

**THE STATE OF DIGITAL EQUITY
IN THE STATE OF ARIZONA**



STATEWIDE PERSPECTIVE



ERIN CARR-JORDAN, PH. D.

President and CEO

Digital Equity Institute



DIGITAL EQUITY INSTITUTE

A wide-angle photograph of a desert landscape at sunset. The sky is filled with soft, golden light and scattered clouds. In the foreground, a dirt path leads through rocky terrain with various cacti, including tall saguaros and cholla. The background shows rolling hills and mountains under the warm glow of the setting sun.

State Planning Efforts to Advance Digital Equity

ARIZONA'S DIGITAL EQUITY PLAN

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

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

internetforall.gov/program/digital-equity-act-programs



DIGITAL EQUITY INSTITUTE

ARIZONA
COMMERCE AUTHORITY

“WHOLE STATE” DATA-DRIVEN



**Understand
Needs**



**Recognize
Barriers**



**Discover Existing
Resources & Assets**

ECOSYSTEM APPROACH

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

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

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

DIGITAL ECOSYSTEM SUCCESS KIT



DIGITAL NAVIGATORS



ACCESSIBILITY



COMMUNITY TECH HIVES



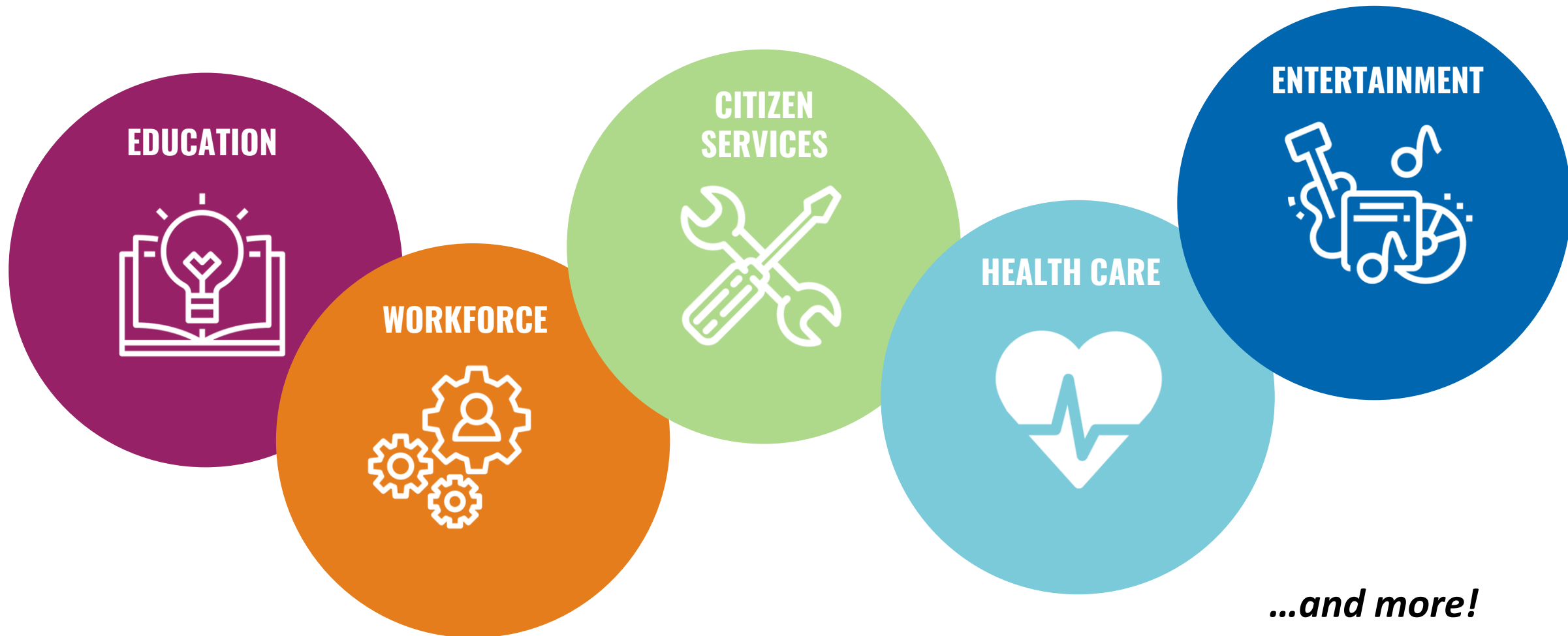
SKILLS & SCAFFOLDING



IMPACT EVALUATION



ELEMENTS OF DIGITAL EQUITY



...and more!

digitalequityinstitute.org

ecj@digitalequityinstitute.org



DIGITAL EQUITY INSTITUTE

ARIZONA COMMERCE AUTHORITY

[https://www.azcommerce.com/broadband/
arizona-digital-equity-plan/](https://www.azcommerce.com/broadband/arizona-digital-equity-plan/)

THE DIGITAL NAVIGATOR MODEL



ERIN LORANDOS



Digital Inclusion Library Consultant

Arizona State Library, Archives & Public Records

What is a “Digital Navigator?”

Digital navigators are trusted guides who assist community members in internet adoption and the use of computing devices. Digital navigation services include ongoing assistance with affordable internet access, device acquisition, technical skills, and application support.





PROVIDING ACCESS
Preserving Arizona
Arizona State Library,
Archives, & Public Records

WHAT'S THE USE OF A DIGITAL NAVIGATOR?

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



WHO IS A DIGITAL NAVIGATOR?

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





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HOW DOES IT WORK?

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



WHY DOES IT WORK?

The Digital Navigator Model is a replicable framework for organizations that already provide digital inclusion services. It is customizable according to each organization's capacity and, through continual, one-on-one contact, ensures that each individual's needs will be met.





**Connect
Arizona**
* DIGITAL NAVIGATORS



602-529-1519

connectaz.help@gmail.com

M - F 9 AM - 8 PM

SAT 9 AM - 3 PM

connect-arizona.com







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Preserving Arizona
Arizona State Library,
Archives, & Public Records



Spread the Word!



Connect Arizona
DIGITAL NAVIGATORS

Hello, I need help with my devices. Can you help me?

Yes! I can help you with FREE:

- Tech tutoring and troubleshooting
- Access to public wifi
- Assistance with finding discount internet plans

Library staff is available to help you
Mon.-Fri. 9am - 6pm

For FREE assistance
Call or Text: 602-529-1519
Email: connectaz.help@az.gov
Go to our Website: www.connect-arizona.com

This program is supported by the Arizona State Library, Archives and Public Records, a division of the Secretary of State, with federal funds from the Institute of Museum and Library Services.



Connect with Confidence
Connect Arizona Digital Navigators are here to help you:

- Learn to use your computer, cellphone, tablets, or other devices
- Find public wifi
- Find discounted internet plans and devices
- Troubleshoot your technology
- And much more!

Free Tech Help



FC Affordable Connectivity Program
getinternet.gov

Apply for ACP to get:

Service Discount
-Up to \$75/month for broadband services on Tribal lands

Device Discount
-Up to \$100 when purchasing a laptop, desktop computer, or tablet from participating providers.

Call or text Connect Arizona today to get free and friendly help signing up

Connect Arizona
602-529-1519



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Preserving Arizona
Arizona State Library,
Archives, & Public Records

ALEXA TARVID



Digital Navigator Supervisor
ASU Experience Center



DIGITAL EQUITY INSTITUTE

Digital Navigators

@ **ASU** Enterprise
Technology
Arizona State University



Digital Navigators

Serve Community Members.

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



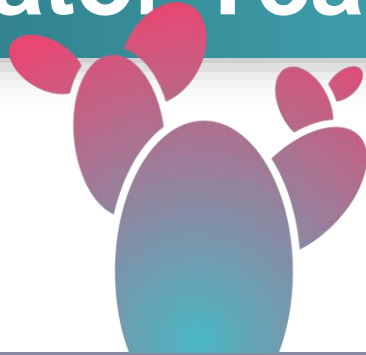
- Pre-existing technological infrastructure
- On-call translation services
- 24/7 accessibility
- Experienced support

Our Digital Navigator Team



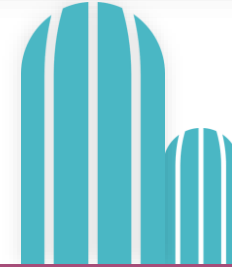
IT Navigators (4)

- Tech support
- Troubleshooting
- Tech recommendations
- ISP support



Skills Navigator (1)

- Lesson planning
- 1x1 tutoring
- In-Person classes
- Virtual classes



Health Navigator (2)

- Social resources
- Health resources
- Health portals
- Health devices & apps



I am **not** a
digital health
navigator.



Isabel

- **Community Health Worker**
- **Medical Assistant**
- **Helpline Specialist**



Conni

- **Health Care Customer Service Representative**
- **Teacher**
- **Service Manager**



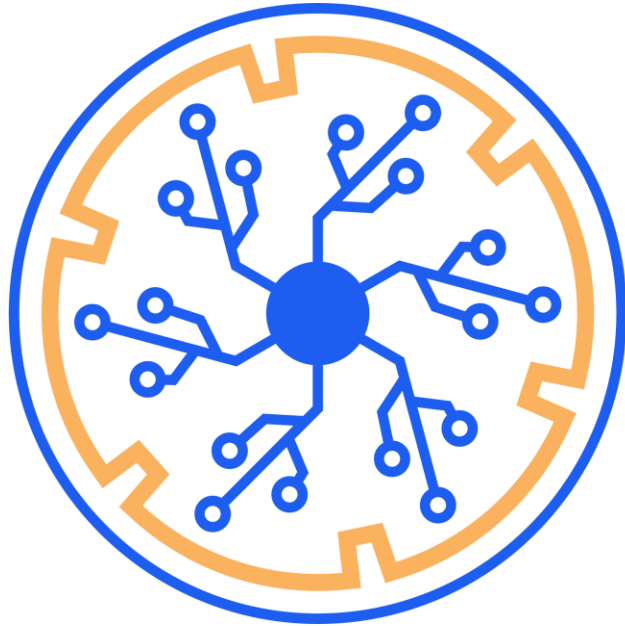
Digital Health Navigators

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

MIKHAIL SUNDUST



Executive Director of Digital Connect, an initiative of Gila River Telecommunications, Inc



DIGITAL CONNECT[®]

an initiative of Gila River Telecommunications Inc.

Building the bridge to a brighter **future.**

Our team.



Mikhail Sundust

(he/him)

Executive Director



Amanda MacDonald

(she/her)

Program Manager



**Carmen
Baldwin-Ortega**

(she/her)

Community Liaison



Tyler Smith

(he/him)

Digital Navigator



12,083 Population



583.4 Square Miles



Hashen Kehk

Sacaton

Santan

Casa Blanca

Komatke

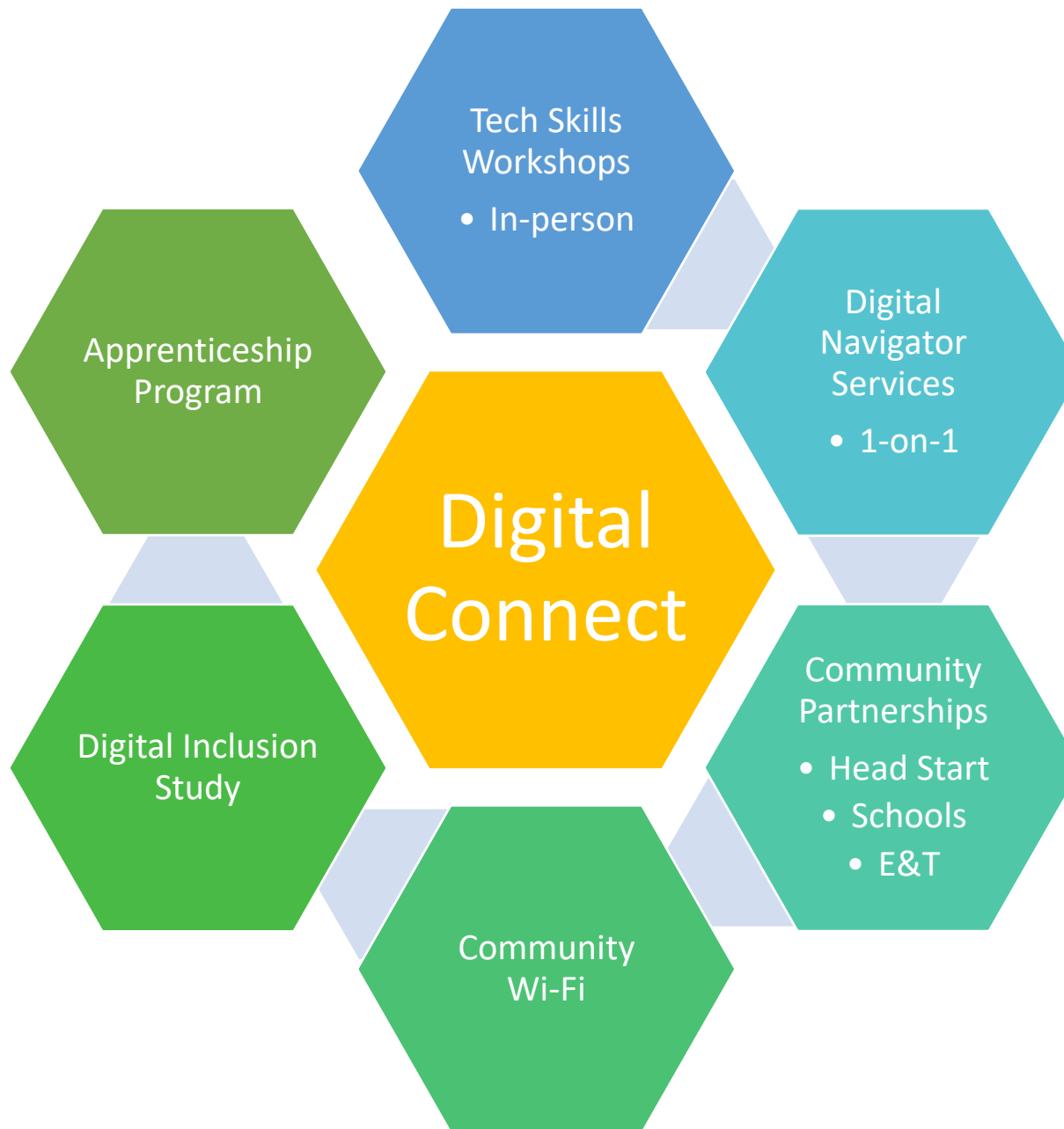
Blackwater

Maricopa Colony

Working in tandem with **Gila River.**



Our projects



Thank **you.**



digitalconnect.org

RESOURCES, PARTNERSHIPS AND
GRASSROOTS EFFORTS



ILANA LOWERY

Director

Common Sense Media – Arizona



We empower teachers, students and their families to harness the power of technology to develop curious learners, critical thinkers and engaged citizens.





Free Online Tools for Getting Started with Tech

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

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

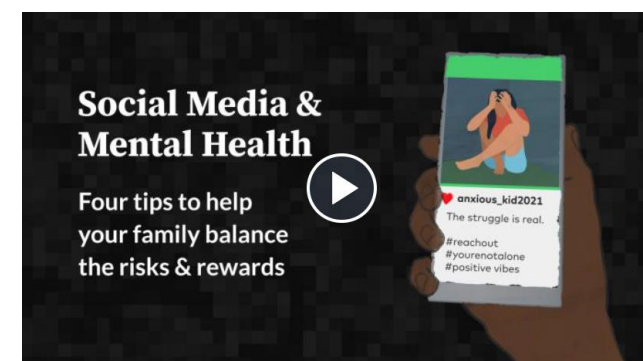
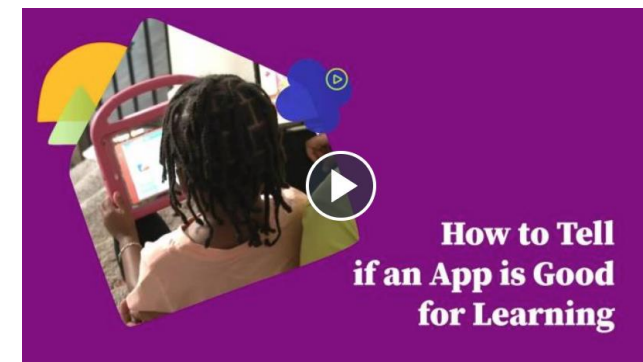




Digital Parenting Resources

[Videos and short articles](#) with advice on the most common digital tools families need to thrive:

- [Setting limits and keeping kids safe](#)
- [Social media](#) and [gaming](#)
- [Tech for learning](#)
- [Mental health and well-being](#)
- [Ultimate Guides To](#) apps, podcasts, video games & websites





DIGITAL CITIZENSHIP

Backed by research. Inspired by life.

Our K-12 [Digital Citizenship Curriculum](#) was designed and developed in partnership with Project Zero at the Harvard Graduate School of Education – and guided by research with thousands of educators.



PROJECT ZERO

HARVARD



GRADUATE SCHOOL
OF EDUCATION



MEDIA BALANCE & WELL-BEING



PRIVACY & SECURITY



CYBERBULLYING, DIGITAL DRAMA
& HATE SPEECH



RELATIONSHIPS & COMMUNICATION



DIGITAL FOOTPRINT & IDENTITY



NEWS & MEDIA LITERACY

Most technology wasn't built with kids in mind. We're on a mission to change that.

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



Discover our media ratings and reviews at [Common Sense Media](#)



Find our curriculum, classroom & family engagement resources at [Common Sense Education](#)



See our most [recent research](#) on the impact of media on kids



Explore our advocacy efforts around [digital equity](#) and [tech accountability](#)

Common Sense Arizona Partners

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





RESOURCES, TIPS & ADVICE

www.commonsense.org

Ilana Lowery
Arizona Director

ilowery@commonsense.org

Follow us on social media!

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Sign up today. for our
tips and updates.

For Parents For Educators For Advocates Language: English

common sense media® Find movies, books, and more ... Sign in Join Donate

Movies TV Books Games Podcasts Apps Parent Tips and FAQs Latino Research About

Parenting, Media, and Everything in Between

Screen Time All Ages

Back-to-School Reset: 4 Tips on Managing Devices and Screen Time for Families


Ease the transition back to the classroom with these tips and resources.

Learning Recommendations Screen Time



What's the Right Age to Get Kids a Cellphone?

Cellphones and Devices Screen Time




How Can I Help My Kids Develop Good Screen Time Habits?

Screen Time



Could My Child Be Addicted to Video Games?

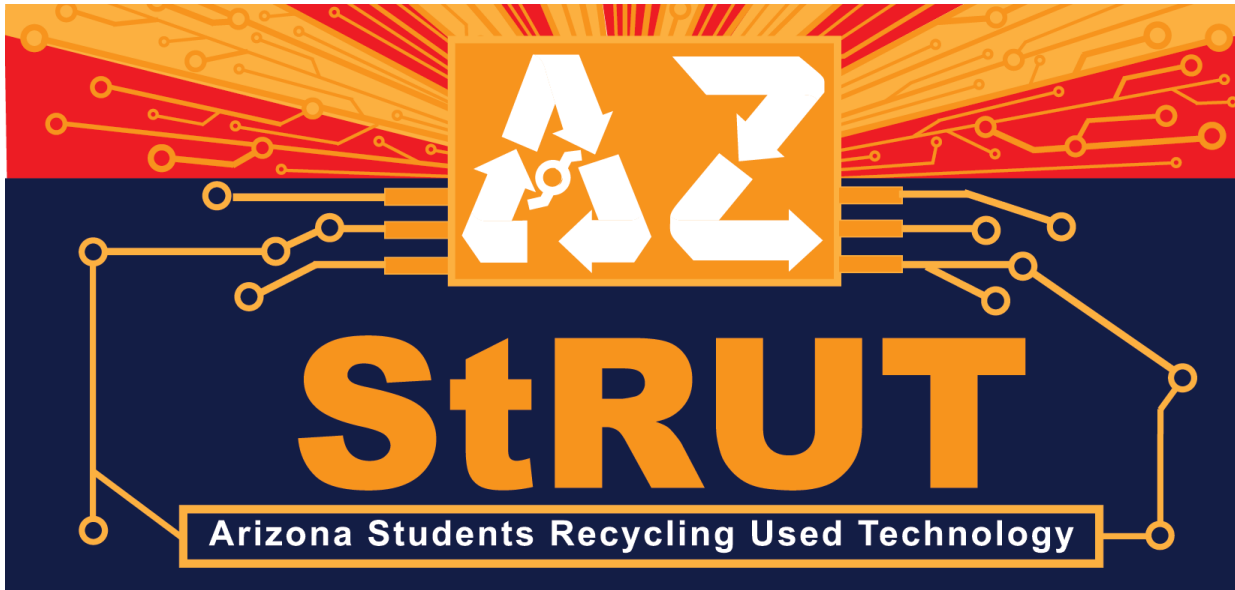
Gaming Mental Health Screen Time



MARYANNA MILTON

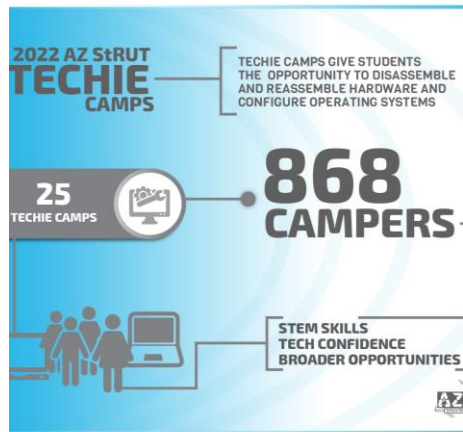
Impact Manager

AZ STRUT



Maryanna Milton
Impact Manager
Maryanna@azstrut.org





How to TECHIE CAMP

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

AZSTRUT.org

<https://azstrut.org/techie-camp-request-form/>

PS We love librarians!



CINDY HOGAN

Chair

Arizona Digital Inclusion Network

Human Solutions for the Digital Divide



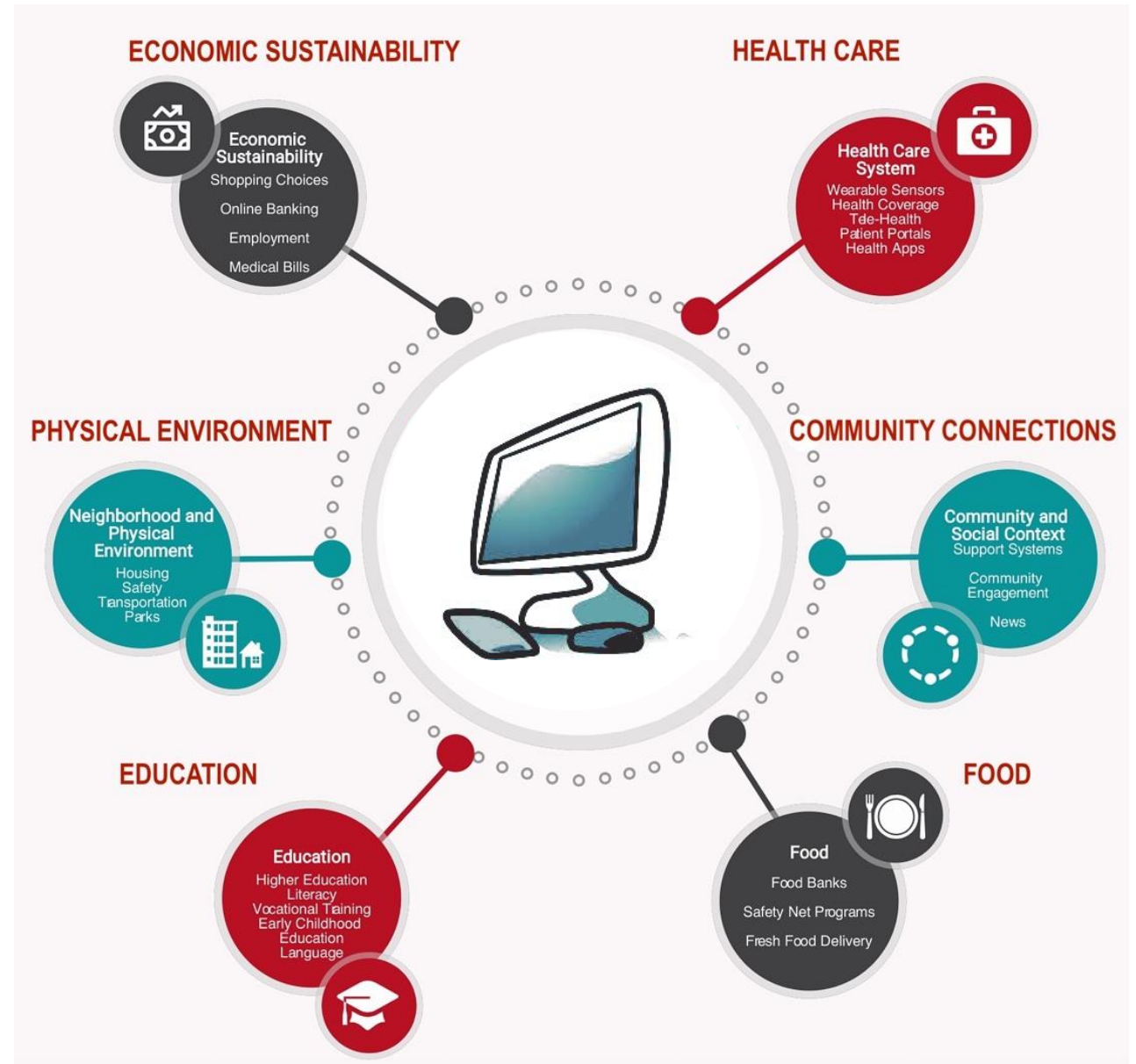


In today’s world, the direction the world is going, we can no longer live abundantly, or flourish as human beings if we do not have connectivity.

Digital Engagement

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

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



Human Connections

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

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



Community Engagement



- **Local and state electeds**
- **Municipalities**
- **Human Service agencies**
- **Community Anchor Institutions**
- **Non-profit organizations**
- **Community groups like Neighborhood Associations and Faith-based organizations**

Arizona Digital Inclusion Network • ADIN



ADIN

Arizona Digital
Inclusion Network

www.adin.info



- A growing, evolving coalition of Digital Inclusion organizations and individuals from across the state.
- Affiliates of the National Digital Inclusion Alliance (NDIA) and working to advance Digital Equity in Arizona.
- We amplify, support and provide networking opportunities for community leaders interested in advancing digital inclusion within their communities.

INTERNET FOR ALL



NICOLE UMAYAM

Federal Program Officer – Arizona

National Telecommunications and Information Administration (NTIA)



Internet For All: The Digital Equity Act (DEA) Program



BIL NTIA Broadband Programs

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

NTIA will administer ~\$48B of funding from the Bipartisan Infrastructure Law

**FCC to administer
\$14.2B**
For Affordable Connectivity Program, which replaced the EBB program

**USDA to administer
\$2.0B**
Via the Rural Utilities Service

**Private Activity Bonds
\$0.6B**
Authorizes State and local governments to use private activity bonds for rural broadband

BEAD	DIGITAL EQUITY	TRIBAL	MIDDLE MILE
\$42.45B	\$2.75B	\$2.00B	\$1.00B
Broadband Equity, Access & Deployment Program	Digital Equity Act	Tribal Connectivity Technical Amendments	Enabling Middle Mile Broadband Infrastructure
A program to get all Americans online by funding partnerships between states or territories, communities, and stakeholders to build infrastructure where we need it to and increase adoption of high-speed Internet.	Three programs that provide funding to promote digital inclusion and advance equity for all. They aim to ensure that all communities can access and use affordable, reliable high-speed Internet to meet their needs and improve their lives.	A program to help tribal communities expand high-speed Internet access and adoption on tribal lands.	A program to expand middle mile infrastructure, to reduce the cost of connecting unserved and underserved areas.

Digital Equity Act created three programs to promote digital equity and inclusion

Funding pool
\$2.75B

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

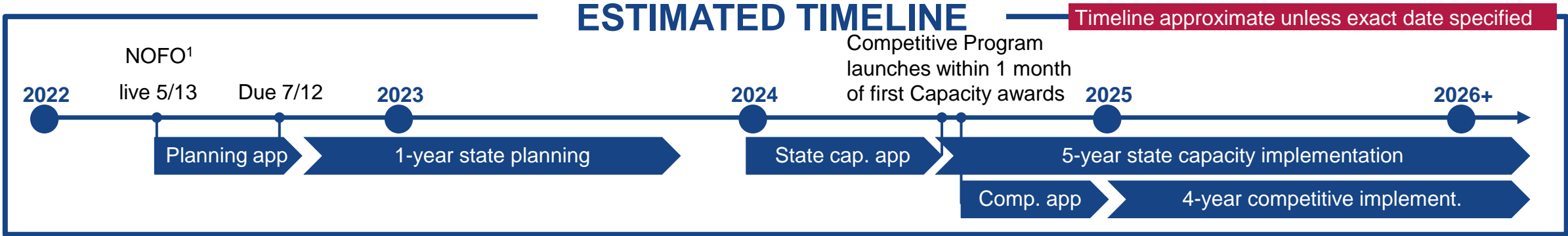
PROGRAMS HIGHLIGHTS

The Digital Equity Act created three programs:

<p>State Planning</p> <ul style="list-style-type: none"> • \$60M formula funding program to develop digital equity plans 	<p>State Capacity</p> <ul style="list-style-type: none"> • \$1.44B formula funding program to implement plans & promote digital inclusion 	<p>Competitive</p> <ul style="list-style-type: none"> • \$1.25B to implement digital equity and inclusion activities
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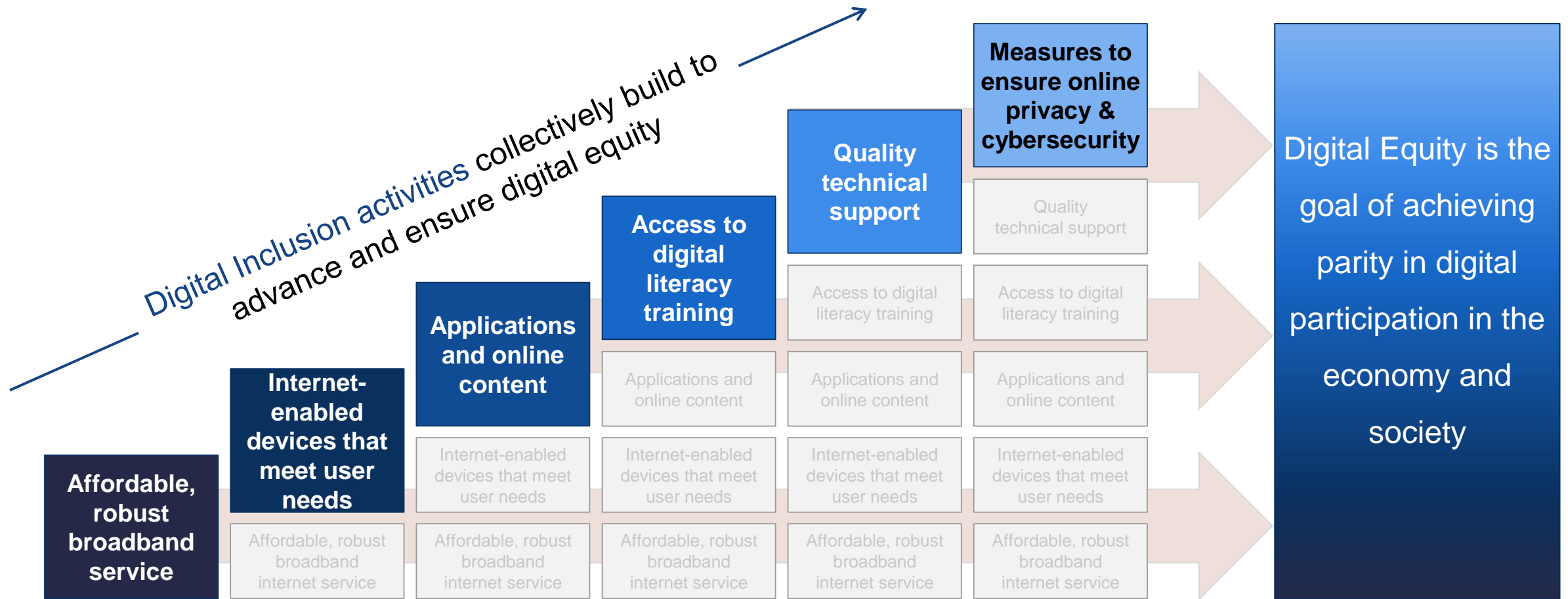
Example eligible uses of funds across three programs include:

<ul style="list-style-type: none"> ☆ Developing digital equity plans; states must develop a plan to be eligible for state capacity grants ☆ Implementing digital equity plans and related activities 	<ul style="list-style-type: none"> ☆ Making awards to other entities to help make digital equity plans ☆ Providing digital literacy and digital skills education 	<ul style="list-style-type: none"> ☆ Improving accessibility and inclusivity of public resources ☆ Facilitating the adoption of high-speed Internet
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1. Notice of Funding Opportunity (NOFO), [available here](#)

The digital inclusion activities planned and implemented under these Programs build towards achieving digital equity

















Digital inequity disproportionately impacts our stakeholders



DE & BEAD

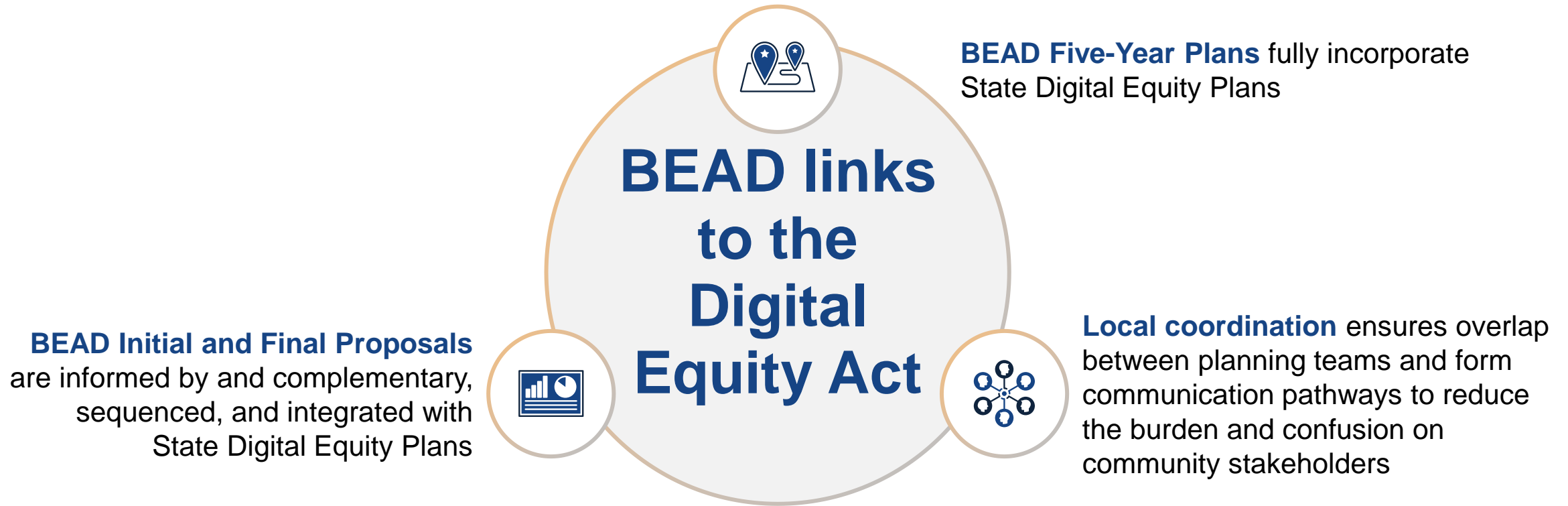
Covered Populations and Underrepresented Communities

Identity groups and communities disproportionately impacted by digital inequity

-  Low-income households
-  Indigenous and Native American persons
-  People with language barriers
-  Aging individuals
-  Members of ethnic and religious minorities
-  Racial and ethnic minorities
-  Incarcerated individuals
-  Women
-  Rural inhabitants
-  Veterans
-  LGBTQI+ persons
-  Persons adversely affected by persistent poverty or inequality
-  Persons of Color
-  Persons with disabilities



The BEAD Program is closely linked to the Digital Equity Act



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

Program Progress by State & Territory

Broadband Equity, Access, and Development (BEAD) [dropdown]
Maryland [dropdown]

PROGRAM STATUS
Broadband Equity, Access and Development (BEAD)

STATUS	STATE/TERRITORY
Planning Application Submitted	16
Planning Grant Awarded	10

Maryland Select a geography on the map to view its state.

BEAD Program Status: Planning Grant Awarded
DE Program Status: Planning Grant Awarded
[Additional Details](#)

CONTACT INFORMATION

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bead@nita.gov

DE Inquiries:
digital@nita.gov

State Broadband Office Contact:
Kerick "Rick" Gordon
kerick.gordon@maryland.gov

INTERNET FOR ALL Why Internet Matters Programs News and Media Calendar **Map** [search]

INTERNET FOR ALL INTERACTIVE MAP

<https://internetforall.gov/interactive-map>



THANK YOU

Nicole Umayam, Federal Program Officer
NTIA, Office of Interconnectivity and Growth
(202) 308-7160
numayam@ntia.gov



THANK YOU!



Questions?