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 Morehead-Cain

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Affordable Connectivity Program Registration Series Proposal

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SECTION 1: **STANDARD OPERATING PROCEDURE**

This section includes **management logistics, best practices, soft launch contact with community partners**, and more.

This is intended for **host organizations** and **managing bodies**.

Standard Operating Procedure Recommendations

Preface

Welcome to the beginnings of the Standard Operating Procedure Guide for the ACP Registration Pop-Up Events! This is the backbone, and we encourage you to continue adding/editing this living document once we (Morehead-Cain Scholars) depart!. Thank you so much for everything, and we hope you enjoy continuing this project as much as we enjoyed beginning it!

Below are links to our deliverables and a brief overview of each:

Onboarding Guide: Volunteer-facing guide with steps on how to become ACP certified, responsibilities, follow-up scripts, and troubleshooting information.

Marketing Guide: Intended for host organizations. Includes marketing strategy and material to attract both volunteers and clients.

Outreach Coordinator Next Steps: Detailed list of action items for outreach coordinators to continue beyond our departure. These steps are based on the work that we have begun during our time here, and contain context and information on how to continue.

One-Page Proposal Overview: A one-page overview of the ACP Registration Events including a summary, prices, marketing, and scalability.

SDHC Recommendation Guide: Recommendations for SDHC website changes and additions, detailed suggestions based on other states and cities digital equity plans, and general proposals about digital equity founded from our time working in San Diego.

Standard Operating Procedure Recommendations (current document): SDHC/SDFF staff-facing guide with logistical information on how to carry out event, responsibilities of each suggested partner, and list of contacts for potential locations that we have connected with (along with details on the interactions that we've had), and contact information sheet. This is intended to be a living document, and more information is encouraged to be added as more details regarding event information are developed.

ACP Registration Pop-Up Set-Up Procedure

Suggested Partners:

- City College Volunteers/Digital Navigators
- SDHC Outreach Assistants
- One representative from SDHC
- One representative from SDFF
- One representative from the host site (Individual may vary depending on location and date of event).

Materials/Responsibilities for Each Participating Body:

- **SDFF**
 - Surface Pro Laptops
 - Advertisements/Fliers for Digital Navigator Sessions and Digital Literacy Class Calendar
 - Assistance for clients who qualify for reduced price laptops
 - Paper with ACP info guide (used during first pop-up in June)
 - Paper with acceptable forms of documentation
 - Fliers with information on different internet service providers (ISPs)
 - Have one on-site staff representative at each pop-up event
- **Student Volunteers***
 - *Official title for “student volunteers” is pending*
 - Responsible for becoming ACP Registration Certified BEFORE their first volunteer appointment
 - Responsible for assisting clients in ACP Registration
 - Using Surface Pro laptops (and/or computers provided by the host site) to help clients register, upload documents, call ACP hotline when necessary, etc.
 - Directing clients to Internet Service Provider (ISP) table (if applicable/available)
 - Following Up with clients 2 weeks after the visit
 - Pen and Paper to write username, password, and ID of ACP account
 - Create an email for client if needed
 - Leave clients with instructions after being approved by highlighting the ID number that should be given to internet providers
- **SDHC**
 - Responsible for assisting with accessing necessary documents (ex: Federal Housing Voucher) as needed
 - General oversight of the event

- Have one on-site staff representative at each pop-up event
- **Outreach Coordinators**
 - Responsible for creating Group Chat with all volunteers in order to streamline communication during the days prior - the day of the pop-up event
 - Communicating with all other participating members (SDFF, Host Site, any other SDHC members present, etc) regarding arrival times, how to enter the building, delegating responsibilities when needed, etc.
 - Purchase food/snacks for event
 - Arrive ~1 hour before scheduled event start time to set-up necessary tables, fliers, foods, etc.
- **Host site**
 - Responsible for ensuring that volunteers, outreach coordinators, SDFF and SDHC staff, and clients are all able to access the building during the time of the event
 - Ensure SDHC has a designated area to work out of with access to digital equipment (wifi, computers if not provided by SDFF, etc.)
 - Ensure SDHC has right to put up marketing flyers and signage directing clients to registration room

Proposed Volunteer Structure:

- **One-on-one ACP Enrollment Help:**
 - Individually guide clients through the ACP registration process.
 - ACP certification is required (a quick 20-minute process!)
 - Each client typically requires 20-30 minutes of your time, the overall event lasts about [insert event duration length]; Day-of commitment
 - Develop strong interpersonal skills and gain firsthand experience with government digital inclusion initiatives
- **ACP Ambassador:**
 - Engage with individuals at the event by distributing flyers and raising awareness about the ACP enrollment opportunity
 - 2-3 days commitment (depending on the host partner)
 - Learn valuable skills in confidence-building and approaching others
- **Follow-Up Specialist:**
 - Help with follow-up calls to clients who have expressed interest or already started enrolling in ACP
 - 2-3 weeks commitment
 - Provide ongoing support and guidance to clients
 - Remote opportunity
 - Can be used in lieu of or in tandem with Digital Navigators

Contacts

- **The LGBT Center (Main Location):** Victor Esquivel, vesquivel@thecentersd.org
 - We met with Victor on 6/27/23 at The Center's Sunburst site and he gave us a tour of the location. We talked about the feasibility of hosting registration events with The Center, and Victor mentioned that that would be easier at the main site (not too far from Sunburst Site), as events are already held here, and there is transportation available for those who reside at the Sunburst Site to attend events at the Main site.
 - Once we have narrowed down what date(s)/months would be best to host at The Center, Victor will put us in contact with others who will be able to support the registration event.
- **All YMCA locations (for now):** David Baker, dbaker@ymcasd.org, 619.313.1413
 - Met with David on 6/28/23 and discussed the possibility of using one or more YMCA locations as sites for pop-up events. David was very open to the idea, and we are in contact with him to tour a few sites (specifically those that focus on social services)
 - Once we decide on locations, David has agreed to put us in contact with for YMCA employees that can support our efforts
 - As of 6/10/2023: Have followed-up with David about touring a YMCA location that is focused on social-service/one that would benefit the most from our presence. Have not received a reply yet. It is likely that Marc/Outreach Coordinators may need to coordinate this tour with him after Morehead-Cain Scholars have departed.
- **San Diego Futures Foundation:** Azahalia Valdez, Thomas Rhee AValdez@sdfutures.org, thomas@sdfutures.org
 - Held the pilot registration event at SDF. While the location may not be the most accessible, SDF seems to be ready to collaborate in whatever ways they can in order to help carry out the registration events. Thus, if there happens to be a month where another location is unable to be secured, the SDF building may be a valid option.
 - Consider [this document](#) when conducting ACP Registration Events at SDF. These are our observations from the **pilot event** at SDF:
- **North Park Seniors (tentative):** Jason Cuneo, jcuneo@thecentersd.org, Miguel Hernandez mhernandez@thecentersd.org
 - We have made initial contact with Jason Cuneo from the LGBT Center who works with North Park Seniors. We will copy the outreach coordinators on an email

with Jason and Miguel so they can confirm an ACP Registration Event at North Park Seniors.

- **Armed Services YMCA:** Haydee Ramirez, hramirez@asymca.org, 1-858-987-1226
 - Jon Rios connected us with Haydee from ASYMCA and we tried to get in contact with her via email and texting but have gotten no reply. Jon knows her so it would be best to have initial correspondence through him.
- **Boys and Girls Club(s):**
 - Jon Rios reached out to Ricardo Sandoval and Connie Alvarez at Boys and Girls Club but received no follow up.
 - It may be better to find new contacts at Boys and Girls Club.
- **Public Libraries:** Kelsey Baird, kbaird@sandiego.gov
 - Azahalia Valdez put us in contact with Kelsey from the public library system. I believe that the contact has been passed to the outreach coordinators for a meeting in the coming week (07/17). The message was relayed that SDHC and SDFP are working in collaboration to conduct ACP registration events and would love the public libraries to be a monthly site as well as using the digital navigators help during the events.
- **City College:** Kirin Macapugay, kmacapugay@sdccd.edu
 - Regarding volunteer pipeline through PEER partnership:
 - On board to advertise ACP Pop-Up volunteer opportunities with City College students
 - Awaiting confirmation to push marketing materials to City College HUMS newsletter and listserv
 - Regarding City College as potential host:
 - Email sent on 7/10 awaiting further steps from Kirin for logistics of hosting at City College

CONTACT INFORMATION SHEET

Name/Title	Phone Number	Email
Stephanie Murphy, SDHC	+1 (619) 772-7642	stephaniem@sdhc.org
Amy Dexter, SDHC	+1 (831) 234-3874	amyd@sdhc.org
Jon Rios, SDHC	+1 (619) 578-7697	jonr@sdhc.org
Marc D'Hondt, SDHC	+1 (619) 871-3931	marcd@sdhc.org
Azahalia Valdez, SDFP	+1 (619) 581-2536	AValdez@sdfutures.org

Valeria Leyva, SDHC Outreach Assistant		valerial@sdhc.org
Alison Liebrecht, SDHC Outreach Assistant		alisonl@sdhc.org
Host site point-people, volunteers, etc.		

SECTION 2: **ONBOARDING GUIDE**

This section includes **volunteer expectations, informational guides,** and **further training.**

This is intended for **volunteers.**

Welcome Volunteers!

Onboarding Guide

Welcome to the ACP Registration Pop-Up Series hosted by the San Diego Housing Commission, San Diego Futures Foundation, and our continuing partners.

Thank you for choosing to volunteer with us! We are excited to have you on board and appreciate your commitment to close the digital divide. In the upcoming weeks, you will support enrolling households in the Affordable Connectivity Program (ACP), allowing them to gain access to high-speed wifi at a discounted price.

“Broadband should be a utility and not a luxury”.

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Before you get started, here are a few things to do:

I. Complete Any Forms Required As Student Volunteers

- City College Volunteer Form
- YMCA Volunteer Form
- San Diego Futures Foundation Volunteer Form
- San Diego Housing Commission Volunteer Form

II. Terms to Know:

- ACP: Affordable Connectivity Program
- ISP: Internet Service Provider
- SDHC: San Diego Housing Commission
- SDFF: San Diego Futures Foundation
- ACP HOTLINE NUMBER: (877) 384-2575

III. Get ACP Certified

It is important to understand exactly what you will be doing with the clients. The ACP Registration Certification will help you become familiar with the Affordable Connectivity Program, along with what the registration process will look like.

[ACP Certification Registration Steps](#)

1. Go to the following [link](#)
 2. Click LearnACP
 3. Login to Enroll
 4. Register an account
 5. Create an account
 6. Click Register
 7. Take this Course
 8. Then click LearnACP: Affordable Connectivity Program Certification
 9. LAUNCH LearnACP
 10. Start Course
- The course takes approximately 45 to 60 minutes to complete

IV. Follow Standard Practices And Expectations

- Follow the rules, policies, and guidelines of all organizations involved in ACP Registration events
- Practice ethical behavior, including privacy and confidentiality
- Report of any issues to Outreach Assistants (Alison or Valeria)
- Follow work, health and safety protocols
- Be polite and respectful towards others

V. Review Calendar and Possible Locations

[Insert link to volunteer event calendar here]

VI. Join Group Chat

Communication is very important amongst other volunteers. The San Diego Housing Commission's Outreach Coordinators should be inviting you to a group chat shortly. It's a simple way to stay in touch with fellow volunteers and coordinators. For more information on how to join, talk to an outreach coordinator!

VII. Know Documents Needed and Helpful Resources

Government IDs and Other Qualifying Documents

Some applications may be processed immediately (generally if using a Social Security number), but others may require additional documentation. USAC may also contact the applicant if they need additional information to confirm eligibility once an application is submitted. The following provides examples, as well as some helpful tips, as to what these documents need to include.

If sending documentation via mail, always send copies or pictures of original documentation; never send the original documentation.

Step 1 | IDENTIFICATION

Identify Verification

Use the last four digits of your Social Security number (fastest and easiest way to apply) OR provide one of the following:

Documentation must include:

- Your first and last name
- Your date of birth
- Documentation must be up to date

Document Examples

- Valid government, military, state or Tribal ID
- Birth certificate
- U.S. driver's license or foreign driver's license
- U.S. passport or foreign passport
- Certificate of U.S. Citizenship or Naturalization
- Permanent Resident Card or Green Card
- Government assistance program document
- Individual Taxpayer Identification Number (ITIN)
- Student ID card (ID needs to include the student's full name, birth date, name of school, school address, logo, and contact information)

Note: If choosing to qualify through a child or dependent, the last four digits of the Social Security number or identity documentation will be needed for the child or dependent **and** the applicant.

Step 2 | ELIGIBILITY (if applicable)

Option 1: Qualify Through Household Income

If you qualify through your income, you may need to provide documentation that shows your annual income is at or below 200% of the [Federal Poverty Guidelines](#).

Documentation must include:

- Your (and/or your dependent's) first and last name
- Your annual income

Document Examples

- Prior year's state, federal, or Tribal tax return (e.g. a 1040)
- Current income statement from your employer or a paycheck stub (Note: you will need this for three consecutive months)
- A Social Security statement of benefits
- Veterans Administration statement of benefits
- Unemployment or Worker's Compensation statement of benefits
- Divorce decree, child support award, or a similar official document showing your income
- A retirement/pension statement of benefits

Option 2: Qualify Through Program Participation

If you (or your child or dependent) participates in a qualifying assistance program(s), you may need to provide documentation as proof.

Documentation must include:

- Your (or your dependent's) first and last name
- The name of the qualifying program, such as SNAP
- The name of the government, Tribal entity, program administrator, school, school district, university, or college that issued the document (CEP and FRPM program letters also require school district logo and contact information)
- An issue date within the last 12 months or future expiration date

Notes: CEP documentation requires an issue date for the current academic year, Pell Grant requires an issue date for the current award year, and Free and Reduced Price School Lunch requires an issue date for the current or previous academic year.

Document Examples

- Rental lease
- Benefit award or Approval letter
- [Proof of enrollment in a CEP School](#)
- [Free and Reduced Price School Lunch Letter](#)
- Statement of benefits
- Screenshot of StudentAid.gov dashboard

If you are prompted to provide **proof of life documentation**, please review [USAC's Accepted Documentation Guide](#) for more information. Please note that applicants must be 18 or older to apply for the ACP on their own; however, **emancipated minors** are eligible if they provide additional documentation to prove their status. Please refer to the above link for more information.

Step 3 | ADDRESS (if applicable)

Address Verification

Some applicants may be asked to provide documentation proving their address.

Documentation must include:

- Your first and last name
- Physical address

Document Examples and Tips

To prove your address online, you can use the mapping tool. To prove your address with the mail-in application, you can send a map that clearly shows your physical address or location, including latitude and longitude coordinates. Coordinates are required if you live on Tribal Lands.

Other Documentation options include:

- Driver's license or other valid government ID
- Utility bill
- Mortgage or lease statement
- Most recent W-2 or tax return

Note: If you live with another adult who receives the ACP, you must complete and submit the [ACP Household Worksheet](#). It will automatically appear online to complete or it must be printed and submitted with the paper application.

Internet Speeds to Meet Your Needs

How to choose a plan that is right for your household.

1. How many people will use the internet?

When more people share the same connection, a faster plan is needed to accommodate their devices.



HOW MANY PEOPLE IN HOUSEHOLD	Plans for households with limited internet use		If your connection speed is too slow, you'll see buffering.	Plans for households who need higher download speeds	
	DOWNLOAD SPEEDS	UPLOAD SPEEDS		DOWNLOAD SPEEDS	UPLOAD SPEEDS
1-2	50 Mbps	5 Mbps		100 Mbps	10 Mbps
2-4	100 Mbps	10 Mbps		200 Mbps	15 Mbps
4-6	200 Mbps	10 Mbps		500 Mbps	20 Mbps
6+	300 Mbps	15 Mbps		1000 Mbps	30 Mbps

2. How will you be using the internet?

Downloading is when the internet shares information with your computer. You'll need higher download speeds when watching Netflix and online gaming, than if you only surf the web, use social media, and do online shopping.

More day-to-day activities also require the fastest upload speeds (when our computers share information with the internet) e.g. Zoom and video/audio calls, online gaming and sharing photos on social media.

VIII. Read Enrollment Guide

- Enrollment Guide [Link](#):
- Familiarize yourself with the guide linked above. Though it is a wonderful resource to understand what the ACP registration process will look like, please do not read through this word-for-word while assisting a client. Instead, acquaint yourself with the guide before arriving to onsite to pop-ups.
- This comprehensive guide is 30 pages long and can answer almost any question that you may have or roadblock you may encounter.
- **Please review this, along with the ACP Registration certification course, BEFORE your first volunteer session.**

IX. Know Responsibilities

- Become ACP Registration Certified **BEFORE** your first volunteer appointment
 - Use laptops (and/or computers provided by the host site/SDFF) to help clients register, upload documents, call ACP hotline when necessary, etc.
 - Directing clients to ISP table (if applicable/available)
 - Follow Up with clients 2 weeks after the visit
- Write username, password, and ID of ACP account on the sheet provided, along with any follow-up instructions for them

- Create an email for client if needed
- Write down testimonials from clients (If they consent to this at the end of their appointment, or during a follow-up call)
- Celebrate when someone is successfully registered! Contribute to a fun, welcoming environment for all volunteers, staff, and clients. :)

X. Follow-Up Instructions

Volunteer: Hello, CLIENT'S NAME! This is YOUR NAME, from the ACP registration event on INSERT DATE. I'm calling to make sure that you've been successfully able to complete the ACP registration process and receive the discounted internet service?

If YES: Great! I'm so happy to hear that! Would you be comfortable talking to me a bit more about what the ACP program means to you? We are collecting stories from our clients in order to show how the ACP is personally benefiting individuals and families.

- Did you have any internet service before the ACP program?
- What have you been able to use your discounted internet for since receiving the ACP benefit?
 - Examples: Students accessing their homework, helping family, applying for jobs, etc.
 - Once the client finishes giving their story: Thank you so much for talking to me about how the ACP program has benefited you! Please let me know if you have any other questions, and I hope you have a great day!

If NO: I'm so sorry to hear that! Do you have time to try to resolve this over the phone with me right now? If not, I can direct you to the help of Digital Navigators. These are volunteers at local libraries who specialize in helping people one-on-one on any device/digital questions they may have, and they can help you with your ACP registration.

- **If they don't have time right now:**
 - This step will be on a case-by-case basis. If they are comfortable with email, offer to email them the schedule. If not, list out the libraries that are available and ask them which ones they would be able to access. Then, give them the digital navigator schedule for the library(ies).
 - **INSERT DIGITAL NAVIGATOR SCHEDULE HERE**

XI. Observations From Pilot Event 06/20/2023; TROUBLESHOOTING

- If you run into complications: Reassure the client that this is *NOT* their fault.
- Important note: Ask clients if they already have an internet service provider (ISP) or not.
 - If **YES:**
 - Process is a bit easier; they must call their ISP directly and tell them that they have qualified and registered for ACP. Their ISP will ask for certain

information (ex: ACP ID) that can be provided through the phone in order to activate the benefit.

- If **NO**:
 - The process is a bit more complicated, as they will need to register with an internet service provider, first. This will take a bit longer, but volunteers should be able to help with this sign-up process.
 - If there is not enough time, ask the client if they are comfortable completing this step on their own.
 - If **YES**: Write down instructions for them on how to continue. Record this interaction on the update sheet
 - If **NO**: Tell the client to find which ISP works best for their needs and is available at their address (This is a good [website](#) for finding the most suitable ISP). The client should call the number listed on the ISP website to create an account with them and apply their ACP benefit. In addition, if the client wants home internet and has never had a modem before, they can ask their ISP for a free modem that a technician will install for free. We recommend this for clients who have not had home internet with a modem before. If these steps feel overwhelming to the client, provide the client with the date/location of the next ACP registration event, along with a digital navigator schedule.
 - If uploading an insurance document, ensure that the client has Medicaid, not Medicare. Medicare is not a qualifying document.
 - If uploading a SNAP document, ensure that it is not their EBT card. This card will not work. It must say SNAP somewhere on the document.
 - If a client already has an ACP account, first try to log back into this account. If this does not work, call the ACP hotline: **(877) 384-2575**
 - When on the phone, click 2, then click 0. This will take you to a real person instead of an automated message.
 - Tell the hotline that the client has a pre-existing account that they either cannot access or has been deactivated. They should give you the appropriate steps.
 - If a client has an Obama (Lifeline) phone, when they apply their ACP benefits to their home internet, their Obama phone will be shut off. Ensure that the client knows that they will lose their Obama phone if they choose to use their ACP benefits.
 - In this case, ask coordinators if they know of free or reduced price phones the client can replace their Obama phone with.

XII. Check List of Internet Service Providers

- Local Internet Service Providers:
 - Click the following [link](#). This is a list of internet service providers in the area that accept ACP and/or any other benefits (discounted devices) that may come with ACP for each provider.
- ISP Locator Tool:
 - This [link](#) will direct you to an ISP locator tool. Enter the client's zip code, and it will provide you with the best ISPs available in their area, along with starting plan prices.

SECTION 3: MARKETING GUIDE

This section includes **marketing strategies, email templates** for organization list servers, **proposed advertising platforms.**

This is intended for **host organizations.**

Marketing Guide

Preface

Welcome to the comprehensive marketing guide designed to complement the Affordable Connectivity Program (ACP) registration Series proposal. This document provides general guidelines that can be customized to meet host organizations' unique needs.

The following strategies and material are meant to be tailored to the host organization's brand identity, target audience, and desired outcomes. This maximizes the impact of marketing efforts and ensures host organizations appeal to their specific partners and stakeholders.

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Marketing Strategies

To effectively promote the Affordable Connectivity Program (ACP) and drive engagement, it is crucial to implement a targeted marketing strategy. Here are specific marketing strategies tailored to the ACP:

Client-facing:

- I. SDHC-specific
 - A. Postal Code Mailers
 1. Similar to Achievement Academy marketing
 2. Sending mailers to postal codes surround ACP event that month
 - B. SDHC Communications team flier distribution
 - C. Social Media
 1. On existing social media page, inform followers of new pop-up series
 - a) Even though it is slightly ironic to advertise a digital equity initiative on *social media*, simply getting the word out about this program can benefit friends and family of followers who see this advertisement online.
- II. Implement 2-minute ACP Pop-Up announcement at start of all relevant SDHC and SDFP events
 - A. Use script attached from above
 - B. Example events:
 1. SDHC Achievement Academy
 2. SDFP Digital Trainings
 3. Digital navigators (announcement at start or end of session)
- III. Testimonials
 - A. At each event, volunteers will be encouraged to record impactful stories from their clients in a running testimonial list
 - B. Include testimonials in advertising material to show clients that ACP is a trustworthy and legitimate program, with the potential to impact their lives
 - C. SDFP has a marketing expert creating a testimonial-focused article already
- IV. Reaching out to more civic-centered locations (for both volunteers and clients)
 - A. YMCA, City College, The Center, public libraries, etc.
 - B. Follow this [link](#) for the most updated communications with community partners

Volunteer-facing:

- I. Reaching out to more civic-centered locations (for both volunteers and clients)
 - A. YMCA, City College, The Center, public libraries, etc.

- B. Follow this [link](#) for the most updated communications with community partners
- II. Reaching out on more digital platforms
 - A. Use listserv template to attract more volunteers
- III. Using SFFF social media platform and existing volunteer base to recruit more digitally-focused volunteers

Community Marketing Platforms

List of potential advertising platforms around the City of San Diego

- I. Virtual Calendars
 - A. CIE San Diego (Community Information Exchange) [Online Calendar](#)
 - 1. Very powerful platform for advertising events with high community engagement (referenced by SDFF)
 - B. CIE San Diego (Community Information Exchange) [newsletter](#)
 - C. The City of San Diego [Online Calendar](#)
 - D. Patch [Online Calendar](#)
 - 1. Widely-used neighborhood-centric platform
 - E. [Eventbrite](#)
 - 1. Has been known to produce high engagement from patrons
 - F. [FOX5 Community Calendar](#)
 - 1. Link to create event and promote directly on [FOX5 Community Calendar](#)
 - G. San Diego Union Tribune [Calendar Guide](#)
 - 1. Ctrl+F “Add your event”
- II. Civic partners
 - A. Public libraries
 - B. YMCA
 - C. San Diego City College
 - D. Check [link to ongoing list from SOP](#) for most updated list of partners
- III. EveryoneOn
 - A. Add San Diego Futures Foundation monthly, standing ACP Registration Pop-Up as opportunity

Volunteer Structure:

An informational resource that can better help organizers understand how this volunteer opportunity is structured.

1. One-on-one ACP Enrollment Help:
 - a. Individually guide clients through the ACP registration process.
 - b. ACP certification is required (a quick 20-minute process!)
 - c. Each client typically requires 20-30 minutes of your time, the overall event lasts about [insert event duration length]; Day-of commitment
 - d. Develop strong interpersonal skills and gain firsthand experience with government digital inclusion initiatives
2. ACP Ambassador:
 - a. Engage with individuals at the event by distributing flyers and raising awareness about the ACP enrollment opportunity
 - b. 2-3 days commitment (depending on the host partner)
 - c. Learn valuable skills in confidence-building and approaching others
3. Follow-Up Specialist:
 - a. Help with follow-up calls to clients who have expressed interest or already started enrolling in ACP
 - b. 2-3 weeks commitment
 - c. Provide ongoing support and guidance to clients
 - d. Remote opportunity

[GENERIC] Email Template for listserv

Email Template to send on various host organizers' listservs. Designed to attract volunteers at ACP Enrollment events.

Hello [audience],

The San Diego Housing Commission (SDHC) is launching a new project as part of their [Digital Equity and Inclusion initiative](#), and we invite you to be a part of this movement!

In partnership with the SDHC, the San Diego Futures Foundation is seeking passionate volunteers to help facilitate our monthly Affordable Connectivity Program (ACP) registration pop-ups. ACP is a federal initiative providing a \$30 discount on Wi-Fi for eligible clients. As a volunteer, you will guide clients through the enrollment process and ensure they fully benefit from the program's services.

By joining us as a volunteer, you will:

- 1.) Make a meaningful impact: Your involvement will directly contribute to creating a more digitally equitable San Diego by ensuring that individuals have access to affordable and reliable Wi-Fi.
- 2.) Gain hands-on learning experience: Through this opportunity, you will enhance your interpersonal skills, learn about the challenges faced by underserved communities, and develop a deeper understanding of the importance of digital inclusion.
- 3.) Fulfill volunteer hour requirements*: If you are a student or need to record volunteer hours, this is a fantastic chance to contribute to your personal and professional development while making a positive impact.

We know your time is valuable. We offer roles with varying commitments and our team is here to support you every step of the way.

Ready to be an agent of change and help bridge the digital divide in San Diego? Sign up here [create volunteer sign up form and link here]! Reach out to _____ with any questions or to get involved.

Warm regards,
San Diego Housing Commission and San Diego Futures Foundation

[YMCA] Email Template for listserv

Email Template to send on various host organizers' listservs. Designed to attract volunteers at ACP Enrollment events.

Hello our beloved YMCA patrons!

The San Diego Housing Commission (SDHC) is launching a new project as part of their Digital Equity and Inclusion initiative, and we invite you to be a part of this movement!

In partnership with the SDHC, the San Diego Futures Foundation is seeking passionate volunteers to help facilitate our monthly Affordable Connectivity Program (ACP) registration pop-ups. ACP is a federal initiative providing a \$30 discount on Wi-Fi for eligible clients. As a volunteer, you will guide clients through the enrollment process and ensure they fully benefit from the program's services.

By joining us as a volunteer, you will:

- 1) **Make a meaningful impact:** Your involvement will directly contribute to creating a more digitally equitable San Diego by ensuring that individuals have access to affordable and reliable Wi-Fi.
- 2) **Gain hands-on learning experience:** Through this opportunity, you will enhance your interpersonal skills, learn about the challenges faced by underserved communities, and develop a deeper understanding of the importance of digital inclusion.
- 3) **Fulfill volunteer hour requirements*:** If you are a student or need to record volunteer hours, this is a fantastic chance to contribute to your personal and professional development while making a positive impact.

We know your time is valuable. We offer roles with varying commitments and our team is here to support you every step of the way.

Ready to be an agent of change and help bridge the digital divide for our fellow YMCA patrons? Sign up here [create volunteer sign up form and link here]! Reach out to _____ with any questions or to get involved.

Warm regards,
San Diego Housing Commission and San Diego Futures Foundation

[CITY COLLEGE] Email Template for listserv

Email Template to send on City College listserv. Designed to attract students to volunteer at ACP Enrollment events. If you are a different host partner, see above for a more general template.

Dear City College Students,

The San Diego Housing Commission (SDHC) is launching a new project as part of our Digital Equity and Inclusion initiative, and we invite you to be a part of this important movement!

In partnership with the SDHC, the San Diego Futures Foundation is seeking passionate volunteers to help facilitate our monthly Affordable Connectivity Program (ACP) registration pop-ups. ACP is a federal initiative providing a \$30 discount on Wi-Fi for eligible clients. As a volunteer, you will guide clients through the enrollment process and ensure they fully benefit from the program's services.

By joining us as a volunteer, you will:

- 1) **Make a meaningful impact:** Your involvement will directly contribute to creating a more digitally equitable San Diego by ensuring that individuals have access to affordable and reliable Wi-Fi.
- 2) **Gain hands-on learning experience:** Through this opportunity, you will enhance your interpersonal skills, learn about the challenges faced by underserved communities, and develop a deeper understanding of the importance of digital inclusion.
- 3) **Fulfill volunteer hour requirements*:** If you are in **HUMS 120**, this is a fantastic chance to accumulate volunteer hours, which can contribute to your personal and professional development while making a positive impact.

We understand that your time is valuable. Whether you have a few hours to spare each week or only limited availability, we have volunteer opportunities that can be tailored to suit your specific needs. Our team is here to support you every step of the way, ensuring that your volunteer experience is rewarding and fulfilling.

Ready to be an agent of change and help bridge the digital divide in San Diego? Sign up here [create volunteer sign up form and link here]! Reach out to _____ with any questions or to get involved.

Warm regards,
San Diego Housing Commission and San Diego Futures Foundation

[CITY COLLEGE] Weekly Newsletter Blurb Template:

Blurb to include on the next City College newsletter template. Can be easily adjusted to address a more general audience. Designed to attract students to volunteer at ACP Enrollment events.

[VOLUNTEER] - San Diego Futures Foundation & San Diego Housing Commission - ACP Enrollment:

In partnership with the San Diego Housing Commission, the San Diego Futures Foundation is seeking volunteers to support their Digital Equity and Inclusion initiative. Help expand stable wifi access for all and transform wifi from a luxury to a necessity.

As a volunteer, you'll play a vital role in facilitating our monthly ACP registration pop-ups. The Affordable Connectivity Program (ACP) offers a \$30-70 discount on Wifi for eligible clients. By guiding clients through the enrollment process, you'll empower them to fully utilize the program's services.

Make a real impact, gain hands-on learning experience, and fulfill any volunteer hours you may need!

We understand that your time as a student is valuable, and we want to make sure this opportunity works well with your schedule. We offer roles with varying commitments and our team is here to support you every step of the way.

Ready to be an agent of change in San Diego's digital landscape? Sign up here [create volunteer sign up form and link here]! Reach out to _____ with any questions or to get involved.

Together, let's bridge the digital divide.

Email Template Post-indicating Volunteer Interest:

Template of email to send after a potential volunteer indicates they are interested in volunteering at an ACP Pop-Up.

Subject: Welcome to the SDHC Volunteer Team!

Hello [Volunteer's Name],

Thank you for your interest in volunteering with the San Diego Housing Commission and Futures Foundation! We're excited to have you on board to help bridge the digital divide in our community.

Our next ACP Enrollment Pop-Up event is at [location] on [date/time]. We offer three different ways for you to participate, each with its own unique responsibilities and time commitments:

1. One-on-one ACP Enrollment Help:
 - a. Individually guide clients through the ACP registration process.
 - b. ACP certification is required (a quick 20-minute process!)
 - c. Each client typically requires 20-30 minutes of your time, the overall event lasts about [insert event duration length]; Day-of commitment
 - d. Develop strong interpersonal skills and gain firsthand experience with government digital inclusion initiatives
2. ACP Ambassador:
 - a. Engage with individuals at the event by distributing flyers and raising awareness about the ACP enrollment opportunity
 - b. 2-3 days commitment (depending on the host partner)
 - c. Learn valuable skills in confidence-building and approaching others
3. Follow-Up Specialist:
 - a. Help with follow-up calls to clients who have expressed interest or already started enrolling in ACP
 - b. 2-3 weeks commitment
 - c. Provide ongoing support and guidance to clients
 - d. Remote opportunity

Please let us know your preferred volunteer opportunity, and we'll provide you with more details. We're here to support you along the way and ensure a rewarding experience.

Remember to spread the word about our next pop-up enrollment event at [location] on [date/time]. The Affordable Connectivity Program offers a \$30 discount on Wi-Fi for eligible

clients, such as those enrolled in SNAP, Medicaid, or WIC. Encourage your friends and family to attend as well!

Thank you for committing to a more equitable San Diego! If you have any questions, feel free to reach out.

Best regards,
San Diego Housing Commission & San Diego Futures Foundation

ACP Enrollment Verbal Advertisement

At the start of SDFP and SDHC events, having the organizer spend a brief moment advertising the ACP Enrollment Pop-Up series can have a very tangible impact as the SDHC and SDFP audience demographics overlap with target ACP client population. Bolded phrases indicate important ideas.

"Good [morning/afternoon/evening], ladies and gentlemen!

Thanks for joining us today. Before we get started, we have a quick announcement that can help you get connected to the Internet.

In today's increasingly digital world, **internet access is vital for education, work, and staying connected with loved ones.**

The Affordable Connectivity Program is a federal initiative designed to bridge the digital divide by providing eligible individuals with a \$30 discount on their monthly Wi-Fi bill. This program ensures that more people can afford and enjoy reliable internet access, regardless of their financial circumstances.

By joining the Affordable Connectivity Program, you'll gain access to affordable and high-speed Wi-Fi services, opening up a world of opportunities. Whether you're a student needing internet access for homework, a job seeker looking for employment opportunities online, or someone who wants to stay connected with friends and family, ACP can make a real difference in your life.

We invite you to join us at our next ACP registration pop-up event at [location] on [date/time]. Here, our team will guide you through the enrollment process, answer any questions, and ensure that you fully benefit from the program's services. It's an opportunity you don't want to miss!

Bring your identification and [any necessary documentation](#) to determine your eligibility, and our team will be there to assist you every step of the way. (Check the link above for ACP eligibility requirements).

Be sure to spread the word about the Affordable Connectivity Program to your friends, family, and anyone who could benefit from this valuable opportunity.

Thank you for your attention, and we look forward to seeing you at the next ACP registration pop-up event at [location] on [date/time]. Enjoy [event name], and have a wonderful day!”

Media Resources

The following are boilerplates for ACP Sign Up event fliers from California Education Superhighway in four different languages. We recommend using these in addition to Canva and the SDHC Communications team to best design flyers for pop-up events.

GET CONNECTED to FREE HOME INTERNET

The Affordable Connectivity Program (ACP) is a federal government program that provides a **benefit of up to \$30 per month toward home internet services**, making certain plans FREE!



Need Help Getting Started?
Visit **GetACP.org**
or scan the QR code to learn more.





**GET STARTED
AT OUR SIGN UP EVENT**

[DATE]
[TIME]
[LOCATION - LINE 1]
[LOCATION - LINE 2]
[EVENT WEBSITE]

Please bring a form of identification and proof of eligibility to the event.



CONÉCTESE A INTERNET *en el* HOGAR GRATIS

El Programa de Conectividad Asequible (Affordable Connectivity Program, ACP) es un programa del gobierno federal que **ofrece a los hogares elegibles \$30/mes para servicio de Internet**. El ACP hace que Internet en el hogar sea GRATIS con algunos planes.



¿Necesita ayuda para comenzar?
Visite **GetACP.org** o escanee el código QR para obtener más información.

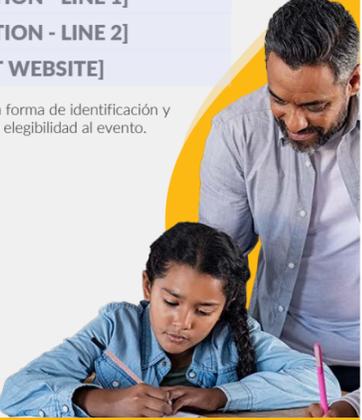




**EMPIECE EN NUESTRO
EVENTO DE INSCRIPCIÓN**

[DATE]
[TIME]
[LOCATION - LINE 1]
[LOCATION - LINE 2]
[EVENT WEBSITE]

Traiga una forma de identificación y prueba de elegibilidad al evento.



连接 免费的家庭互联网

负担得起的连接计划 (ACP) 是一项联邦政府计划，为符合条件的家庭提供每月 30 美元的互联网服务折扣。ACP 通过一些计划使家庭互联网免费。



需要帮助开始吗

访问 [GetACP.org](https://www.getacp.org)

扫描二维码了解更多。



立即报名参加活动

[DATE]

[TIME]

[LOCATION - LINE 1]

[LOCATION - LINE 2]

[EVENT WEBSITE]

前往参加活动时，请携带身份证明以及符合条件的证明。



اتصل بالإنترنت المنزلي مجاناً

هو برنامج (ACP) برنامج الاتصال بالإنترنت بتكلفة مقبولة فيدرالي جديد يوفر للعائلات المؤهلة خصم يصل إلى 30 دولاراً أمريكياً/شهرياً على خدمة الإنترنت يوفر برنامج الإنترنت المنزلي مجاناً في بعض الخطط.



برای شروع به کمک نیاز دارید

مر [GetACP.org](https://www.getacp.org) برای کسب اطلاعات بیشتر به

را اسکن نمایید QR اجمع کنید یا کد



نام ما شروع نمایید در مراسم ثبت

[DATE]

[TIME]

[LOCATION - LINE 1]

[LOCATION - LINE 2]

[EVENT WEBSITE]

لطفاً یک مدرک شناسایی و اثبات صلاحیت را به مراسم بیاورید.



SECTION 4: RECOMMENDATION GUIDE

This section includes **research** on digital equity initiatives from other states, **SDHC website edit** suggestions, general and **dream recommendations**.

This is intended for **SDHC management**.

SDHC Recommendation Guide

Preface

Our recommendations, observations, and further research on national digital equity and inclusion initiatives.

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SDHC 'Digital Inclusion Project' website accessibility:

- *It was difficult to find the ['Digital Inclusion Project' page](#). This is the most important page for digital equity on the SDHC website.
- **The link to the [Digital Navigator Program](#) brings you to a website; when you click the 'schedule' button, it does not work.
- ***The website ['EveryoneOn'](#) is the most accessible ACP locator tool that we have found. This is linked on the 'Digital Inclusion Project' page as the third bullet point without explaining what it does.
- **Recommendation:**
 - *Move the 'Digital Inclusion Project' link to under the 'Homelessness Solutions' subheader or create a separate 'Digital Inclusion Project' subheader and organize digital inclusion information onto separate links underneath the subheader.
 - **Replace the current Digital Navigator Program link (<https://express.adobe.com/page/6RHU4PdS2Pjhd/>) with this Digital Navigator Program link <https://www.sandiego.gov/digital-navigator-program> that has an updated and working schedule.
 - ***Create a separate paragraph for EveryoneOn explaining how to use it effectively: EveryoneOn will help you see resources about Digital Inclusion specific to your zip code. Go to the website and click the 'Find low-cost offers' button in the middle of the homepage. Enter your zip code and click all buttons that apply to you. Depending on your answers, you will have different options for digital inclusion.
- **'Federal Help for Internet Service, Digital Devices' Accessibility:**
 - *It was difficult to find the ['Federal Help for Internet Service, Digital Devices' page](#). This page is listed last underneath the 'About Us' subheader on the homepage.
 - **Under Contact: There is one number listed without immediate indication of what calling it would do.
 - ***There is only one event listed under 'Events,' and it is outdated.
 - ****Underneath 'SDHC's Digital Inclusion Project,' the 'Digital Inclusion Project' page is hyperlinked; this feels inaccessible to people who are not very digitally literate.
 - **Recommendation:**
 - *'Federal Help for Internet Service, Digital Devices' belongs underneath the 'Homelessness Solutions' subheader or must be clearly linked on the 'Digital Inclusion Project' page.

- **Above the 'Contact' section says, "The San Diego Housing Commission (SDHC) can help you learn more about the program and apply for assistance." Putting that directly above the phone number for clarification may be helpful. We also want to address that calling phone numbers can be intimidating, especially if English is not your first number. Below the phone number should explain: Calling the phone number will take you to a voicemail in English and Spanish (is there a possibility to expand this voicemail to other languages?), etc.
 - ***Update the 'Events' section. There is potential to link the digital navigators and digital literacy SDFF/Oasis courses underneath this section. This could also be a good spot to promote the potential future ACP registration events.
 - ****The link to the Digital Inclusion Project should be highlighted at the top of the page. For example: Click here to find more resources about Digital Inclusion and the Affordable Connectivity Project (potential \$30 off your internet!)
- **Potential Links to Promote on the "Digital Inclusion Project" page:**
 - <https://sandiego.bibliocommons.com/v2/search?query=netgear&searchType=smart>: Provides information about free take-home mobile hotspots at the San Diego public libraries.
 - <https://www.broadbandsearch.net/service/california/san-diego?search=92119>: Provides zip-code-specific information about different ISPs.
 - <https://www.digitalliteracyassessment.org/>: Online digital literacy course.
 - <https://perscholas.org/>: Online digital literacy course.

- **SANDAG Regional Digital Equity Strategy and Action Plan:**
 - SANDAG created a [digital equity plan](#) that outlines the digital inequities in San Diego and possible solutions.
 - San Diego statistics to know and cite (pg 4):
 - 66% of people in rural areas have access to fixed broadband service vs. 94% in urban areas.
 - Households in predominantly low-income neighborhoods without broadband subscriptions: Barrio Logan/Logan Heights (21%), National City (18%), San Ysidro (17%), and City Heights (16%).
 - 17% of seniors age 65 and older do not have a broadband subscription.
 - 39% of businesses reported connectivity issues during the pandemic that affected their ability to do their jobs.
 - 20% to 40% of students in many local districts do not have broadband subscriptions.
 - 9% of San Diego County’s minority residents lack a computer and/or broadband subscription (pg 20).
 - 6% of San Diego County only has a phone (pg 20).
 - Across California (pg 21):
 - Nearly half of residents without a high school degree are unconnected or smartphone only, a stark contrast to those with higher educational attainment.
 - Nearly 25% of Hispanic households remain unconnected or are smartphone-only.
 - Metro areas in California are more connected (88%) than users in non-metro areas (76%).
 - People with a disability are more than twice as likely to be unconnected or disconnected.
 - More than one in four low-income households are unconnected or disconnected
 - SANDAG meaningful quotes to reference
 - “Broadband is an essential public service” (pg 6).
 - “Studies have shown that broadband increases access to economic opportunity, boosting productivity and personal income—this is particularly true in rural areas, where new firms are likely to be created if access to broadband is plentiful” (pg 11).
 - “Widely accessible broadband infrastructure can make the region a more

- attractive place for companies and the talent they recruit – resulting in increased productivity and lower unemployment” (pg 11).
 - “Every dollar invested in broadband returns nearly four dollars to the economy, a Purdue University study found” (pg 11).
 - “The most notable infrastructure gaps exist in the county’s rural and tribal areas” (pg 15).
 - “Affordability is the top barrier preventing people from subscribing to an internet service plan” (pg 18).
 - “The higher cost internet services tend to be located in areas with limited choices of providers, directly impacting rural, tribal, and low-income communities” (pg 18).
 - “For seniors, the lack of digital literacy may exacerbate social isolation and health problems” (pg 22).
- SANDAG interviewed ISPs to find out how to mitigate historical digital redlining. “The interviews with ISPs revealed that government permitting practices are a barrier for the deployment and maintenance of broadband infrastructure” (pg 16).
 - When coordinating with the government, SDHC should keep in mind permitting timelines and costs, lack of micro trenching standards, and a “lack of standards across local jurisdictions leading to the slow and costly deployment of essential infrastructure” (pg 17).
 - Digital redlining is entrenched in many cities, including San Diego, and can be very tricky to overcome due to the lack of infrastructure in digitally redlined places. SDHC should target the problems outlined above with the government when addressing digital redlining.
- Chula Vista was one of the first cities in the county to outline a full digital equity plan. See the plan here:
<https://www.chulavistaca.gov/home/showpublisheddocument/21352/637341468003770000>
 - SDHC can use this plan for ideas about what other cities in the county might be missing.
- “There are some equipment and software enhancing tools that can increase, maintain, or improve the functional capabilities of individuals with disabilities accessing digital content and services. These are referred to as adaptive technologies, such as screen readers, computer magnification programs, braille

- printers, word prediction software, or assistive communication systems” (pg 23).
- SDFF has an adaptive technology program that helps people with disabilities use technology. These software tools can be quite costly and often require custom modifications for their user's needs. SDHC should look into investing in digital equity for people with disabilities through funding adaptive technology. SDHC could do this with SDFF's already existing digital literacy program from adaptive technology.
- One of SANDAG's most significant recommendations for expanding broadband is to “Drive the expansion of a resilient, reliable, and redundant open-access middle-mile fiber network” (pg 24).
 - Through using existing middle-mile fiber networks, the county of San Diego can make use of existing public infrastructure and utilize public-private partnerships such as state, county, and local agencies, SDG&E, Transportation Agencies, and ISPs (pg 24). This strategy is essential for SDHC to uplift.
 - In addition to using the middle mile infrastructure, SDHC should support the connection of middle mile to last mile deployment in areas with a greater need for ISPs.
 - SANDAG is integrating digital equity in pre-existing programs: Smart Growth Incentive Program and Housing Grant Program (pg 30).
 - Is there a potential for SDHC partnership with these programs? The Achievement Academy could potentially partner with these SANDAG programs and learn more about how they integrated digital equity into their programming.
 - SANDAG has sought to “Prequalify ISPs as partners for grants and other digital equity projects through a competitive process (i.e., Request For Partnerships). Require partners to provide household level data that will support planning for deployment in unserved and underserved areas” (pg 34).
 - When working with ISPs, SDHC should follow and support a similar model that has ISPs commit to servicing unserved and underserved areas.
 - “Coordinate and convene educational institutions (i.e., K-12, colleges, universities) to discuss broadband needs for students” (pg 35).
 - SDHC could potentially utilize its partnership with City College to conduct a study about students' needs for broadband. As City College launches

new courses in partnership with SDHC, this could potentially be a research component of a digital equity course. Students with pell grant qualify for ACP, and many are unaware of this possibility. SDHC should brainstorm how to use the City College partnership best to increase awareness amongst students and conduct research about their needs.

- “Coordinate and convene public health organizations to discuss broadband needs for telehealth capabilities, emergency response systems, etc.” (pg 35).
 - SDHC should help integrate public health into digital literacy. When participating in the free tablet and voucher program, SDHC should support this effort and ensure that health is a part of the digital equity discussion. Achievement Academy courses could potentially teach about digital public health.

- “Coordinate and convene tribal stakeholders to expand digital literacy programs and services in tribal areas” (pg 37).
 - SDFF is cultivating a relationship with the tribal governments, and SDHC should become a part of this conversation in identifying tribal communities' unique needs. When launching the ACP Registration Event Series, SDHC should collaborate with SDFF and Tribal Governments in including tribal communities in digital equity efforts.

- “Engage media through press releases and story pitches when relevant projects reach key milestones or new local and regional policies are adopted” (pg 37).
 - SDHC should continue to be in contact with the White House on ACP and digital equity events and accomplishments. In addition, SDFF has a standing relationship with the Union-Tribune, and SDHC should not only promote ACP events with the Union-Tribune but also anything else pertaining to digital equity.

- **Long Beach Recommendations:**

<https://www.longbeach.gov/globalassets/ti/media-library/documents/digital-inclusion/resources/long-beach-digital-inclusion-roadmap-july-2021>

MAKING ACCESSING AND USING THE INTERNET AND COMPUTERS EASIER

Cost

Most community members who stated the cost of both the Internet and computers were a significant barrier, recommended funding low-cost or free (high-quality and reliable) Internet services, computers, tablets, laptops and smartphones. Additionally, many shared low-cost or free cell phone data plans could improve their ability to be connected. In a previous survey conducted by the City, affordability was the main factor for Long Beach residents. Citywide, most Long Beach residents reported \$20 or less per month as the maximum they could pay. More than 80% of Long Beach residents without current home Internet access and earning less than \$25,000 a year indicated they could not afford more than \$20 per month.⁵

Tutoring and Classes

Many community members prefer one-on-one technology tutors at community-based organizations, public libraries, via phone or at home rather than group classes. Very few community members stated they wanted to attend a group class. Others shared that if classes are offered, the classes should ensure the lessons are for first-time users and are very basic (how to turn on, navigate, make an email address, etc.).

Additionally, tutoring or classes to learn how to use Internet-based apps on a phone was a very popular recommendation.

Language Access

Offering English as a Second Language (ESL) classes and literacy classes would provide greater digital access to some of the most marginalized community members.

Consumer Advocate

Fund a digital inclusion consumer advocate position and hotline where community members can call to get help with ISP issues.

Internet Security

Provide information and education about Internet security.

Public Wi-Fi

Offer free public Wi-Fi, particularly in locations where there are high concentrations of people experiencing the digital divide. Some City parks have Wi-Fi, but it was noted that the service is very poor. Other locations to consider for public Wi-Fi are transit stops and on public transit, grocery stores, community-based organizations, school parking lots and faith-based organizations.

Library Hours

Extend the Long Beach Public Library hours and have them open seven days a week.

Charging Stations

Develop a network of public charging stations.

Community Technology Hubs

Provide City-funded community computer labs and printing centers.

Michelle Obama Neighborhood Library

DIGITAL INCLUSION ROADMAP | 33

- This one-pager outlines the most pertinent information from the Long Beach Digital Inclusion Roadmap (pg 33).
 - Cost, Tutoring and Classes, Language Access, Consumer Advocate, Internet Security, Public Wifi, Library Hours, Charging Stations, and Community Technology Hubs are the nine most important avenues recognized by the Long Beach Community for closing the digital divide. SDHC should keep these in mind when planning future digital equity projects.

- The Long Beach Digital Inclusion Roadmap begins its document with a testimonial from a mother experiencing digital barriers and the toll it takes on her family (pg 6).
 - SDHC should take advantage of testimonials that we will provide from the ACP registration events to mobilize stakeholders and funders to provide support for digital equity.

- Major partners of the Long Beach Digital Inclusion Roadmap: Centro CHA, Long Beach Forward, Long Beach Public Library, Long Beach Senior Arts Colony, United Cambodian Community (UCC), YMCA of Greater Long Beach (Community Development) (pg 4).
 - When brainstorming who to involve in the cause for digital equity, SDHC should think along the same lines: YMCA, Boys and Girls Club, Public Libraries, Art funds, Senior living spaces, Ethnic minority groups, LGBT Center, Small businesses, etc.

- Long Beach is focusing on multilingual digital literacy programming (pg 8).
 - San Diego’s digital literacy programs are almost exclusively taught in English and Spanish. SDHC should strive to endorse and create digital literacy courses in other major languages spoken in San Diego. Languages may include Chinese, Korean, Japanese, Mon-Khmer, Hmong, Thai, Laotian, Vietnamese, Tagalog, Arabic, and Navajo.

- Long Beach has tried to understand the root causes of digital inequity, such as digital redlining (pg 12).
 - “Digital redlining is the practice of creating and perpetuating inequities between already marginalized groups specifically through the use of digital technologies, digital content, and the internet.” Long Beach plans

- to address digital redlining by expanding the fiber municipal network in low-income neighborhoods and neighborhoods of color.
- When SDHC is researching where to expand the citywide fiber optic infrastructure plan, it should pay attention to neighborhoods that have been historically digitally redlined.
- Long Beach is committed to including community members affected by the digital divide in the planning, developing, and implementing the digital inclusion roadmap (pg 14).
 - SDHC should include impacted community members when deciding how to use the remainder of the digital equity grant.
 - Long Beach held a cross-sector brainstorming meeting to facilitate ideas about best practices and implementation for digital equity (pg 16).
 - I recommend that the SDHC does something similar. Having a stakeholder event with SDHC, SDFF, Oasis, ISPs, LGBT Center, Public libraries, YMCA, community members, small businesses, etc., could prove vital to fostering better collaboration and communication across public-private sectors. For example, Long Beach “Hired a third-party neutral facilitator to help guide the Roadmap development process; Provided roles, responsibilities, expectations, and time for brainstorming; shared meeting notes and follow up in emails.”
 - Long Beach held “Digital Inclusion Community Workshops” (pg 21).
 - These two workshops allowed 25 community members to co-define the digital divide and ideate strategies for digital inclusion. During these workshops, the community members had the chance to create art and share their experiences with the group. There were also interviews conducted at the workshop that were shared with the stakeholders.
 - “Laptops are not a luxury; they are a necessity for daily life.” This is an example of a quote from the Digital Inclusion Community Workshops interviews that would be highly effective in grant writing and convincing stakeholders that having computers is essential to living.
 - SDHC should follow this framework to include community members in the planning of how to bridge the digital divide.
 - The following issues were highlighted as being the most pervasive problems facing the community concerning digital equity: High Costs, Poor Quality

Broadband, Literacy and English Fluency Barriers, Lack of Access to Electricity, Lack of Consumer Protection, Poor Public Wifi, Lack of Institutional Access, Lack of Internet and Computer Literacy, Lack of Internet Security, and Lack of Access to Technology.

- When pinpointing what barriers to entry to focus efforts on, SDHC should look at mitigating these issues.
- Long Beach did a small-business-oriented community survey, and they came up with the following grievances to focus on (pg 35):
 - Having on-call technical support to help with business-related tasks (applying for grants/loans, etc.), Digital Literacy courses for marketing and utilizing online resources (Postmates, Uber Eats, Mercato, etc.), Free or low-cost tablet/computer programs for small businesses, Free or low-cost internet at business sites, and having all of these resources in the language of the small-business owner
 - SDHC should be looking into how to support small businesses, especially in a post-covid environment.
 - Long Beach has suggested using the ‘New York Comptroller tech corps’ to implement these strategies.
- Long Beach outlines detailed strategies about Capacity, Connectivity, and Technology on pages 38-46
 - SDHC should refer back to these strategies when thinking about creative ways to facilitate capacity, connectivity, and technology.

- **North Carolina’s Digital Equity Plan:**

- North Carolina was the first state to draft a comprehensive digital equity framework. The plan is called BAND-NC (Building A New Digital Economy) (<https://iei.ncsu.edu/band-nc/>) and strives to address the digital divide across rural, urban, and at-risk populations. North Carolina provided a general framework for counties and allowed different counties to serve their communities differently. One of the most successful counties has been Forsyth County.
<https://static1.squarespace.com/static/60548d7fea3b1c55bb3bb7dc/t/61126d77781f731a478832b7/1628597650000/FCDE+Interactive+Report+for+Website+07212021.pdf>
 - Forsyth County begins its recommendations with the notion that “High-speed Internet access needs to be considered on par with basic utilities. This applies to the availability of other utilities and the affordability, regulation, and costs of high-speed Internet, similar to how other utilities are handled throughout the County” (pg 33).
- One of the pillars of Forsyth Counties' plan is to have local government officials embrace the need for high-speed broadband internet access (pg 35).
 - SDHC should have people (potentially the outreach coordinators) communicate these needs with local officials. The first step is having officials recognize that high-speed internet is essential to social mobility and creating new economic opportunities.
- Forsyth County proposes that nonprofits can keep the cost of internet low if they have ISPs wire apartments and communities that are “last/no mile” connections. In addition, “ISPs can also be contracted to provide lower-cost services over publicly funded infrastructure” (pg 37).
 - In this scenario, nonprofits like SDFP can work with ISPs to connect ‘last mile’ neighborhoods, and SDHC can work with ISPs in contracts with public housing units, all in an effort to subsidize internet connection.
- “One way to address these biases is to ensure that representatives from rural communities and communities of color are engaged in every stage of the planning process; their perspectives and insights will be vital in developing an implementation process that addresses the barriers their communities face” (pg 44).
 - SDHC should follow this philosophy, and when people of color and

representatives or rural and tribal communities are not hired members of the corporations and nonprofits addressing digital equity, SDHC should aim to have community representatives when creating solutions for problems that concern them.

- If this is not possible, SDHC should focus on capturing POC, rural, and tribal testimonials and apply this feedback to potential solutions.
- “A cell phone or mobile device is not a substitute for a laptop or desktop computer. Many everyday Internet needs, such as applying for a job, conducting research, registering for classes, or accessing government or social services are difficult or impossible on a mobile device. In the Pew Internet and American Life Project, a recent study completed by the Pew Research Center, nearly one-third of their respondents used their cell phones as their primary means of accessing the Internet. These individuals consisted “primarily of young adults, non-white, the less educated, and the less affluent” (pg 47).
 - This distinction is very important for SDHC’s work. The tablet distribution via Oasis and voucher programs with SDFF are extremely important to the furthering of digital equity and SDHC should work to expand these programs.
 - SDHC should streamline the voucher program with SDFF. This could look like a system with the ACP registration events where people get registered with ACP and sent to the Oasis tablet program or reduced-price device program with SDFF.
- Forsyth County identifies the “missing middle” and ideas about how public-private partnerships can address this.
 - The “missing middle” is “Single women without children who do not earn enough money to escape poverty, but earn too much to qualify for many State and federal benefits, including low-cost Internet subscriptions” (pg 48). Forsyth specifically defines the missing middle as being up to 85 percent above the poverty line. Forsyth plans to address the ‘missing middle’ by first identifying the people in the county who fall under that category. After identifying the people and statistics, they plan to work with service organizations and nonprofits to better understand their needs and how to address them. One possibility is to provide vouchers for affordable internet because they don’t qualify for ACP but don’t make enough money to support themselves and their children’s internet needs.
 - Identifying the ‘missing middle’ in San Diego County would be

highly beneficial to those who make just enough money to not qualify for affordable broadband. SDHC could potentially follow Forsyth's plan to provide vouchers for the internet.

- Forsyth County plans to implement a “mesh network” in low-income neighborhoods as they have found it to be the most promising approach to bringing high-speed (100Mbps and over) to disenfranchised neighborhoods.
 - “A mesh network is a localized system that provides access to the Internet utilizing nodes (or bridges, switches, or other similar devices) that connect to one another and to a source of connectivity (such as a router) outside the network to spread Internet access across a given area. They act in concert to provide Internet coverage across an area where the nodes are installed. Each node serves as a router for every other node and works dynamically to maintain and propagate connectivity. These networks can be crucial in offering Internet coverage to areas where ISPs have built out, but there remains limited or no Internet capacity” (pg 50).
 - Mesh networks seem to be one of the most affordable approaches to bringing high-speed internet to underserved neighborhoods. I’m not sure if the SDHC and San Diego government is already considering implementing mesh networks, but if not, SDHC should feel empowered to look to North Carolina and their work with mesh networks. They seem to be a great way that neighborhoods can get better internet infrastructure without having to build new technology infrastructure. Community centers, churches, computer labs, etc., are all places that could be utilized for this project.
 - In addition, “Recently, Congressional leaders have been exploring ways to make the best use of U.S. Postal Service offices—they represent good locations for network nodes” (pg 50). This would be a good point to discuss with San Diego government officials at meetings.

- **Colorado’s Digital Equity Plan:**

- Colorado will launch their Digital Equity Plan by November 2023. Check the progress of the plan here:
<https://cdle.colorado.gov/offices/office-of-the-future-of-work/digital-literacy-and-inclusion-initiative/colorado-digital>
 - Colorado is a state leading in their efforts for digital equity, and it will be imperative to analyze its plan.
- Colorado holds bimonthly meetings with stakeholders to discuss their upcoming digital equity plan, digital navigators, funding, and identifying at-risk groups and barriers. At each meeting, they discuss different groups with barriers to digital literacy (low-income, people of color, incarcerated individuals, etc). It may be fruitful for the SDHC to follow this template when meeting with stakeholders to have productive conversations about the digital divide and ways that different people can be helpful. The slides and recordings of these meetings can be accessed here underneath the ‘past meetings’ tab:
<https://cdle.colorado.gov/digitalinclusion>
 - These are the slides to their latest meeting:
https://docs.google.com/presentation/d/16NychHWGW54byw3HTnFWaH4o2jb5CsYQKBHPmSr2b7GI/edit#slide=id.gbc5eb92350_2_687 In these meetings they specifically discuss the digital divide produced by incarceration. This is a perspective the SDHC might be lacking and, in the future, could target more outstanding efforts.
 - There also may be an opportunity for SDHC representatives to join one of these meetings to gain perspective from another state and ideas for San Diego. Reach out to melanie.colletti@state.co.us for more information.
- “Educating policymakers, local governments, and stakeholders on the importance of digital equity, common terms and definitions, themes, best practices, and available resources.”
 - Colorado’s plans hinge on stakeholders’ common understanding of the digital divide and what that entails. SDHC should hold this same standard as digital equity is a newly recognized problem with many misunderstandings.
 - This is a list of terms and definitions that might be helpful for SDHC to share with stakeholders:
<https://www.calfund.org/wp-content/uploads/CCF-Digital-Equity-Initiative-Glossary-of-Terms-FINAL-2.3.22.pdf>

- **Minnesota’s Digital Equity Plan:**
 - Literacy Minnesota has a program called NorthStar Digital Literacy that provides a digital literacy placement test as well as “classroom curricula” that provide student-specific lesson plans that can be used in-person or remotely.
 - NorthStar Digital Literacy could be a great addition to the SDHC Achievement Academy, or it could be something SDFP incorporates into their lesson plans.
 - The Achievement Academy could become a NorthStar Digital Literacy location here: <https://www.digitalliteracyassessment.org/>
 - If the Achievement Academy does not want to participate in NorthStar Digital Literacy, the self-guided digital literacy course that NorthStar provides could still be advertised at Achievement Academy events. NorthStar is also partnered with Oasis and Goodwills in San Diego—potential to contact David at Oasis for more information.
 - “In Minnesota, local governments in two Counties are using an old model to deliver new technology. Seventeen townships and ten cities have formed a cooperative, RS Fiber©, to build fiber and wireless Internet connections over a 700-square-mile area.”
 - This is a hopeful example of how states use public-private partnerships to bring the internet to rural communities. The wireless towers will cover farms, and while a local ISP runs day-to-day operations, RS Fiber is still generating revenue.
 - When thinking of solutions about how to bring more internet to rural communities, SDHC should look to creative public-private solutions like Minnesota’s.

- **General/dream recommendations:**
 - In our short time working with ACP with residents in San Diego, we have seen the problem of pre-existing internet bills that inhibit people from applying ACP to their internet.
 - One woman we worked with had an outstanding bill of \$600 with AT&T, and we were able to enroll her with Verizon, but that won't always be the case. SDHC should apply for a grant with a debt-forgiveness model when enrolling people with ACP.
 - A stipulation of applying ACP to home or phone internet is that if someone already has an Obama phone (through Lifeline), they have to return the Obama phone, or they cannot use ACP for internet benefits.
 - SDHC should find or fund a similar program to the free tablets with Oasis or vouchers with SDFP that will provide a free phone to people that will have to return their Obama phones to apply their ACP benefits.
 - We witnessed a tablet distribution through Oasis at an SDHC public housing unit and noticed a low rate of residents enrolling.
 - SDHC should continue brainstorming how to cultivate more trust between them and the residents to connect them. A possibility could be having a resident advocate that has participated in the program and is willing to be an "advocate" that goes door-to-door explaining the legitimacy of the program.
 - Through watching digital literacy classes at Oasis, we noticed that their base is more affluent elders. Many of their clients have multiple devices, and some are continuously upgrading, leaving their old technology obsolete.
 - We thought of a 'recycling' initiative between Oasis and SDFP where Oasis's clients can recycle their old technology, and SDFP could refurbish them and sell them at lower prices for SDFP's clients.
 - Throughout our work with SDHC, we mainly focused on low-income people living in urban areas throughout San Diego County.
 - In the future, SDHC should remember to target students, people living in rural areas, people living in tribal lands, incarcerated people, and unhoused people.
 - When reviewing Colorado's plans for digital equity, it stood out to me that they included their incarcerated population. This is something that I have

not heard about in SDHC's digital equity efforts. I'm not sure what it would look like, but SDHC should look into how to support this community with digital equity.

- From a financial perspective, to fund effectively, grant writers require both quantitative and qualitative observations.
 - Our team has put together a survey for SDFP aimed at gauging the impact of their digital training events.
 - To this end, we recommend having comprehensive pre and post-surveys to see the tangible impact of any SDHC event.
 - We also recommend focusing on marketing efforts that highlight the impact SDHC events have had on the community (i.e., White House Fact Sheet, SDFP Testimonial Press) to link to grant applications as additional material.
 - Beyond the staff, our proposal capitalizes on one-time fees (onboarding material, infrastructure, etc.), relies on a few employees at a time, and depends on SDFP volunteers. Being cost-conscious can help save grant money which can be put to better use elsewhere.

SECTION 5: **ONE-PAGE PROPOSAL OVERVIEW**

This section includes a **one-page** overview of the initiative and summarizes **prices, scalability, intended outcomes**, and more.

This is intended for **future host organization** and **SDHC management**.

One-Page Proposal Overview

Program Overview:

San Diego Housing Commission will work in collaboration with other nonprofits such as SDFF to facilitate monthly interactive tabling series for Affordable Connectivity Program (ACP) enrollment. ACP helps people reach affordable internet access by providing \$30-70 off internet bills monthly. SDHC will identify and contact different sites throughout the community that will hold the ACP enrollment events. Potential sites include public libraries, religious institutions (contacted by SDFF), YMCA, Boys & Girls Clubs, the LGBT center, colleges, and community centers. SDHC will also utilize the PEER partnership with San Diego City College to attract scholars who will help enroll people at the monthly ACP events.

Focus: Organize and host a series of in-person Digital Equity and Inclusion events to provide information on available Affordable Connectivity Program resources, hands-on support, and device access/ education and training to targeted housing communities.

Providers/ Partners: San Diego Housing Commission, San Diego Futures Foundation, Computer to San Diego Kids, Internet Service Providers, City of San Diego, SANDAG, San Diego Oasis, Everyone On, SD Access4All, LGBT center, NorthPark Seniors (others unconfirmed)

Cost: Approximately

Item	Cost
Water	\$15
Snacks	\$15
Table	\$20
Signage/Decorations	\$30
Total	\$80

Timeline:

Communications, project management and strategy department staff will work with identified and secured sites as well as tour new sites as needed. The digital equity grant ends in April 2024—the ACP Registration Events will then be reassessed as needed.

Outcomes/ benefits tracked:

- Gauge current community need
- Create opportunities and direct support for broadband access
- Housing site engagement and interaction
- Community engagement and interaction
- Identify gaps in support to help determine next steps for SDHC Digital Equity and Access Project
- Collaboration opportunities- possible joint fundraising ventures to support future efforts
- Referral sheet will be provided to community members who attend the events in order to increase outreach

Access & Equity

- Selection Process: All residents and community members will receive email invitation, physical invitation (flyers) and community bulletin board posting to attend the event.
- Advertisements for the events will be available at public libraries in San Diego, the San Diego Futures Foundation and their digital literacy trainings, during Achievement Academy Sessions, at San Diego City College, on social media, and possibly, digital navigators as well. Upon further communication, efforts can be expanded to digital calendar platforms such as Community Information Exchange (CIE), Eventbrite, or the San Diego Tribune.
- Housing sites were selected using an overlay map of San Diego Housing Commission property locations and SANDAG's informational report on [Bridging the Digital Divide in the San Diego Region](#). The location of housing sites are in the top 30 of SDHC owned/managed properties with relation to SANDAG's high need areas of the resource map.
- ACP Registration Event locations were selected based on their community base and accessibility. The locations have many patrons that would qualify for ACP as well as have a steady customer foundation and foot traffic. These are pillars of a good community center location for ACP Registration Events.

Scalable opportunity:

When the grant ends in April 2024, the ACP Registration Events will be reevaluated and likely take on new forms. In nearly a year, the ACP Registration Events should have a routine at every location that will enable the events to continue to run without the Outreach Coordinators and direct SDHC oversight. With the help of digital navigators, City College volunteers, and YMCA volunteers the events could resume with a volunteer base. There will also be opportunity to add/decrease the amount of locations and events based upon past success.

SECTION 6: **OUTREACH COORDINATORS NEXT STEPS**

This section includes a list of **action items**, immediate suggestions, and **contacts to follow up on**.

This is intended for the **SDHC Outreach Coordinators**.

Outreach Coordinator Next Steps

Below is a list of action items that we are leaving SDHC/SDFF with upon our departure to ensure that the ACP Registration Pop-Up Events are carried out smoothly. Many of these steps include contacting individuals that we have already begun contact with. Background information on what we have already done is in the Standard Operating Procedure Guide in the “Contacts” section. Thank you!

These next steps are based on the contacts and connections that we have been able to begin during our (Morehead-Cain Scholars) time in San Diego. Due to our (unfortunately) short period of time here, there are many next steps based on what we have been able to begin in regards to site contacts, marketing, and general event/pre-event details. Below, we will leave detailed information as to what should be done following our (very sad) departure.

- **Public libraries Contact (Kelsey Baird)**
 - kbaird@sandiego.gov
 - Continue contact with the public libraries (Kelsey; see “Contacts” section of SOP Guide) to determine how libraries can support the ACP Registration efforts and serve as potential locations for registration events.

- **The LGBT Center Contact (Victor Esquivel)**
 - vesquivel@thecentersd.org
 - Continue contact with Victor Esquivel to tour the Main site of The LGBT Center and to determine logistics of hosting an ACP Registration Event there. Please refer to the “Contacts” Section of SOP for more details regarding what contact has already been done with Victor.

- **YMCA Contact (David Baker)**
 - dbaker@ymcasd.org, 619.313.1413
 - Continue contact with David Baker about host site possibility and potential volunteer recruitment
 - Also ask about touring potential YMCA host sites (Preferably sites that are more social-service oriented and/or in “opportunity” areas)

- **City College communications Contact (Kirin Macapugay)**
 - kmacapugay@sdccd.edu
 - Continue contact with Kirin regarding recruiting City College students (especially those in the HUMS 120 course) for volunteering.

- Within the Marketing Guide, page 6 includes an email template for City College Listservs. This may be a great place to begin, along with scheduling a follow-up meeting with Kirin to further discuss how City College can support.
- **Follow up with ISP providers to see if they are able to attend the events**
 - Based on current communications you are having with Verizon, Cox, etc.
 - Paul also sent the contact of Diana Rodriguez (diana@everyoneon.org), the VP of Programs and Strategy at EveryoneOn. She may be able to assist with contacting ISPs, as well.
- **Reach out to Azahalia/Thomas about SDFP involvement and constant communication about sites and dates, potential usage of digital navigators for volunteers (especially for first few events, before City College Volunteers begin)**
- **Reach out to SDHC communications department (send the marketing guide/see if they can create some sort of flier)**
 - Also, when emailing potential sites, use these flier(s) and/or the one-pager that we created
- **Develop an official form on the SDHC or SDFP website where people who are interested in volunteering at ACP events can sign up.**
 - This can be linked to volunteer outreach efforts (listserv emails, newsletter advertisements, etc.)
- **Create a shared update document to record what step each client has been left off of**
 - This is especially important for clients who are not able to fully register at the event. The document should include their name and the step that they left off on in the registration process.
 - This is so that when clients visit digital navigators, the digital navigators are also able to see what step that the client has left off on the process
 - This can either be done through Microsoft Teams, Google Docs, CIE, etc.
- **Plan what a meeting/training pre-event would look like in order to onboard volunteers and/or staff**
 - This is especially important if creating a group chat with outreach coordinators and volunteers is not possible. In this way, volunteers will have most of their questions answered and know what to do/where to go on the day of the event.

- **Create a calendar once dates are solidified in order to share with prospective and current volunteers, SDFP and SDHC staff, and potential clients (as fliers at libraries, SDFP, YMCA, etc.)**
- **Discuss with staff and sites what day of the week and what time window would be best to host these events (Also dependent on availability of the sites)**
 - We've discussed:
 - Times in which other events are happening at specific sites (ex: Hosting at a YMCA while a game and/or other tabling event is occurring would likely attract more clients that would not have attended otherwise)
 - Weekends in the morning/afternoon, as those in continuing education/with 9-5 jobs may not be working during this time
 - Middle of the week/middle of the day (while children are at school)
 - Potentially creating a survey and/or asking when people call SDHC to see what date/times would be most convenient
- **Decide on how to inform people to bring government documents/income verification if they are comfortable**
 - Our original plan was to have this be some sort of QR code to pre-register and inform them about this through there, but this may not be accessible to the majority of the demographic that we are trying to assist. Better ways to do this may be to inform through phone or to have it mentioned on an advertisement flier.
- **To add to the SOP once details are finalized:**
 - Set-up instructions with times, dates, and specifics of what goes where (tables, fliers, etc.), assignments for specific staff members and volunteers, etc.
- **Connect with SDFP to continue discussion on how to best use Digital Navigators for this project**
 - Referral process after pop-up events
 - Providing clients with digital navigator schedules and locations
 - Using them as volunteers for events

Thank you so much for all of your support continuing our efforts! We truly do hope our proposal makes a tangible difference and are excited to see the direction you both take it in. Please keep us updated and feel free to reach out with any questions or clarifications!

Observations from 6/20 ACP Registration Pop-Up hosted at SDFF

Keeping in mind that there will be a monthly ACP registration Pop-Up at SDFF, here are some key observations and notes for upcoming events.

1. On the streets
 - a. Following [volunteer structure](#)
 - i. “ACP Ambassador”
 1. “Engage with individuals at the event by distributing flyers and raising awareness about the ACP enrollment opportunity”
 2. Consider purchasing brightly colored shirts, vests, or large signs to attract outdoor patrons to the ACP Enrollment inside
 3. Serves two purposes:
 - a. Attracts people from the community who have never heard of ACP or SDFF into the building
 - b. Informs clients who already know of the event towards the SDFF entry point
 - b. Parking
 - i. Parking can quickly fill up in SDFF lot (especially on a weekday during prime hours)
 - ii. Consider informing clients of overflow street parking areas prior to day of the event
 - iii. Possibly inform clients of public transportation prior to the day of the event
 1. Bus stop is very close by to SDFF offices
2. Inside the building
 - a. Navigating SDFF offices
 - i. SDFF offices are a little bit of a maze if you have not been there before
 - ii. Print large, attractive signage directing clients to the SDFF office from **both** building entrance points
 - b. ADA-accessibility
 - i. There is an elevator near the main entrance of the building (street-front)
 - ii. Consider using the “ACP Ambassador” to help walk patrons through the building
3. Inside the room
 - a. Distinguishing ACP Enrollment Helpers vs. clients
 - i. SDHC and SDFF employees should wear office-issued badges

- ii. Consider purchasing name tags for extra volunteers
- b. External Devices
 - i. A benefit of working in SDFP offices is the easy access to tech devices
 - ii. Consider starting up one desktop computer (With external mouse and keyboard) as some patrons may be more inclined to using desktop vs. Surface Pro

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