

## **WNY Digital Inclusion and Equity Coalition Meeting Notes**

**2020-10-28**

Present:

- Ann Battaglia; Chief Executive Officer; Healthy Community Alliance
- Dean Bellack; Executive Director; United Way of Orleans County
- Brice Bible; Vice President for IT; University at Buffalo
- Alex Carducci; Real Estate Financial Analyst; City of Buffalo
- Christine Carr-Barmasse; Executive Director; Mission:Ignite
- Jeffrey Conrad; Catholic Charities
- Tim Cox; Cattaraugus-Allegany-Erie-Wyoming BOCES
- Elizabeth Freas; Assistant Superintendent, Educational Support and WNYRIC Services; Erie1 BOCES
- Jesse Friedman; Ralph C. Wilson Jr. Foundation
- Matt Giordano; President; Villa Maria College
- David Godfrey; Legislator; Niagara County Legislature
- Michael Graf; Information Technology Director; Cattaraugus-Allegany-Erie-Wyoming BOCES
- Kim Herrington; Founder; WNY Wifi Warriors
- Paul Hogan; Executive Vice-President; John R. Oishei Foundation
- Erica Kreutzer; Population Health Manager; Value Network
- Ba Zan Lin; Senior Program Officer; Community Foundation for Greater Buffalo
- Christina Lopez; CEO; Boundless Connections
- Michael Marvin; Executive Director; Strength Solutions
- Don Matteson; Chief Program Officer; Peter & Elizabeth Tower Foundation
- 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
- Michael Prutsman; Executive Director; Council on Addiction Recovery Services
- Michelle Roberts; Buffalo Bills Foundation
- Bob Ruocco; Blue Cross Blue Shield of WNY
- Jay Smith; FeedMore WNY
- Michael Weyrauch; Orleans-Niagara BOCES
- Heidi Ziemer; Outreach & Digital Services Coordinator; WNY Library Resources Council

### **Administrative Updates**

- The coalition has grown to 44 individuals representing 33 organizations.
- We still do not have meaningful direct representation from community members from the populations we hope to serve. This will be a focus for outreach over the next two

weeks and beyond. Don will be asking for help from various coalition members to help make connections.

- The Community Foundation for Greater Buffalo will be hosting a Microsoft Teams instance for the coalition. Lin has been working with the Foundation's operations team to determine what's needed. Please ensure that the email address that we have on file for you is the email you want associated with the Coalition's Teams setup.

## **Goal Planning**

### ***Whom do we serve?***

- See following document

### ***What condition(s) of well-being do we want for them (with respect to digital inclusion/equity)?***

- See following document

### **Additional Comments and Resources (Links)**

- [State Ed survey of schools connectivity](#)
- [Article on status of Assemblyman Sean Ryan's broadband bill](#)
- [NTCA: The Rural Broadband Association](#)
- [National Digital Inclusion Alliance](#)

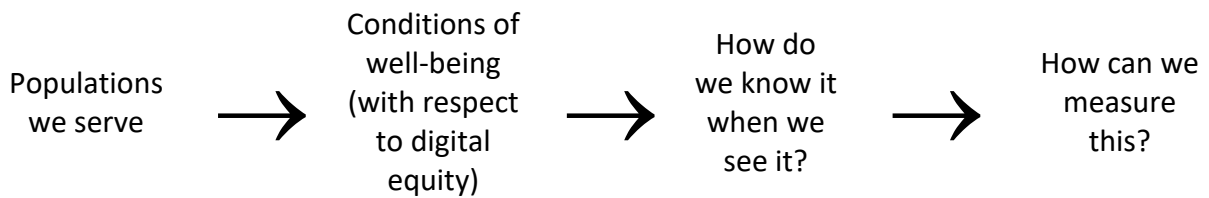
### **Participants' Works-in-Progress**

- Heidi Ziemer, WNY Library Resources Council: Developing a Digital Navigator training curriculum for librarians and other community workers to help them assist people with digital access challenges.
- Christina Lopez, Boundless Connections: Operates tech centers in Rochester and Olean intended to close the gap between people who consider themselves technology savvy and those who don't. Explores technology as a solution to enhance all aspects of life.

### **For Next Meeting**

- We will continue discussing the coalition's goals.
  - We will review the populations we discussed last meeting and go over the initial rough categorization to see if it makes sense.
  - Spend some time before next meeting thinking about the following questions:
    - How will we know it when we see it? (This follows from the question we answered last meeting, "What conditions of well-being do we want for them [with respect to digital inclusion/equity]?")
    - How might we measure this at the community level?
- What are some "quick wins" that we might be able to achieve? Please send ideas and prospects to Don.

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Whom do we serve?

**End-Users**

- Students (Traditional and Non-Traditional)
  - School-aged children
  - Individuals aged 16+ seeking to obtain HS equivalency
  - Parents (help w/tech questions, getting content access associated with work/school)
  - College students (families w/multiple tech users; device and bandwidth access)
- Job-/Skill-Seekers
  - Individuals aged 16+ seeking employment
  - Individuals aged 16+ seeking to enroll in vocational training/post-secondary opportunities
  - Unemployed with high barriers to employment (e.g., veterans...)
- Professionals
  - Medical community (remote locations; rural, underserved)
  - Direct support professionals
  - University/college faculty
- Marginalized/Vulnerable Populations
  - Native population
  - Low income/people living in poverty
  - Marginalized groups and existing community coalitions
  - Seniors
  - Limited/no English language proficiency
  - People with developmental disabilities (accessible equipment, internet access)
  - Homeless people; victims of abuse
  - People with behavioral health issues (telehealth, telemedicine)
  - Rural caregivers
  - Folks depending on online purchasing (food, medicine, etc.)
  - Peer-based referral (SDOH; application to digital equity)

**Organizations**

- Connectors/Facilitators
  - Teachers seeking resources to send to parents for wifi/other access
  - Community health workers at CBOs
  - Libraries/Librarians (knowledge of resources to share)
  - Churches

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- Businesses/Economic Drivers
  - Farmers (esp. rural)
  - Small businesses
  - Nonprofit organizations

What conditions of well-being do we want for them (with respect to digital inclusion/equity)?

What conditions of well-being do they want for themselves (with respect to digital inclusion/equity)?

Affordable, accessible, and appropriate hardware and software

- Access to devices
- Software/subscription access
- Appropriately equipped devices (accessible, camera; what does that mean? Thresholds?)
- Equipment and access education (internet safety)
- Appropriate applications/software suites (e.g., word processing, web browsers – what else? – minimum viable suite to be useful)

Affordable, robust, sustainable broadband access

- Access to high speed internet
- *Affordable* access (broadband, equipment; provider choice)
- Resiliency, continuity of access
- *Sustainable* internet access
- Stable internet infrastructure

Access to culturally appropriate, skill-leveled digital literacy opportunities

- Access to tech training
- Platform-/software- specific training
- Demystify tech; co-built community access
- Equipment and access education (internet safety)
- Cybersecurity
- Culturally/linguistically appropriate tech training and support
- Appropriately leveled education (meet people at the level they're at)

Access to culturally appropriate technical support

- Technical support (broadly available; "Geek Squad"-like)
- Cybersecurity
- Culturally/linguistically appropriate tech training and support

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How will we know it when we see it?

- Unclear: tied to enrollment (training/school), and/or expected training outcomes

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How might we measure this at the *community* level?

- Number of TASCs (HSEs) achieved
- Number of certificates achieved
- Number of trainings completed
- Increase in math and reading rates