

# Welcome!

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As you sign on, please feel free to share the following information in the chat:

- Your Name
- Municipality or Organization
- One thing you look forward to doing in warmer weather



# Municipal Digital Equity Implementation Program

## Digital Literacy & Digital Navigation Learning Session

April 9, 2025

**MBI**

MASSACHUSETTS  
BROADBAND INSTITUTE



at the MassTech  
Collaborative

1. MBI Updates & Reminders
  - Launchpad Program
  - Program Focus Areas
2. City of Somerville Presentation
  - Nabila Anandira, Digital Navigator
3. Town of Sandwich Presentation
  - Leanne Drake, Director of Community Development
4. Town of Randolph Presentation
  - Liz LaRosee, Director of Community Programs
5. Q & A

# The Launchpad Program

**Purpose:** Address gaps in digital equity grantmaking in Massachusetts and expand digital access and adoption across the Commonwealth

**Total Funding Available:** \$9.44 million

**Priority Geographic Areas:**

- Barnstable, Bristol, Worcester Counties

**Priority Covered Populations:**

- Incarcerated/formerly incarcerated individuals
- Residents with language barriers
- Veterans



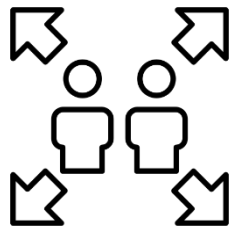
## LAUNCHPAD

**Concept Papers DUE April 25!**

# Digital Equity Grant Focus Areas



**Public Space Internet Modernization** (including public wi-fi, devices for on-site use, computer labs, public space internet service upgrades, etc.)



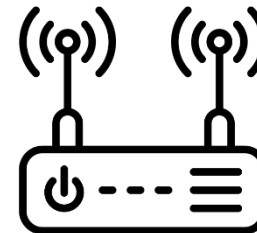
**Education, Outreach, & Adoption**  
(including digital navigation)



**Digital Literacy**



**Wi-Fi Access** (internet in affordable & low-income housing units)



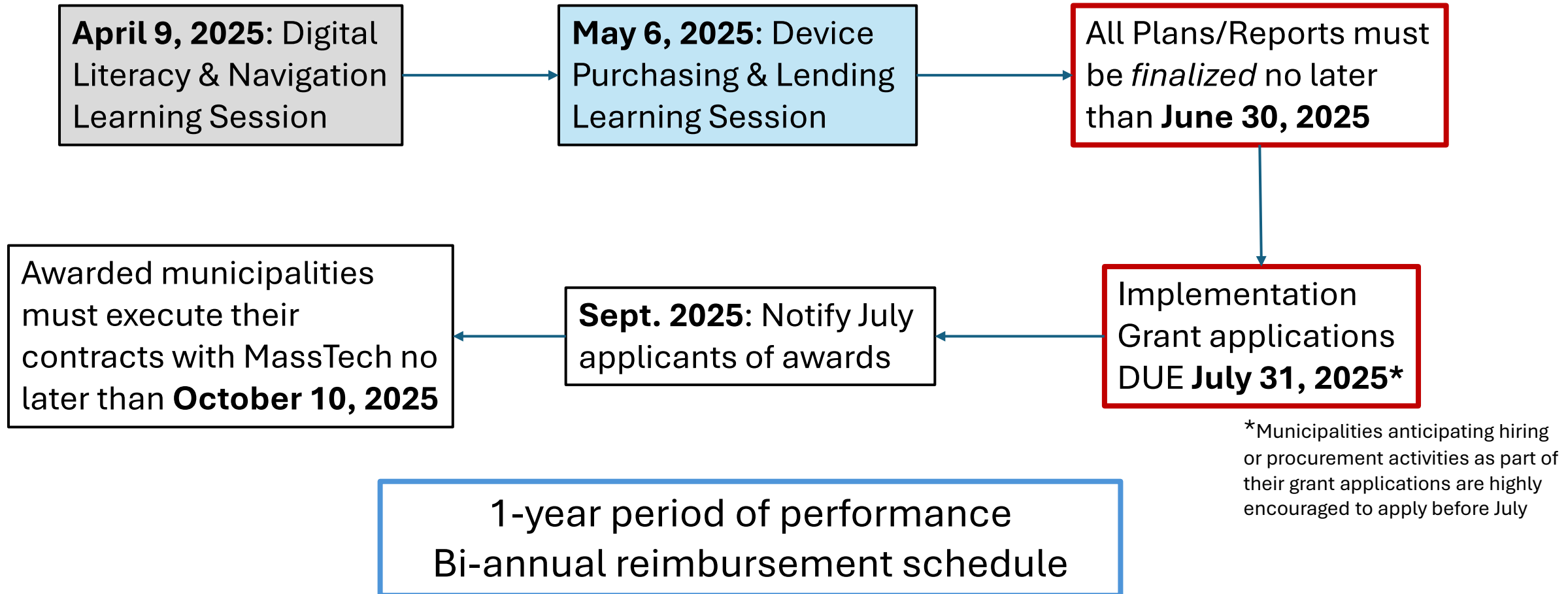
**Device Distribution and Refurbishment** (including device lending programs for laptops, hotspots, tablets, etc.)



**Connectivity for Economic Hardship**

Provision of Wi-Fi cellular hot spots to individuals lacking stable housing where they are unable to have a fixed broadband internet subscription, or individuals who were eligible for the Affordable Connectivity Program prior to February 8, 2024.

# Timeline



# City of Somerville Digital Inclusion



# Digital Bridge Initiative

- We envision a city that has equitably invested in vulnerable populations to close the wealth gap by enabling people to use the internet to meet their aspirations, achieve social mobility, and to live healthy lives.
- MBI's Municipal Digital Equity Implementation Program funds a full-time Digital Navigator staffed at Mystic Housing.



# Digital Navigator position

- Partnerships,  
working groups
- Community  
engagement
- Relationship building
- One : One Support

- **Tech Goes Home**
- **Basic Computer Skills Classes**
- **Community Space**

# **Future Offerings**

# Thank You!

[nanandira@somervillema.gov](mailto:nanandira@somervillema.gov)

# Digital Equity Planning Town of Sandwich



# Digital Equity Projects

- Digital Equity Plan
- Digital Literacy
- Device Distribution



# Project Outcomes

- Increased Digital Literacy Skills
- Expand Curriculum
- Community Engagement
- Accessibility and Inclusivity



# Lessons Learned

- Engage in procurement process early
- Limited one-year timeframe





# Bridging the Digital Divide in Randolph

## Municipal Digital Equity Initiative

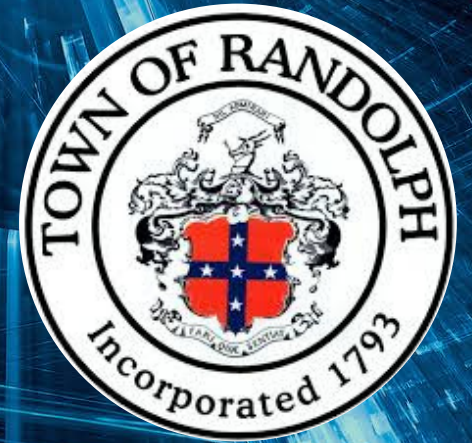


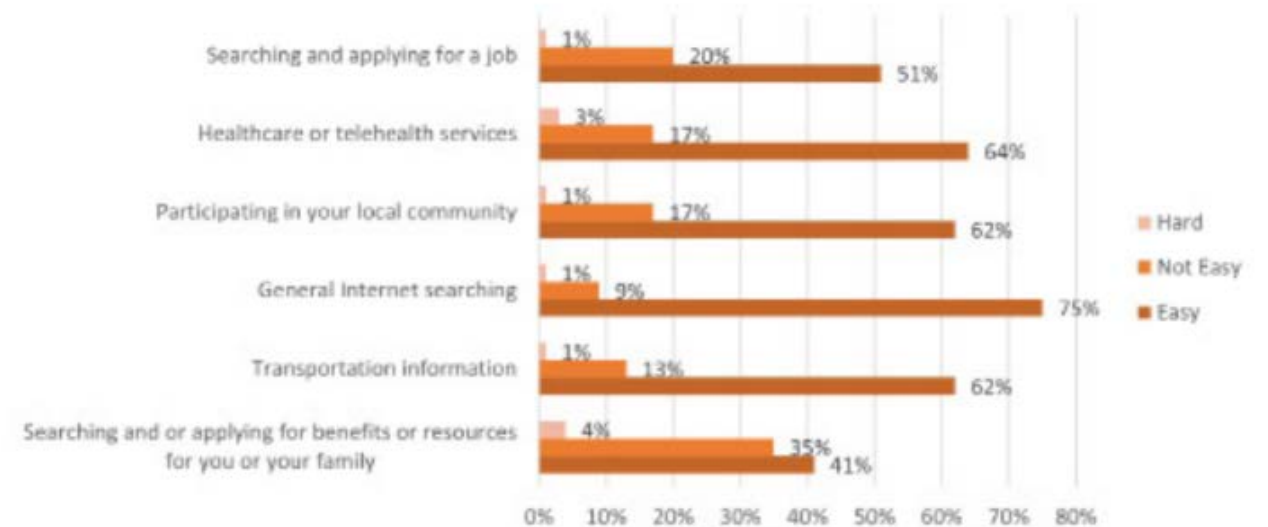


Table 1 - ACP Adoption in Randolph and Norfolk County (June 2023)

	Randolph	Norfolk County
Net New Enrollments Alternative Verification Process	(2)	(8)
Net New Enrollments Verified by School	0	0
Net New Enrollments Lifeline	47	181
Net New Enrollments National Verifier Application	123	725
Net New Enrollments Total	168	898
Total Alternative Verification Process	26	593
Total Verified by School	0	1
Total Lifeline	484	3,794
Total National Verifier Application	1,784	13,881
<b>Total Subscribers</b>	<b>2,294 (19% of total households)</b>	<b>18,269 (7% of total households)</b>

# Why Digital Equity Matters?

Please rank the level of difficulty for what you use the internet for.



Source: MBI Statewide Digital Equity Survey (Randolph, 09/06/2023)

# Our MBI- Funded Initiative

## Phase 1

Hiring the Digital  
Inclusion Coordinator

## Phase 2

Program Development,  
Community Survey  
& Preparations

## Phase 3

Introductory Digital  
Literacy Course  
& Student Training

## Phase 4

Digital Navigator  
Training & Program  
Evaluation

8/26/24 –  
10/25/24

10/26/24 – 2/24/25

2/25/25 – 5/4/25

5/5/25 –  
8/25/25



# Strong Partnerships







*This project was funded by the Massachusetts Broadband Institute at MassTech Collaborative under the Municipal Digital Equity Implementation Program. Funding was provided by Massachusetts ARPA State Fiscal Recovery Funds.*

### Pre-Assessment Survey Questions

1. **Digital Equity Awareness**
  - How familiar are you with the concept of digital equity and the digital divide?  
(Not familiar - Somewhat familiar - Very familiar)
2. **Basic Technology Skills**
  - How confident are you in using computer hardware and software?  
(Not confident - Somewhat confident - Very confident)
3. **Operating Systems**
  - How familiar are you with navigating Windows or MacOS operating systems?  
(Not familiar - Somewhat familiar - Very familiar)
4. **Internet Fundamentals**
  - How confident are you in troubleshooting basic internet connectivity issues?  
(Not confident - Somewhat confident - Very confident)
5. **Online Communication Tools**
  - Have you ever used video conferencing platforms like Zoom, Microsoft Teams, Medical Platforms, or Google Meet?  
(Never - Occasionally - Frequently)
6. **Digital Productivity Tools**
  - How comfortable are you using tools like Microsoft Word, Excel, or Google Docs?  
(Not comfortable - Somewhat comfortable - Very comfortable)
7. **Digital Navigation for Life Tasks**
  - How confident are you in helping others navigate online job applications, education platforms, or government websites?  
(Not confident - Somewhat confident - Very confident)
8. **Cybersecurity Awareness**
  - How well do you understand basic cybersecurity practices, like password management or avoiding online scams?  
(Not well - Somewhat well - Very well)
9. **Mentoring and Teaching Skills**
  - How prepared do you feel to teach or mentor someone what you learned in your native language  
(Not prepared - Somewhat prepared - Very prepared)

# Metrics & Future Vision



# THANK YOU

Feel free to reach out with further questions and check out our progress!

Elizabeth LaRosee

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# Questions?

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