**November 8, 2022 Meeting - Seattle Community Technology Advisory Board**

Topics covered included: City of Seattle Civiform Affordable Seattle Presentation; committee updates.

**This meeting was held:** November 8, 2022; 6:00-7:30 p.m., via Webex

**Attending:**

**Board Members:** Camille Malonzo, Lassana Magassa, Rene Peters, Femi Adebayo, Brandon Lindsey

**Public:** Dorene Cornwell, Harte Daniels, Call-in User 2, Isabel Rodriguez, Carl Hiltbrunner, Sanchit, Phillip Meng, Seamus Brugh, Annie Shaw, Pete Ada

**Staff:** Elise Kalstad, David Keyes, Jon Morrison Winters, Delia Burke, Vinh Tang, Cass Magnuski

**21 In Attendance**

**Camille Malonzo:**  Welcome, everybody, to the November, the penultimate meeting of CTAB this year. I want to start the meeting by acknowledging that we are convening this meeting on the unceded traditional land of the Salish Peoples, specifically the ancestral land which touches the shared waters of all tribes and lands within the Duwamish, Puyallup, Suquamish, Tulalip, and Muckleshoot nations. We recognize the stewardship of these lands by the co-Salish Peoples since time immemorial, and honor with gratitude the land itself and the co-Salish People. This only becomes meaningful when combined with the relationships and informed actions, and is a first step in honoring the land we are on and its people. This month in Indigenous Heritage Month, where we celebrate the rich history and contributions of indigenous people. Last month, we hosted Will booth from T-3 Tribal Technology Training, which was really a very insightful and meaningful presentation on really appropriate digital equity work. So, if you get a chance to be at that meeting, I would invite folks to check out the minutes on CTAB.Seattle.org for a really great presentation. And I also invite us to continue to find opportunities to enhance our work here at CTAB with greater cultural appreciation and accountability.

And the second thing was today is election day. We were talking about elections earlier in this meeting, so hopefully folks will have a voting plan before 8:00 p.m. today. I'm hearing we have a secret pact to hopefully drop off our ballots before then. If you need a plan, there are some great resources on the King County Elections web site. We can put it in the chat.

And looking at today's agenda, we are super excited to welcome a presentation on Civiform, and the great work that they have done to make applying for benefits a lot easier for Seattle residents, and are the gold standard across the country. We are excited for that presentation later on in our meeting. But before that, let's do a round of introductions.

**INTRODUCTIONS**

**Camille Malonzo:**  So, with introductions done, let's do some quick board business. First up is to approve the October minutes from the October CTAB meeting. Could I please get a motion from a board member to approve the minutes from October?

**Rene Peters:**  I move to approve the October minutes.

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

**Femi Adebayo:**   Femi. I move to second.

**Camille Malonzo:**  Thanks, Femi. All those in favor? All those opposed? All those who abstain? Okay, I think this motion passes. Awesome. The next one up is to approve tonight's agenda. Could I please get a motion from a board member to approve tonight's agenda?

**Femi Adebayo:**   Femi. I motion to approve.

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

**Rene Peters:**  I'll second.

**Camille Malonzo:**  Thanks. Can I get all members in favor? All those opposed? All those who abstain? This motion also passes. That's great! Without further ado, I'd love to invite Elise Kalstad from the Office of Innovation Performance and her presentation on Civiform.

**CITY OF SEATTLE CIVIFORM AFFORDABLE SEATTLE PRESENTATION**

**Elise Kalstad:**  Thank you. I'm very excited to be here. I am working on a Community Technology project, and there is no better board to talk to than the Community Technology Advisory Board. Vinh Tang reminded me that I've met some of you, and it was probably two and a half years ago, on a completely different project. Today, I'm going to be talking about our Office of Innovation Performance team. We are a small team. We look at data and design to build solutions to problems that residents and City staff are experiencing. Typically, we pilot projects, build them up, incubate them, and then we turn them over to their appropriate homes. We're primarily an R&D arm for the City.

One project that has been with us for much longer than we are used to, about five years, is a project called Affordable Seattle, which we all know is an oxymoron. Seattle is not affordable. It's very, very expensive to live here. But there are resources. There are discounts and services and programs (unintelligible). One of the problems that my team has been tasked with over the last couple of years ...(unintelligible) ... things like free preschool, discounted Parks programs, free transit, help with utilities. The City offers so many programs. We almost offer them as separate businesses where one has to apply to one program, using one form over here, and apply to another program, using another form there, and that time tax that we put on the residents. This means that address has more information about your household is this huge burden. Just talking to residents, they have said that maybe they know about a discount program, but they don't know that there are other programs that they also qualify for. Or maybe they don't think that they are actually eligible for these programs. They might think, I'm low income, but I'm doing okay. I'm doing okay and I actually don't need help. There are many programs that are available, and we would love more people to know about those.

So, I'm going to talk about Affordable Seattle, and this new technology tool. Everything is done based on what the community has told us they need. Specific features and requirements that community members (unintelligible)...this will not work unless you do this thing. The ask for you all -- we're still new and we are piloting. We have some program onboarded. It would be really helpful if you all let us know what are some of the barriers you all face when accessing City services. We want some new ideas that we should be thinking about. And then, the other big one is, are there other resources that we should be thinking about? Staff resources, volunteer resources, to actually make this work.

I'm going to present my screen. It will take me two seconds. And if at any point you have questions, just ask questions. There will also be an opportunity at the end. Can you see my screen?

So, I laid out the problems, the burden that the City put on applicants with our bureaucratic systems. We have a different web site for every program. We have a different online form to apply, or an in-person format, or email. And what we heard from residents is it would be so helpful -- what if there is a go-to person? Instead of talking to different people and explaining my situation every time, I wish I had a social worker who can oversee my account. And it's not just residents who face this maze of obstacles, trying to find the resources to qualify for. We talked to community-based organizations, and we know that most residents often feel most comfortable going to their trusted community-based organizations. I know there are a lot of you working in the nonprofit sector, so hopefully this absolutely resonates. CISC, community health clinics, organizations that actually connect with residents in their own languages, appropriate to them, they are the ones, rather than complicated government systems. And we took a picture of a social worker to show us what it looks like to figure out what services are available. And this is her journal that showed how she is able to keep track of all of the available resources and connections. And one of the others: There is talking to social workers at one of these community-based organizations, she had sticky notes of logins and passwords. Another had an Excel spreadsheet for every client that they work with. There is a different portal, and a different login, and a different password. And they manage these for all of their clients in all of these different ways. They said it is so hard to actually advocate on behalf of their clients. They're translating at the same time. There's a lot going on. At Affordable Seattle, our belief is that having access to City programs that make it possible to live and thrive in Seattle is important, and we are trying to do that. It's what we're starting to do. And we will do this by building, implementing and promoting an accessible one-stop shop for Seattle and its community-based organizations, that really reduce the time and effort needed to apply to benefits and discounts. This isn't new work. We have been doing it for a long time. It started with Mayor Durkan, but it was largely an unfunded executive order. We know this is a problem. First up is to bring all of the programs together in one page. We have amazing partnerships with the private sector, such as Expedia, (unintelligible), Google, Adobe, to build  these different components. There was no technology product we could buy. We got real scrappy, and now we are at the point where we actually have our own -- it is a work in progress and we are always looking to improve it. We love it. A one-stop shop where a resident can find a basket of services that the City provides that they qualify for.

But then, take it the next step further, and make it so that a resident is only giving us their information just one time. They're giving us their income information just once. And then that resident has the power to reuse their information across the programs. They don't need to give us their tax forms four different times for four different programs. We now have a City of Seattle rescue plan. We have four staff, two engineers, and myself, who are implementing this program. We're doing it on human design. Everything that we do is designed to avoid emotional stress, like the community has requested. We started with a large research project. We just talked to anybody who would talk to us about these themes and these recommendations. The themes that we heard from residents and CBOs meet people where they are. That means that if it is not comfortable asking residents to come to a City, but actually go into the field, work with the community-based organizations, the important people in the areas, those social workers who are familiar that residents really have a trust relationship with. And we're making sure that whatever we are doing, that the ease of access is accessible and it is clear what we are doing with the residents' information and they know exactly what they're going to get when they come to the City and apply for a program. And (unintelligible) ... a digital solution is only as good as those who are on the web is only benefitting one group. It kind of goes back to that number two, human intermediaries... (unintelligible). Affordable Seattle will be a one-stop shop for all programs, and when we are live with…(unintelligible)...outreach and marketing is people who know about these programs. And a lot of our programs are not…(unintelligible).

Program performance? We can make it really easy for residents to apply to programs in a way that is not painful for City staff to process those applications, and residents are going to  (unintelligible) a delay to see their application approved.

So, this is Affordable Seattle and we still have some programs missing, but the residents can go in and just enter the number of people in their households, their incomes, their zip code, and find a list of services that they are eligible for. You can actually do it right now if you're at home. You can go to <https://www.affordableseattle.org/>.

There is a key part that was missing. With all of the programs together, a resident can see the programs and services they qualify for, but when it comes time for applying, they are referred separately to a different program...(unintelligible).

(unintelligible)...technology does not exist. It is open source, so any other City or State or others can read our code and they can have a fundamental belief that software ...(unintelligible)...not make other people wealthy. So, this is open source and you can actually Google search Civiform and get our page real quick, and clicking on Seattle City Risk will give you more info.

So, the goal is being very essential for residents in community-based organizations to be able to enter all information at one time. And then they can reuse it for other applications. And then to make it really easy for City staff, like myself, to build, launch, scale, add new programs really quickly. I don't know how to code, and I can access City programs really quickly.

We have a partnership with Google Blackboard. It's a philanthropic arm. The donated a whole team of staff to really (unintelligible). It took a minimum (unintelligible) of product. it worked quite well, and we have been able to run with this. There are other cities that are currently replicating Civiform. Bloomington, Indiana, the State of Arkansas. There are a few other ones. I don't have them. They are actually replicating exactly what this City is doing. So, the City of Seattle's code is being used in other cities right now.

I mentioned we have -- we are a team now, so we are a real small team. Because of open source, we get a lot of support and volunteers (unintelligible).... City of Seattle residents so they can bring you information, are responsive, whether it's on the phone or on computer, and in eight languages. Trusted organizations, our community-based organizations, the social workers who apply on behalf of hundreds of clients so that they have a really easy point of entry and are not maintaining lists of logins and passwords for all of their clients. And in making it easy for City staff, ...(unintelligible) making it easy to get into a program.

So, where are we at today? It's expensive. How expensive? It is $87,000 to cover basic living expenses for a mother with two small kids, just to cover rent, utilities, transportation, food, your basic expenses. We did a pilot back in June, 2021, just with two programs. Those two programs decreased the cost of living in Seattle by $15,000. And then, we've added more programs. We added a preschool program, a child ...(unintelligible) program, before and after school care. There is an ORCA middle school opportunity program. There was a free ORCA card, utility discount program. We added the flash card, and the gold card, which are discount programs for those over 60 years old, and those with disabilities. Other programs took off and legislation passed to give everybody ...(unintelligible). It's up to $20,000 in savings. So, taking that $87,000 cost of living and bringing that down to $67,000. The goal would be eventually to have more and more programs so the residents have this window into everything they have all applied for.

This is the evolution. We started with a concept. On the left-hand side, it's just a scheme of what Affordable Seattle and Civiform could provide. This is from years ago. This was just a prototype. Just to think of what the concept is that we could use. In the middle is a minimum ...(unintelligible) to just get the tool out the door. And this is it. So, this is Civiform. It allows residents to come in in their language. There's a node there where you could come in as a guest, complete an application. We ask for basic information. Most of our programs ask for some type of income documentation. And what we heard from residents is that this makes it really easy just to take a photo from their phone to upload with income documentation. And then once this person completes this application -- this one is for a discount on a Parks and Recreation program, they can then reuse this information. They don't have to fill out that information all over again. They can then submit it and apply to the next program.

On the far right, ...(unintelligible)...these have applied......(unintelligible) I won't need your application, I will need some information. We've got your application. This is the status of it. You can see the email that goes back to residents to say, hey, we need more information. That's just how it was listed. This isn't actually ...(unintelligible).

We have programs ...(unintelligible). We ...(unintelligible) over 10,000 residents to connect with City discounts and services. Twenty percent of them reduced their information to apply to two or more programs. That is the one that I most want to build. The goal is if they could complete just one application, a second application should only take a couple of clicks. Here we have the information. They could just fill it out and then ...(unintelligible). It takes less than five minutes to complete one application. For the second and third application, that goes down to about a minute and a half. In comparison, previously, the applications could take up to an average of thirty minutes, up to an hour.

And that is an overview of what we're doing. Any questions? We want to be transparent. We are a work in progress. I put in some, just for this session, questions of community members, or if you work at nonprofits, what do you need from our City services? As I mentioned at the beginning, we are able to quickly ...(unintelligible) Civiform. There is more that we need in order to build out the tool. Our small team might take a while to get there. Are there any more financial resources, staff resources, volunteer resources? Thank you all for having me.

**Camille Malonzo:**  Thank you so much, Elise, for this amazing presentation. It's such a great tool. I'm going to send this to a bunch of folks who I think would really thank you for sharing. I'm going to open up the floor for comments and questions for Elise. There's already one in the chat, so Harte, if you would like to ask your question, please go for it.

**Harte Daniels:**   You've been at this for a while, but -- and I know that Digital Equity also mentioned this in one of their forums, pre-pandemic, this issue of having to refill formats. Did you do any kind of a make or buy project before doing this? I mention that, because if you're looking for resources, when we were back in Hurricane Sandy, nobody could get anything done unless people filled out the FEMA forms first. And they created something that just allows you to put in your address, and it filled out all of the form, three quarters of your form for you. Digital Equity and Inclusion last year was working on senior telehealth, one of the recommendations came on that already existing platform. Did you look at Unite Us? Did you look at anybody else whose work was already solving this problem?

**Elise Kalstad:**  Yes, we did a really broad analysis. We partnered with U.S. Digital Response. This is what I..(unintelligible) a couple of hurdles. There are existing platforms that do some other things, but what they don't do was reason enough for us to go pull something out of a box. So, this idea of multiple programs and being able to reuse information across multiple programs was something that we weren't able to find. The idea of data sharing agreements was a huge barrier between different jurisdictions. .(unintelligible) we can't use the data sharing so we were unable to put the power into the residents' hands to say this is the program I want to share my information with, and then being able to replicate that. I'm sure there are other opportunities. There was one name that you said, could you repeat that one more time?

**Harte Daniels:**   Unite Us, which was the former (unintelligible), and the corollary to my question is, those are people working and collaborating and cooperating across groups. So, can you work with them. And also looking at when we were talking about resources and people that are already sorting this, a social determinant that the health care organizations have to handle. Social determinants of health are everything that you had mentioned as barriers. The other reason that I'm talking about that is because Digital Equity and Inclusion is starting to -- has asked in the past and is now starting to actually move on trying to get CBOs to collaborate and cooperate with each other. Barriers are more than just data and security. Business rules. Think of ways CBOs and the others - because like with health care organizations don't collaborate such as on the portals because they find that they are competitive. The compete with each other for grants, etc. That's one of your barriers to getting this going. I'm just wondering if you are starting to reach out when you're talking about resources to gather agencies and CBOs that have already been working on something like Unite Us. And then, another resource -- I just finished my PDUs so they can recertify or extend my certification for my PMP. PMI is a national organization that does have an effort for what it's calling citizen development where it's low code or no code efforts, so there would be probably people there that can give you some guidance, as well.

**Elise Kalstad:**   (unintelligible) ... being able to create the portal for community-based organizations, to have a plan, to manage a plan (unintelligible)....

**Harte Daniels:**   I don't know who to talk to. One of the moderators for the State Department, etc., that was there is actually living on Bainbridge Island. I could ask him about the civic referral work. Their work on addressing this issue started back with Katrina, and went to (unintelligible) and then Sandy. Maybe he can find the people that are working on that issue. May, again. Like always, (unintelligible) are different than (unintelligible) in that we have to serve all peoples. Those barriers to socio-economic health might be your guiding principles. You might look at HHS and what they're asking for on social determinants of health. And that might give you some leads on how they are addressing those barriers.

**Elise Kalstad:**  Thanks, Harte.

**Camille Malonzo:**  Thanks, Harte. We have a few questions in the chat. So, Dorene?

**Dorene Cornwell:**   Thank you for having a framework in some languages other than English. That's really kind of important. What are you doing to talk about services from the public libraries? The library has a lot of materials and languages other than English. But the other is how the library does computer accessibility is that there is a whole room in the downtown library, and then all of the branches have accessibility software. And I would absolutely want to see that highlighted. But the other question is just in general, when you talk to the different CBOs you talk to, how much came up about things to do with disability? Part of the reason I'm asking is that I get calls through the Washington (unintelligible) for the Blind 800-number, and we have a local chapter, and what I would or wouldn't want to promise to do is going to need some conversations with other people. Because the other issue seems to be agencies that don't necessarily have a clue about things to do with blind people. Blind people in particular. I have no opinion about other disabilities.

**Elise Kalstad:**  That's a really good one. There's a whole social work network (unintelligible). For Civiform in particular? There are some programs that have some eligibility requirements, a reason why a resident needs to apply. But I think highlighting all programs that help with accessibility -- maybe Affordable Seattle is a good place. Your question about accessibility, especially for those who have visual impairment?

**Dorene Cornwell:**   Yes, there is more than one piece, but one is just the community-based organizations talk about serving people with disabilities, when you say things you have to apply for. So, one example is the talking book and braille library. You can apply directly for services. That's a national library services program. But I think there's also an application pathway through the public library, and I would want to check before you put that in the web site. But that gives people access to audio and braille books, different types of digital/audio readers. It gives you access to a whole bunch of things, most of them free for people who need it. And there are a lot of people out there who don't want to admit they're blind. So, being able to highlight something like that I think would be valuable.

**Elise Kalstad:**  It did come up. One of the core features of a Civiform in particular is the goal is to exceed accessibility standards, including the A11Y or the A11Yi, and following the (unintelligible)...things like we just did a testing of screen readers on Civiform and got some feedback. It's good. It works. There's room for improvement. Some of our (unintelligible) aren't reading appropriately. We are looking for improvement by the end of the year. There's a huge push. Our engineer team is working through just improvements on accessibility. Like if (unintelligible) 400 percent, you'll see that the text overlaps a little bit. There are little things like that. We want to make it much more accessible. Overall, following WCAD 2.1, use plain language, being able to rotate the display (unintelligible).

**Camille Malonzo:**  I see a hand in the conference room. Phillip, do you want to ask a question?

**Phillip Meng:**  Sure. Thanks so much, Elise. This is very, very cool. My question is how widely is this deployed on agency web sites? How is Civiform getting to people who are applying for benefits? The reason I ask this is, I just went to a Seattle preschool program and went onto their web site, and it might be Civiform but it looks like some differently formatted application.

**Elise Kalstad:**  We did a pilot roll-out where we said to keep your existing process going. So, that would be a perfect example. We want this to work, but we want to build it right. We're not going to force the City programs to come onboard to this because we're still building. They said, let's do a no wrong door entry. Someone could come into Civiform. They could apply to a program. They could go to this Seattle program that has a separate web site. They could go there and apply there for a resident. It doesn't matter. Program staff can see the two tools side by side, and it can give us feedback to say for their power app, we have mapping capabilities. We can map the location of the preschools. (unintelligible) can't do that. They say they won't come on to it until we can map the location. Fair enough. Once we can add that feature, then we come onboard. But, for the time being, they'll offer ordinary access.

**Phillip Meng:**  Okay. So, how are those 10,000 people, how are they finding Civiform now?

**Elise Kalstad:** We had a huge boost of users come in to the utility discount program, emergency assistance for electricity, and the utility bill assistance, a 60 percent discount on water, sewer, garbage, and light bills. That was one source to come to apply for a program. Other ways that folks are finding it is if they go Affordable Seattle and apply to the Parks program, or any of the City programs and apply there. Once they're in the Civiform, then they see the other programs they are on. So, again no wrong door. Like if you show up on a program page, you should be able to get there. If you know the words 'Civiform,' which people don't even know that word, then you can get to Affordable Seattle, can get to the one-stop shop. We'll get there. We're still adding programs.

**Camille Malonzo:**  All right, so one question that I had was about is the Affordable Connectivity Program the ACP. One issue that I found going over resources was that there's a lot of confusion between City services, State services, and federal services. How does Affordable Seattle deal with that kind of issue of different boundaries, and how can we serve folks who might not know the difference, break those down?

**Elise Kalstad:** Yes, that's a complicated one, the ability to identify the city, state, or federal and the whole idea. Connectivity is a huge, huge topic. With Civiform, our goal was to start with the state. That means get our stuff in order and make it obvious that there are other external resources outside of the City, in addition to the Affordable Connectivity Program. Things like Food Stamps, that the State runs. But other than living in Seattle, you can go through the State. Programs like that, even though Civiform right now doesn't connect between the different jurisdictions, at least a landing page in Affordable Seattle, we cut out these references. These are the State services; this is the City. Here is a basket of services elsewhere, external. The grand picture, my perfect dream would be to be able to do that connection between cities, counties, states, federal and just make that super easy to get services across whatever jurisdiction. But there are some baby steps to get there. You can do things like better promotion of Affordable Seattle.

**Seamus Brugh:**   So, you mention that you've got a team of four now. Is there a political will to create the resources to maintain this program into perpetuity?

**Elise Kalstad:** Yes, so, the team is funded to the end of 2024 on the Seattle rescue plan. At that point, we have no permanent funding source. We have time. We have an ask to Council and the Mayor's budget, not just to support the program, but actually to add the data integration to be able to do some of these things. We'll see on the 21st. The City Council will have the amendments to the budget and we'll know more if there is permanent funding at whatever level.

**Seamus Brugh:**   I'd hate to see all of this good work wither away.

**Elise Kalstad:** Yes, we're trying to be creative. We see the value in it, and want to continue to build it out an make sure that those programs do get people in the right direction.

**Camille Malonzo:**  How can we at CTAB support this amazing work?

**Elise Kalstad:** Thank you. That's a very good question. I appreciate it. I think part of it is just being vocal, and the best way is complaining. I'm serious. Complaints get attention. Just the feedback you all have given so far is so helpful, just to know what other connections are there. Are there other people I should talk to either in your community or your network? We know this is so important. If there are community-based organizations that would be willing to say that we demand and we need this in order to do our job. I will seek any level of support at this point.

**Camille Malonzo:**  Is there a good email that folks could use to talk to you? I'll put it in the chat.

**Elise Kalstad:** Yes, our team is civiform@seattle.gov or elise.kalstad@seattle.gov.

**Camille Malonzo:**  Thanks, Elise. We're out of time, but you have two more questions. Actually, it's three. So, one is from Dorene Cornwell around statistics on language usage other than English. One from Harte Daniels about outside funding sources besides City budget. And a third from David Keyes. Take the first two, and I'll ask you to address that one. If folks have more questions for Elise, her email is in the chat.

**Elise Kalstad:** Dorene, let's do the first one. What statistics do you have about usage in languages other than English? I don't have them off the top of my head. I don't want to miss anything, but I can follow up. We are able to capture data on preferred language, race, ethnicity, and zip code. So, we are actually able to see which -- not just looking at language, but able to see other communities that we're missing. As we add more programs, we can look at impact across the whole City. For instance, right now, with program by program, we have a sense of who we're serving, but it's really city-wide. Dorene, let me know if that's a good answer to your question. We do offer statistics. I don't have them right here. Can you look for money outside of the City budget? Yes. I don't know exactly how that works. I haven't done this before, but I think we can get quite creative. We have, before, had contacts with Google Blackboard for *pro bono* support, their volunteer support, that kind of thing. So, we have the confidence that we're doing external partnerships. David Keyes:  A related question on the ACP: Could Civiform next dev be used to prep a form to submit to others? Take a form from Affordable Connectivity Program or Wave/Astound Simply Internet and do the form fill to print and send.

**David Keyes:**   Yes, just thinking outside the box here, thinking about other ways when there's not a direct hook to the data between how to use what you already have in the system to save you time.

**Elise Kalstad:** I think if somebody has already applied their income, their household size, their address, their email address, and they said yes, go ahead and fill this form and they submit, yes, I think (unintelligible)....

**David Keyes:**   So, either sends it in or allows the user to print it out to mail in, if that's an option.

**Elise Kalstad:** Nonprofit unified intake?

**David Keyes:**   Yes, one part of that, for instance, part of our Internet Access for All that allows nonprofits to apply for a free internet connection, I can see a set of things that nonprofits apply for with the City to get a benefit. You could also use (unintelligible) organizational applications. There may be a set of things like that that also apply.

**Elise Kalstad:** Absolutely. Let's see.  King County can give you the information on English proficiency, just looking at current statistics on population.

**Harte Daniels:**   They have an entire program on their web site. It's open data, part of the DIS work. A few steps away to (unintelligible) communities to have an open meeting for anybody who can meet during the day on DIS, and that type of topic. I know it sounds fraught, going to that group, but they do get accredited data according to where people are located, etc. And again, on a worldwide level, there is a group from the State Department that talks to people, and that would be more on (unintelligible) in your head. They do give examples of how things are applied, but it's more theoretical. You do have people from the University of Washington represented there, as well as locally. But, for the data that you're looking for, King County has already done this.

**Elise Kalstad:** How are we doing on time?

**Camille Malonzo:**  I see one more question.

**Elise Kalstad:** Let's see. Even some standards that places could use to build their forms, (unintelligible) could do it.

**Camille Malonzo:**  There's a question on privacy.

**Elise Kalstad:** Yes, that's a good one. Can users request all of their data? Can they ask for it to be purged? Can they ask for it to be downloaded? (unintelligible) The public disclosure requests where we keep data confidential as best as we can. We can purge ...(unintelligible).... We only do that on a case-by-case basis. Yes, users can request their data. We haven't had any requests yet, but we can take those requests from anybody who has technical questions. They can send an email request to civiform@seattle.gov. And our technical team will look at it. Great question. I just wanted to thank you all so much for listening and for your ideas and your input. And I hope that this is not the last time that we talk. I can come back and show you the progress that we've made since November, 2022.

**Camille Malonzo:**  Thank you so much, Elise. And, definitely, we'll take you up on that to get your progress. This is so huge. the feedback here is that so many people and so many organizations would really benefit from this. We'll see you again soon.

We're getting towards the end of our agenda, but the last things we are going to go through are some committee updates. I'm going to hand it over to Harte for an update from the Digital Equity Committee.

**COMMITTEE UPDATES**

**DIGITAL EQUITY AND INCLUSION COMMITTEE**

**Harte Daniels:**   We met on October 25, and we are trying to work through a inviting a number of CBOs, community-based organizations to not only learn about them but to see whether we can increase their ability to collaborate and plan. So, Literacy Source and Technology Access Foundation, and we actually made a connection between them on that limited English proficiency and how Literacy Source could assist Technology Access Foundation in addressing barriers, especially with the parents. We also discussed reviewing our work for our end of year report, and discussed new business, which was doing more outreach with DELN and members regarding the ACP, asking about their experience of DELN and its clients, including ACP and the DELN organizations and the 2023 telecom provider form. One of the things that Brandon Lindsey shared after the committee was an article from the Washington *Post* that discussed the difficulties that people are having with the ACP and lack of access. Digital Equity is one of those chicken or egg questions that you would find in the form, and anything else that we try to do. So, we're looking towards the future and starting our discussions on what we would like to focus on in 2023. Any of you can join us on the fourth Tuesday of the month. Thank you. It does sound like we have some people who talk about digital equity but have not attended our committee, so we'd love to hear from you.

**Camille Malonzo:** Do you have anyone from Get Engaged on the committee?

**Harte Daniels:**   We have never set up a separate email. I don't know whether Delia Burke would be able to assist anybody if you emailed her. She should be added to our next if she's still online.

**PRIVACY AND CYBERSECURITY COMMITTEE**

**Camille Malonzo:** Okay, I think for folks who are interested in any committee for CTAB, just it\_ctab@seattle.gov and let us know if you are interested. That would be a good email. Thank you, Harte. Next up are our two other committees. For the privacy folks, last month, Nicole Espy has stepped off the board to purse a really awesome opportunity. So, we are looking for leadership on the Privacy and Cybersecurity Committee. For folks who are interested, definitely please email us at [it\_ctab@seattle.gov](mailto:it_ctab@seattle.gov) and we can set something up so I can talk to you interested leaders on what that would be like, and next steps on leading the Privacy and Cybersecurity Committee. so, that's the Privacy and Cybersecurity update. Outreach Committee.

**OUTREACH COMMITTEE**

**Femi Adebayo:**   It's still the same. There's no interest in the committee. I'm not sure if there's another way for us to get interest.

**Camille Malonzo:**   We're openly looking for folks who are interested in joining CTAB. This is outside of committee updates now. Dan posted a link at the very top, a link to the (unintelligible). So, if folks are interested in joining CTAB, definitely please apply. If you're here, then you know that we have a great, fun time doing really awesome work. And so, definitely invite folks to check that post out for more information. <https://www.seattle.gov/community-technology-advisory-board> . And definitely reach out to people you think would be interested in joining our board. And I think once we have more folks on the board, then I think we should revisit our committees, and then we'll do some kind of committee or self-session in the next meeting. so that we have people on the respective committees and have more energy there. I think that's a 'to do.'  Those are my points. Next is our last topic, Public Comment. This is your opportunity for anyone in this meeting, not just board members, but everyone to share what's on their mind, like events or topics that would be relevant to this group. The floor is open.

**PUBLIC COMMENT**

**Seamus Brugh:**   Sure! I'll just speak to the anticipated relaunch of Open Seattle. The pitch is that there are all sorts of need. I know we've heard about some of that this evening. All sorts of needs from the agencies as well as communities, and nonprofits for some tools and the process that can create them. Unfortunately, a lot of times those needs exist only as challenging to our particularly frictions and pains, as opposed to a clear PRV document ready for execution, etc. So, we've got these needs. I think that there's a huge amount of untaxed capacity in Seattle. What we don't have is a marketplace. No money changing hands, etc. But to make it easy for people with those needs to communicate those pain points, and easy for folks with the desire to volunteer to find a place to volunteer and help out. I have a lot of friends that are in tech, and they'd like to help somebody, but it's just challenging to find work to do that aligns with their skills and their desires. So, what we would like to do is to put together a platform that can make it easy for each of those two sides to find a marketplace. Unfortunately, there's a lot f gap and a lot of work between those two things to create sustained, long-living, effective projects. So, what we have just started to create will be a lot of templates, processes and structures that allow those two sides to meet. that's the plan. There is no clear ask right now, no clear need, but a lot of that work requires outreach to both of those sides, to market, publicize the availability of this platform. So, I anticipate that a lot of folks on this call, and in this room, might populate one or the other of those sides of that marketplace. Right now, we're just kind of softening the ground so that you know that it's coming back, and you're not surprised when you see me again with some more well-defined requests more often.

**Camille Malonzo:**   That's awesome. There is a question in the chat. Is there a way to engage before a larger launch?

**Seamus Brugh:**   Yes. Right now, what we have is a cadre of folks that will be putting together that platform. The platform is the foundation of it. Anyone that engages right now will not be doing a lot of the sexy work where they're really engaging with folks and making those positive impacts. They're creating a context in which that change can occur. We do have a few folks on that cadre. I still have capacity and room for additional assistants. And as far as the skill sets needed for that platform creation, they range from design to research, to community outreach, to tech outreach, industry partners, etc. We definitely need contacts in City government, as well, to better understand the need. One of the things that Elise was mentioning that really resonated with me was identifying the administrators and stakeholders in the process. So, as far as the needs that we have in that cadre, all sorts of needs. But, the expectations for the folks on that team are pretty substantial, with a minimum of three hours a week for at least the next three months so we can put this together and maintain some momentum around it. And if anyone does want to connect, we don't have anything up yet. I expect we'll have something up and available on the web within the next couple of weeks, but right now, it's just a matter of reaching out to me. And I can be reached at mail@seamus.work.

**Harte Daniels:**   So, this concept and platform has been broached again by other groups, so the make or buy decision, and looking at that. It has even been approached by the former Open Seattle. We look at local Brainstorm, what originally was supposed to be. The second thing is that what was a aspiration that was never fulfilled in the former Open Seattle was the concept of why you're called Open Seattle and that is somebody other than tech being involved. They were never able to. It always came back being an old boys club, literally and figuratively. We will round back to the concept of citizen development where people do not have developer skills or work in the tech industry that PMI and others are discussing where you are using no code and low code. And in this way, you can actually use the people that would end up using your services to actually create the product, and to tap to tell you what the problem is. So, if you look at that citizen development, and no code/low code effort, the trend that is going on in corporations and out elsewhere, maybe you could fulfill your original aspiration of truly being an open Seattle, and therefore being inclusive.

**Seamus Brugh:**   Thanks, Harte. I'm going to respond to each of those things in turn. First, whether to build or buy, I have no preference. Whatever is the best, fastest, cheapest, easiest thing, that's what we will do. As far as creating something, when I say that we're creating something, that includes that there would potentially be some building; there would potentially be some kind of acquisition, purchase, if we have the money to do so. So, as far as building things out, I have no preference. So, we're going to do the best thing, whatever it happens to be.  When I say, 'Make it,' it also means compiling all sorts of different tools, some of which would be presumably bought, and some presumably built. With regard to Open Seattle trying to do something like this before, I am aware of that. I am also aware that it faltered. I am an effective leader in these sorts of things. I similarly found a fellow project two years ago that was abandoned, and now we have 100 volunteers go through it. We've had 30 long-standing volunteers. It's now a self-sustaining 501(c)3 with a healthy board, healthy governance, and effective program. So, I am not intimidated because of failure that has come before. With the Open Seattle name, we are in the Code for America Brigade network. The code for America Brigade network limits the possibility of titles to Code for Seattle, and Open Seattle. I share your opinion that that terminology is exclusive, and makes it seem like it's only appropriate for technical folks. I don't like that. I have communicated that. However, this is what we've got. Code for Seattle, I think, is even less welcoming, but it's also unavailable because one of the folks that was with Code for Seattle originally still owns that domain and is unavailable. I have not been able to get hold of that domain. We did try to get hold of Open Seattle. So, I'm going to do my damnedest to ensure that people that are non-technical folks feel welcome and empowered to be on the team.

**Harte Daniels:**   I wasn't referring to lexicon. I was actually referring to concept equity and how do we move towards equity which is actually power sharing, and that's where I was going with that. Not your issues over the lexicon and the language turning people off. We sit on the Digital Equity and Inclusion Committee, and there are a number of groups in Seattle that can help with that. QD, NON, which is organizational development that deals with equity in this manner. I'm not going to take up everybody else's time. My only other announcement (unintelligible) ... there is also some work (unintelligible). This is First Nation's month, and their role as veterans. These are people that we do need to remember, especially when we are talking about reaching all members. They have some special barriers, as well. But this is a good month. November is a month of remembrances. So, bring your family, your ancestors, your veterans to First Nations. Thank you.

**Seamus Brugh:**   Thank you. I'm going to get back to answering the questions that were asked of me. We have just two more. One was welcoming non-tech folks and bringing equity there. That's applicable in all stages of creation and engagement and service, and that is definitely centric in everything that we're trying to create. And then, with regard to low code and no code tools, yes if we can afford those and they are appropriate, we would absolutely use them. I would love to not build anything from scratch. And with regard to equity, it's a very fledgling organization right now. But the way we run it now is directly equitable, and as far as the projects that we endorse to take on, we have already started to put together the process around how to achieve equitability around representation and who is served. It does seem like there was a tone of concern around equitability, like there had already been some sort of failure, or indication that there was something bad there -- I can't speak or defend whatever Open Seattle did before our existence. I was never a member before. I will certainly do my best to ensure that it is not a problem, and in fact a paragon of equality and love.

**Camille Malonzo:**   Thanks. Do folks have other comments for public comment? Okay. Thank you all so much. I want to echo Harte's comments around remembrance. I think that's a good bookend to today's meeting. We also heard a lot of opportunities for ways in which we can all engage in different ways, definitely plugging Jim's work, and Elise's work, as well, on how we can get engaged in our own ways. Thank you all so much for joining our meeting tonight. Welcome to folks who haven't joined CTAB before. It's really awesome to have you in the meeting. We dropped links on how to continue on in engagement. But otherwise, I hope everyone has a wonderful November. See you all in December for the December meeting. Thanks, all. Goodnight.

From chat:   Dorene Cornwell:

<https://ctab.seattle.gov/wp-content/uploads/2022/11/CiviForm-CTAB.pdf>

**ADJOURNMENT**