



Youth Policy Institute Final Report for the California Emerging Technology Fund December 2016

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| Name of Project: | Internet for All | |
| Grant Number: | 8269761 | |
| Start Date: | April 2014 | End Date: December 2016 |

I. Financial Summary

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|--|-------------|
| • Total Project Budget Spent: | \$1,256,466 |
| • CETF Grant Amount: | \$200,000 |
| • Number of First-Time Adoptions Achieved: | 1,205 |
| • Percentage of Match Funds Raised against Goal (\$1,300,000): | 81% |
| • Cost Per Unit of Outcomes: (\$1,256,466/1,205) | \$1,043 |

II. Project Description, Goals and Objectives, and Outcomes

Project Description

Through the Internet for All grant, the Youth Policy Institute (YPI) set out to integrate digital literacy curricula into its 58 program segments of the Los Angeles Promise Neighborhood (LAPN) and Los Angeles Promise Zone (LAPZ) initiatives, as well as its 26 Public Computer Centers (PCCs). As a result of this project, YPI anticipated facilitating a minimum of 2,500 first-time Internet subscriptions to high-speed Internet at home.

Goals and Objectives Summary

YPI had two primary goals for this project: to increase the digital literacy skills and broadband adoption rates of LAPN and LAPZ participants by integrating training into 58 existing program segments. In order to help achieve this goal, YPI hosted a variety of workshops and classes at its 26 PCCs located throughout the LAPN and LAPZ regions. Additionally, YPI also provided orientations and information on low-cost, high-speed home Internet offers throughout its existing programs.

Although YPI did not meet all of its outcomes, it made significant progress on its goals and objectives for this project. As a result of this grant, YPI was able to increase digital literacy skills and broadband adoption rates for the communities it serves. The outcome summary section below shows the progress made for each individual outcome. Overall, YPI met or exceeded the majority of outcomes. The two outcomes which were significantly below the goal were both related to first-time adoptions. The section on accomplishments and challenges will further elaborate on some of the challenges that were encountered with respect to broadband adoption in the communities served by YPI.

Project Outcomes Summary

| Outcome Description | Actual | Goal | Percent Completed |
|---|--------|-------|-------------------|
| Number of LAPN and LAPZ residents reached through broadband adoption outreach efforts | 19,679 | 8,592 | 229% |
| Number of LAPN and LAPZ participants completing Digital Literacy Training | 3,895 | 4,026 | 97% |
| Number of PCC users completing Digital Literacy training | 200 | 200 | 100% |
| Number of community fairs and special events conducted | 12 | 5 | 240% |
| Number of first-time Internet subscriptions at home | 1,205 | 2,500 | 48% |

III. Accomplishments and Challenges

Summary of Accomplishments and Impacts of Project

The Youth Policy Institute had 5 outputs/outcomes for this grant and achieved 3 of them. YPI reached 96% of the Digital Literacy outcome and 48% of the first time adoptions outcome.

Assessment of Outcomes Achieved in Comparison to Grant Agreement

The Youth Policy Institute met 229% of its broadband adoption outreach outcome. The fact that we were working with our existing programs facilitated broadband outreach in the communities we serve. We also met 100% of the outcome related to providing Digital Literacy training to PCC users--this success was due to the fact that the PCCs were already integral parts of the communities we serve. The fact that we already had an established rapport with community members facilitated their participation in our Digital Literacy workshops and classes. Our organization also met 240% of its outcome related to conducting community fairs and special events. Once again, the fact that we were working with YPI's existing programs facilitated our ability to attend a variety of community events and therefore meet this outcome.

Delineation of Deliverables and Outcomes Not Achieved and Explanation

YPI came very close to meeting the outcome related to LAPN and LAPZ participants completing Digital Literacy training, achieving 96.75% of the goal. We did not meet the outcomes related to broadband adoption due to several contributing factors: (1) two of our three School2Home sites (Le Conte MS and Maclay MS) were delayed in launching the program due to site constraints. Maclay MS has still not launched the School2Home program at their site and (2) the school site that launched School2Home in a timely manner, San Fernando Institute of Applied Media, the biggest challenge was the lack of affordable (and quality) Internet offers available in their geographic area. The latter was also the biggest challenge in our primary geographic area (the San Fernando Valley). In some cases, there were affordable offers, but when tested, the quality of the service left much to be desired. In other situations, the quality was comparable, but the cost was no longer affordable. Overall, the adoptions we were able to secure were all thanks to our partnership with the OurCycleLA project. Through this partnership, we were able to secure a significant number of broadband adoptions.

Discussion of Other Positive Results from Project

A major positive result of this project was being able to integrate the importance of broadband adoption and digital literacy across all of YPI's existing programs. Access to broadband Internet and Digital Literacy skills is no longer a luxury, it is a necessity. Regardless of what type of programming/service our clients are receiving, the reality is that they will encounter the need to access information online, at one point or another. Through this program, we were able to infuse our existing programs with these very needed

resources. Additionally, this project allowed us to bring new resources to our clients thanks to some of the partners with whom we had the opportunity to collaborate:

1. EveryoneOn - Through our collaboration with EveryoneOn, we were able to connect our clients to low-cost Internet offers, low-cost equipment and Digital Literacy trainings, simply by typing their zip code into their website.
2. Southeast Community Developing Corporation (SCDC) - Through our collaboration with SCDC, we were able to connect our clients to low-cost Internet offers and low cost equipment.
3. Human-I-T - Through our collaboration with Human IT, we were able to provide basic tech support to our clients, a component that is usually costly and difficult to come by for our clients.

Impacts of the Project

One of the most positive results from this grant has been the program's impact on the individuals who received Digital Literacy training and home broadband Internet service. The following are some comments they shared with us:

"I acquired new highly useful and relevant skills. These facilitated lifelong learning and productive life after retirement" —Introduction to Computers class participant.

"I am not getting completely lost anymore when someone is talking about doing something on the computer. I am not that afraid anymore to sit in front of a computer. Now I know how to turn it on and off. I like typing; I am getting faster and better. I enjoy seeing people of my age advancing like me and sharing experiences and knowledge with each other." —Introduction to Computers class participant.

"I learned a lot of stuff I didn't know about computers. It is going to make my job much easier." — Introduction to Computers class Participant.

"It helped make me more independent. I now have more information about technology and know how to access information I need for work and for my personal life." —Introduction to Computers class participant.

"I benefited from the knowledge I gained, not only to be able to go online to investigate things that interest me, but also to be able to search for work and send my resume to the companies I would like to work for." —Introduction to Computers class participant.

Overview of Major Challenges to Achieving Planned Results

Identify Major Challenges to Successful Implementation

The Youth Policy Institute faced one major challenge during the grant period: availability of low-cost broadband offers in the San Fernando Valley region. One of YPI's primary service regions is the San Fernando Valley. As such, the limited number of broadband offers in the area limited our ability to fulfill the outcomes related to this grant.

Discuss Efforts to Address Challenges and Resolve Problems

In order to address the issue of limited broadband Internet offers in the San Fernando Valley, we continuously researched and tested new offers to ensure we always had the most up-to-date information. We also kept in constant communication with other YPI partners with respect to new broadband Internet offers.

IV. Lessons and Recommendations

Summary of Lessons Learned

Lesson 1: It takes multiple touch points to get a 'non-adopter' to subscribe to Internet service.

Lesson 2: Internet service providers are not incentivized to open low-cost accounts

Lesson 3: Broadband speeds need to be reanalyzed; the cost might be right, but the speeds are usually too low.

Summary of Recommendations

Recommendations for Expanding the Project in Region or Scaling Up Statewide

Recommendation 1: We felt that programs such as OurCycle LA are very promising in terms of potential for scalability. During the time we were involved with this project, various partners from the public and private sector came together to braid services and ensure that all three critical elements to closing the Digital Divide (devices, digital literacy training, technical support, and Internet service) were available to clients. Although the project didn't yield the number of adoptions we hoped for, the uniqueness of the partnership and the way the services were braided had potential.

Recommendations to Close the Digital Divide Based On Your Experience

Recommendation 1: Work with schools and local elected officials to fund Internet services and computing devices for low-income families.

Recommendation 2: Deliver digital literacy classes with a focus on making the Internet indispensable in the home. Highlight both relevance and urgency based on needs.

Recommendations to CETF Regarding Grants Management

Recommendation 1: In terms of grant management, it helps to have a pacing plan not only for the activities but also for budgetary spending.

Recommendation 2: Monthly Participant reports were cumbersome and time-consuming. I recommend making Participant reports due quarterly.

V. Grant Agreement Requirements

Purchased Equipment

No equipment was purchased with CETF grant funding.

Unspent CETF Grant Funds

CETF awarded a total of \$200,000 and all funds were expended.