



DIGITAL INCLUSION SUMMIT

REPORT

JANUARY 2015

INDEX

1 / Description/Dimensions of the Issue

1 / Vision

1 / Kansas City Digital Divide Snapshot

2 / Background on

Digital Inclusion Summit

2 / Objective and Goals

2 / Partners and Sponsors

3 / Content Gathering Methodology

4 / Themes Emerging from the Digital Inclusion Summit

14 / Appendix

15 / Session Descriptions

18 / Best Practices and Resources Track

25 / Strategy and Policy Track

DESCRIPTION / DIMENSIONS OF THE ISSUE

VISION

Exclusion from access to computers and the Internet, including high-speed connectivity, can have profound repercussions for those on the wrong side of the digital divide. Those without access are very disadvantaged in today's digital society and face challenges in conducting business, accessing health information, gathering research, looking for a job, learning, completing school assignments, securing government services, or even communicating on a day-to-day basis. Digital inclusion must be seen as a priority for our community, and we must all come together to develop a joint vision and strategy to narrow the digital divide. Without a community-wide inclusion initiative, many people will be left behind.

KANSAS CITY DIGITAL DIVIDE SNAPSHOT

The State of Internet Connectivity in Kansas City study performed by Google in June 2012 shows that for those residents living in Kansas City:

17% of them do not use the Internet.

Of the 17% non-users:

41% THINK THE INTERNET
IS IRRELEVANT

28% LACK
ACCESS

44% ARE
SENIORS

46% ARE AFRICAN
AMERICAN

42% MAKE LESS THAN
\$25K A YEAR

64% HAVE ONLY A HIGH SCHOOL
EDUCATION OR LESS



BACKGROUND ON THE DIGITAL INCLUSION SUMMIT

OBJECTIVE AND GOALS

The **2014 Kansas City Digital Inclusion Summit** convened individuals and organizations working to ensure that all residents are able to benefit from digital access. The Summit will provide a forum to share and discuss digital inclusion efforts and needs in Kansas City and exchange best practices and trends in the field of work that includes digital and online information literacy, broadband adoption, low-cost technology, economic and workforce development, and public access to information technology.

Goals of the Summit included:

- Identifying the major needs in digital inclusion for Kansas City
- Identifying the major gaps in the community in narrowing the digital divide
- The development of a community-wide collaborative plan to narrow the digital divide
- Raising awareness on the importance of digital inclusion in Kansas City
- Improving education and employment outcomes
- Improving and enhancing access to health and government resources

SPONSORS AND PARTNERS

TERABYTE LEVEL

Ewing Marion Kauffman Foundation

GIGABYTE LEVEL

Kansas Department of Commerce
City of Kansas City, Missouri
The Brainzooming Group

MEGABYTE LEVEL

Google Fiber
Truman Medical Center

KILOBYTE LEVEL

Local Investment Commission (LINC)
Full Employment Council (FEC)
KC Stem Alliance

EXHIBITOR LEVEL

Comcast
City of Kansas City, Missouri
Connecting for Good
Kansas City Digital Drive
Kansas City, Missouri, Parks and Recreation
The Kansas City Public Library
The Kansas City, Kansas, Public Library
Linwood Family YMCA
Literacy Kansas City
Local Investment Commission (LINC)
Metropolitan Community Colleges
Mid-Continent Public Library
UrbanTEC



CONTENT-GATHERING METHODOLOGY

The Digital Inclusion Summit used a common meeting flow within each breakout session to share information with participants, provide them time to work in small groups to identify ideas/opportunities/issues, and then report back to the overall group.

The objective for this interactive, collaborative approach was to:

- Gain expanded participant perspectives on opportunities and issues.
- Uncover new ideas to support efforts to close the digital divide.
- Capture specific ideas and comments to document in the post-Summit report.

Based on whether a particular session was addressing resources and best practices or strategy and policy, participants were offered four questions to focus their discussions:

RESOURCES AND BEST PRACTICES TRACK

- What are new ideas for how these resources/tools can be applied to address the digital divide?
- What other individuals or groups could benefit from these tools and resources to help close the digital divide?
- What tools/resources are needed to address other potential challenges or barriers to digital access?"
- What questions do you think remain unanswered in this area?

STRATEGY AND POLICY TRACK

- How might you shape or refine the issue to make more rapid progress in closing the digital divide?
- What definitely has to happen to achieve greater success with these types of efforts in closing the digital divide?
- What additional ideas do you have for how strategies and policies in this area can better address the digital divide?

Participants documented their discussions and responses to the questions above. The depth of each group's feedback varied based on:

- The time actually allotted for discussion
- The extent of their focus in addressing the topics
- Their rigor in documenting discussions

Participants were asked to turn in their discussion reports. The Brainzooming Group, which designed the exercises used in each session, compiled and categorized the responses to create this report.

THEMES EMERGING FROM THE DIGITAL INCLUSION SUMMIT

In reviewing, categorizing, and analyzing participant responses, nine themes emerged from the Digital Inclusion Summit participant discussions.

The themes are summarized in this section with:

- A brief introduction
- A sampling of related participant comments (some edited for length, clarity, and redundancy)
- An overview of opportunities, implications, and/or potential next steps

The nine themes include:

1. CREATE A COLLABORATIVE MOVEMENT ACROSS DIGITAL INCLUSION INITIATIVES
2. REFRAME DIGITAL INCLUSION AROUND GEOGRAPHIC AND ORGANIZATIONAL LINES
3. BUILD STRONGER AWARENESS OF REAL OPPORTUNITIES AND ASPIRATIONS
4. INVOLVE FAITH-BASED AND COMMUNITY GROUPS TO REACH PEOPLE
5. MEANINGFULLY ENGAGE BUSINESSES IN DIGITAL INCLUSION
6. TAKE ADVANTAGE OF CROSS-GENERATIONAL OPPORTUNITIES
7. ADDRESSING CONCERNS, RISKS, AND FEARS
8. BARRIERS TO ACCESS EXTEND WELL BEYOND TECHNOLOGY ISSUES
9. AGGREGATE DIGITAL INCLUSION RESOURCES AND SERVICES, REVIEW BEST PRACTICES, AND ESTABLISH BENCHMARKS



PARTICIPANT COMMENTS

“We don’t need another organization or project to work on, but need a movement.”

“Don’t rebuild what other people have already created; many resources are available, especially online.”

“Get partners together to have one big voice.”

“How (do we) build a network of organizations for the digital divide?”

“(Foster) collaboration between each organization already working to close the digital divide.”

“Model a program after Harvesters.”

“Collective effort, i.e., many, many groups working on the goal and working together.”

How are people hearing about the available tools and resources?”

“How do we learn about each other and connect with others doing the same thing?”

“Small voices could come together as one big voice to make a change.”

THEME 1: CREATE A COLLABORATIVE MOVEMENT ACROSS DIGITAL INCLUSION INITIATIVES

There are multiple organizations and parties working to address digital inclusion in Kanas City. This presents a clear opportunity to collaborate, build upon current initiatives, and leverage efforts under a single name/identity spanning all initiatives.

OVERVIEW

Many interested, passionate people and organizations understand the implications of the digital divide and the incredible possibilities from eliminating it. They are typically tackling the issue from their own perspectives, capitalizing on their respective capabilities, talents, and resources to develop their envisioned solutions. Some efforts are unique. Others, however, could be duplicating efforts, leaving potential gaps in successfully addressing the digital divide.

There is a real opportunity, as voiced by Digital Inclusion Summit participants, to create a coordinating organization. It should involve interested parties and facilitates in an integrated, even higher-profile movement that extends the reach of current resources and builds support for greater attention and advancement toward closing the digital divide.

THEME 2:

REFRAME DIGITAL INCLUSION AROUND GEOGRAPHIC AND ORGANIZATIONAL LINES

Within the community, we are bounded by traditional structures, both geographic (state, county, city lines) and organizational (school districts, community groups, etc.).

The availability of ultra high-speed Internet service creates the potential to deliver information, resources, and support in new ways that ignore traditional boundaries. This necessitates reframing traditional thinking to accelerate digital inclusion.

OVERVIEW

In a telepresence session for the Gigabit City Summit in 2012, Josep Piqué, CEO of the 22@Barcelona innovation district in Barcelona, Spain, asked the question, “When everything is in the cloud, what does ‘place’ mean?”

Digital Inclusion Summit participants raised related questions and ideas regarding the importance of working across traditional boundaries. As access to vital digital resources opens up new possibilities, the community must first envision new ways to provide these resources to span geographic, organizational, and social boundaries. We won’t be effective if we accept boundaries that have shaped thinking, funding, support, and actions throughout our community’s history.

Existing digital service infrastructure can be used in innovative ways. As one participant suggested, “We might use school infrastructure to provide wireless access to a community around the school. Bandwidth use drops during the evening at schools but increases in the homes. Could homes access the school bandwidth in the evenings and weekends?”

Other examples of cross-boundary outreach include the Kansas Board of Regents offering an online high school degree program, and the library checking out hotspots to school students to allow them to work on homework outside school hours.

Those are just a few examples of exciting new ways to imagine bringing resources and tools to those who will most easily miss them if old thinking doesn’t change.

PARTICIPANT COMMENTS

“Look at patrons/community members regionally, not just as service system entities.”

“(We) need a work-around for the political barriers to the democratization of digital technology.”

“Educate agencies on funding in a way that eliminates the feelings of competition and increase collaboration with less fear.”

PARTICIPANT COMMENTS

“Advertise to the masses and let more of the users know about these programs.”

“Adapt the language to (be relevant for) the community. Adapt the marketing.”

“Cultural minorities don't see people like them doing coding – so they think it is not ‘for them.’”

“Need to let kids and teens know they have the power to positively impact their own lives.”

“Need to let teens know there are pathways to their futures from their current interests.”

THEME 3: BUILD STRONGER AWARENESS OF REAL OPPORTUNITIES AND ASPIRATIONS

Digital Inclusion Summit participants pointed to the need to create greater awareness of the issue. Part of the awareness-building equation comes through creating greater message frequency and impact for messages. Another vital aspect identified by participants is the need for messages, formats, images, and styles that are appropriate and resonate with those in the digital divide.

OVERVIEW

Some aspects of reaching the digital divide audience need to be grassroots (see theme #4, “Involve Faith-Based and Community Groups to Reach People”). There is also a need, however, for a strong, compelling message that is engaging and distinctive, builds support, and drives action throughout all parts of the community.

Addressing awareness-building will require an integrated, professional, and ongoing marketing and advertising program. The target audience's diversity demands both traditional approaches and nontraditional formats that take the message into the community through billboards, display, vehicle signage, etc.

The message will need to establish the size and impact of the digital divide and provide information on how people can advance their digital literacy levels with education, tools, and resources.

THEME 4:

INVOLVE FAITH-BASED AND COMMUNITY GROUPS TO REACH PEOPLE

Despite its efficiency for so many audiences, the use of online marketing and outreach to target those without access to online resources won't be effective. Digital Inclusion Summit participants suggest there are important opportunities for faith-based and community groups to play a larger, organized role in reaching their members who are in the digital divide.

OVERVIEW

It is vital to create broader awareness of digital inclusion's importance as a community issue and opportunity. Key parts of the audience who most need the message, however, may not be reached in standard ways.

Participants throughout Digital Inclusion Summit sessions suggested the importance of working with groups apparently absent from the effort right now to reach people in the digital divide. There's opportunity for a strategy to approach this audience in two ways. One is to understand where people in the digital divide are active in groups within the community, be they faith-based, community, social, cultural, or other types of organizations.

The second component of the strategy is to identify the appropriate "anchor institutions" in the community. These provide both a broad reach to those in the digital divide and are already (or are prepared to be) active in outreach and digital education.

PARTICIPANT COMMENTS

"Fit into the community as opposed to trying to shape the community to fit a digital approach."

"Build relationships with community leaders, faith-based leaders."

"(Develop) awareness of community and culture practices (i.e., Wednesday Bible study, sporting events)"

"Are the churches (faith-based organizations) connected to schools/community agencies? Are these churches educated/informed on the ongoing need to bridge the digital divide?"

"Churches and neighborhood associations (need to be involved). Churches could use every 5th Sunday (quarterly) to do digital literacy programs or have an abbreviated service and save time for digital lessons."

"Get more tech in churches for year-round use with hot spots."

"Cultural institutions — literacy isn't about language, many times there are cultural barriers."

PARTICIPANT COMMENTS

“Must let businesses know (how) to help with youth digital learning if they want knowledgeable employees for the near future.”

“Need to get the corporations with money to understand the needs for digital literacy.”

“Corporations (need to become involved since they will be the ones) to provide jobs to those getting trained.”

“Share (information) with the business community so they can disperse information.”

“Wish jobs would offer professional development on technology training. The workplace is missing opportunities. People in jobs where technology is introduced might be on their own to figure it out.”

“Mid-career professionals have to learn a lot of tech if they are displaced from their jobs or change jobs.”

“We need to communicate with property owners to get them to realize the benefits of including/providing Internet access, much like a utility.”

THEME 5: MEANINGFULLY ENGAGE BUSINESSES IN DIGITAL INCLUSION

The current digital inclusion leadership in Kansas City is characterized by nonprofit organizations, government agencies, and Internet service providers (ISPs). There's a clear opportunity to bring businesses and business leaders to the table with vested interests in hiring the newly-digital literate as part of their companies' strategies.

OVERVIEW

There are many organizations involved in the digital inclusion effort for altruistic reasons. Additionally, the ISPs are involved because of interest in providing their services to a wider base of users. There isn't as much clear leadership involvement from businesses that will be recruiting and hiring the newly digital literate. This group represents a different set of commercial interests and motivations in addressing digital inclusion, and can help drive progress on new fronts and in different ways (such as introducing more workforce center programming on basic computer skills).

A first step is to survey businesses in the community to understand their hiring and technology needs – regarding new employees and how digital literacy expectations are changing among current employees. The results provide a basis to reach out to general management, human resources, and IT professionals.

Residential rental property owners are another group to involve more actively. There are already examples in Kansas City (such as Rosedale Ridge) where Internet access was included in apartment rent. Before Internet access was included, there were high vacancy rates. Following installation, resident retention grew significantly (and a waiting list developed), which means more rental stability for property owners and more consistent home for students.”

While different in nature, home-based businesses are another set of commercial interests to actively involve in leadership roles. Those who have used digital resources to create and grow home-based businesses can lead the outreach to others with comparable opportunities.

THEME 6:

TAKE ADVANTAGE OF CROSS-GENERATIONAL OPPORTUNITIES

Across multiple Digital Inclusion Summit sessions, ideas surfaced for connecting multiple generations with digital learning needs that could be addressed by another generational group. This creates an opportunity for strong learning and increased understanding across age groups that might not happen otherwise.

OVERVIEW

There's an intriguing opportunity to use the talents, needs, capabilities, and challenges that characterize each generation to create multi-generational programs addressing digital inclusion.

Children: School students are increasingly receiving instruction through digital technologies and have a strong understanding of their uses and benefits. They may lack access to stable, readily available resources outside the classroom, however, and in some cases lack mentorship in successful life skills. Often, their schools have community service expectations that students actively help others in the community.

Parents: They may harbor suspicions about technology use and risks for their school-age children. Lack of knowledge of technology could also be holding them back in their careers and earning potential. There's an opportunity for training on how to be a digital parent, demonstrating the importance and value of digital access for themselves and their children.

Older Adults: They would benefit from understanding digital resources to sustain independent living. Older adults may also be more active in faith-based communities and have available time and experience to share as trainers and mentors. Some seniors are already preparing themselves to be digitally savvy; five seniors attended the Digital Inclusion Summit and split up to attend as many sessions as possible to develop their knowledge.

One multi-generational approach could be "creating a student help desk for parent education and to assist fellow students." A digital literacy hotline that's promoted through billboards takes advantage of student expertise and channels it toward other generations who would directly benefit from greater technology learning.

Extending the idea to a digital literacy youth corps more overtly places digitally strong young people in situations to help older adults with no access to learning new skills that can extend their productivity and community involvement.

PARTICIPANT COMMENTS

"Involvement of everyone, such as seniors and children, of various (backgrounds) and diversity (is vital)."

Many parents of school children need to better understand the benefits of technology through "teaching them how to use tech and that it isn't just fun and games."

Helps address "family pressure – you don't need it (and) lack of support."

"Are devices going to help with teaching kids or hinder them?"

"Meet with parents where they are at health clinics, bus stops, (in the) community – (provide) grassroots knowledge to increase awareness & potential buy-in."

Where grandparents are raising children, "educate grandparents about technology tools to help their students."

PARTICIPANT COMMENTS

“Parents have refused to let kids have devices at a much higher rate than expected because of insurance and not understanding this is how students have to do homework. Parents are saying they went to school without computers, why is it different now?”

“As we close the digital gap, we have to be conscious of how we merge this with people who are at the pre-PC stage.”

“To protect their computers, kids may be leaving their computers at school even though their textbooks are on the computer.”

“We need to communicate that the resale value of a computer is not amazing and that computers have tracking devices. This could result in fewer stolen computers and less personal risk for students transporting computers to and from school.”

“Parents want to protect kids from online influences.”

“Do you teach people how to protect themselves when online?”

THEME 7: ADDRESS CONCERNS, RISKS, AND FEARS

Participants cited safety and security fears as perceived risks standing in the way of greater digital participation. The session on digital access and schools addressed this topic. Because the public understands that school children have computers, they become potential targets for theft outside of the school. Concerns exist about how digital availability opens the potential for student access to online gaming and adult websites.

OVERVIEW

Whether or not these fears and perceived risks are accurate, they are real for individuals both inside and outside the digital divide.

Among the potential solutions participants suggested, many are already contained within other themes, including ideas for awareness building, multiple generations assisting one another, and education in the effective use of digital resources.

Other suggested solutions involve additional long term and day-to-day issues, such as access to insurance for computers issued to school children, software and practices for addressing cyberbullying, and applications that keep children safe on the Internet by managing where they can navigate with or without parental oversight.

THEME 8:

BARRIERS TO ACCESS EXTEND WELL BEYOND TECHNOLOGY ISSUES

We asked participants to identify digital inclusion barriers they saw from their own experiences. Responses indicated that while technology access and education might be the first barriers the general public anticipates, they are certainly not the only ones. Because of this, it's important to frame digital inclusion advocacy broadly enough to rally interests and resources needed to address the variety of barriers individuals face.

OVERVIEW

The barriers participants put forward vary in scope, complexity, and the nature of the resources needed to address them successfully. Some seem to require nothing more than creative thinking and openness to nontraditional solutions.

A key lesson is that advocacy in digital inclusion requires leadership with a broad, integrated vision of potential solutions to existing barriers and new ones that emerge or develop. Additionally, areas now not represented prominently in the effort (such as public transportation) need to be recruited and actively involved.

PARTICIPANT COMMENTS

“How to make a case for concerted advocacy?”

*“3 Buckets (to Address)
– 1. Access, 2. Device, 3. Knowledge.”*

“Economic challenges (exist) in affording technology, such as computers and Internet access.”
Other barriers participants identified included:

“Language”

“Cultural biases or apprehensions”

“Transient/dynamic population”

“Homeless families”

“Coolness factor”

“Transportation issues” – “Live in areas not near a program”

“Disabilities – HOH, Hand/ Eye Coordination”

“Scheduling around work/ school hours”

“Libraries – waiting on line, only one hour (use of computers)”

“Ex-offenders”

“How can we change our physical and information spaces to accommodate a more inclusive consumer market?”

“Have teams of people with disabilities who live successfully (with technology) show people (both those with limitations and those without) how it works, make others more comfortable.”

PARTICIPANT COMMENTS

“Is anyone in KC developing best practices for evaluating digital literacy training and its impact on quality of life, job placement, advancement and retention? If so, where is it being published, how is it being shared?”

“Success metrics must be collected, demonstrated, and celebrated to tie increases in digital inclusion to increases to things that matter to economic development and workforce development.”

THEME 9: AGGREGATE DIGITAL INCLUSION RESOURCES AND SERVICES, REVIEW BEST PRACTICES AND ESTABLISH BENCHMARKS

Consistent with the theme of creating a collaborative movement among digital inclusion initiatives, Digital Inclusion Summit participants and the organizing team articulated the need to understand where broad community attitudes are toward digital inclusion. This benchmark sets the stage for identifying priorities, developing successful strategies, and tracking progress.

OVERVIEW

A variety of starting steps, some underway already, set the stage for moving forward to address the themes reflected in the 2014 Digital Inclusion Summit. Among them are:

- Aggregating all available information resources and studies documenting digital inclusion opportunities in the Kansas City community. Where there are significant gaps that prevent the creation of a sufficient benchmark, conduct new research to set the stage for prioritizing initiatives and tracking progress.
- Looking outside the metro area – in other communities and across industries – for digital inclusion solutions that are working effectively and can be adapted for implementation in Kansas City.



APPENDIX

DIGITAL INCLUSION SUMMIT SESSION DESCRIPTIONS

SESSION TRACKS

DIGITAL INCLUSION SUMMIT SESSION DESCRIPTIONS

These were the session names and topics covered during the Digital Inclusion Summit, held on October 17, 2014, at the Kansas City Public Library - Central Library.

Learn about Public Wi-Fi and the use of Mesh Networks

Wireless mesh networks, an emerging technology, may bring the dream of a seamlessly connected world into reality. Wireless mesh networks can easily and effectively connect entire cities using inexpensive, existing technology. Traditional networks rely on a small number of wired access points or wireless hotspots to connect users. In a wireless mesh network, the network connection is spread out among dozens or even hundreds of wireless mesh nodes that “talk” to one another to share the network connection across a large area.

Trainer’s Toolbox: Resources for Digital Literacy Providers

This hands-on session will give you a chance to test drive instructional tools that can be used to help anyone become a productive Internet user. Learn about free web-based applications that can be used in a classroom setting along with resources that help new users through self-guided learning experiences. You will be introduced to practical tools that can bring people from basic computer skills to effectively using social media. At the same time, you will find out just how computer literate you are yourself!

Free Digital Resources for Education, GED, Workforce and Economic Development

Learn about free digital resources in education, workforce and economic development available at your local libraries, community colleges, workforce organizations, etc.

Low-Cost and Affordable Broadband Packages from Area Providers

Find out about the various low-cost offerings from broadband and Wi-Fi providers in the community. Learn about their plans to introduce high-speed connectivity and about community outreach efforts underway.

Digital Literacy and its Importance in Narrowing the Digital Divide

Just as providing books to people who cannot read does not solve illiteracy, simply offering access to technology does not bridge the digital divide. Tutoring, and other educational initiatives must be a vital part of a digital inclusion initiative. Moreover, the curriculum must be broad in scope while fulfilling the needs of targeted audiences. The goal is to equip the targeted population with the digital skills needed to enhance employment opportunities or, as in the case of the disabled or the elderly, positively impact daily lives with relevant access skills. This session will explore best practices for community-wide digital literacy initiatives.

How Can the Kansas City Community Increase and Scale Capacity to Meet the High Need for Access, Digital Literacy, and Connectivity?

Hear from organizations in Kansas City that are actively working to narrow the digital divide and strategize on ways to scale what is currently in place in the community.

Youth and the Computing Divide

Going beyond literacy and media creation, how can we get youth interested in computing: making video games, mobile apps, etc.? How can we move from interest to actual careers in the field?

Closing the Digital Divide, One App at a Time

Mobile apps are the fastest-growing dimension of the mobile space with impact on virtually every aspect of our lives. So how can this popular technology be used to benefit education, workforce, digital literacy, early childhood development, and seniors?

Bridging the Digital Divide as a Mainstream Issue in Economic Development

Economic advantage and competitiveness rest heavily on the ability to equip the 21st-century workforce with competitive digital tools and resources. Local governments are engaged in fierce competition to attract businesses, and digital inclusion is a major key to increasing their advantage.

Digital Inclusion for Underserved Communities – What is Really Needed?

Hear from individuals in these communities on how narrowing the digital divide in their community can be achieved.

Narrowing the Digital Divide for Seniors

Learn from those who have implemented innovative initiatives in their communities that close the digital divide for seniors. How can the Greater Kansas City area develop a coordinated and successful initiative to narrow the digital divide for seniors?

Digital Inclusion and Workforce Development

Today's workplace increasingly relies on technology. From computers that help mechanics diagnose car troubles to computer-assisted laboratories, radio and television broadcasting, and machine-shop engineering, computer literacy has become a prerequisite for employment and career development in most fields. Individuals lacking computer skills and regular access to computer and telecommunications technologies face surmounting obstacles to participating in the technology-based economy. Not only does this growing "digital divide" threaten to place low-income citizen even further behind in competition for jobs, it also jeopardizes our economy. How can the greater Kansas City area better serve its workforce and provide necessary technology skills and resources?

Accessibility Technology and Strategies for Persons with Disabilities

Technology and the Internet offer those with disabilities a great opportunity to fully participate in the digital age and be fully independent. Those who have difficulty leaving their homes, or are visually or hearing impaired, can use the Internet to access health information, communicate with others, read books and newspapers, and much more. People who have difficulty holding a pen or using a keyboard can use the latest speech recognition software to write letters, pay their bills, or perform work-related tasks. How do we in the greater Kansas City area offer solutions for accessing and using technology to better serve those with disabilities?

Digital Divide in the Kansas City School District

Seventy percent of students in the Kansas City, Missouri, School District do not have access to the Internet in the home and there is a 40% mobility among the student population during the school year. What is the best approach to ensure students have access at home, in libraries, schools, community organizations, faith based organizations etc.

Digital Inclusion Collaborations and Sustainability

Programs that have been inclusive in their approach to engaging community partners appear to enjoy the highest levels of success. The support of the public/private-sector partnerships, the philanthropic community, and other not-for-profit organizations in the community, along with strong relationships with the board of education and higher-level institutions, build a sustainable infrastructure that provides a variety of access alternatives for citizens.



BEST PRACTICES AND RESOURCES TRACK – ALL SESSIONS

pp. 18-24

STRATEGY AND POLICY TRACK – ALL SESSIONS

pp. 25-30

BEST PRACTICES AND RESOURCES TRACK – ALL SESSIONS

Question	Topic Category	Trainer's Toolbox	Free Digital Resources for Education, etc.	Digital Literacy	How can KC Community Scale This?	Closing the Digital Divide One App at a Time	Narrowing the Digital Divide of Seniors	Low Cost & Affordable Broadband
What are new ideas for how these resources / tools can be applied to address the Digital Divide?	Awareness / Outreach	<ul style="list-style-type: none"> Organizations have all ways of connecting people that aren't well-known by the community-getting the word out is key 	<ul style="list-style-type: none"> Promote resources (Chamber of commerce email blast, trainer from vendor visits, decide who your target audience is) Create venues to educate people about what we have, but as secondary part of overall fun Thoughtful info distribution Info with enrollment 	<ul style="list-style-type: none"> Use the successful / old ideas, be consistent and expand, such as outreach in community, churches 	<ul style="list-style-type: none"> How do you get your community residents to choose access for Internet instead of mobile phones – make a choice, affordability and reliability is greater for Internet services. 	<ul style="list-style-type: none"> Tech talks / awareness building Storytelling 	<ul style="list-style-type: none"> Creating terms or a branding 	<ul style="list-style-type: none"> Consider having Galas or other social fundraisers. This is a popular approach in Kansas City. Use the media more to create awareness of digital inclusion. Reach out to the Pell Center.
	Collaboration	<ul style="list-style-type: none"> Don't rebuild what other people have already created, many resources are already available, especially online. Partner with other organizations to "train the trainer" 	<ul style="list-style-type: none"> Partner with community organizations (Can we do "train the trainer" sessions with their employees) Look at patrons / community members regionally, not just as service system entities School + library partnerships (on literacy levels) 	<ul style="list-style-type: none"> Build relationships with community leaders, faith-based leaders 	<ul style="list-style-type: none"> How to build a network of organizations for the digital divide. Need to get the corporations with money to understand the need for digital literacy and access is a right. 		<ul style="list-style-type: none"> Collaboration and partnering 	<ul style="list-style-type: none"> Model a program after The Harvesters.
	Engagement	<ul style="list-style-type: none"> Parent engagement with school / PD library cards, plus transportation and incentives 		<ul style="list-style-type: none"> More volunteers for outreach / increased community efforts Building rapport and increasing ability to connect the right people to teach individual Engaging young people to volunteer and integrate selfless service and communicating the benefits 	<ul style="list-style-type: none"> Get people from the community to help those in the community to understand the Internet ... with a transient community, pay someone to coordinate the resources. 	<ul style="list-style-type: none"> Get teens involved in teaching / internships 	<ul style="list-style-type: none"> Tool kits (Faith-based, volunteers) Capitalize on com. ser. Requirements 	<ul style="list-style-type: none"> Study the Rhode Island Broadband Advisory Council approach. When the state ended the program, it recruited providers and community organizations to continue its work on a volunteer basis. Make digital inclusion one of the KC Chamber's Big 5 Initiatives. Rhode Island also has a digital inclusion program through its Department of Education.
	Resources	<ul style="list-style-type: none"> Provide people with funding sources so that they could enable people in their community. 			<ul style="list-style-type: none"> Cost of building the network – Roof rights, equipment (radio, antennas), bandwidth, maintenance of the network. 		<ul style="list-style-type: none"> Resource of all locations and seniors Tech navigator "Safe Place" 	
	Education			<ul style="list-style-type: none"> Community center programming – classes for seniors, adults, youth Use the arts to teach Individualized and one-on-one attention can be a better facilitator 			<ul style="list-style-type: none"> Helping seniors with medical management using apps / portalizing (in tandem with texting) / texting 	

Question	Topic Category	Trainer's Toolbox	Free Digital Resources for Education, etc.	Digital Literacy	How can KC Community Scale This?	Closing the Digital Divide One App at a Time	Narrowing the Digital Divide of Seniors	Low Cost & Affordable Broadband
				<ul style="list-style-type: none"> Integrating digital and human contact to better match the right teachers to students 				
	Services				<ul style="list-style-type: none"> Providing services for evening classes – childcare, space, volunteers Price services that have moved to the Internet and it is now required to do online. Like SSA for benefits. 			
	Access Applications						<ul style="list-style-type: none"> Adaptive technology – key sizes, text sizes to more easily seen / used by seniors Text notifications (i.e. emergency alerts, medical reminders, etc.) 	
	Other		<ul style="list-style-type: none"> "You don't know what you don't know" Learning express JOCO – Treehouse / tech skills, coding 		<ul style="list-style-type: none"> Debit cards / credit Library cards extensions 			
What other potential challenges or barriers do these resources / tools need to be able to address with the Digital Divide?	For Individuals	<ul style="list-style-type: none"> Language barriers Health issues Disabilities – HOH, Hand/Eye coordination Accessibility 	<ul style="list-style-type: none"> Language barrier Transient / dynamic population Coolness factor Need to let kids and teens know they have power to positively impact their own lives Cultural minorities don't see people like them doing coding – so they think it is not "for them" Transportation issues Need to let teens know there are pathways to their futures from their current interests 	<ul style="list-style-type: none"> Unequal representation of individuals / groups in organizations collaborating to close the Digital Divide Remove suspicion regarding resources / tools / organizations Mobility of the population (good and bad) Changing mindset, distrust of technology Language barriers Transportation 				
	Access / Various Forms	<ul style="list-style-type: none"> Live in areas not near a program Scheduling around work/school/hours Public transportation Libraries- waiting on line, only one hour Economic issues – cable v. internet 	<ul style="list-style-type: none"> Digital Media Lab – how do we have a solid presence? Physical Space – (1) Umedia lab in Chicago has this, (2) Key = mentors 	<ul style="list-style-type: none"> Economic challenges in affording technology, such as computers and Internet access 		<ul style="list-style-type: none"> Web portal Putting classes on-line Merging the divide between Apple and Android? Mobile telecommunications – blocking hotspot tech for profit 	<ul style="list-style-type: none"> Transportation Time 	

Question	Topic Category	Trainer's Toolbox	Free Digital Resources for Education, etc.	Digital Literacy	How can KC Community Scale This?	Closing the Digital Divide One App at a Time	Narrowing the Digital Divide of Seniors	Low Cost & Affordable Broadband
	Awareness / Knowledge	<ul style="list-style-type: none"> • Fearful (breaking device/hacking) • How do people know about it? • Lack of info, classes/resources • Knowledge to access help • No knowledge of hotspots • Advertising to the masses and letting more of the users know about these programs 	<ul style="list-style-type: none"> • Need to build awareness 	<ul style="list-style-type: none"> • Awareness of community and culture practices, i.e. Wednesday Bible study, sporting events • Educating parents, families about how much tech affects all walks of life • Connecting to the unconnected 		<ul style="list-style-type: none"> • Basic training for new use of Android and iOS users • More education – knowledge of resources • Fill-in the Early Learning Gaps 	<ul style="list-style-type: none"> • Promotion and communication of materials and information, not just to seniors but to other community leaders (radio, newsletters, papers) • Changing mindsets 	
	Resources	<ul style="list-style-type: none"> • Have older Machines • No computer at home • FEC – outdated computers • Finances for up keep of personal computers 				<ul style="list-style-type: none"> • Regional support group for apps • Funding 		
	Support Network	<ul style="list-style-type: none"> • Family pressure – you don't need it/lack of support 						
	Business		<ul style="list-style-type: none"> • Must let businesses know to help with youth digital learning if they want knowledgeable employees for the near future 					
	Engagement					<ul style="list-style-type: none"> • How do we make a case for concerted advocacy? 		
	Strategy					<ul style="list-style-type: none"> • Are devices going to help with teaching kids or hinder them? 		
	OTHER	<ul style="list-style-type: none"> • Would love to collaborate this training with individuals—we train for assistive tech access and a disability. • 211 access • After school programs • KCK school kids also 						

Question	Topic Category	Trainer's Toolbox	Free Digital Resources for Education, etc.	Digital Literacy	How can KC Community Scale This?	Closing the Digital Divide One App at a Time	Narrowing the Digital Divide of Seniors	Low Cost & Affordable Broadband
What other individuals or groups could benefit from these tools and resources to help close the Digital Divide?		<ul style="list-style-type: none"> have laptops Volunteering efforts in places like YMCA Wireless access coop model – 100 households Parent training, have family computer days 						
	Individuals with Needs		<ul style="list-style-type: none"> Learning disabled People with language barriers Reach ELL communities People with little access to library due to transportation / knowledge High school students Adults who need reading skills 	<ul style="list-style-type: none"> Immigrants Non-English speaking immigrants Refugees Recent immigrants Single parents Homeless youth Disabled persons Elderly Seniors Ex-cons Adults Unemployed, underemployed Youth Homeless 		<ul style="list-style-type: none"> Homeless families School age kids Parents who work People with disabilities Seniors Hospital Patients Parents 		
	Types of Organizations / Groups	<ul style="list-style-type: none"> Retirement Facilities Child Care (facilities) Churches Social Organizations, working with the homeless, etc. Companies who employ unskilled workers Work Centers, e.g. Kansas & MO job centers After School Programs 	<ul style="list-style-type: none"> Share with business community so they can disperse information Partner with government institutions Corporations – to provide jobs to those getting trained Shelters Educational institutions – secondary and post Millennial Social Groups – to spread the word quickly 	<ul style="list-style-type: none"> Churches – church leaders Cultural institutions – literacy isn't about language, many times there are cultural barriers 		<ul style="list-style-type: none"> Churches 		
	Specific Organizations / Groups	<ul style="list-style-type: none"> Literacy KC 	<ul style="list-style-type: none"> Library card drive at the Full Employment Council 		<ul style="list-style-type: none"> Equity networks / UMKC MARC HUD 	<ul style="list-style-type: none"> Good Shepherd's Center 50 Forward College at Maple Woods Boy / Girl Scouts 		
	Jobs / Roles	<ul style="list-style-type: none"> Factories – Line Workers Farmers 	<ul style="list-style-type: none"> High school teachers and administrators (professional development) Graduate students CEOs and employees of businesses 	<ul style="list-style-type: none"> Civic leaders 				

Question	Topic Category	Trainer's Toolbox	Free Digital Resources for Education, etc.	Digital Literacy	How can KC Community Scale This?	Closing the Digital Divide One App at a Time	Narrowing the Digital Divide of Seniors	Low Cost & Affordable Broadband
			<ul style="list-style-type: none"> • HR people at businesses • Teachers and school administrators • School counselors • Marketing professionals – get the word out • High school students and teachers • HR and businesses • State workers / social workers • Get library cards for all business employees at a given company (MCPL does this) – Can make cards right at training • Booth at health fair, home show, etc. with info Rural areas					
	Situations	<ul style="list-style-type: none"> • Parent/Teacher meetings • Teacher Training 						
	OTHER							<p>The information provided by Sam Hassan of Comcast..</p> <p><i>We have not produced a scientific study on the impact of IE in a community. We have conducted customer surveys and this is what we have found:</i></p> <ul style="list-style-type: none"> • 97% said schoolwork is the most common activity • AND of these, 94% feel that Internet Essentials has had a positive impact on their child's grades • 91% use it for finding general information • 80% use it for email • 71% use for social networking • 68% use it for healthcare and/or government services • 62% use it for paying bills • 50% of families use it for job hunting, and of those, 64% say it has helped someone in their family find a job.

Question	Topic Category	Trainer's Toolbox	Free Digital Resources for Education, etc.	Digital Literacy	How can KC Community Scale This?	Closing the Digital Divide One App at a Time	Narrowing the Digital Divide of Seniors	Low Cost & Affordable Broadband
What questions remain unanswered in this area?	Engagement	<ul style="list-style-type: none">What can I personally do about this?Is there a network of DL/DLS providers? A Shared site/directoryMake sure that we can sustain this effort with willing workers and motivation.How can we connect with/collaborate with Connecting for Good to offer training to school students' parents?	<ul style="list-style-type: none">How do we engage community members who don't see the importance in this?How do we learn about each other and connect with others doing the same thing?Do libraries work with rental communities?		<ul style="list-style-type: none">This is still an equity / social justice issue. Can we organize in concert with other equity organizations? The idea of a cultural / social shift that is required to close the digital divide. Seeing this – digital literacy and access – as a civil right. Sharing resources to find a paid organizer to spearhead and lead this effort. Harnessing the powers of our existing networks to better effect.	<ul style="list-style-type: none">Need a work-around for the political barriers to the democratization of digital technologyConcerted advocacy efforts	<ul style="list-style-type: none">How do you change the attitudes of seniors toward technology?	
	Awareness / Outreach	<ul style="list-style-type: none">211 listing through United Way	<ul style="list-style-type: none">Why don't we discuss digital literacy?Can libraries identify and target niche communities for marketing?Can we promote "opt ins" for users who would otherwise not get info due to privacy?Can we feature e-resources on our library webpages / websites?Have we used Google's free advertising for non-profits?	<ul style="list-style-type: none">How effectively communicate?How are people hearing about the available tools and resources?				
	Education / Training	<ul style="list-style-type: none">Where can people go to learn how to refurbish computers?Do you teach people how to protect themselves when on line?How do we help people who hear about hacking in the news?Do you teach neighborhood initiative?Is anyone in KC developing best practices for evaluating digital literacy training and	<ul style="list-style-type: none">How do librarians stay current?		<ul style="list-style-type: none">Need access to training on devices			

Question	Topic Category	Trainer's Toolbox	Free Digital Resources for Education, etc.	Digital Literacy	How can KC Community Scale This?	Closing the Digital Divide One App at a Time	Narrowing the Digital Divide of Seniors	Low Cost & Affordable Broadband
		its impact on quality of life, job placement, advancement and retention? If so, where is it being published, how is it being shared?						
	Strategy		<ul style="list-style-type: none"> How do we decide what to order with limited budgets? 	<ul style="list-style-type: none"> How to meet the needs of the population with the resources we have? 				<p>How can low or no cost programs such as CFG become sustainable?</p> <ul style="list-style-type: none"> Need to have measures and regular progress reports. Need programs to measure the social impact and results to ensure continued funding. GF has assigned a Google Researcher to assist the Library with its digital inclusion efforts. This type of role could be used by other programs. Comcast believes Internet Essentials is a successful and there are no plans to change it. As Comcast has the more experience in both time and number of users, what has it seen in social impacts such as higher grades, more employment, etc.?
	Individuals	<ul style="list-style-type: none"> How do we increase people's confidence? 						
	Access					<ul style="list-style-type: none"> How will we get tech to all families? Need to push for access – should be a standard svc for all 		
	Technology					<ul style="list-style-type: none"> What other things can we do with tablets? Are apps really their limit? 		
	Funding	<ul style="list-style-type: none"> Does anybody know how to write a grant? 						

STRATEGY AND POLICY TRACK – ALL SESSIONS

Question	Topic Category	Youth and the Computing Divide	Digital Inclusion for Underserved Communities	Digital Inclusion and Workforce Development	Accessibility Technology and Strategies for Disabled	Digital Divide in the School Districts
What definitely has to happen to achieve greater success with these types of efforts in closing the Digital Divide?	Access (Various Forms)	<ul style="list-style-type: none"> Transportation for youth 	<ul style="list-style-type: none"> Affordability More space Computers and connections Corporations and ISPs such as Google, etc. expanding options to need actual need / experience 	<ul style="list-style-type: none"> Funding Offering free access to computers / Internet Do not just give things away – make people prove it Bridge smart phones and other digital literacy 	<ul style="list-style-type: none"> Having computer and technology devices for everyone even people with disabilities. Access to technology for youth (with disabilities) in school/ and at home. How can we change our physical and information spaces to accommodate a more inclusive consumer market? (i.e. Centers of Access to Computers, like the Library, accommodate those with physical limitations). 	
	Engagement	<ul style="list-style-type: none"> Igniting passion in our youth, providing opportunities to see importance of grit, transportation to sites. 	<ul style="list-style-type: none"> *We don't need another organization or project to work on, but need a movement More volunteers (staff, supervising) Government recognizing how people connect 	<p>On an individual level in my community (Midtown KCMO, Zip 64111) I want to be able to encourage those who are discouraged in their job goals / searches. This module was extremely informative and educational regarding community resources that are available, particularly the scope of the Full Employment Council (FEC) offerings and Urban Tech. I can provide suggestions to neighbors to seek out these resources. Thank you for a very informative session.</p>	<ul style="list-style-type: none"> Involvement of everyone such as seniors and children, of various (backgrounds) and diversity. 	<ul style="list-style-type: none"> We need to communicate with property owners to get them to realize the benefits of including/providing internet access much like a utility. Example from Juniper Gardens of above point: Internet access included in rent of each apartment; following installation resident retention grew significantly which means more stability in renters for property owners and more consistent home for students.
	Awareness / Outreach		<ul style="list-style-type: none"> Media blitz and advertising to get info to the right audiences Reaching out to people on tech they already have 	<ul style="list-style-type: none"> Broader understanding of the issues 	<ul style="list-style-type: none"> Break down barriers of discomfort with disability encourage EVERYONE to think with universal accessibility in mind wherever you go, feel more comfortable bringing up the voids in accessibility. 	<ul style="list-style-type: none"> We need to communicate that the resale value of a computer is not amazing and that computers have tracking devices. This could result in fewer stolen computers and less personal risk for students transporting computers to and from school.
	Education / Training		<ul style="list-style-type: none"> Provide more free, small classes Training with others having resources 	<ul style="list-style-type: none"> Basic skills taught at an early level in schools More basic, core level computer skills taught in schools at an early age. More focus on high level IT jobs and preparing youth for those jobs Must pass basic skills test 	<ul style="list-style-type: none"> Train and educate everyone in each state. Having teams of people with disabilities who live successfully (with technology) show people (both those with limitations, and those without) how it works, make others more comfortable. 	
	Collaboration		Community-based solutions / efforts / networks / coalitions	<ul style="list-style-type: none"> Bring department for Children and Families into this conversation An idea I heard from Rhode Island was the adoption of a statewide curriculum and assessment tool for digital literacy skills training. Adopting a stance at the state level with buy-in from rural and urban 		

Question	Topic Category	Youth and the Computing Divide	Digital Inclusion for Underserved Communities	Digital Inclusion and Workforce Development	Accessibility Technology and Strategies for Disabled	Digital Divide in the School Districts
What other individuals or groups could become active in these efforts to help close the Digital Divide?				<p>communities, would help us to scale efforts, as well as leverage resources.</p> <ul style="list-style-type: none"> • Collaboration between each organization already working to close the digital divide. • Development leadership at the city, state, and federal levels • Collective effort, i.e., many, many groups working on the goal and working together 		
	Applications		<ul style="list-style-type: none"> • Virtual monitoring with people with disorders to save on emergencies 			
	Strategy			<ul style="list-style-type: none"> • Success metrics must be collected, demonstrated, and celebrated to tie increases in digital inclusion to increases to things that matter to economic development and workforce development. For example, how does getting X number of families to pay for Google Fiber / TWS / Comcast's low income packages increase jobs, grades in school, graduation rates, etc. In other words, we've got to talk in numbers. 	<ul style="list-style-type: none"> • People have to go into everything with eyes open to the needs of all populations. 	
	Resources				<ul style="list-style-type: none"> • Have funding available to provide access in the home and outside the home. 	
What other individuals or groups could become active in these efforts to help close the Digital Divide?	Individuals with Needs	<ul style="list-style-type: none"> • Parents – teaching them how to use tech and that it isn't just fun and games. • More young student internships with tech organizations. 				
	Specific Organizations / Groups			<ul style="list-style-type: none"> • KC Civic Council • Area Chambers of Commerce and other established business leader entities that influence legislators and those with power. We need their support to make digital inclusion a civic priority, like, you know, the streetcar. • Department for Children and Families • Schools at all levels, universities, libraries, corporation – never stop educating • Job centers • Churches and neighborhood associations (Ivanhoe, Washington-Wheatley, Key Coalition, etc.) 		<ul style="list-style-type: none"> • City of KC • KC Public Schools • KC Housing Authority • KC Public Library • KC Police Department • MARC
	Types of Organizations / Groups	<ul style="list-style-type: none"> • Get more tech in churches for year-round use with hot spots. • Get partners together to have one big voice 				<ul style="list-style-type: none"> • Faith Based Community • Minority Based Community Centers

Question	Topic Category	Youth and the Computing Divide	Digital Inclusion for Underserved Communities	Digital Inclusion and Workforce Development	Accessibility Technology and Strategies for Disabled	Digital Divide in the School Districts
				<p>[Instead of all the preaching and choir singing, churches could use maybe every 5th Sunday (quarterly) to do digital literacy programs or have an abbreviated services and save time for digital lessons.]</p> <ul style="list-style-type: none"> Libraries Churches Workforce Centers 		
	Jobs / Roles	<ul style="list-style-type: none"> Educators and professional development 	<ul style="list-style-type: none"> IT Support / Troubleshooting – when people get access and learn to use tech, what happens when they have issues, questions, need help? Support can be very expensive so as we plan for access and education, we also need to plan for providing support that's accessible and affordable. Marketing / Advertising – How will we ensure that underserved KNOW what resources are available to them? Need strategies to disseminate information in effective ways so no one is overlooked. 	<ul style="list-style-type: none"> Industry leaders City Community Directors – Gregg-Klice, Southeast, Marlborough, etc. 		
How might you shape or refine the issue to make more rapid progress on closing the Digital Divide?	Collaboration		<ul style="list-style-type: none"> Partnership – are the churches connected to schools / community agencies? Are these churches educated / informed on the ongoing need to bridge the digital divide? More conferences and summits (such as this one). Connect – divide and conquer with a common goal. Educate agencies on funding in a way that eliminates the feelings of competition and increase collaboration with less fear. Help each agency see the piece of the puzzle that they represent. Discuss / express how we individually benefit from the groups benefitting. Gatherings for funding communities (Kauffman, etc.) Comprehensive plan and linking up partners Quick info meetings at each agency to inform audience of other agencies. 	<ul style="list-style-type: none"> Students and employees lack basic computer, time management, and people skills. All work together to create a strong workforce 		

Question	Topic Category	Youth and the Computing Divide	Digital Inclusion for Underserved Communities	Digital Inclusion and Workforce Development	Accessibility Technology and Strategies for Disabled	Digital Divide in the School Districts
			<ul style="list-style-type: none"> Each partner must understand their distinct role in the partnership and realize their extended networks because of the partnership Each agency must realize their strengths and weaknesses and those of other agencies so they can partner and do more with existing resources, before we add more to an individual agency 			
	Engagement		<ul style="list-style-type: none"> Engage communities 			<ul style="list-style-type: none"> Engage parents prior to elementary enrollment when they are in Head Start.
	Awareness / Outreach		<ul style="list-style-type: none"> Adapt the language to come down to the community Adapt the marketing Advertisements – billboards, buses, etc. Keep it simple Radio in MAX terminals to broadcast information 	<ul style="list-style-type: none"> Spreading the word – start a LOUDER discussion in KC. Everyone should be caring. Schools are not teaching these skills. Why? Let tax payers know 	<ul style="list-style-type: none"> Educating families about extra tools to help the special needs students. Educate Grandparents about technology tools to help their students. (explanation: Many children with disabilities are being raised by Grandparents who have even less knowledge/experience with technology) 	<ul style="list-style-type: none"> Meeting with parents where they are at health clinics, bus stops, community grass roots knowledge to increase awareness & parental buy-in.
	Access (Various Forms)		<ul style="list-style-type: none"> Creating various ways to afford access Access mobility Find a way to connect resources throughout the community Mobile WIFI Crowdfunding campaigns for utility purchases Net neutrality (Office of Civil Rights) Public computing centers form a database of managers to develop a comprehensive picture of what KC has Map of community hotspots and other resources posted publicly Posting info / having hotspots on the bus stops (Wi-Fi on some MAX buses) 			<ul style="list-style-type: none"> We might use school infrastructure to provide wireless access to a community around the school. Bandwidth use drops during evening at schools but increases in the homes. Could homes access the school bandwidth in the evenings and weekends?
	Applications		<ul style="list-style-type: none"> Creating an app that is mobile phone friendly Mobile apps that connect people to government offices, utilities, other community agencies, health care forms 			
	Education / Training			<ul style="list-style-type: none"> Offer more programming in workforce centers on basic computer skills. Make programming available are more locations. 		<ul style="list-style-type: none"> Creating a student help desk for parent education and to assist fellow students.

Question	Topic Category	Youth and the Computing Divide	Digital Inclusion for Underserved Communities	Digital Inclusion and Workforce Development	Accessibility Technology and Strategies for Disabled	Digital Divide in the School Districts
	Strategy			<ul style="list-style-type: none"> 3 Buckets – 1) Access, 2) Device, 3) Knowledge Where does your service, expertise, or lack exist? “Have and have not?” --> Create repository → Connect people and resources Define the steps and prioritize them: <ol style="list-style-type: none"> 1) Connection is a need, 2) Basic how to use, 3) Then branch out to many users Newspapers, TV, Documentaries, educate general population of the need – more awareness – a common topic. F.E.C. talking about training young people the drop-out of school and unemployed people getting basic computer training while receiving unemployment checks Department for Children and Families needs to offer programs and services in this area. I’m not familiar with current policies, so increasing my awareness and understanding is a start. 		
What additional ideas do you have for how strategies and policies in this area can better address the Digital Divide?	Awareness / Outreach	<ul style="list-style-type: none"> Ongoing communication to students/clients via phone, email, phone tree, free conference call 	<ul style="list-style-type: none"> Keep It Simple Free WiFi Charts and advertisements Educating privileged public on the issue of broadband as a requirement, not an elective 		<ul style="list-style-type: none"> 	<ul style="list-style-type: none">
	Education / Training		<ul style="list-style-type: none"> BTW, I have great respect for all those working on these problems. But I believe they are all setup to fail...just like our public school systems.” Please read Eugeny Morozou 			<ul style="list-style-type: none"> Increased efforts to educate parents about computers & their use (different languages).
	Strategy					
	Engagement		<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> How to get young people interested in owning their own business? How to get kids and young people to get involved and learn Java, SQL, Microsoft Access, etc. instead of social media or computer games? [Micah, Sandy, Julia, Sara...ina was over the session] 		<ul style="list-style-type: none"> Create methods for students showcasing computer work to parents to reinforce vital nature of computer use for education.
	Access (Various Forms)		<ul style="list-style-type: none"> Net neutrality (the right to the Internet) Office of Civil Rights Access at bus and bus stops, school and metro Can local municipalities mandate that broadband be considered a public service (like water, phone)? Pay as you go plan for Internet access Political action to declare digital access a right 	<ul style="list-style-type: none"> Digital movement right (legal issues) Must pass tests before receiving services – instructional / training opportunities Connect for Good is an organization to help low-income people 		<ul style="list-style-type: none"> Mesh networks together during off peak times to offer additional capacity. Making digital access to be as common as a utility resource accessible to all residences. Keep residents more stable in their housing. Kansas City Public Schools like many schools are implementing a 1:1 initiative with each student receiving a

Question	Topic Category	Youth and the Computing Divide	Digital Inclusion for Underserved Communities	Digital Inclusion and Workforce Development	Accessibility Technology and Strategies for Disabled	Digital Divide in the School Districts
			<ul style="list-style-type: none"> • Partnering with service providers to provide affordable services by building awareness and patronizing those who give back • “Support publicly owned and operated networks (most public-private partnerships are scams, designed to plunder and pillage our commons) • Publicly owned networks, not just access 			<p>computer. Challenges with this initiative:</p> <ul style="list-style-type: none"> • Security and safety of child transporting computer from school to home and return • Lack of home based internet • Cyber security of the computer • Parents not believing a computer is necessary and refuse device for their child(ren) • Mobility of student – home and school • Insurance for damage – making it affordable
	Collaboration		<ul style="list-style-type: none"> • Why aren't public schools involved? Or, am I wrong about that? How are public schools involved? • Partner with FreePress.org, FightForTheFuture.org 			



DIGITALINCLUSIONKC.ORG