

2026 New York State of the State: Digital Assumptions

Prepared for the New York State Digital Equity Network by Amy Brombos, Ph.D.

Each major component of Governor Hochul's 2026 State of the State agenda requires New York residents to have internet access, computing devices, and varying levels of digital literacy. There appears to be an assumption that NY residents have:

1. Reliable high-speed internet access
2. Modern computing devices (not just smartphones)
3. Minimum moderate digital literacy skills
4. Ability to navigate multiple online platforms simultaneously
5. Resources to maintain devices and software
6. Understanding of digital privacy and security

The following populations most at risk of exclusion:

- Low-income households without internet/devices
- Older adults with limited technology exposure
- Rural residents with inadequate broadband infrastructure
- Individuals with disabilities requiring assistive technology
- Non-English speakers navigating English-only platforms
- Those experiencing homelessness or housing instability
- Recent immigrants unfamiliar with U.S. digital systems

To successfully implement this State of the State agenda, New York must simultaneously invest in:

- Broadband infrastructure expansion
- Device access programs (computer/tablet lending or provision)
- Digital literacy training programs for all age groups
- Multilingual digital support services
- Accessible technology for people with disabilities
- In-person support options for those unable to access digital services
- Public computer access points (libraries, community centers)
- Technical support hotlines and help desks

Internet, computer, and digital literacy/skills related to each chapter of the 2026 State of the State Agenda.

CHAPTER 1: MAKING NEW YORK MORE AFFORDABLE

Universal Child Care Initiative

Internet & Computer Access: <ul style="list-style-type: none"> Parents must access online portals to apply for Child Care Assistance Program (CCAP) Registration for 2-Care, 3-K, and Pre-K programs requires online enrollment systems Parents need to monitor eligibility status and benefits through digital platforms 	Digital Skills Required:
	Basic: Navigate childcare provider websites, complete online applications
	Moderate: Upload documents, track application status, communicate with providers via email

Child Tax Credit (CTC) Awareness Campaign

Internet & Computer Access: <ul style="list-style-type: none"> Residents must file taxes online or use tax preparation software to claim credits Access NY.gov and IRS websites for credit information Download forms and calculate eligibility 	Digital Skills Required:
	Basic: Navigate government websites, understand tax forms
	Moderate: Use tax preparation software (TurboTax, etc.), e-file returns

Auto Insurance Cost Reduction

Internet & Computer Access: <ul style="list-style-type: none"> Compare insurance rates via online comparison tools File fraud reports through digital portals Access DFS Insurance Frauds Bureau reporting systems Use telematics devices or smartphone apps for usage-based insurance discounts 	Digital Skills Required:
	Basic: Navigate insurance company websites, compare quotes online
	Moderate: Complete online insurance applications, manage policies through web portals
	Advanced: Use telematics apps, analyze driving data for discounts

Home Insurance Cost Management

Internet & Computer Access: <ul style="list-style-type: none"> Access DFS online portals for transparency reporting Register for automatic discounts through online systems Submit claims electronically Access home insurance comparison tools 	Digital Skills Required:
	Basic: Navigate insurance websites, access policy information online
	Moderate: Complete online claims, upload documentation, track claim status

Utility Cost Programs

Internet & Computer Access: <ul style="list-style-type: none"> Apply for EmPower+ energy efficiency programs online 	Digital Skills Required:
	Basic: Navigate utility company websites, read bills online, set up auto-pay

<ul style="list-style-type: none"> • Register for Excelsior Power cheaper utility bill programs • Access Energy Assistance Program applications through digital portals • Monitor utility usage through online dashboards • Submit applications for utility assistance 	<p>Moderate: Apply for assistance programs, upload income documentation, track energy usage</p>
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<p align="center">Food Assistance Programs</p>	
<p>Internet & Computer Access:</p> <ul style="list-style-type: none"> • Apply for SNAP benefits online • Replace stolen EBT benefits through online portals • Access NY PLATES (local food marketplace) online platform • Locate Summer Meal Sites via interactive maps and databases • Register for Summer EBT online 	<p align="center">Digital Skills Required:</p>
	<p>Basic: Navigate benefits websites, locate meal sites using online maps</p>
	<p>Moderate: Complete SNAP applications online, upload verification documents, report EBT card theft</p>

CHAPTER 2: KEEPING NEW YORKERS SAFE

Victim Assistance Programs

Internet & Computer Access: <ul style="list-style-type: none"> • Apply for victim compensation online • Access victim services directories • Submit documentation electronically • Track compensation claim status through portals 	Digital Skills Required:
	Basic: Find victim assistance resources online
	Moderate: Complete compensation applications, upload supporting documents

Emergency Response & Drones

Internet & Computer Access: <ul style="list-style-type: none"> • Access emergency notification systems (often via text/email/app) • First responders using drone technology and counter-drone systems • Real-time coordination systems for emergency response 	Digital Skills Required:
	Basic: Register for emergency alerts via email/text
	Software: Emergency management systems, drone control software, communication platforms

CHAPTER 3: INVESTING IN CRITICAL INFRASTRUCTURE

Housing Development	
Internet & Computer Access: <ul style="list-style-type: none"> • Apply for affordable housing online • Access Housing Connect lottery system (NYC) • Search housing availability through online databases • Submit applications for housing assistance • Access manufactured home park improvement loans 	Digital Skills Required:
	Basic: Search housing listings online, understand eligibility requirements
	Moderate: Complete housing applications, upload income verification, track application status

Water Infrastructure & Lead Remediation	
Internet & Computer Access: <ul style="list-style-type: none"> • Request lead testing through online portals • Access water quality reports • Apply for water infrastructure grants (municipalities) • Submit contamination reports 	Digital Skills Required:
	<ul style="list-style-type: none"> • Basic: Access water quality reports online, request testing
	<ul style="list-style-type: none"> • Moderate: Municipal staff submitting grant applications online

Transportation & Transit Projects	
Internet & Computer Access: <ul style="list-style-type: none"> • Access real-time transit information via apps and websites • Purchase transit passes online or via mobile apps • View construction updates and service changes • Provide feedback on transit projects through online platforms 	Digital Skills Required:
	Basic: Check transit schedules online, use transit apps
	Moderate: Purchase and manage digital transit passes, track service alerts

CHAPTER 4: CUTTING RED TAPE TO BETTER SERVE NEW YORKERS

Let Them Build Agenda - Permitting Modernization

Internet & Computer Access: <ul style="list-style-type: none"> • Submit permit applications through online portals • Track permit status via digital dashboards • Receive automated notifications about permit reviews • Access Environmental Impact Statement (EIS) documents online • Participate in virtual public hearings 	Digital Skills Required:
	Basic: Create accounts on permitting portals, check application status
	Moderate: Upload plans and documents, respond to reviewer comments electronically
	Advanced: Use AI-assisted permitting tools, complete complex applications

Census Participation ("Making Every New Yorker Count")

Internet & Computer Access: <ul style="list-style-type: none"> • Complete census forms online • Access census data and information • Utilize Census Bureau data tools and resources 	Digital Skills Required:
	Basic: Complete online census questionnaire, understand instructions
	Moderate: Access census data portals, use data visualization tools

CHAPTER 5: PROTECTING NEW YORK'S CONSUMERS AND WORKERS

Office of Digital Innovation, Governance, Integrity, and Trust (DIGIT)

Internet & Computer Access: <ul style="list-style-type: none"> • Access DIGIT resources and consumer protection information • Report digital safety concerns online • Monitor personal data through data broker registry 	Digital Skills Required:
	Basic: Navigate DIGIT website, understand digital rights
	Moderate: Submit deletion requests to data brokers, manage privacy settings

Private Data Protection & Data Brokers

Internet & Computer Access: <ul style="list-style-type: none"> • Register with centralized data broker deletion system • Submit data deletion requests online • Monitor which data brokers have personal information • Access data broker registry 	Digital Skills Required:
	Basic: Understand what data brokers collect, navigate registry
	Moderate: Submit deletion requests, verify deletions, manage ongoing privacy
	Advanced: Audit personal data across multiple brokers, understand data flows

AI-Generated Content Labeling

Internet & Computer Access: <ul style="list-style-type: none"> • Verify authenticity of digital content using provenance labels • Access tools to detect AI-generated content • Report misleading AI content 	Digital Skills Required:
	Moderate: Identify AI-generated content, verify provenance labels
	Advanced: Understand deepfake technology, AI content generation
	*Data Literacy: Distinguish AI-generated from authentic content, understand metadata

Student Loan Refinancing

Internet & Computer Access: <ul style="list-style-type: none"> • Access student loan information online • Use loan refinancing calculators and comparison tools • Manage federal and private loans through online portals • Review loan disclosure documents electronically 	Digital Skills Required:
	Basic: Access loan servicer websites, view loan balances
	Moderate: Compare refinancing options, use loan calculators, understand disclosures
	Advanced: Analyze long-term financial implications, optimize repayment strategies
	*Data Literacy: Understand interest rates, loan terms, forgiveness programs, payment calculations

CHAPTER 6: DRIVING INNOVATION AND ECONOMIC DEVELOPMENT

Semiconductor Chip Design Center: *EMPLOYERS NEED EMPLOYEES WHO CAN:*

Internet & Computer Access: <ul style="list-style-type: none"> • Access semiconductor R&D resources online • Submit applications for center utilization • Collaborate using advanced digital infrastructure 	Digital Skills Required:
	Advanced: Use semiconductor design software, CAD tools, simulation programs
	Data Literacy: Analyze semiconductor performance data, understand design specifications

Empire AI Beta & AI Research Center

Internet & Computer Access: <ul style="list-style-type: none"> • Access AI supercomputing resources • Submit research proposals online • Use cloud-based AI platforms • Collaborate via digital research platforms 	Digital Skills Required:
	Advanced: Program AI models, use machine learning frameworks, access supercomputing resources
	Data Literacy: Understand datasets, model training, AI performance metrics, statistical analysis

Quantum Technology Commercialization Hubs

Internet & Computer Access: <ul style="list-style-type: none"> • Access quantum computing resources • Participate in quantum technology programs • Use online collaboration and research platforms 	Digital Skills Required:
	Advanced: Quantum programming, use quantum computing platforms, understand quantum algorithms
	Data Literacy: Interpret quantum computing results, understand quantum data

Biotechnology Programs

Internet & Computer Access:	Digital Skills Required:
<ul style="list-style-type: none"> • Access biotech research databases 	Advanced: Use bioinformatics software, analyze genomic data, access research databases
<ul style="list-style-type: none"> • Submit grant applications online 	Data Literacy: Interpret biological data, understand statistical analyses, genomic information

Manufacturing & Farm Modernization

Internet & Computer Access: <ul style="list-style-type: none"> • Access modernization grants and programs online • Submit applications for dairy modernization support • Use precision agriculture technology • Access market data and agricultural information 	Digital Skills Required:
	Basic: Access agricultural extension resources online
	Moderate: Submit grant applications, access market data
	Advanced: Use precision agriculture tools, IoT sensors, farm management software
	Data Literacy: Interpret agricultural data, market trends, yield analysis

Local Economic Development Tracking

Internet & Computer Access:

- Access online economic development project tracking system
- Submit project information via digital platforms
- Monitor funding and progress through dashboards

Digital Skills Required:

Moderate: Use project tracking software, submit progress reports online

Advanced: Analyze economic development data, create reports

Data Literacy: Track project metrics, understand economic indicators, analyze program outcomes

CHAPTER 7: HELPING NEW YORK'S STUDENTS LEARN AND THRIVE

Education Programs & Digital Learning	
Internet & Computer Access NECESSARY FOR HOUSEHOLDS: <ul style="list-style-type: none"> • Students accessing online learning platforms • Teachers accessing professional development online • Families monitoring student progress through online portals • Students participating in virtual tutoring programs 	Digital Skills Required:
	Basic: Students/families accessing learning management systems, checking grades
	Moderate: Using educational software, participating in online learning, submitting assignments
	Advanced: Teachers using AI tools for instruction, data analysis for student performance

Empire AI Student Challenge	
Internet & Computer Access: <ul style="list-style-type: none"> • Students submitting AI challenge entries online • Accessing AI development tools and resources • Collaborating on projects through digital platforms 	Digital Skills Required:
	Advanced: AI programming, machine learning concepts, use of AI development frameworks
	Data Literacy: Understand datasets, model training, AI ethics

Higher Education - SUNY/CUNY Initiatives	
Internet & Computer Access: <ul style="list-style-type: none"> • Apply for college online • Register for classes through student portals • Access course materials through learning management systems • Submit assignments electronically • Apply for financial aid (FAFSA, TAP) online • Access emergency aid funds through online applications • Utilize student borrower support services online 	Digital Skills Required:
	Basic: Navigate student portals, access course materials, check grades
	Moderate: Complete online assignments, use collaboration tools, apply for financial aid
	Advanced: Use discipline-specific software, conduct online research, data analysis
	Data Literacy: Understand financial aid packages, GPA calculations, course requirements

NY Career Connect Initiative	
Internet & Computer Access: <ul style="list-style-type: none"> • Access career services portals • Complete online career assessments • Apply for internships and jobs online • Build digital portfolios and resumes • Network via professional platforms (LinkedIn) 	Digital Skills Required:
	Moderate: Create professional online presence, use job search platforms, video interviewing
	Advanced: Build digital portfolios, use industry-specific platforms
	Data Literacy: Understand job market trends, salary data, career pathways

Youth Mental Health Programs

Internet & Computer Access: <ul style="list-style-type: none"> • Access mental health resources online • Schedule telehealth appointments • Use mental health apps and tools • Parents accessing information about youth mental health 	Digital Skills Required:
	Basic: Find mental health resources online, understand crisis hotlines
	Moderate: Use telehealth platforms, mental health tracking apps
	Software: Video conferencing for telehealth, mental health apps, web browsers

Safeguarding Kids Online

Internet & Computer Access: <ul style="list-style-type: none"> • Parents and educators understanding online safety • Students using digital citizenship tools • Schools implementing age assurance technology • Accessing resources about Safe By Design principles 	Digital Skills Required:
	Basic: Understand social media risks, privacy settings
	Moderate: Implement parental controls, monitor online activity, teach digital citizenship
	Advanced: Understand algorithmic content delivery, age verification systems
	Software: Parental control software, content filtering tools, privacy management tools
	Data Literacy: Understand how social media algorithms work, data collection practices

Distraction-Free Schools Initiative

Internet & Computer Access: <ul style="list-style-type: none"> • Schools managing device policies through digital systems • Teachers using technology for educational purposes while limiting distractions • Parents receiving communications about policies through digital channels 	Digital Skills Required:
	Moderate: Manage device settings, understand appropriate technology use in education Data Literacy: Understand research on technology and learning

CHAPTER 8: KEEPING NEW YORKERS HEALTHY

Healthcare Delivery & AI in Healthcare

Internet & Computer Access: <ul style="list-style-type: none"> Schedule medical appointments online Access patient portals for medical records Use telehealth services Healthcare providers accessing AI diagnostic tools Submit insurance claims electronically 	Digital Skills Required:
	Basic: Patients accessing patient portals, scheduling appointments online
	Moderate: Using telehealth platforms, uploading health information, managing prescriptions online

Healthcare Workforce & Training

Internet & Computer Access: <ul style="list-style-type: none"> Healthcare workers accessing online training and continuing education Submitting licensure applications online Accessing workforce development resources 	Digital Skills Required:
	Moderate: Complete online training modules, maintain digital credentials
	Advanced: Use medical simulation software, access specialized medical databases

Healthcare Coverage & Prescription Benefits

Internet & Computer Access: <ul style="list-style-type: none"> Apply for health insurance through NY State of Health marketplace online Compare health plans using online tools Submit prior authorization requests electronically Access prescription drug pricing information 	Digital Skills Required:
	Basic: Navigate health insurance marketplace, understand plan options
	Moderate: Complete health insurance applications, manage coverage through portals
	Advanced: Compare plan costs using calculators, understand benefit structures

Older Adults - Benefits Access

Internet & Computer Access: <ul style="list-style-type: none"> Access "one-stop shop" online portal for senior benefits Apply for Medicare, Social Security, SNAP, and other programs online Schedule appointments for aging services online 	Digital Skills Required:
	Basic: Navigate benefits portals, find senior services online
	Moderate: Complete multiple benefit applications, manage appointments
	Software: Web browsers, video conferencing for telehealth, email

Immunization Access & Vital Records

Internet & Computer Access: <ul style="list-style-type: none"> Access immunization records through digital systems Order birth certificates and other vital records online Receive vaccination reminders via text/email 	Digital Skills Required:
	Basic: Request vital records online, access immunization information
	Moderate: Manage immunization records digitally, upload to school systems

CHAPTER 9: SECURING NEW YORK'S ENERGY FUTURE

Nuclear Energy & Workforce Development:

Internet & Computer Access: <ul style="list-style-type: none"> • Access NextGen Nuclear training programs online • Submit applications for nuclear workforce programs • Use online learning platforms for nuclear training 	Digital Skills Required:
	Moderate: Access training materials, complete coursework online
	Advanced: Use specialized nuclear industry software, simulations

Solar Energy in Schools

Internet & Computer Access: <ul style="list-style-type: none"> • Schools applying for State Building Aid online • Monitoring solar energy production through online dashboards • Accessing renewable energy resources 	Digital Skills Required:
	Moderate: School administrators submitting applications, tracking energy data
	Advanced: Analyzing energy production data, optimizing systems

CHAPTER 10: PROTECTING NEW YORK'S ENVIRONMENT

Environmental Programs & Data

Internet & Computer Access: <ul style="list-style-type: none"> • Apply for environmental grants online • Access flood risk data and maps • Submit coastal resiliency project applications • Use online Resilience Adaptation and Resilience Network hub 	Digital Skills Required:
	Basic: Access environmental information, find grant opportunities
	Moderate: Complete grant applications, upload project documents
	Advanced: Analyze environmental data, use GIS mapping tools

FloodSafe NY & Waterfront Planning

Internet & Computer Access: <ul style="list-style-type: none"> • Access flood maps and hydrologic data online • Submit waterfront revitalization plans electronically • Use online tools for climate adaptation planning 	Digital Skills Required:
	Moderate: Interpret flood maps, access planning resources
	Advanced: Use GIS tools, analyze hydrologic data, create digital plans

State Parks Access

Internet & Computer Access: <ul style="list-style-type: none"> • Reserve park permits and campsites online • Access trail information and maps digitally • Register for park programs through online portals 	Digital Skills Required:
	Basic: Make online reservations, access park information
	Moderate: Use mapping apps, plan visits using digital tools

CHAPTER 11: BUILDING RESILIENT COMMUNITIES

Civic Engagement & Service Programs

Internet & Computer Access: <ul style="list-style-type: none"> • Apply for Empire State Service Corps online • Submit Governor's Medal nominations through digital portal • Register for NY Parks Trades Corps programs • Access service opportunity listings 	Digital Skills Required:
	Basic: Navigate program websites, understand requirements
	Moderate: Complete applications online, upload supporting documents

Veterans Services - On-Campus Clinics

Internet & Computer Access: <ul style="list-style-type: none"> • Schedule appointments online • Access veterans benefits information digitally • Submit VA benefit claims electronically • Access educational benefits calculators 	Digital Skills Required:
	Moderate: Navigate VA websites, submit benefit applications, use benefits calculators
	Advanced: Maximize tuition assistance programs through online tools

Problem Gambling Prevention & Treatment

Internet & Computer Access: <ul style="list-style-type: none"> • Access problem gambling self-assessment tools online • Use online treatment finder resources • Betting platforms using AI-powered services (requiring understanding of risks) • Submit self-exclusion requests through online portals 	Digital Skills Required:
	Basic: Access treatment resources, understand self-exclusion
	Moderate: Use online self-assessment tools, manage self-exclusion settings

Assistive Technology Innovation Center

Internet & Computer Access: <ul style="list-style-type: none"> • Access information about assistive technology • Connect with assistive technology providers • Use digital platforms for commercialization 	Digital Skills Required:
	Moderate: Research assistive technology options, connect with resources
	Advanced: Develop assistive technology, use specialized software

ASL Translation Services

Internet & Computer Access: <ul style="list-style-type: none"> • Request ASL video translations of websites • Access translated government documents • Use video relay services 	Digital Skills Required:
	Basic: Request translations, access ASL videos
	Moderate: Use video relay services, navigate accessible websites
	Software: Video players, accessibility tools, web browsers

The agenda designates the following populations as those with *ENHANCED DIGITAL NEEDS*

- **Students:** Learning management systems, educational software, research databases, career platforms
- **Healthcare Patients:** Patient portals, telehealth platforms, health insurance marketplaces
- **Small Business Owners:** Online permitting, procurement systems, economic development tools
- **Job Seekers:** Online applications, career assessment tools, professional networking
- **Older Adults:** Multiple benefit portals, telehealth, aging services platforms
- **Parents:** Child care applications, school portals, youth safety tools
- **Homeowners/Renters:** Insurance portals, utility management, housing applications