



# Strengthening Community Through Capacity Building

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# Introductions



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# About Community Tech Network (CTN)

- ❑ Established as a nonprofit in 2008
- ❑ Work entirely in partnership with social service providers: nonprofits and government agencies
- ❑ Provide basic/intermediate digital literacy training & devices to low-income adults of all ages
- ❑ Create multilingual curriculum and offer training for trainers - Capacity Building
- ❑ Partnered with over 50 agencies in California, Texas, New Jersey, and New York

**Our mission is to transform lives through digital equity.**



# Today You'll Learn...

## ❑ **About the Digital Divide**

- ❑ Key Definitions
  - ❑ Digital Divide
  - ❑ Digital Inclusion
  - ❑ Digital Equity

## ❑ **Mapping Inequities & Incorporating Trauma-Healing Practices**

## ❑ **Case Studies**

- ❑ Direct Services: SF Connected - SF Digital Connections
- ❑ Capacity Building: digitalLIFT Training Programs

## ❑ **Community Partner Testimonial**

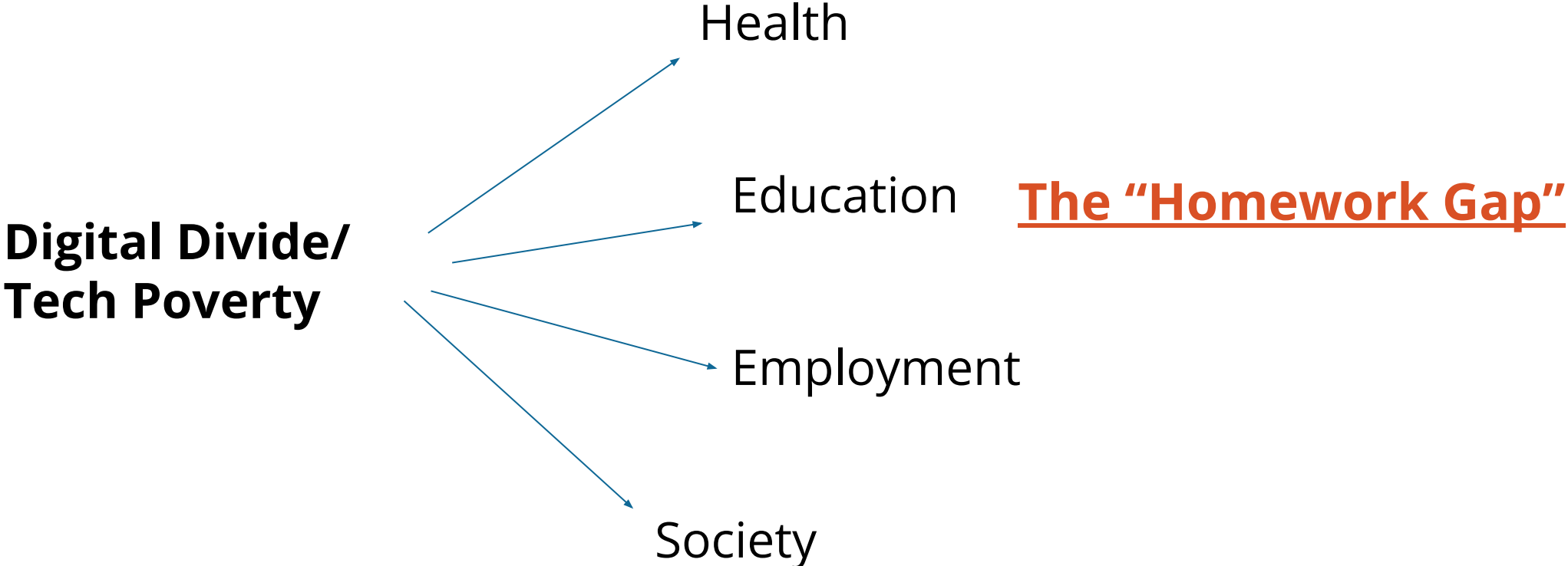
## ❑ **Q&A**



# Let's Get Started...



# About the Digital Divide



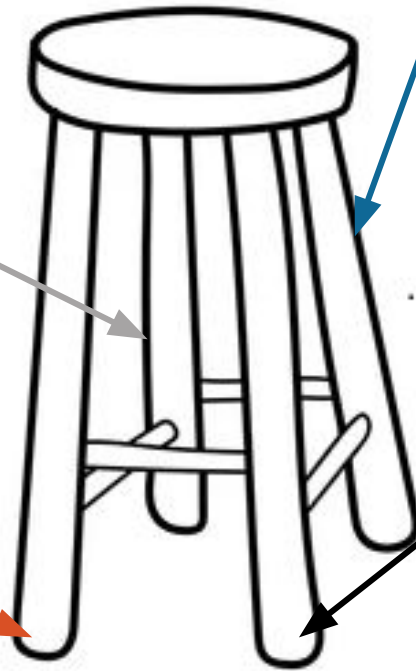
# How do we define Digital Inclusion?

INTERNET ACCESS

DIGITAL SKILLS TRAINING

INTERNET CONNECTED  
DEVICE

DEVICE SUPPORT /  
NAVIGATION SERVICES



# What is Digital Equity?



- Digital divide is the issue
- Digital inclusion is the work
- Digital equity is the goal



# Mapping Inequities & Incorporating Trauma-Healing Practices



# Patterns of Digital Inequality

- Despite improvements in the past 10 years, income remains the largest driver of digital inequality.
- Other trends may reflect income inequality too.
- Digital inequality both mirrors and reinforces familiar patterns of social inequality
- Digital inequality is a systemic issue, not a personal failing

# What is Redlining?

An illegal, discriminatory practice that puts services out of reach for residents of certain areas based on race or ethnicity, NOT an individual's qualifications or creditworthiness.

## **Example:**

Denial of mortgages, insurance, loans and other services based on high-minority location/neighborhood

# Digital Redlining

What is it? What can we do?



Digital Redlining Image by: MHP Team SI

**“The bridge between harm and hope is dignity.”**

Dr. Benjamin Danielson



**DIRECT SERVICES -**

**SF CONNECTED VIRTUAL PROGRAMS**



# **HOW CAN REMOTE PROGRAMMING/SERVICES REMOVE BARRIERS TO DIGITAL INCLUSIVITY?**



# SF DIGITAL CONNECTIONS

## SF DIGITAL CONNECTIONS

- “Internet Ready” Generation 9 iPad device
- 1:1 remote training
- Device tech-support
- Low-cost Internet connectivity assistance
- Digital Coach Tutoring

## digitalLIFT

- Digital Navigators Overview
- Advanced Digital Navigators Training
- Shadowing - 1:1 Virtual
- ACP Overview
- LIFT Navigators Community Forum



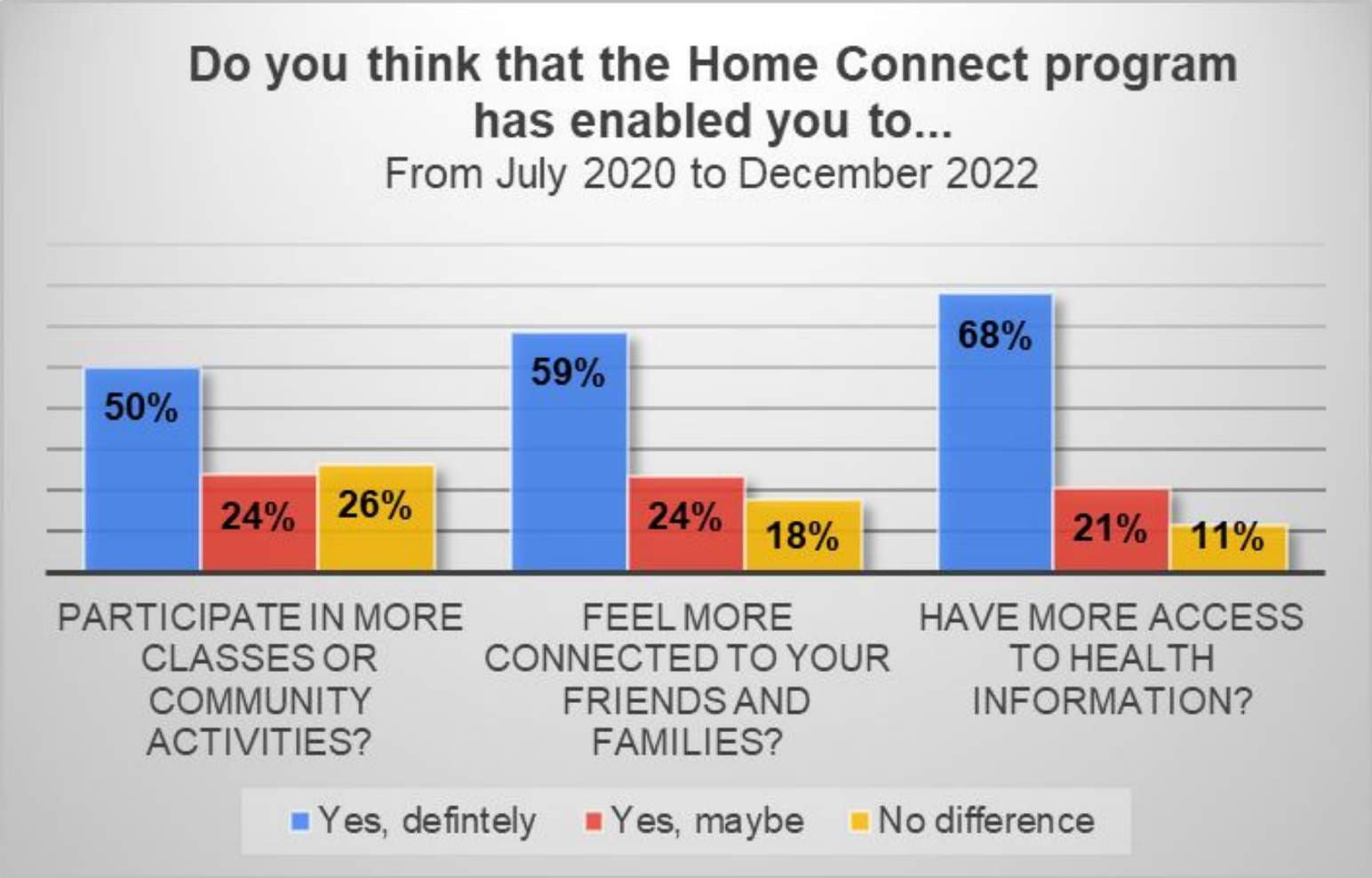
SAN FRANCISCO HUMAN SERVICES AGENCY  
**Department of Disability  
and Aging Services**

SF Connected





# HOME CONNECT PROGRAMMING IMPACT



# WHAT ARE SEVERAL KEY NECESSITIES TO LAUNCH A VIRTUAL PROGRAM?

- ❑ Community Support
  - Partner with a reputable community advocate or agency able to amplify your mission*
- ❑ ALL program content and services available in the language(s) of your target community
- ❑ Agency leadership staff should reflect the demographics of your target communities
- ❑ Non-invasive practices to capture experiences/testimonials of program participants
  - Success stories and their supporting data will attract potential funders to aid program expansion*

# DigitalLIFT - Capacity Building Programs



# digitalLIFT - Capacity Building Training Toolkit

**DigitalLIFT**  
Program/Project  
Management Intensive

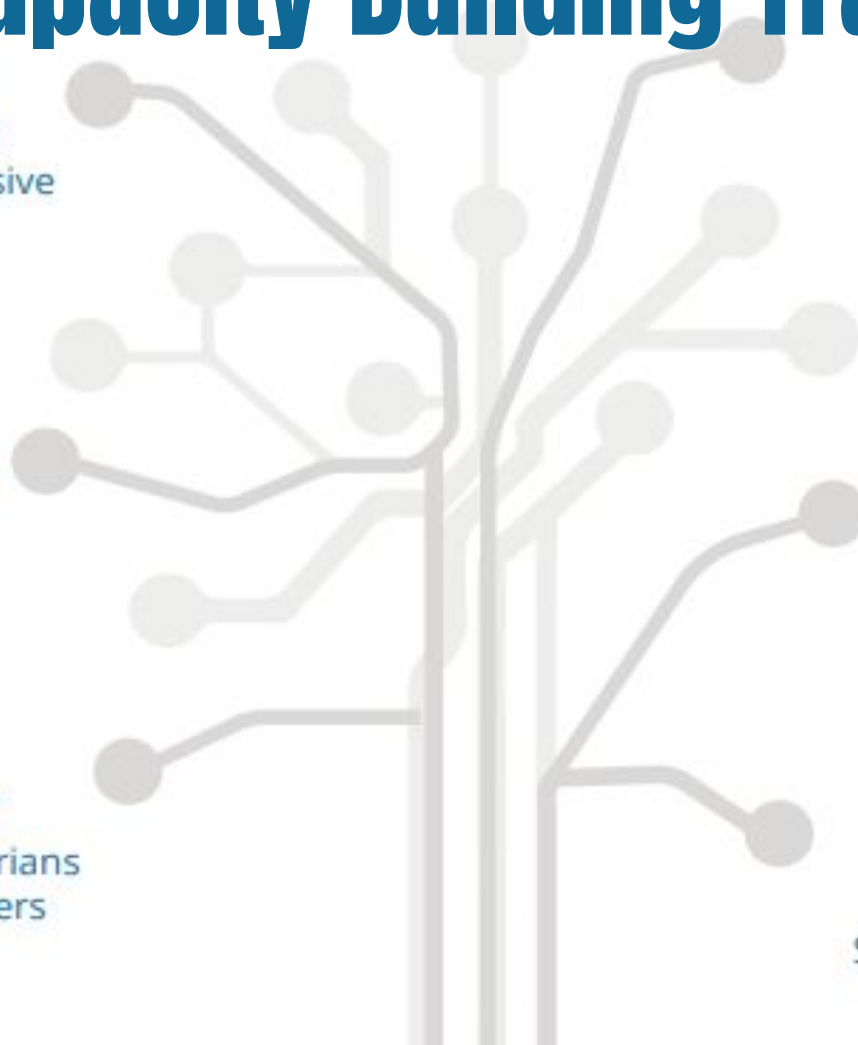
**SeniorLIFT**  
DigitalLIFT for Senior  
Serving Agencies

**LibraryLIFT**  
DigitalLIFT for Librarians  
& Library Volunteers

**LIFT Navigators**  
Advanced Digital  
Navigator Training  
(Youth/Adult/Senior)

**LIFT Trainers**  
Basic Train-the-Trainer  
Training

**LIFT ACP**  
ACP Enrollment  
Specialist Training



# INTERESTED IN ADDITIONAL CTN SUPPORT?

Closing the digital divide is a group effort. We believe that we are stronger together, and we're eager to support your agency by providing the training, resources, and guidance needed to empower sustainable service delivery

## The CTN team can..

- ❑ educate your staff and volunteers on low-cost internet and device options, as well as the benefits provided by the ACP, and other resources.
- ❑ conduct wifi-internet and tech support pop-up events to ensure your community members have access to essential online resources **(currently available in the SF Bay Area)**.
- ❑ provide basic digital skills curriculum, customized to meet your device and language needs
- ❑ train your team on how to deliver inclusive virtual programming via our [Train-the-Trainer Capacity Building](#) programs.



# digitalLIFT Partner Testimonial



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