona
We empower teachers, students and their families to harness the power of technology to develop curious learners, critical thinkers and engaged citizens.
Free Online Tools for Getting Started with Tech

Learn how to use technology for everyday tasks, finding a job, building new skills, and keeping you and your family healthy.

- Access to Reliable Internet
- Online Safety
- Data Privacy/Cybersecurity
- Critical Thinking, Creativity & Collaboration
- Computer Skills
- Job Search and Skill Building
- Mental Health and Well-being
- Parenting Tips for the Online World
Digital Parenting Resources

Videos and short articles with advice on the most common digital tools families need to thrive:

- Setting limits and keeping kids safe
- Social media and gaming
- Tech for learning
- Mental health and well-being
- Ultimate Guides To apps, podcasts, video games & websites
Backed by research. Inspired by life.

Our K-12 Digital Citizenship Curriculum was designed and developed in partnership with Project Zero at the Harvard Graduate School of Education – and guided by research with thousands of educators.
Most technology wasn't built with kids in mind. We're on a mission to change that.

We believe in media that inspires and entertains families of all kinds. In technology that protects privacy and supports communities and in learning tools that prepare families for success in a connected world.

- Discover our media ratings and reviews at [Common Sense Media](https://www.commonsensemedia.org)
- Find our curriculum, classroom & family engagement resources at [Common Sense Education](https://www.commonsense.org)
- See our most [recent research](https://www.commonsense.org/research) on the impact of media on kids
- Explore our advocacy efforts around [digital equity](https://www.commonsense.org/digital-equity) and [tech accountability](https://www.commonsense.org/advocacy)
Common Sense Arizona Partners

- City of Phoenix (ACP awareness & outreach)
- Digital Equity Institute (ACP awareness, outreach and digital literacy)
- Anchor Institutions
  - Schools, Colleges & Universities
  - Local and State Libraries
  - Coalition Members
- Nonprofits and community groups
  - Chicanos Por La Causa
  - AZStRUT (Device refurbishers)
  - Cox Communications
RESOURCES, TIPS & ADVICE

www.commonsense.org

Ilana Lowery
Arizona Director
ilowery@commonsense.org

Follow us on social media!

Facebook, Instagram and YouTube

Sign up today for our tips and updates.
MARYANNA MILTON

Impact Manager

AZ StRUT
StRUT
Arizona Students Recycling Used Technology

Maryanna Milton
Impact Manager
Maryanna@azstrut.org
How to TECHIE CAMP

• Request a Techie Camp for 10 – 14 learners
• Fill out form on our website
• Rich Ence, our Education Manager, will call you

AZSTRUT.org
https://azstrut.org/techie-camp-request-form/

PS We love librarians!
CINDY HOGAN

Chair
Arizona Digital Inclusion Network
Human Solutions for the Digital Divide
In today’s world, the direction the world is going, we can no longer live abundantly, or flourish as human beings if we do not have connectivity.
Digital Engagement

The internet is at the base of most everything we do in society now.

- Many of us assume that everyone is online and able to reap all the benefits
Human Connections

We need human beings at the center to chart the path to Digital Equity

• Raise awareness in public sphere
• Uncover gaps
• Fingers of Digital Equity into all the things we do so we reach everyone
• Lift up orgs doing Digital Inclusion work
Community Engagement

- Local and state electeds
- Municipalities
- Human Service agencies
- Community Anchor Institutions
- Non-profit organizations
- Community groups like Neighborhood Associations and Faith-based organizations
Arizona Digital Inclusion Network • ADIN

- A growing, evolving coalition of Digital Inclusion organizations and individuals from across the state.

- Affiliates of the National Digital Inclusion Alliance (NDIA) and working to advance Digital Equity in Arizona.

- We amplify, support and provide networking opportunities for community leaders interested in advancing digital inclusion within their communities.
INTERNET FOR ALL
NICOLE Umayam
Federal Program Officer – Arizona
National Telecommunications and Information Administration (NTIA)
Internet For All: The Digital Equity Act (DEA) Program
# BIL NTIA Broadband Programs

NTIA will administer ~$48B through four programs that drive high-speed Internet access, affordability, and adoption.

<table>
<thead>
<tr>
<th>Program</th>
<th>Funding</th>
</tr>
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<tbody>
<tr>
<td>BEAD: Broadband Equity, Access &amp; Deployment Program</td>
<td>$42.45B</td>
</tr>
<tr>
<td>DIGITAL EQUITY: Digital Equity Act</td>
<td>$2.75B</td>
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<tr>
<td>TRIBAL: Tribal Connectivity Technical Amendments</td>
<td>$2.00B</td>
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<tr>
<td>MIDDLE MILE: Enabling Middle Mile Broadband Infrastructure</td>
<td>$1.00B</td>
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</table>

## BEAD

**Broadband Equity, Access & Deployment Program**

A program to get all Americans online by funding partnerships between states or territories, communities, and stakeholders to build infrastructure where we need it to and increase adoption of high-speed Internet.

## DIGITAL EQUITY

**Digital Equity Act**

Three programs that provide funding to promote digital inclusion and advance equity for all. They aim to ensure that all communities can access and use affordable, reliable high-speed Internet to meet their needs and improve their lives.

## TRIBAL

**Tribal Connectivity Technical Amendments**

A program to help tribal communities expand high-speed Internet access and adoption on tribal lands.

## MIDDLE MILE

**Enabling Middle Mile Broadband Infrastructure**

A program to expand middle mile infrastructure, to reduce the cost of connecting unserved and underserved areas.

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### FCC to administer $14.2B

For Affordable Connectivity Program, which replaced the EBB program

### USDA to administer $2.0B

Via the Rural Utilities Service

### Private Activity Bonds $0.6B

Authorizes State and local governments to use private activity bonds for rural broadband
The Digital Equity Act created three programs: State Planning, State Capacity, and Competitive. Funding pool is $2.75B.

Example eligible uses of funds across three programs include:
- Developing digital equity plans; states must develop a plan to be eligible for state capacity grants
- Implementing digital equity plans and related activities
- Making awards to other entities to help make digital equity plans
- Providing digital literacy and digital skills education
- Improving accessibility and inclusivity of public resources
- Facilitating the adoption of high-speed Internet

ESTIMATED TIMELINE:

- Planning app 2022
- 1-year state planning 2023
- State capacity app 2024
- 5-year state capacity implementation 2025
- Competitive Program launches within 1 month of first capacity awards 2025
- 4-year competitive implement 2026+

Timeline approximate unless exact date specified.

1. Notice of Funding Opportunity (NOFO), available here.
The digital inclusion activities planned and implemented under these Programs build towards achieving digital equity.
Digital inequity disproportionally impacts our stakeholders

<table>
<thead>
<tr>
<th>DE &amp; BEAD Covered Populations and Underrepresented Communities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identity groups and communities disproportionally impacted by digital inequity</td>
</tr>
</tbody>
</table>

- Low-income households
- Indigenous and Native American persons
- People with language barriers
- Aging individuals
- Members of ethnic and religious minorities
- Racial and ethnic minorities
- Incarcerated individuals
- Women
- Rural inhabitants
- Veterans
- LGBTQI+ persons
- Persons adversely affected by persistent poverty or inequality
- Persons of Color
- Persons with disabilities
- DE NOFO
- BEAD NOFO
The BEAD Program is closely linked to the Digital Equity Act

BEAD links to the Digital Equity Act

BEAD Initial and Final Proposals are informed by and complementary, sequenced, and integrated with State Digital Equity Plans.

BEAD Five-Year Plans fully incorporate State Digital Equity Plans.

Local coordination ensures overlap between planning teams and form communication pathways to reduce the burden and confusion on community stakeholders.

States and territories should view the BEAD NOFO and State Digital Equity Planning Grant Program NOFO holistically under a singular, unified objective of closing the digital divide.
Resources

INTERNET FOR ALL INTERACTIVE MAP

https://internetforall.gov/interactive-map
THANK YOU

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(202) 308-7160
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THANK YOU!

Questions?