**May 10, 2022 Meeting - Seattle Community Technology Advisory Board**

Topics covered included: Seattle Internet for All and Older Adult Covid Social Connectivity Initiative; Digital Equity Learning Network (DELN) of Seattle and King County; Technology Access and Adoption Survey Update; New board member Annie Shaw; committee updates.

**This meeting was held:** May 10, 2022; 6:00-7:30 p.m., via Webex

**Attending:  (All via Webex)**

**Board Members:** Camille Malonzo, Annie Shaw, Lassana Magassa, Rene Peters, Nicole Espy, Coleman Entringer, Femi Adebayo, Brandon Lindsey

**Public:** Dorene Cornwell, Harte Daniels, Phillip Meng, Cat Howell, Jon Morrison Winters, Michelle, Chloe, Calvin Campos, Corissa A., Diane

**Staff:** David Keyes, Alice Lawson, Tara Zaremba, Delia Burke, Vinh Tang, Meira Jough, Cass Magnuski

**25 In Attendance**

**Camille Malonzo:**   Hello! Let's get started. Welcome, everyone to the May -- can you believe it's May? -- meeting of CTAB. It is a beautiful day in Seattle and I'm so excited to meet with you all tonight. So, first things first, the introductions. I'm going to go down the participant list, so state your name, where you're hailing from, your neighborhood, as well as your affiliations.

**INTRODUCTIONS**

**Camille Malonzo:**   Okay, next up on our agenda is the approval of minutes from our previous meeting, and the agenda for tonight's meeting. So, can I please get a motion from a board member to approve the minutes of the April CTAB meeting.

**Rene Peters:**   This is Rene. I move to approve the April minutes.

**Camille Malonzo:**   Thanks, Rene. Can I get a second?

**Brandon Lindsey:**  This is Brandon. I'll second.

**Camille Malonzo:**   All in favor? All abstaining? One abstention from Lassana Magassa. And then, I think

**Lassana Magassa:**   No, that wasn't an abstention. Sorry. I had my hand up before that.

**Camille Malonzo:**   Oh. So this motion passes. Thank you. Next up, is approval of the agenda for tonight's meeting. Can I please have a motion?

**Femi Adebayo:**  I move to approve.

**Camille Malonzo:**   Thank you, Femi. Can I have a second?

**Brandon Lindsey:**  I second.

**Camille Malonzo:**   Thanks, Brandon. All in favor? All abstaining? And all in the negative? No nays or abstentions, so this motion passes. Thank you, everyone. So that concludes our business. And we are right on schedule. I think we are a minute early. So, next stop on the agenda -- I am so excited to welcome Delia Burke and Jon Morrison Winters to talk about Seattle Internet for All, and the Older Adult Covid Social Connectivity Initiative.

**SEATTLE INTERNET FOR ALL AND OLDER ADULT COVID SOCIAL CONNECTIVITY INITIATIVE**

**Delia Burke:**   Great! Thanks, Camille. I am happy to be here, as well, and I will just take a few moments to say a few brief things about our Internet for All Initiative, and share a bit on where we've been and where we are right now. I'm going to share a few slides. Can everybody see my screen? Is it loading? Great.

I'm Delia Burke, and I'm with Seattle IT. I have worked on the digital equity team for many years, and as you all know, we in Seattle have had a long-standing commitment to digital equity, but I wanted to share about Internet for All, which is a current framework by which we align our digital activities going forward. It is an initiative that is run by Seattle IT with the goal of creating digital equity for our residents, specifically those impacted by digital exclusion. From our research, we know that that is low income adults, BIPIC communities, and those with lower education. Again, Internet for All has been ongoing work for the City, and this is our current framework that we use. It's a collaborative effort. We certainly know that this is not something that the City has taken on alone. To make a positive impact with our residents requires lots of collaboration and support, internally from the City (many departments are involved), as well as external partners. Under the Internet for All framework we are working together to achieve the goals that were set forth in our 2020 Internet for All action plan. Primarily, we seek funding. We have some anchor support, but we're looking to improve our impact by additional funding sources, and also for tracking the progress that we are making as a region toward achieving these goals.

I thought it would be helpful just to give a recap about the initiative, and touch on some of the milestones that have happened. Internet for All really came about in the height of the pandemic, so back in July of 2020 City Council adopted the Internet for All Resolution, very much supported by the executive side and by the Mayor, and it was calling on Seattle IT to bring folks together to really take a deeper look at what we're doing and how we can rethink our strategies, rethink the work that we're doing, figure out a more coordinated way for us to work towards internet adoption. That was a lot of time in engagement. Many thanks to the folks who are on this call, working with external partners, telecoms, schools, community based organizations, CTAB, as well as a lot of deep thinking with our City to develop the Internet for All report. At this time, we did a deep gap analysis to understand where those disparities were focused, as well as developed some initial strategies and solutions for how we can close this gap. And then, shortly thereafter, we developed and formed an Internet for All interdepartmental work group. This was a team that was made up of representatives from many City departments. And what we did is we used that initial Seattle IT thing as a springboard to really dive into the strategies and discuss them using all of the thought partners of people throughout the City about what we should prioritize. What could make an impact in the short term, and how we can also use our racial equity contacts so that these strategies work to eliminate systemic racism. A lot of work came out of this developmental work group. And so, this is bringing us into the spring of last year. Many departments that were on this work group started exploring many of the strategies. Many were dropped off the list. Some, we pursued further. Again, we were really anchored by the amazing work of this interdepartmental team t help us really focus and prioritize. And we did just a snapshot update of where the initiative was at back in April, and that was kind of tracking back on the premise of using this framework. It has evolved, but it was still cooking a year later. so, being able to tweak the strategies and make it a living, working framework for the City and our partners, to use going forward.

And at that time, we used the City's racial equity toolkit to do a much deeper race and social justice analysis of this initiative. Then, later in the year, the interdepartmental work group, again, using these priority strategies did a lot of noodling around about how we can ask for funding. Looking at taking a strategy, developing a project -- what would the budget look like? What can you scale? What can we leverage that we have currently, and develop some real concrete budget proposals around Internet for All. And that work was really important because when the American Rescue Plan came out, the City was able to take advantage of the influx of support around pandemic relief. And we, on the digital equity side, were poised to employ shovel-ready to apply for this funding. We're excited that we were able to secure $500,000 in relief funds for Internet for All. And those funds are being implemented now through our Technology Matching Fund and other sources.

As the City continues this collaboration, again Seattle IT is just bringing folks together, but a lot of the work that is ultimately making an impact on our residents are from departments like the Human Services Department, the Department of Neighborhoods with their liaison program, Seattle Public Library has digital equity programs, the Arts Department as well as OI programs. So, it's really great that there is a dedicated team to continue this interdepartmental work. We're focusing on some of the private strategies, like Digital Navigators, and the other ways that we can support one another at the City.

And I wanted to say how pleased we are to have Jon Morrison Winters, who has been involved in this process with us, from crafting the report to the work group, and has continued on in our 2022 core team as a partner. And he can share with you a bit more about the work. We are real excited to have him share with you more about what other City departments are doing. So, with that, I will pass the baton to Jon.

**Jon Morrison Winters:**  Thank you, Delia. I have some slides, too. I'm going to try to see if I can share them in presentation mode. I had not tried this before. Give me a thumbs up. Can you see the notes screen, or do you see the proper presentation screen?

**Vinh Tang:**  Jon, I can share your presentation, if you like. Then you can work from your notes.

**Jon Morrison Winters:**  Sure. That sounds great. Thanks.

Thank you again for having me. And I'm realizing that I probably have too many slides, so we'll just burn through them pretty quickly. My presentation is divided in two. The first half is just talking about my agency, and giving that context. And then, the second half is talking about the work that we did really over the last two years. And just a little piece on our current status and some next steps that we're looking at.

The first slide here is about Area Agencies on Aging. As I mentioned in my intro, I am currently in disability services. We are a division of the Human Services Department. So, I have my City hat on, and presenting to all of you. But we also are the Area Agency on Aging for all of King County. So, these first couple of slides just talk about what are Area Agencies on Aging. And really, we're the local branch and we implement the Older Americans Act all around the country. So, we are the Area Agency on Aging for the whole County, even though we are part of the City's Human Services Department. There is a historical reason for that, but the important thing to know is we do serve the whole County.

This is just an example of the services that we provide. Really, it's focused on work that's funded through the Older Americans Act, focused on serving older adults over the age of 60. We also have a case management program that focuses on long-term care for anyone over the age of 18 who has a disability or needs long-term care services. Like support and activities for daily living, for instance. the kinds of services we provide are things like transportation. We have a lot of nutrition services that we provide, including congregate nutrition and home delivery nutrition. And we fund health and wellness programs and support caregivers.

This is just a little bit more about my agency. I think the important things here are, as I mentioned, we do serve the entire County, and we partner with our network of nonprofit agencies that really do the work, and we provide funding through the Older Americans Act that is supplemented with other funding sources. And there are 209 of us on staff. The last thing I wanted to say about our agency is we support the Aging and Disability Resource Center, which is called Community Living Connections. So, if you have any questions about where to find support for aging and disability issues, you can go to communitylivingconnections.org or call the toll-free number that is listed there.

So, this is kind of the next half of the presentation where I actually talk about what we did during Covid, and provide a little bit of context for that, and where some of the strategies that we employ, and where things are at now. When Covid hit, I and my colleagues on the planning staff of the Aging and Disability Services shifted onto emergency response. Some of the things that we did in the early days were around access to food, especially during lockdown, and access to health services. And then, in 2021, a lot of work around access to vaccines. We also very quickly realized that supporting social connectivity was a huge need during this time. We've known that social isolation is a huge health concern for older adults and for others within the community. And it was just even more so during Covid. So, I shifted to spend a lot of my time. I normally work on transportation, housing, and senior centers, but shifted to spend a lot of my time really focused on local connectivity.

It was very quickly apparent that social connectivity has a very clear link to digital equity, as well. As Delia mentioned, we were joined up as part of the Internet for All Seattle work group. And I've been active on that. And part of the reason that brought us to that, first of all, is recognizing the equity issue around older adults and communities of color and access to technology. Also, the other piece is for social connectivity, certainly during Covid, and even as we transition to sort of a hybrid model, we still rely on technology so much for social connectivity and staying connected. So, even though we took kind of an all of the above strategy and tried to do some low-tech things, a lot of the work that we did really was focused on technology and moving towards digital equity.

Just real quick, I have one slide on just providing information on some of the work that we did. So, I'll run through those quickly. And then, I don't know if we'll have time for Q&A, but just to give you an example of some of the work that we did, the digital skills coaches -- this was originally in 2020. It arose as a partnership with 4H. There were some 4H robotics programs out of the Highline School District that had to be shut down. And so some of the students were looking for ways to connect. It's really an intergenerational project that connected them to some senior centers in Seattle. So, they provided some digital skills coaching to older adults. in 2021, we looked to expand on that program, and it's still kind of a work in progress. So, that's something that we're still working on in terms of identifying ways to provide digital skills training to older adults. We also distributed tablets, and WiFi hotspots, not just WiFi. We distributed tablets and hotspots to older adults, as well as -- and this was all done through our provider network. And we heard from some of our providers that they wanted to test out some other devices with their clients. So we were also able to distribute some portals that one of our providers purchased. And Bitstream, there, that's the name that we came up with. It really is just a small computer that connects to the back of your TV, sort of like Amazon Firestick. So, there was actually a volunteer at a senior center who wanted to  -- we were sort of testing the idea that older adults might be more comfortable with a computer that connects to the TV. It ended up not being so much the case is what we found, but we were able to do some pilot projects like that. Acquaint is actually an online platform, and it's also a nonprofit organization that we partnered with. It's an online platform. When they first started out, they started using Beyond technology, and then later discovered that what people really liked about their service was connecting to others more so than VR, but the idea was the older adult now just uses 360-degree photography. So, it's still immersive, and it's just web based, but it connects them to a volunteer who acts as a tour guide. And this can really be a way to trigger memory and really be a way to virtually get older adults or others to use the service, and photography from places around the world. So, we were able to partner with them to make that service available to older adults in King County. Furry Friends is an unconventional approach, but what that is is actually animatronic pets. It's not necessarily a project that we would have thought about, but what we found and what the research has shown around these animatronic pets is that there was actually sufficient evidence for a State agency to support the distribution of some robotic pets to older adults around the State. We partnered with them on that and we were able to distribute some of them. This is a little bit different than the other strategy because it's not inherently social, but what it has been shown to do is positively impact older adults who are facing loneliness. Finally, Close to Home is just an online program that we were able to provide. It was sort of a morphing of the Mayor's Coffee Hour that we used to hold, and staff in my agency used to host. During Covid, that all went online and it was branded as Close to Home with stories of technology and resilience during Covid. That was something that was provided by one of my colleagues who shifted the format.

In terms of the way things are right now, we're not doing any more hardware distributions. We're sort of wrapping that up. We are continuing with the digital skills coaches. Part of the reason for that is when we did distribute the hardware, we heard form our providers as they spoke with clients was that the digital skills continued to be a barrier, a really difficult barrier for many older adults. And so, we're still focused on that. And then, really just contributing to the interdepartmental work that Delia spoke to, with Internet for All Seattle, and other digital equity initiatives in the community.

And that's really all I have. i think the next slide is just my contact info. [jon.winters@seattle.gov](mailto:jon.winters@seattle.gov), 206-276-4467 But I really appreciate the opportunity to be here and share a little bit of the work that we've done, and I am looking forward to continuing this work and would love continue working with this group. Thanks.

**Camille Malonzo:**   Thank you so much, Jon and Delia. It's really great to see the evolution of Internet for All and really seeing the ways in which the rubber really hits the road in digital equity. When we talk about digital equity, it's really great to see where it becomes real, and where it positively impacts. We learn as we go. One question I have. I know we have our next presenter, but I think we have some time for questions. I have one and I also see that Harte Daniels has their hand up. I'll turn this over to Harte.

**Harte Daniels:**  I think your question is quicker. I have two.

**Camille Malonzo:**   Okay, cool. So, I'll ask my question first. You talked about three of your strategies that were funded, Jon. What informs decisions to fund which programs or organizations?

**Jon Morrison Winters:**  Thank you for asking that. Typically, we have a planning process that includes community input and engagement. It includes a racial equity toolkit and analysis. It includes research around best practices and more. During Covid, we really were unable to do all of that. So, we really had to rely on our existing network to inform those decisions. So, our community-based team at the City did so much above and beyond what we already looked to them for during Covid. So, we worked with existing providers to identify what they identified as community needs during Covid to develop these programs.

**Camille Malonzo:**   Thanks, Jon. Harte?

**Harte Daniels:**  So, I just wanted to second what Camille Malonzo said about your work. I really appreciate it. So does the Digital Equity and Inclusion Committee. I would like you to know that the Digital Equity and Inclusion Committee was investigating senior telehealth, and we requested on more than one occasion to speak to your agency, and we were not connected to you. We still have that information out there to finish as a report because we didn't have your input.

The second was, as part of that work, we also talked to other cities, etc., and found a $4 million grant that would be helping people in that chicken or egg question about digital literacy. And they were looking for partners. And the City fit their criteria. I passed the information on. Nobody responded. And I'm sure that a portion of the $4 million has now been granted to other people. I just wanted you to know that the committee did do that work, and did pass that information on through proper channels. Thank you.

**Jon Morrison Winters:**  Thank you! And if I may, my email address is [jon.winters@seattle.gov](mailto:jon.winters@seattle.gov), Please contact me with information as well as with questions, if you have follow-up questions, because absolutely we rely on the community, as I said, especially during this time when we can't do as much traditional research to define what the needs are and to help us meet those needs, and where we want to go with these initiatives. So, please reach out or I can get your information from staff if need be.

**Harte Daniels:**  But, we were told repeatedly that you were too busy to talk to us. So, thank you for the offer.

**Jon Morrison Winters:**  Thank you! Yes, I'm definitely not to busy to talk to you.

**Camille Malonzo:**   I see Dorene's hand up, as well. While Dorene gets back to us, do folks have any questions for either Delia or Jon? As they both mentioned, you have their email.

**Dorene Cornwell:**  Here we go. My question, Jon, is has anybody looked at housing during the pandemic. One of my particular interests is faith communities, only because I can tell you the narrative of 'it took my mother six months to reliably be able to do Facebook church.'  I'm just curious. I would phrase it in a way that is more broad, like 'how did people stay connected?' or something that wasn't faith community-specific. But just in general. Or what use did they make of the devices? Because once you get the devices in peoples' hands, then the question is how do they work or how do they use them.

**Jon Morrison Winters:**  Dorene, I'm sorry, but there was a beep over part of your question. If you're just asking how people use the devices, is that your question?

**Dorene Cornwell:**  Well, that was part of my question. And part of my question is, has anybody surveyed seniors to figure out how they stay connected. The one that came to me was faith communities, because I know that different faith communities have done different things as far as online worship. And that would be one that I would say is probably important to a lot of seniors. Has anybody surveyed to see how people connect, and not just people who got devices through your agencies, but kind of people in general.

**Jon Morrison Winters:**  That's a great question, Dorene.  I would say I'm not aware of a source of that data. It would have to be post 2020. Except the one thing that I do know of is it's not older-adult specific. The Census has been doing a household poll survey. You may have heard of that. Data comes out every few years, or something like that, but the household poll (unintelligible).... So that's an example. I don't know if they ask questions specifically on how people stay socially connected. I haven't heard of that, as far as I can recall, but that's one source of more recent data on how people are doing through the pandemic. I'm not sure if that fully answers your question. The other thing is, in terms of how the devices were used, it runs the gamut. Our program was set up so that we didn't -- I mean we asked providers for input on how individuals were using the tablets, but we wanted people to feel that they could take ownership of the tablets, so we didn't ask for them back or anything like that. So, it turns out that monitoring might be a little bit less than it cold have been, but that was by design.

**Dorene Cornwell:**  Well, that seems appropriate. Thank you.

**Camille Malonzo:**   Thank you, Dorene, and thank you, Jon and Delia for a great presentation. Just to be mindful of time, I know we have a few questions in the chat, but I think we have to move on to our next presenter. But, thank you so much again. So, now I'm so excited to introduce Cat Howell to talk about the Digital Equity Learning Network.

**DIGITAL EQUITY LEARNING NETWORK (DELN) OF SEATTLE AND KING COUNTY**

**Cat Howell:**   All right, guys. Thanks for having me today. I am also going to try to share slides, so we'll see how this works. Give me one second. Can you see it?

My name is Cat Howell, and I am one of the two c0-executive directors at Literacy Source, which is a nonprofit located here in Seattle. Our sister is in Lake City. And we work with adults who are working on basic skills. It could be English. It could be work skills, GED, citizenship, and digital literacy. We've been teaching adults in these areas for a long time. We were last year contracted by the City, by Seattle IT, to help spearhead a steering group and to continue working on the Digital Equity Learning Network for Seattle and King County. Today, I'm going to talk a little bit about DELN, kind of what work has been happening in the past year. And then I will give kind of a case study of Literacy Source's agency, and how with the pandemic and working with DELN, we have been trying to address some of these digital equity barriers in our community.

What is the Digital Equity Learning Network of Seattle and King County? It's a collaboration of community organizations, public and private institutions, and individuals that are invested in digital equity in our region. The City has sponsored this work for a long time. And our goals are really to make community connections, to share resources, create partners, and really working on our knowledge in the community of best practices, and to increase awareness or advocate for more support for community efforts around digital equity. So, we're really trying to bring in everybody, and it's pretty grassroots. If you guys have questions in the middle, feel free to stop me or raise your hand, or something. But we'll also have time for questions at the end. I can no longer seen the chat, so let me know if something goes in there.

The Digital Equity Learning Network is a coalition. As Delia Burke mentioned, this regional coalition building is a part of Internet for All. So, this is one of the City's strategies. This was happening before the pandemic, too, but our involvement has happened since the pandemic started. As a part of DELM, there is a listserv of people who can share best practices. One of our goals is to try to get that more active. It's somewhat active, but we're trying to get it more active. There are 162 members or organizations on that. We have about 50 community members at each community meeting. We have one every two months, some more, some less. And as of last November, I think, the City of Seattle contracted with my organization, Literacy Source, to kind of coordinate the coalition activities and to build up a  steering committee. This is a slightly new format. David Keyes can actually speak more to this, or maybe Delia Burke. It was staffed by the City before that. So, this is a shift in the organization, and if people have questions about that, it's probably better to go to David Keyes. Right now, we have a 15-member steering committee. So, I'm going to talk a little bit about that structure.

So the City and Seattle IT really supported the founding of DELN. I think in 2017. We were funded this year to provide coalition coordination. So, the organization is basically the steering committee plus membership, and right now, it's really an informal coalition. If you look at a lot of the information that the NDIA has put out about these digital equity coalitions, which are everywhere across the country, there are a lot of different models. Some are funded by cities, and have backbone support. I think very similar to what is happening here in Seattle. Some have actually become their own nonprofits. There are lots of different models. But right now, we are pretty much an informal coalition that has that backbone support for the City.

Who participates? There are a lot of community-based organizations across the range of education providers for adults, for children, for seniors, folks who provide tech training, community members, a lot of government and library support. The telecoms are typically not members, but have come to a number of our different meetings to provide information and really work with the group; folks involved in education and folks involved in research. So, it's really a wide range of folks in the community who are really engaged in digital equity and learning about that.

I just copied here the definition of digital inclusion from the NDIA, because we are referencing a lot of their materials about coalition building. And I think that this is probably information that you guys have seen before. But really, working with internet, devices, access to internet; also training and trying to make sure that the community is networked for best practices and understanding how to implement things. So, we've certainly been doing a ton of work trying to get people signed up for low cost internet. It's complicated, and the program keeps changing, and it's very hard for providers to keep up. What the heck are we supposed to be doing to get people signed up. Over the past year, we've had three or four different sessions where people were talking about that and trying to keep people abreast on what are the best practices now. And how can we help the field keep up with all of the changes that are happening?

So, currently, what are we doing? We are holding bi-monthly community gatherings. The upcoming one is next week in May, and we can send you an invitation, if you're interested. It's typically on Thursdays from 12:00 to 1:00. We also moderate a listserv. And we have a steering committee that meets monthly, and that steering committee is planning community meetings. We are working to advocate for support for digital equity regionally. We had a couple of steering committee meetings which were really active working on State funding on broadband. We really do a lot of provider networking, just trying to increase knowledge and resources around digital equity regionally.

What have we done recently? Well one thing, my organization was funded by Seattle IT to really kind of build the steering committee and the coalition. I must say that a lot of the work was done by my co-ED Shira Rosen, who is not here tonight. She is out of town and she actually came down with Covid this morning, which I why I am here presenting. She doesn't feel that bad. She's doesn't have a bad case, but I'm not doing most of the work. Most of it is being done by my colleague, Shira. So, we got funded to help coordinate that this year. And one thing that we've done is really tried to leverage some of that City funding. We went after a King County digital equity grant and got a little bit more funding to help support DELN, but also we got some money to get Chromebooks to our students. So, a kind of combo deal, but that was great for us. Several members of the steering committee were really crucial in coordinating regional advocacy for House Bill 1723, which passed this year, which we're really happy about. It makes changes to the State Broadband Office which did a lot of work around this. We think coordinating these bi-monthly networking meetings. One current project, which is not completed but has a lot of interest for the folks who come to our meetings, and there are some folks on the steering committee working on creating a regional digital equity asset list, because people just don't know where to refer people a lot of the time. This is kind of basic, but it's really hard to figure out how to navigate that space.

In this part, I'm going to talk a little bit about Literacy Source; who we are and why are we doing this stuff, and what we've gotten out of collaborating with DELN. We were founded in 1986, and we are basically a community-based adult learning center. We serve adult learners in Seattle and the wider King County. We have about 20 staff right now. Primarily, we offer classes in tutoring to adults in a wide range of areas, including adult basic skills, GED, ESOL citizenship. We do ESOL for work. Delia Burke, I think, mentioned our Ready to Work, which is also funded by the City, which is integration of work skills, English, and digital literacy. And then we have straight up digital literacy classes, as well. We have about 600 students a year that we're working with. We have 20-some odd classes. Most of our students are refugee immigrants, but not all. We have a ton of community volunteers, many of which are tutoring, and many more are in classrooms, both Zoom classrooms and in-person classrooms. And we have a number of programs that are funded by the City, including Ready to Work, which is funded by the Office of Immigrant and Refugee Affairs (OIRA), our citizenship program, which is classes and case management like legal case management is funded by OIRA; and then, our digital skills program is funded in part by the Technology Matching Fund. We have been participating in DELN since 2017, having staff people participating in networking and planning meetings. Back in 2002, we actually presented in a meeting for DELN, which were lessons learned around digital equity. I sent the slides to David Keyes, but I have hyperlinks on these and we'd be happy to share our presentation slides with you if you can't get to the hyperlinks on the slides. And then, last year we were contracted to provide coordination support for the coalition.

**From David Keyes:**  The Digital Equity Learning Network of Seattle & King County (DELN) meets  Thursday May 19th.   <https://delnofskc.wordpress.com>. Shira Rosen at Literacy Source is coordinating the DELN and can be reached at [delnseattlekingcounty@gmail.com](mailto:delnseattlekingcounty@gmail.com)

Google Form for (free) DELN membership and listserv:

<https://forms.gle/x392Nz6UF5SKpi2n9>

How has this been meaningful for us? As an educational and digital skills training provider, it has been really good for us for networking and best practices for staff development. Even some of the meetings we've had recently about how to apply for low cost internet, we've had volunteers come and get training, in addition to staff, learning best practices. That has been super helpful in terms of just sharing information. to the point, we've got updates in training on digital equity initiatives, and the ACP, the low cost internet, has been very difficult to track. And that's been a lot of help. Before we were really engaged in DELN, I don't think we knew as much about what was happening outside of King County. so, we've learned a ton about what is happening, even at the State level around digital equity and advocacy, although all of this has come down in Covid. There's been a lot more action around this, particularly with House

Bill 1723. So, we've learned a lot about that.

I'm here to tell you guys about DELN, and also tell you how you could support it. We would be happy to have you come to our monthly gatherings. you could join our listserv and participate by doing things that pop up there. And we have a Google Forum, if you're interested in membership or in getting on the listserv. David, did you put that into the chat?

**David Keyes:**  Yes, I put the overall DELN link in the chat, and put the Google Forum. I did send out the slides to the CTAB members. If anybody else here wants a copy of the slides, just post a note in the chat with your email, and I'll send it to you.

**Cat Howell:**   One thing we're really interested in and are still trying to figure out how to do, is to advocate for more resources for digital equity. We would be really interested in partnering with folks who know more than we know, or if they would help us to think about how to best leverage our community coalitions to try to get more resources. We're all in the trenches, working with folks who are still facing really big barriers. That's an ongoing question that we have. I wanted to find out from you guys who we should be partnering with or talking to, and how can we collaborate. That would be a question for you guys, if you have ideas.

That's my slides. If you have questions for me?

**Dorene Cornwell:**   Cat, this is Dorene. Does Literacy Source have a development staff? It sounds like you do some grant writing, but also what to do next sounds like ... (unintelligible)

**Cat Howell:**   Sorry, Dorene. I heard the first part of that, and then I think we were hearing your text reader?

**Dorene Cornwell:**   Yes, it's okay. I'm sorry. It's all a big experiment. The question is basically this: Do you guys have a development staff, and what is your strategy for what to do next. Because you're certainly getting context, but I clearly understand why you might need more than that.

**Cat Howell:**   Yes, we do. My co-ED, Shira does a lot of grant writing. We do have a development associate who helps us with fundraising, as well. So, we do have a small fundraising staff at our organization. I think we sort of know what resources are available locally and are able to get grants locally for our organization. I think for the Digital Equity Learning Network we are interested in finding out what can we do to increase the pot? How can we get more resources here regionally? And that's a question that I think we need others to help us.  [cath@literacysource.org](mailto:cath@literacysource.org); [delnseattlekingcounty@gmail.com](mailto:delnseattlekingcounty@gmail.com)

**Dorene Cornwell:**   Thanks.

**Camille Malonzo:**   Did Internet for All support make its way to the DELN? I guess my bigger question is would Internet for All be the kind of thing that would increase the pot in a way?

**Cat Howell:**   Yes, I'm assuming some of the federal money that came down is what funded us. Like we got more money through Seattle IT to build this coalition. My organization also has gotten Tech Matching Fund money to provide training. I don't quite know the funding stream as much as maybe David Keyes or Delia Burke, who could speak to how that actually is apportioned. And I can't speak for all of the members of DELN. We have members who have gotten State broadband grants. So people are accessing funding from a lot of different places.

**David Keyes:**  Yes, I can speak a little bit to it briefly. We were able to do a contract for $14,000 to pay for the combination of their staff time and work, as well as a small stipend to enable people from lower capacity nonprofits and with lived experience to be part of this steering committee. That $14,000 this past year just came from our cable fund, which is declining. So, we have not allocated specifically any other federal funds to that yet. I think that certainly it fits well into the Internet for All, our strategies in terms of building capacity. It leverages the work of each other. I think that's a really big thing, how much we learn from each other. The City uses it as a great way to distribute information about the Tech Matching Fund grants and other opportunities for folks, and to learn from people, too. But, it definitely takes a continued advocacy and awareness for how this kind of mutual support coalition and how it fits into regional planning and effort to scan the radar as something worth funding, because it's not direct service.

**Camille Malonzo:**   Thank you, David.

**Delia Burke:**  I would just add, too, that strengthening the regional collaborations like DELN, or participating, was really one of our overarching key strategies. It also came about through research of best practices nationally. So, I think that helps us to make those decisions about cable funds or where to use our limited funding. So, the Internet for All strategy piece of it is very helpful.

**David Keyes:**  And I think going forward, the combination of how we, at CTAB,  and the City collaborate with the coalition network is increasingly more important going forward, so some of the ties to federal funding and this State is looking at supporting local digital efforts and broadband action teams. So this puts some of that structure in place, to compete for that, to contribute to regionally and statewide what our digital equity ecosystem and what the awareness of that is, and the mapping of assets are. So, I think it's going to be increasingly important.

**Camille Malonzo:**   Thank you. And then I saw a hand for Harte.

**Harte Daniels:**  No, it really wasn't a question. It was trying to introduce Cat Howell and DELN to to Lassana Magassa, who gave a thorough presentation last time about a sector of the community that needs assistance with digital literacy. So, Lassana, in your communications to Dorene Cornwell and I, and the DEI Committee, this is where we were trying to get you to ask for help. Cat, Lassana has previously incarcerated people with a specific need for digital literacy for that group. So, I'm just introducing the two of you. Thank you.

**Cat Howell:**   Lassana, feel free to email me, and we can also talk offline. [cath@literacysource.org](mailto:cath@literacysource.org); [delnseattlekingcounty@gmail.com](mailto:delnseattlekingcounty@gmail.com)

**David Keyes:**  I would also be interested to see what you think the role of the coalition should be. What is your vision for where it should go?

**Camille Malonzo:**   Is that for Cat, or for CTAB members?

**David Keyes:**  It's for CTAB members. I'd be interested, if you've got a minute.

**Camille Malonzo:**   We can clearly see where Cat talked about the network, its resources and assets and who knows who. I was looking at the CBOs and it's not exhaustive, whether digital equity is impacting all organizations and not just those who are specifically doing this kind of work. One that you wouldn't think would be doing digital equity to have a need, to understand DE resources. So, I kind of wonder at what scale can organizations come into the DELN and what that might look like. Those are just some thoughts I had.

**Cat Howell:**   Camille, can I respond?

**Camille Malonzo:**   Yes.

**Cat Howell:**   The steering committee is kind of a formed group, but we have a much wider range or organizations that are coming to our bi-monthly meetings, for which the topics change, depending. This group is a place where maybe we could do more outreach to get people on the listserv where we are announcing about our meetings. And if it's relevant to folks. We have a senior center represented on our steering committee, but do all folks working with seniors -- we just had a presentation about how many of them are struggling -- who all might benefit from coming to the networking meetings? There could be a lot of outreach done to get more organizations knowing that this resource exists. We're working on it, but I don't know what kind of outreach you guys do or how you get the word out, but that's part of why I'm here. It's impacting everything, right?

**Camille Malonzo:**   I think also that this is an open question. Later on in our agenda, we have a board working session where we're actually going to start thinking about some questions, one of which is how can we support something like outreach to the coalition for digital equity. We will definitely continue on brainstorming this. Thank you so much for sharing with the members what DELN and Literacy Source has been doing. I think it was very eye-opening for us to see the work that you all are doing.

**Cat Howell:**   Well, thanks for having us. We want you to know what we are doing, and hope that you are in support of the work that we're doing. Let's keep working together to get more people engaged.

**From Cat Howell in chat:** Our next DELN general meeting is Thursday, May 19 from 12-1 pm. Please register here:

<https://www.eventbrite.com/e/digital-equity-learning-network-seattle-and-king-county-meeting-may-2022-tickets-335478594507>

**Camille Malonzo:**   Thank you so much, Cat. Next up on our agenda is a quick update from David Keyes, Brandon Lindsey, and Lassana Magassa. on the Technology Access and Adoption Survey.

**TECHNOLOGY ACCESS AND ADOPTION SURVEY**

**David Keyes:**  I think this will be fairly quick. I just wanted to give an update. A month or two ago, we had folks from the team on Inclusive Data, (unintelligible), and the Pacific Market Research come and start to do a little bit of a brain-a-thon, a session on getting your thoughts and input into the survey. Just in short, this will be an update of the survey we do every few years, called the Technology Access and Adoption Survey that gives us information about the levels of technology access adoption, barriers to that, and check check-in on potential awareness and opportunity. Like are people aware of the low income internet programs. We are in phase one of planning for the next one. This will also provide an update on our progress and what is the state of things since the Internet for All initiative and Covid, also, a big one.

The folks from Inclusive Data, Shaun Glaze, Chris Webb, and others, Sabrina Roach. It took a little while for them to get a subcontract in place with Pacific Market Research. That's all set and they've started commencing some community listening sessions. Basically, the kinds of questions that they asked you: three main things. This is input for the actual survey, but just to start to get input on the key questions we need to be asking and should be asking: What are our opportunities; thinking about strategies going forward; and what are the methods that we should be using to gather data from the diverse community. They are doing a series of listening sessions. They've designed it so they could either come to someone else's meeting and do a 15- to 20-minute exercise with people, and are going to be holding some longer sessions with people, too. Their goal is to get that work done by the end of the month, and then to write up their findings from that. The findings from what they hear from diverse community will be fed into the set of recommendations, their recommendations for conducting the survey. This is the set-up which will give us a really good base for what will be the set up, and how are we going to ask, and are we going to do focused surveys from particular types of communities. They just put in Indian Health Board to assure that there's indigenous representation in the data we collect from community.

The next phase, then, is from this engagement, they'll have a set of recommendations, almost a proposal, for both the questions to be asked, how things might have changed since the last survey, and what are approaches that can be used for collecting that data. That will then enable us to contract with somebody to actually do the data collection, and then the analysis of that; put that into reporting format and dashboards, and do public information and education about it. That's where we're at right now. There's been a little bit of a slow down in getting this in place with them. And Lassana and Brandon have been helping out. We've started working a little bit on the research that was done, and thinking about the topics and approaches on this. They gave some feedback to include some data on their engagement plan, also.  Lassana, Brandon? Do you have anything you want to add?

**Lassana Magassa:**  No, I think you've covered it all. Thank you.

**Brandon Lindsey:**  Oops! I still have my breaking news light up from last time. I would just say that I think that the work and the approach that Inclusive Data is using is really exciting. Just the engagement, the design thinking, is just going to be, I think, to go out into the community and really get in community and ask some of these questions. It's really cool. So, I think that hopefully, this work that they're doing informs our future work. so, I just wanted to give a big shout out that they're included, and I think it's going to really help the survey design and also build a good model for how this might look in the future.

**David Keyes:**  I see that Harte has their hand up?

**Harte Daniels:** No, my pointer clicked on the wrong one. I was just clapping for a friend. You mentioned that they were talking to IHP and Abigail had been doing exactly this type of thing, and has a very strong opinion on Inclusive Data, especially around that situation where she was gathering data on missing and murdered indigenous women. Seattle is number two on the list despite the lower capita indigenous people. In other words, we, the City, have that many missing and murdered indigenous women represented here. Across the country, we're number two. But she has been doing this and it sounds like you've already started to contact her. So, great. And I'm just trying to clap for what Brandon and Lassana have been doing in this entire work. I apologize.

**David Keyes:**  Yes, I was at their event, actually, on Sunday or Saturday at the Daybreak Star. And then we've got further contacts like the Tribal Tech Project that we funded along with a couple of other groups. Appreciate the point there.

**Harte Daniels:** I don't know if the Indigenous Wellness and Research Institute out of the University of Washington might be also of assistance there.

**Camille Malonzo:**   I wanted to just echo, thank you all so much for the great work. They might wrap up towards the end of this month. Maybe an update next month?

**David Keyes:**  I'm not going to be able to be at the next meeting, but others could give an update. Then, hopefully, going into June and July, we'll start to be getting the contract in place to carry out the next phase. So, I'll have a lot more about that. I will certainly have the report and recommendations coming out. It would be great to share that with CTAB.

**Camille Malonzo:**   Thank you. Awesome! Thank you so much, David, for the update, and Brandon and Lassana. We're going to change gears. We've had a great hour and a half on digital equity. We're going to change up and get an intro for Annie Shaw, our newest CTAB board member. Give her a warm welcome and round of applause. We're so excited for her to join CTAB.

**NEW BOARD MEMBER ANNIE SHAW**

**Annie Shaw:**   Thank you, Camille, for introducing and for welcoming me. You've all ben very helpful throughout this whole process. I know the Get Engaged program has been working through all of these appointments and things. I am Annie Shaw. I am a member of the Get Engaged cohort, which is a program with the YMCA that allows 18 to 25 year-olds to get involved with these public boards and commissions. They really advocate for us, young people, to have a voice in City affairs. So, that's really exciting, and I'm really honored for the opportunity. I joined CTAB because I grew up playing around tech. I used to use (unintelligible) when I was 10 years old around people. I remember playing with that. I saw how to bridge these connections, like me and my mom, and understanding the City of Chicago, even though she didn't speak English as her first language. That drove me to really want to stay involved and helping use tech as a tool to really enable equity and opportunity, especially for young people in the City, trying to understand what their interests are and what their place is, and knowing what the opportunities are. So, I joined CTAB, and I'm really excited to get involved and branch off from there.

**Camille Malonzo:**   Thank you, Annie, and welcome again. Next up on our agenda is committee updates. And so, could the leaders for the Digital Equity Committee please provide -- I think I see Harte -- an update for the Digital Equity Committee.

**COMMITTEE UPDATES**

**Digital Equity Committee**

**Harte Daniels:**   Coleman had to step away. We had the DELN update in this meeting. We discussed the consolidation of the information from the telecom forum. A big shout out to Phillip Meng for the work that he's doing on that. The decision was that they felt that accessibility was too big a topic to include in this compilation, so we're putting that off. But, also, decided not to extend the compilation for the ACP, because the City does so much of that work. I'm going to put into chat some of the information on ACP, which is the affordable connectivity program from the White House. Of the 20 providers that are mentioned in that announcement, the only one is Verizon, but it's files only. Some things that were mentioned and repeatedly mentioned in the DEI committee meetings, we felt should be addressed in the compilation, and that is some of the things that the telecoms are privately doing. As an example. some of the mutual agreements that Verizon has. And since they were the only one in our committee, they did agree to send over a sample that they used with the LA Unified Schoolboard that we are reaching out to all of them. We had some other suggestions. And then, the last thing was that we have begun discussing about what we would be focusing on for the future during committee meetings, and most people were agreeing on youth and STEM. We did discuss TMF, as well. But basically, right now, we are focusing on youth and STEM, and that will be on the agenda next time to consolidate and narrow that down to the exact topic. We meet on the fourth Tuesday of every month at 7:00 p.m. And Coleman will be sending out the invitations. If you have any questions or anything that you want us to put on the agenda, please contact us by the Friday before that fourth Tuesday. Thank you.

**From chat:**  \*New website, GetInternet.gov

\*Whitehouse news release: <https://www.whitehouse.gov/getinternet/?utm_source=getinternet.gov>

\*More information on how to apply can be found at <https://acpbenefit.org/how-to-apply/>

\*Or by calling (877) 384-2575

**Brandon Lindsey:**  And, if I could quickly add, Harte, the compilation for resources from the Digital Equity outcome form is complete. We should probably go through a quick review process before we show it to the full committee, but it imprints information on programs that were presented by each of the carriers, both for internet access as well as on devices. We are looking forward to sharing that and I'm looking forward to sharing that and also getting some feedback.

**Camille Malonzo:**   Awesome. Thank you both, thank you Harte for that great work. I think that's a great resource for the CTAB board. Next up is Nicole Espy for the Privacy and Cybersecurity Committee.

**PRIVACY AND CYBERSECURITY COMMITTEE**

**Nicole Espy:**  An update from our committee is that we are focused a lot on trying to initiate new collaborations to continue the privacy and cybersecurity focus in other fields. So, I guess in commenting on some of the speakers today and the work of Digital Equity, one of my main questions is how are we also protecting vulnerable populations and providing the education and training for privacy and cybersecurity that they need. I would urge others to think about that when programs are being evaluated and developed. One of the things that we are attempting to do is to also collaborate with the Seattle Human Rights Commission. We will try to continue to reach out to them and find some overlap, and update the Surveillance Ordinance group 4B. Public comment is available now, and I ask any member of this committee to provide comment, either individually, or as contribution to the memo. Usually, we come to this board with a drafted memo, already having read the SIRs, which are the evaluations of that technology that's being onboarded. And then we ask for a vote. But because of the timing, we actually have the opportunity to at least ask here on this call for people to provide some input to be part of the draft memo before we approve it. So, I will drop our email into the chat, and the link to the web site where you can see the technologies and review them, or provide email to us and we will incorporate and cite you as needed or as desired in the memo. We look forward to working on this and using this as our main tool for our efforts. As an update, there was a breech of the Surveillance Ordinance that had been investigated recently, where a member of SPD had used Clearview AI, which is a facial recognition program. But, technically, I think, after evaluation, it didn't violate the terms of the Surveillance Ordinance because it was an individual using the tech, and not the organization. There's sort of a loophole that seems like it might be there, and then, in the application of this ordinance. I think it's interesting in terms of what our mission statements are as well as what systems are in place to progress that mission. It's an interesting topic for us to discuss as a group. If you are interested in these topics, please join us on the last Tuesday of every month. Our Webex links are on the web site for your review and to join us. Thank you.

**Vinh Tang from chat:**  Per Nicole's comments, the next public engagement meeting for the Group 4b technologies is Wednesday,May18.

<https://www.seattle.gov/tech/initiatives/privacy/events-calendar?trumbaEmbed=view%3Devent%26eventid%3D159435131>

**Camille Malonzo:**   Thanks, Nicole. Is there a deadline for which folks to get their comments for the memo?

**Nicole Espy:**  Yes. Let me see. I think we want -- there is an official deadline for the review. And then, it would be nice for us to have a drat of that at least a week ahead of the deadline. So, let me find that and I'll post it.

**Camille Malonzo:**   Thank you, Nicole. I'm just looking for the technologies for review. i think they're all around SPD technology, so I think even if you are unable to provide comment (unintelligible)... Up next is our working session for members just to offer up some context, one of the intentions of CTAB ... we do a lot of things here including providing a network and platform to hear about great organizations like the DELN. We also hear about the work across Seattle IT and the City around our core values like digital equity and privacy and cybersecurity. Another pillar of CTAB is to advocate for policies about technology to City Council and the Mayor. Some items that have -- not at CTAB but the City -- is the Privacy Office. It was a suggestion out of CTAB that created the Privacy Office. So, if we want to start up a project to think about emergent issues that we believe that Council and the Mayor should consider, we consider resourcing and generally advocating for policies. I don't think we've done this in a while as an organization and so I wanted to offer up the space to do that now. This is the first time that we'll be doing this and we'll also have an asynchronous forum. I don't expect folks to have their ideas totally fleshed out right now, but I just wanted to introduce an ask to the membership as to brainstorming some things that you've probably heard about just by reading literature, or something that you've encountered at work. So, we would love to utilize your expertise. This is open forum. If you have an idea or something that you're concerned about, I'd like you to share them here. We've also created this Rise Up pad, <https://pad.riseup.net/p/VcK9Rv8GcJQs52dSjSHD> which is a collaborative scribble box, where I'd like to solicit some ideas from both board members and also community members. I think, ultimately, board members will be voting on this. I would definitely appreciate your expertise and input. Do folks have questions or comments?

**BOARD WORKING SESSION**

**Nicole Espy:**  One thing that comes up pretty regularly in some conversations is the discussion about data governance, especially as it pertains to onboarding new vendors. This is outside of the Surveillance Ordinance, but has more to do with the technologies that are in operation for things like critical infrastructure, or for any sort of department having a policy and plan for new vendors, new tech that is onboarded having a data governance policy. I know that was mentioned in the invite that was the announcement of this working session. But I think that just reiterating those comments for most committees would be something of interest, a stated policy of how Seattle approaches onboarding of new tech.

And perhaps another thing that we wanted that I was interested in looking into was we have a lot of tech that's being generated within the borders of Seattle that operate in the City. So having a stated policy for the City about tech we believe increases democracy and participation. Just some ideas I've had.

**Camille Malonzo:**   Thank you, Nicole. I was taking notes. Can you talk more about the second idea around a stated policy around supporting democracy?

**Nicole Espy:**  Yes. I guess I was thinking about the USAID, which is the United States Agency for International Development and has a digital strategy program. This is how the US government supports the development of tech intra-nationally. The purpose of that program is to increase participation in democracy in supported countries. And so that was something that I thought was interesting to bring back to Seattle. How do we as a board, and then also how does Seattle as a government entity ensure that when they are fostering economic development within City limits? That also has a focus on increased participation. I guess our keywords would be digital equity, but I think I wanted to make it broader with techs that provide increased participation, communication on what the government does within City limits, what it can provide, etc.

**Camille Malonzo:**   Thanks, Nicole. I was taking notes on your idea.

**Harte Daniels:**  Nicole mentioned before the WHGD, which is data for human geography, in other words. And that's the US Department space for the welfare of people. There are several members. It's a free organization. Your moderator is located here on Bainbridge Island. There are several organizations, including from the University of Washington that partake, and that's another avenue for me to look at, using data for the benefit of lower income and other types of individuals, and how they deal with data and the subject matter. You do have resources in this area, and every three months I mention them. So, you might want to avail yourself of looking at that and looking at some of the members and putting your question out to them as to whether anything they do internationally could be applied locally. Thank you.

**Nicole Espy:**  Thank you. Yes, we can talk about that on the side, if you like.

**Camille Malonzo:**   Has anything come up from the other board members? I think that's it. As I mentioned earlier, this is the beginning of these sessions. And so, you can all continue on outside of this meeting to discuss pertinent emergent issues. Please put them in the Rise Up pad <https://pad.riseup.net/p/VcK9Rv8GcJQs52dSjSHD> . I'll send it out in an email to members, and then also make sure that it's added to the minutes. I think I'll also make sure that at our next meeting that I'm going over any ideas from that. Start generating ideas and we can work out the language to present them as a memo. I'm really excited about this. The last item on the agenda is public comment. Members and non-members alike are welcome to speak. Lassana, I see your hand.

**PUBLIC COMMENT**

**Lassana Magassa:**  Last month, I presented, and there were some questions asked. I just wanted to circle around that we have a response. One of the questions was what is the population of Asian and Pacific Islanders incarcerated in Washington State, and what the indigenous population looks like. I was able to find that two percent is the representation of Asian and Pacific Islanders.  I did not find any data around the digital literacy levels, or how they are transitioning into the community post-release. I believe it was Nicole who asked that question. I plan on moving forward being more intentional about collecting data in that area. So, I want to circle around and thank her for that question.

**Camille Malonzo:**   Right. I think that might be it for our meeting. We are just five minutes over. I hope that everyone has a wonderful evening and a hopefully sunny day. Until then, we will see you all at the June meeting. Thank you.

**ADJOURNMENT**