Seattle IT
2024 Digital Equity Grants Award Recommendations

Community Technology Advisory Board Meeting
March 12, 2024
Meira Jough, Digital Equity Advisor

City of Seattle

Internet for All
Technology Access & Adoption Study

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Roadmap for Seattle to move closer to the goal of **universal internet adoption for ALL residents**.

Gap Analysis of internet, technology and device needs

Action Plan with strategies to close these gaps

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Internet for All Action Plan

1. Increase awareness and adoption of low-cost internet programs and devices.

2. Expand no or low-cost connectivity options in targeted areas of the City.

3. Partner with organizations to deliver culturally relevant digital inclusion programs.

4. Pursue private sector and philanthropic funding.

5. Champion legislation/policies to advance universal internet access and adoption.

6. Strengthen regional collaboration by forming an "Internet for All" Coalition.

7. Advocate to ensure Internet Service Provider offerings meet residents' needs.

8. Examine new technologies to ensure best-in-class internet infrastructure and consumer choices.

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2024

Technology Access and Adoption Summary Report

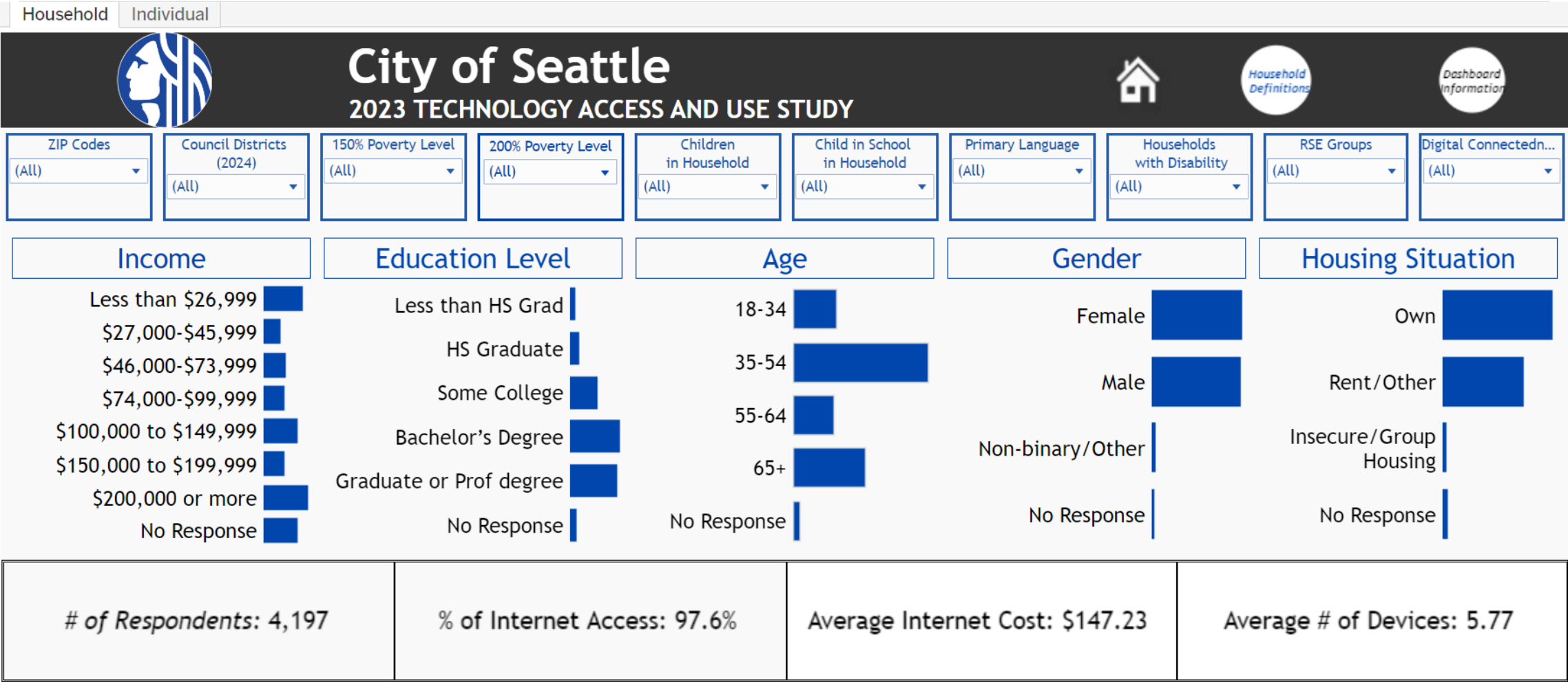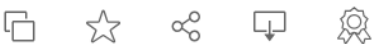Survey and focus groups with over **4600 residents** to better understand:

- **Access and use** of technology and internet services
- **Barriers** to use
- **Support** needed to help ensure all residents have the same opportunities

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2023 Technology Access and Adoption by **City of Seattle IT**

| Household | Individual |

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2023 TECHNOLOGY ACCESS AND USE STUDY

🏠 Household Definitions Dashboard Information

ZIP Codes	Council Districts (2024)	150% Poverty Level	200% Poverty Level	Children in Household	Child in School in Household	Primary Language	Households with Disability	RSE Groups	Digital Connectedn...
(All) ▼	(All) ▼	(All) ▼	(All) ▼	(All) ▼	(All) ▼	(All) ▼	(All) ▼	(All) ▼	(All) ▼

Income	Education Level	Age	Gender	Housing Situation

Income
- Less than $26,999
- $27,000-$45,999
- $46,000-$73,999
- $74,000-$99,999
- $100,000 to $149,999
- $150,000 to $199,999
- $200,000 or more
- No Response

Education Level
- Less than HS Grad
- HS Graduate
- Some College
- Bachelor's Degree
- Graduate or Prof degree
- No Response

Age
- 18-34
- 35-54
- 55-64
- 65+
- No Response

Gender
- Female
- Male
- Non-binary/Other
- No Response

Housing Situation
- Own
- Rent/Other
- Insecure/Group Housing
- No Response

| *# of Respondents:* 4,197 | % of Internet Access: 97.6% | Average Internet Cost: $147.23 | Average # of Devices: 5.77 |

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Internet Access at Home

Home internet access in Seattle has increased from

95% TO **98%**

over the past five years.

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Internet Access by Population Group

With Internet Access		Without Internet Access
89%	Living in poverty	11%
91%	Primary language other than English	9%
94%	Household member living with a disability	6%
94%	Black	6%
95%	Native	5%
95%	Older adult in the household (60+)	5%
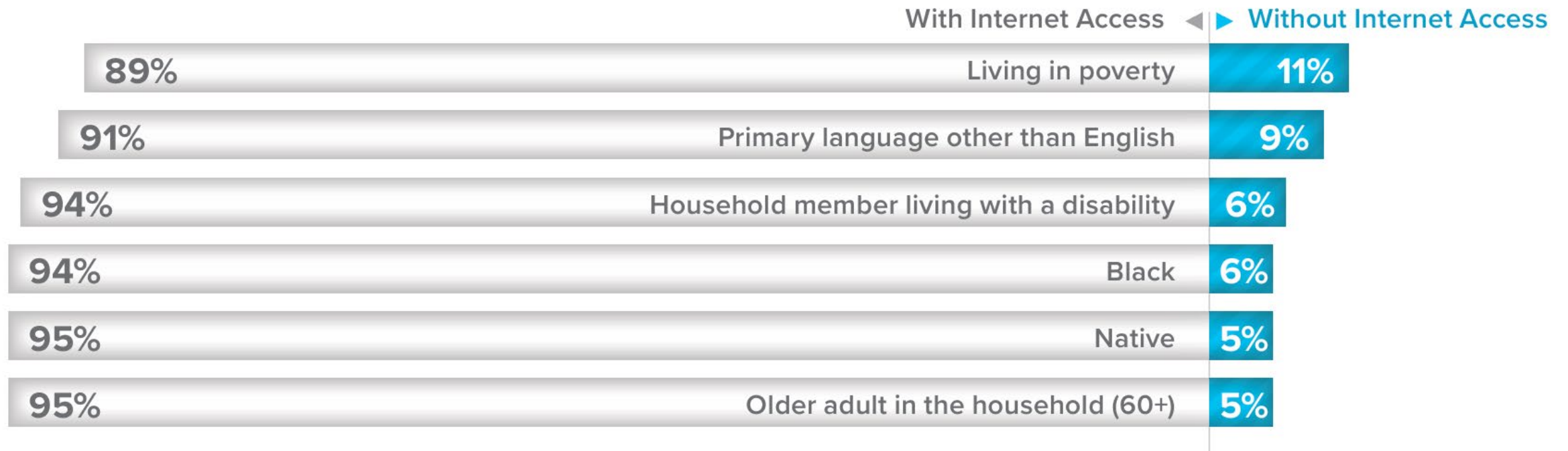
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Internet On-the-Go

8% of Seattle households (an estimated 25,976) do not have access both at home and on-the-go.

11% of Black, Indigenous, or People of Color (BIPOC) do not have access both at home and on-the-go

16% of older adults do not have access both at home and on-the-go

18% of households living with disabilities do not have access both at home and on-the-go

25% of households speaking language other than English do not have access both at home and on-the-go

26% of households living in poverty do not have access both at home and on-the-go

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Access to Devices

17,000 households (1 in 20) have fewer than 1 internet enabled device per member.

BIPOC and low-income households are more likely to have fewer than 1 internet enabled device per member.

Populations That are Sharing Devices Across Household Members

5% of all Seattle residents are sharing

10% of households with children are sharing

14% of households living with a disability are sharing

15% of Native households are sharing

19% of Black households are sharing

20% of households living in poverty (at or below 150% of Federal Poverty Level) are sharing

22% of households whose primary language is not English are sharing

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Digital Skills

Individuals living below 150% of the Federal Poverty Level

	Below 150% FPL	All Individuals
Able to complete all Digital Skills	30%	61%
Competence in Basic Skills	42%	78%
Competence in Set Up Skills	50%	78%
Competence in Security Skills	49%	74%
Competence in Collaboration Skills	43%	71%
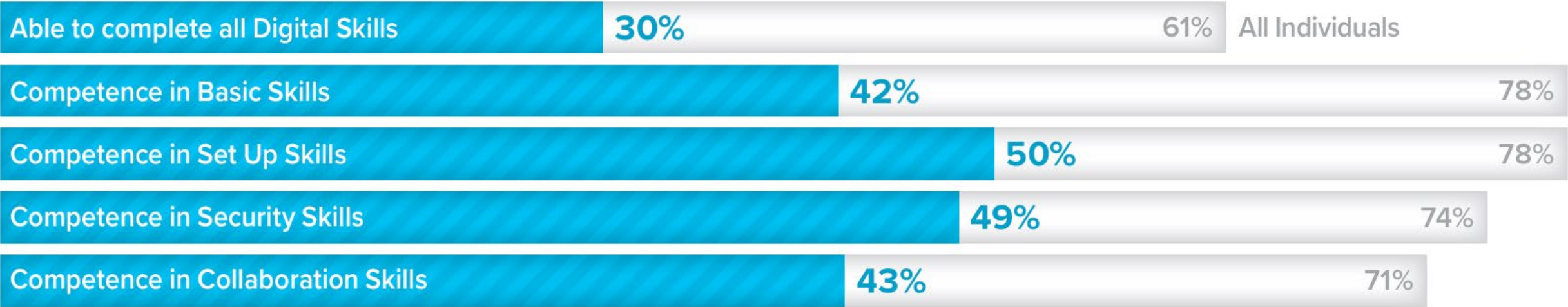
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2023 Digital Equity Grant Outcomes

3. Partner with organizations to deliver culturally relevant digital inclusion programs.

Funding

➤ City of Seattle **$545,000**

➤ Verizon sponsorship **$25,000**

➤ **17** projects completed

Internet for All Outcomes

➤ **3391** received skills training

➤ **1784** low-cost internet outreach

➤ **1196** devices distributed

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Populations Served

➢ **4641** low-income residents

➢ **1665** affordable housing residents

➢ **1530** people with disabilities

➢ **1128** older adults

➢ **1005** immigrants and refugees
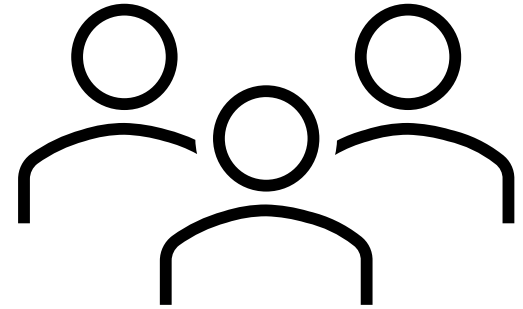
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26 Languages

Eritrean Association in Greater Seattle

One student had never used a computer before attending computer classes. One day, he came to class beaming with joy —he had signed up for further education and was on a path to obtain his GED.

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Helping Link / Một Dấu Nối

One student achieved her U.S. citizenship after she learned how to use YouTube to practice mock tests. After she passed the official test, she sent a message to the Executive Director: "I am now a proud U.S. Citizen!"

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Path with Art

A resident was paying $140/month for phone service that included many unnecessary features. They received help to change their phone provider and get subsidized internet. All the changes yielded a savings of $115/month.

Provail

A 19-year-old student with physical disabilities was able to access eye gaze assistive technology for the first time, allowing him to control his computer and communication device with his eyes. He has learned to send emails, build presentations, order food at restaurants, and communicate with coworkers, classmates, friends and family.

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Villa Comunitaria

"I am 35 years old and a single mother with two children, one with disabilities. The digital navigator helped me enroll in low-cost internet. I was able to participate in multiple workshops such as financial literacy, digital skills, tenant rights, driving classes, classes on how to run a business, and recycling information."

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YWCA Seattle King Snohomish

One client lost her employment and her apartment. She received digital skills instruction and a laptop. She used her new laptop and skills to enroll in the Pharmacy Tech Assistant training offered in partnership with CVS and obtained employment at a CVS store.

Solid Ground Washington

verizon✓

The project increased wireless connectivity through the installation of wireless access points (WAPs) at three sites: Wallingford offices, Sand Point Housing campus, and Broadview Domestic Violence Shelter & Transitional Housing.

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2024 Digital Equity Grants

$995,760 Digital Equity Investment

➢City of Seattle: **$545,000**

➢Community Match: **$390,000**

➢Comcast Sponsorship: **$59,500**

Grant Process

➢ **57 organizations** requested **$1,131,000** to serve **11,865 residents**

➢ **18 organizations** will receive **$604,500** to serve **3460 residents**

➢ **13 preliminary applications** reviewed

➢ **Volunteer biostatistician** calculated z-scores to reduce reviewer bias in scoring

➢ **City's Innovation and Performance Team** validated scores

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Thank you, community reviewers!

- **14 community volunteers** (CTAB, Seattle Pacific University, Washington State Library, and community organizations)
- **14 review panel discussions**
- Join our review panel!

18 Organizations Citywide

Staff Support
➢ Under 50 staff: 12 organizations
➢ Over 50 staff: 4 organizations
➢ No staff, only volunteers: 2 organizations

Operating Budget
➢ Under $300,000: 9 organizations
➢ Over $300,000: 9 organizations
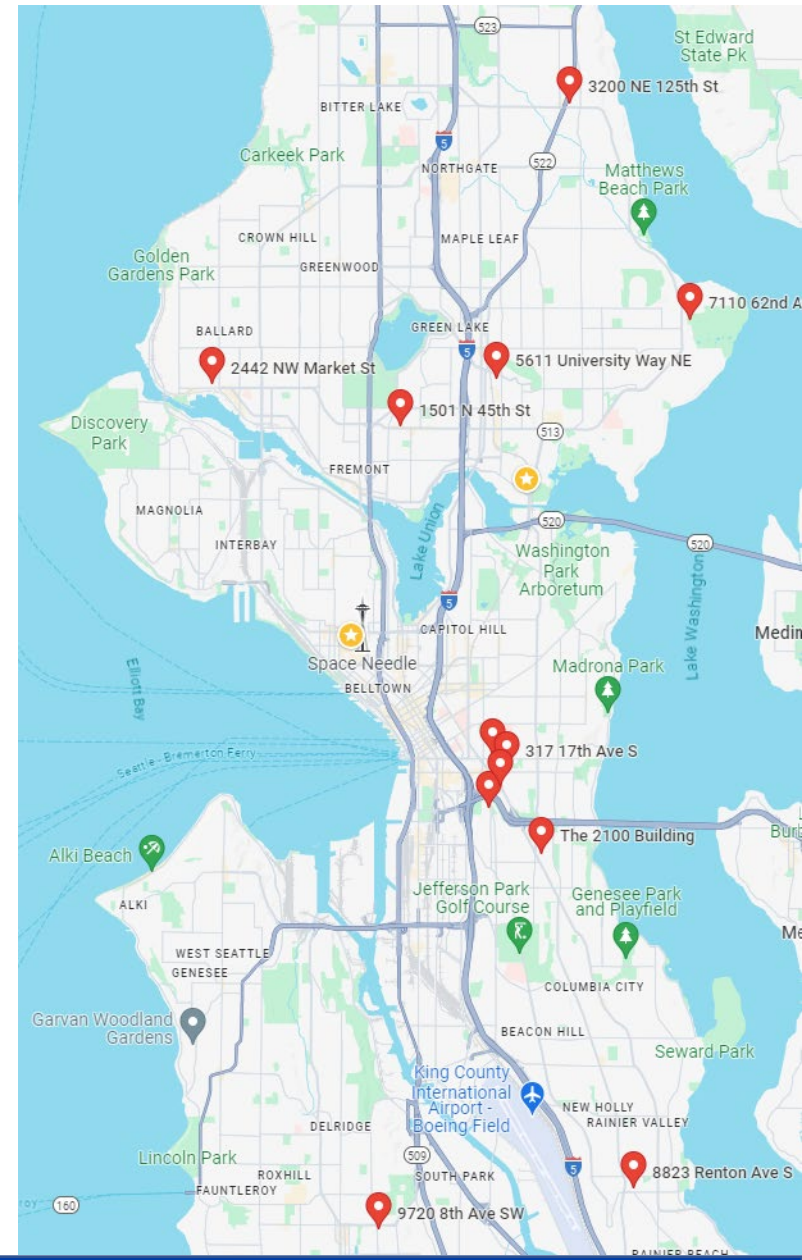
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2024 Technology Matching Fund

Eritrean Community in Seattle and Vicinity
Laptops, tablets, and hotspots for newly immigrated Eritreans, Eritrean Youth and Eritrean Elders.

Ethnic Cultural Heritage Exchange
Digital storytelling for youth and young adults.

KD Hall Foundation
Digital literacy workshops, devices, technical support, and internet connectivity for women and girls.

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Lao Senior Outreach
Mobile devices, digital literacy training, and technical support to Lao-Southeast Asian seniors.

Literacy Source
Digital literacy training to adults impacted by racial, economic, and digital disparities.

Local Connectivity Lab

Smartphones, laptops and WiFi using the Citizens' Broadband Radio Service (CBRS) LTE wireless network, providing internet access for low-income and housing-unstable groups.

Path with Art

Access to devices, internet, and individualized assistance for underserved adults in recovery from trauma.

Renaissance 21

Digital literacy instruction, devices, internet connectivity, and job market readiness for underserved young adults.

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Seattle Jobs Initiative

Digital literacy training, technology, and open labs to underrepresented and low-income residents.

Solid Ground Washington

Devices and hotspots across two housing sites for community members formerly experiencing homelessness and living on low incomes.

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Wasat Community

Digital literacy instruction and internet safety for BIPOC, immigrant, and refugee participants.

YWCA Seattle King Snohomish

Laptops and digital literacy instruction to low-income BIPOC residents for career development.

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2024 Digital Navigator Grant

Evergreen Goodwill of Northwest Washington

Access to computers, digital navigation, digital skills training, and technology assistance for low-income residents.

Oromo Cultural Center

Digital navigator services and digital literacy workshops in Oromo, Somali, Amharic, and English.

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Serve Ethiopians Washington

Digital navigators, smartphones and digital literacy instruction in Amharic and Oromo.

Urban League of Metropolitan Seattle
Digital navigation services and digital literacy training for diverse ethnic groups, including those experiencing homelessness, previously incarcerated, seniors, veterans, and under- or unemployed.

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Comcast Sponsorship: $59,500

➢ **Casa Latina:** Digital navigator services and digital literacy classes for Latino immigrant workers.

➢ **Dabuli:** Digital literacy training for immigrants, refugees, and seniors.
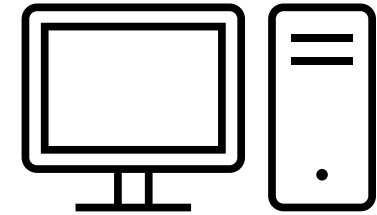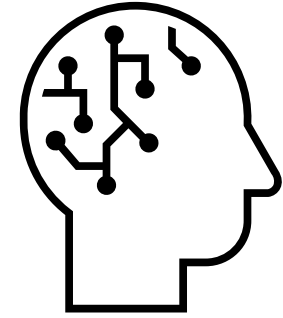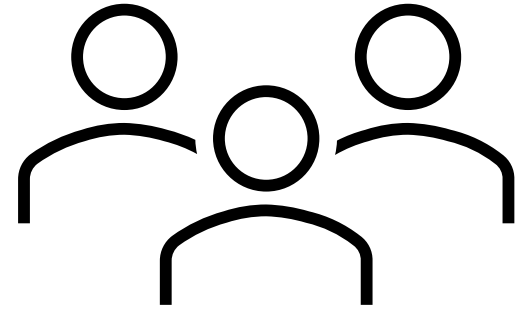
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2024 Anticipated Outcomes

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Internet for All Outcomes

- ➤ **2737** digital navigator sessions
- ➤ **2190** access to Wi-Fi
- ➤ **1054** digital literacy classes
- ➤ **776** computing devices
- ➤ **420** hotspots

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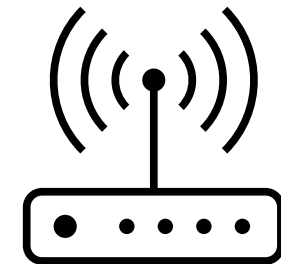
3460 Residents Citywide

➢ **1837** low-income residents

➢ **1810** BIPOC

➢ **981** immigrants and refugees

➢ **770** older adults

➢ **509** with disabilities

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31 Languages

2024 Award Recommendations

City of Seattle

Organization	Project	Amount
Casa Latina**	Digital Literacy Program for Latinx Immigrant Workers	$35,000
Dabuli**	Technology for All	$24,500
Eritrean Community in Seattle and Vicinity*	Technology for Eritrean Community	$35,000
Ethnic Cultural Heritage Exchange	Increasing Access to Digital Literacy	$27,800
Evergreen Goodwill of Northwest Washington*	Digital Device Access and Navigation	$35,000
KD Hall Foundation**	Elevating Future Female Tech Leaders	$35,000
Lao Senior Outreach**	Digital Literacy and Navigator Services	$25,000
Literacy Source*	Classes and Training for Adults	$35,000
Local Connectivity Lab**	Seattle Community Network: Devices + eSIMS	$35,000
Oromo Cultural Center*	Digital Navigator Project	$35,000
Path with Art	Digital Accessibility + Equity	$35,000
Renaissance 21	Project Lift Off by Star Tech Global Academy	$35,000
Seattle Jobs Initiative	Digital Bridge	$35,000
Serve Ethiopians Washington**	Digital Empowerment for East African Seniors	$35,000
Solid Ground Washington	Resident Devices & Connectivity	$33,800
Urban League of Metropolitan Seattle*	Digital Navigation & Skills Training	$35,000
Wasat Community*	Digital Literacy Initiative	$35,000
YWCA Seattle King Snohomish	Work$ Digital Equity Enhancement	$35,000

* 5 organizations have not received funding in the past 2 grant cycles

** 6 organizations have not applied for funding in the past 2 grant cycles

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