

WNY Digital Inclusion and Equity Coalition Meeting Notes

2020-11-11

Present:

- Dean Bellack; Executive Director; United Way of Orleans County
- Alex Carducci; Real Estate Financial Analyst; City of Buffalo
- Christine Carr-Barmasse; Executive Director; Mission:Ignite
- Jeffrey Conrad; Catholic Charities
- Jesse Friedman; Ralph C. Wilson Jr. Foundation
- Matt Giordano; President; Villa Maria College
- David Godfrey; Legislator; Niagara County Legislature
- Sue Hannon; Directions in Independent Living
- Steve Harvey; Executive Director; Integrity Partners
- Kim Herrington; Founder; WNY Wifi Warriors
- Meghan Hess; Manager of Community Relations; Buffalo Bills
- Erica Kreutzer; Population Health Manager; Value Network
- Ba Zan Lin; Senior Program Officer; Community Foundation for Greater Buffalo
- Michael Marvin; Executive Director; Strength Solutions
- Don Matteson; Chief Program Officer; Peter & Elizabeth Tower Foundation
- Sam Marrazzo; Chief Innovation Officer; Buffalo Niagara Medical Campus
- Sam Mattle; Executive Director; Center for Self-Advocacy
- Al Meyers; Cattaraugus Community Action
- Tanvier Peart; Just Recovery Coordinator; Partnership for the Public Good
- Katie Pieri; Director; WNY Nonprofit Support Group
- Bob Ruocco; Blue Cross Blue Shield of WNY
- Amber Slichta; Vice President; Ralph C. Wilson, Jr. Foundation
- Heidi Ziemer; Outreach & Digital Services Coordinator; WNY Library Resources Council
- Richard Zink; Executive Director; Southern Tier West

Administrative Updates

- Don has been in touch with various members to identify community members who might be interested in joining the coalition. He will be working on this outreach over the next few weeks.
- Don has furnished Lin with a list of names and email addresses for the Coalition's Microsoft Teams instance. If you are already working on Microsoft Teams, please let Don know and provide him with the email address that you're already using with Teams. That will simplify setup for the Community Foundation for Greater Buffalo's IT consultants and save the Foundation a few dollars.
- M&T Bank has been in touch asking if the coalition has any work that needs funding. They're interested in funding some work before the end of the year.

Review of Summary Document from October 28 Meeting

- Populations of interest seem to reflect what was articulated last meeting.
- Broad categories work as listed.
- Perhaps organize the population categories in terms of greatest need/vulnerability?
- General agreement that desired conditions of well-being are appropriate.
- Elevate broadband access over equipment access to better align with initial position paper on broadband accessibility.
- While we don't have any explicit goals related to content that promotes self-sufficiency, such goals seem to be woven throughout the other dimensions of digital equity.
- We have added knowledge of referral partners (e.g., 211) as a goal to address the content dimension.

Goal Planning

How will we know it when we see it?

- In general, we should review data available via US Census Bureau (e.g., American Community Survey).
- We need to tease out what's available via existing resources and what we need to look into collecting on our own. The data we need to collect on our own will help to inform a data development agenda in the long term.
- Our measurement should focus on the things we can control versus everything in the known universe so that we can demonstrate progress and some degree of success. We will also be looking at those bigger picture community-level outcomes that aren't entirely within our direct control to see where we are contributing to successes, where we're not seeing the change we want, and get a sense of where we can focus our efforts.
- Our measurement and data development agendas need to be flexible, living documents. Work on those will be ongoing.
- It can be helpful to look at measurement from multiple levels: stakeholder, organization, system. Organizational partners select key baseline measures for their own performance, which can then also be mapped to system-wide measures (e.g., telehealth program at the organization level, emergency room utilization at the systems level).

(See the separate Goals Document for specific measures/observables recommended during the meeting.)

Additional Comments and Resources

- We need to look at a full-time coordinator to take on this work.
- Dedicated, sustainable, organizational resources
- It's critical to gather complete information about existing community initiatives, dedicated community resources, and what those other efforts are trying to achieve. This will be critical to securing funding support for our work.

For Next Meeting

- We will continue work on goals and indicators.
- What are some “quick wins” that we might be able to achieve? Please send ideas and prospects to Don.