



**CETF-VERIZON PUBLIC BENEFITS MEMORANDUM OF UNDERSTANDING
DIGITAL INCLUSION LISTENING SESSIONS
FINAL REPORT**

June 2026

California Emerging Technology Fund

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**CETF-VERIZON PUBLIC BENEFITS MEMORANDUM OF UNDERSTANDING
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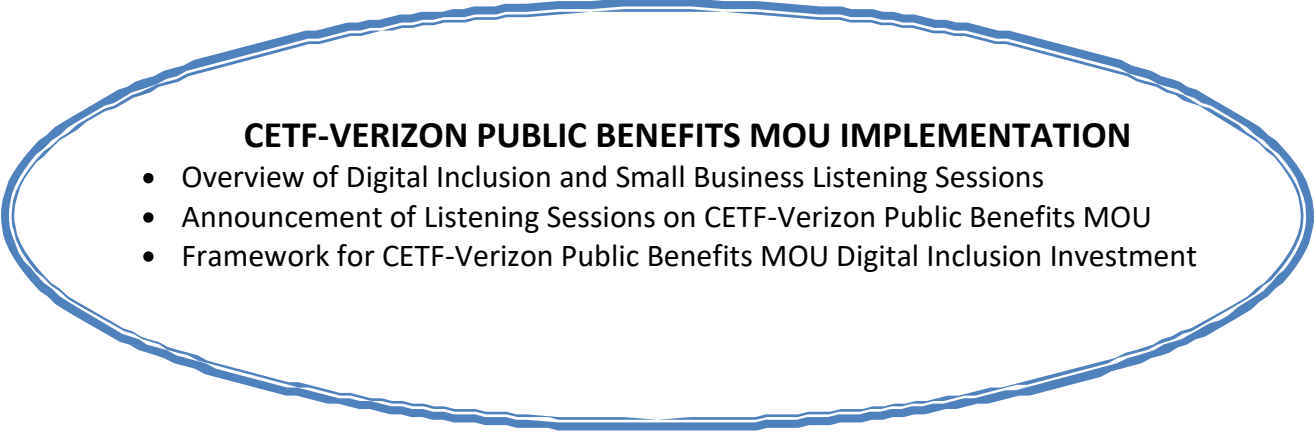
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OVERVIEW OF DIGITAL INCLUSION AND SMALL BUSINESS LISTENING SESSIONS

June 2026

The California Emerging Technology Fund (CETF) was established by the California Public Utilities Commission (CPUC) as a public benefit arising from corporate consolidations in 2005. Since becoming operational in 2007, CETF historically has convened Listening Sessions to gather input to develop Strategic Action Plans that provide a framework for revenue streams generated by public benefits agreements. This same practice was used for the CETF-Verizon Public Benefits Memorandum of Understanding (MOU) approved by the Commission on January 15, 2026.

During March-April 2026, CETF convened 19 Listening Sessions to gather stakeholder input to develop Action Plans regarding the CETF-Verizon MOU commitments to invest in Digital Inclusion (\$40 million) and small businesses to increase supplier diversity (\$500 million with incentive to increase by another \$150 million to a total of \$650 million). The Action Plans are specific to these revenue streams and intended to align with the State Broadband For All and Digital Equity Plans, not duplicate them or replicate the processes to develop them. This process included 1 combined Session for Regional Broadband Consortia (RBCs) and Metropolitan Planning Organizations (MPOs), 9 Digital Inclusion Listening Sessions held on Thursdays, and 9 Small Business Listening Sessions held on Fridays, in collaboration with 9 Business Network Expert Partners.

Outreach efforts were extensive. CETF invited organizations across the state and encouraged partners to share invitations widely. The California Department of Technology (CDT) supported participation by publishing Listening Session dates and registration links on its website and highlighting the opportunities during other CDT meetings. Representatives from the California Public Utilities Commission (CPUC), CPUC Communications Division, Cal Advocates, CDT, and Verizon were invited to attend and welcome participants. Digital Inclusion Listening Sessions participants received the CETF Digital Equity Ecosystem Overview and Funding Framework so there was transparency about Best Practices and current competitive compensation rates for achieving outcomes. It was underscored to prospective Grantee Partners that the outcomes are aligned to the State priorities and set per the MOU, but they have flexibility in how they achieve outcomes although are required to use standardized assessments and reporting forms.

Participation was strong and wide. For the Digital Inclusion Sessions, 152 individuals registered, 137 attended, and 46 organizations submitted proposals. For the Small Business Sessions, 459 individuals registered, 245 attended, and all 9 Network Expert Partners submitted proposals. CETF prepared Summary Reports for each Listening Session which informed the development of 2 Action Plans for approval by the CETF Board of Directors. The Final Reports and Action Plans for both strands of Listening Sessions are being distributed to all participants and posted online.

CETF plans to begin entering into Grant Agreements in July 2026 with CBOs who are ready to implement proposed actions to engage and enroll low-income households in affordable Internet service and deliver digital literacy training consistent with the Framework funding allocations and compensation rates. CETF will continue to meet with all organizations who submitted proposals that exceeded the compensation rates and/or didn't commit to explicit deliverables to explore how they may be able to contribute to achieving the MOU obligations.



**California Emerging Technology Fund Announcement of Listening Sessions
Implementation of CETF-Verizon Public Benefits Memorandum of Understanding (MOU)
March-April 2026**

Overview and Background

The California Emerging Technology Fund (CETF) and Verizon Communications Inc. entered into an agreement on a Public Benefits Memorandum of Understanding (MOU) in conjunction with the acquisition of Frontier Communications approved by the California Public Utilities Commission (CPUC) on January 15, 2026. The Listening Sessions are being convened by CETF to obtain input from knowledgeable stakeholders and experienced prospective partners regarding the most effective and efficient strategies to implement the commitments and obligations. There will be 2 strands of Listening Sessions in March and April: (1) Thursday afternoons for Digital Inclusion; and (2) Friday afternoons for Small Business. CETF will provide background information for participants to review in advance of the Listening Sessions. Stakeholders and organizations interested in participating will be asked to register for the most appropriate Listening Session regarding their background and affiliation. CPUC, California Department of Technology (CDT), and Cal Advocates staff are invited to attend all of the Listening Sessions.

Listening Sessions for Digital Inclusion Public Benefits Commitments

- Thursdays, 2-4PM: March 12 through April 30
- Verizon Investment: \$40M for CETF Core Mission and Digital Equity Ecosystem to get 100,000 low-income Unconnected households (HHs) online and digitally-proficient.
- Facilitated Conversation to Address Key Questions:
 - How can the Digital Equity Ecosystem be leveraged to support your organization?
 - What have you documented as the most cost-effective strategies to find Unconnected HHs, get them online, and deliver digital literacy to them?
 - What credible sources can you engage to distribute information?
 - How many low-income Unconnected HHs can you reach (2 years) and train in digital literacy?
 - What do you need to begin implementation?

Listening Sessions for Implementation of Small Business Public Benefits Commitments

- Fridays, 2 Hours (Starting Noon – 1PM): March 13 through April 24 (May 1 may be added)
- Verizon Investment: \$1M to assist in engaging small businesses in Digital Ready and Accelerator Programs to access \$500M from Verizon (with potential for additional \$150M for total \$650M).
- Facilitated Conversation to Address Key Questions:
 - Are there barriers for small businesses not addressed by the Verizon Programs?
 - Do you have challenges in finding employees and can Digital Ready address that problem?
 - What assistance will be the most helpful to small businesses to use Verizon Programs?
 - How can you reach and encourage small businesses to participate in the Verizon Programs?
 - What kind of support do you need to optimize the benefit of the Verizon investment?

Note: There was a Listening Session with Regional Broadband Consortia (RBCs) and Metropolitan Planning Organizations (MPOs) on Thursday, March 5, 2-5PM, on both Digital Inclusion and Small Business.

Relevant Provisions of the CETF-Verizon Public Benefits MOU

The CETF-Verizon Public Benefits MOU sets forth the following commitments by Verizon and obligations for implementation by CETF:

IV. Investments in Digital Inclusion

Verizon shall provide \$40 million to CETF within 90 days following the closing date of the Transaction to support Digital Inclusion in California. Verizon's \$40 million Digital Inclusion investment shall be comprised of the following:

- \$35 million to CETF for its CPUC-assigned core mission to close the Digital Divide in California, which includes operation and management of the CETF Digital Equity Ecosystem to support CBOs and schools throughout the state. CETF will continue to seek CPUC California Advanced Services Fund ("CASF") Funding for Direct Notifications (or Direct Mail if Direct Notifications are not possible in key Counties and Zip Codes) and Digital Literacy Training (and provide technical assistance to CBOs to apply for CASF Digital Literacy Training Grants); and*
- \$5 million commitment to CETF to be granted by CETF to CBOs and schools for Digital Inclusion programs in California consistent with the CETF's core mission.*

CETF will use its best efforts to close the Digital Divide for 100,000 unconnected households by assisting them to subscribe to an affordable home Internet service and providing them with Digital Literacy Training. CETF recognizes that 100,000 households is approximately one-fifth (20%) of the remaining low-income unconnected and underconnected households and that the Verizon investment in Digital Inclusion programs managed by CETF helps to close the Digital Divide in California.

Public Commitments on Small Business Investment, General Order 156, and Public Utilities Code Section 8290.2 ***Small Business Investment***

Verizon agrees to develop, invest in, and expand programs such as its Small Business Supplier Accelerator and Small Business Digital Ready programs. Specifically, Verizon commits to spend \$5 billion nationally with small business suppliers over the next 5 years. CETF has urged Verizon to commit a certain amount of this national investment in California, given its significant population size and its importance as a market.

Within 90 days of closing, Verizon agrees to provide CETF with \$1 million in funding to assist it in performing outreach and increase awareness of Verizon's Small Business Supplier Accelerator and Small Business Digital Ready programs and conduct related outreach to participants. Over the 5-year period, Verizon commits to spend at least \$500 million of the dedicated \$5 billion in California. If the CETF outreach directly results in the disbursement of \$100 million or more in contractual commitments to California small business suppliers, Verizon will endeavor in good faith to spend an additional \$150 million of the program's disbursements on top of the promised \$500 million (for a total of \$650 million) in California over the 5-year period. The \$100 million in funding is not additive to the \$650 million amount referenced above.

Verizon agrees to continue to engage with small business suppliers, including diverse suppliers who are covered by the Commission's Supplier Diversity Program, as part of a broader effort with all small businesses, and will continue to engage with organizations such as the CalAsian Chamber of Commerce, the California African American Chamber of Commerce, the California Hispanic Chambers of Commerce, Disability:IN, the National LGBT Chamber of Commerce, and the National Veteran Business Development Council, among others.

February 24, 2026

California Emerging Technology Fund
Funding Framework for CETF-Verizon Public Benefits Digital Inclusion Investment
Get 100,000 Unconnected Households Online with Affordable Internet and Digital Proficiency
June 2026

Investment Option	Timeframe	Unit Cost	Units	Total Cost	Notes
CETF Leadership, Management, Administration					
CETF Core Mission and Digital Equity Ecosystem	Annually	\$4,000,000	5	\$20,000,000	Current Core Mission is \$5M annually. This is a reduction.
Statewide Survey and Other Research Studies	Bi-Annually	\$500,000	2	\$1,000,000	Statewide Surveys will be conducted in 2027 and 2031.
Contingency	Contingency	\$1,000,000	1	\$1,000,000	
TOTAL				\$22,000,000	
Digital Inclusion Program Options and Values					
School2Home	\$500/Student	\$500	10,000	\$5,000,000	This is average \$1M/ year. S2H currently is \$2M/year.
Unconnected Enrollments	\$75/HH to CBO	\$75	100,000	\$7,500,000	Could be stretched with CASF Grant for 25,000 HHs.
Underconnected Enrollments (and Unsustainable Connected)	\$50/HH to CBO	\$50	40,000	\$2,000,000	Could be augmented by CPUC and ISPs.
In-Person Direct Notification (Including Cost of Printed Fliers)	\$10/Enrollment	\$10	50,000	\$500,000	CBOs paid to find Unconnected HHs with confirmed Enrollments.
Digital Literacy Training (Asynchronous DL in Ecosystem)	\$400/HH to CBO	\$400	5,000	\$2,000,000	10,000 HHs could be GCCP CASF Grant. CETF will support funded CBOs for >5,000 HHs.
RBCs and Local Governments (Including Consultations)				\$1,000,000	\$800,000 committed match for 2 CASF Applications.
TOTAL				\$18,000,000	Exceeds by 3x the \$5M required by MOU.
TOTAL				\$40,000,000	
<i>Note: CETF reserves the right to reallocate funds to support the Digital Equity Ecosystem if needed to meet goals.</i>					



DIGITAL INCLUSION LISTENING SESSIONS SUMMARY REPORT



DIGITAL INCLUSION LISTENING SESSIONS

Summary Report

June 2026

Overview and Purpose

The California Emerging Technology Fund (CETF) and Verizon Communications, Inc., entered into a Public Benefits Memorandum of Understanding (MOU) in conjunction with the Verizon acquisition of Frontier Communications. The California Public Utilities Commission (CPUC) approved the transaction on January 15, 2026. Pursuant to the MOU, Verizon agreed to invest \$40 million to support the CETF Core Mission and Digital Equity Ecosystem and to assist with Digital Inclusion programs to get 100,000 low-income Unconnected households (HHs) online with affordable Internet service and proficiency in digital literacy skills.

CETF convened a series of Digital Inclusion Listening Sessions during March-April 2026 to obtain input from experienced and interested CBOs, public agencies, regional non-profit computing device refurbishers, and other stakeholders to obtain input on the development of an Action Plan to optimize the impact and leverage the Verizon investment. The purpose was to gather input from stakeholders and prospective partners on the most effective and efficient strategies to implement the MOU commitments and obligations. CPUC Commissioners and Communications Division, Cal Advocates, and California Department of Technology (CDT) were invited to attend each Listening Session and make opening remarks.

The Listening Sessions facilitated conversations addressed 5 Key Questions:

- How can the Digital Equity Ecosystem be leveraged to support your organization?
- What have you documented as the most cost-effective strategies to find Unconnected HHs, get them online, and digitally-proficient?
- What credible sources can you engage to distribute information?
- How many low-income Unconnected HHs can you reach (2 years) and train in Digital Literacy?
- What do you need to begin implementation?

This Summary Report synthesizes the major themes, observations, and recommendations that emerged across all 9 Digital Inclusion Listening Sessions.

Executive Summary

Participants consistently emphasized that successful Digital Inclusion depends on culturally and linguistically competent outreach coupled with community-based organizations (CBOs) serving as "trusted messengers" in the role of Digital Navigators. The findings highlight that California already has a strong infrastructure that can be leveraged to scale rapidly, especially when Digital Inclusion services are integrated into existing programs, such as housing, food distribution, and healthcare.

However, persistent gaps remain in the availability of affordable computing devices, technical support, and sustainable funding. Achieving meaningful outcomes will require coordinated efforts statewide, multi-year investments, and a holistic approach that combines affordable Internet service, digital literacy training, and appropriate computing devices with ongoing technical support. The following are the Top 7 Findings from the 9 Digital Inclusion Listening Sessions.

Community Trusted Messengers Are Essential

Community trusted messengers are essential to effectively reach Unconnected and Underconnected households. Residents are far more likely to engage in programs when outreach is conducted in-language and in-culture by CBOs and other trusted agencies, such as libraries, schools, healthcare providers, and faith-based organizations, with established relationships in the community.

Digital Navigators Are a Core Strategy

Digital Navigators are widely recognized as a core strategy for increasing adoption. They build trust within communities while providing a range of services, including affordable Internet service enrollment assistance, digital literacy training, and device setup and troubleshooting support. Digital Navigator Training also contributes to workforce training and up-skilling.

Language Access and Cultural Competency Are Critical

Language access and cultural competency are critical components of effective outreach and training for diverse populations. Key recommendations include multilingual outreach and information materials, partnerships with ethnic media, community-and-population-specific curriculum, and culturally-competent Digital Navigators who delivery services in-language.

Existing Networks and Systems Can Scale Efficiently

California already has extensive organizational networks that can scale quickly outreach, such as . This infrastructure includes Regional Broadband Consortia, CETF grantees, libraries, schools, housing providers, food distribution programs, workforce development systems, and cultural organizations. Leveraging these existing networks and systems can significantly enhance outreach efforts. These existing systems are more cost-effective than developing entirely new structures.

Integrated Service Delivery Improves Outcomes

Trust is increased, duplication of efforts is reduced, and overall reach is extended by embedding Digital Inclusion into existing services such as food distribution, housing assistance, senior services, healthcare, education, libraries, and workforce development. This approach not only improves outcomes, but also ensures that individuals have better access to essential resources and support.

Devices and Technical Support Remain Major Gaps

The availability of affordable computing devices and ongoing technical support are major gaps in adoption programs. Key needs include device procurement, refurbishing capacity, and technical assistance, which can be coupled to workforce training strategies.

Sustained and Flexible Funding Are Vital

Reimbursement and short-term funding models are major concerns for CBOs; there is a need for sustained funding for operational cash flow (upfront advances), stability, and longer-term planning. Funding needs to include flexibility in authorized expenditures for staffing, outreach, and various strategies to reach target populations.

Participant Responses to Questions During Facilitated Discussions

The following summarize the most frequent Answers to **Questions** during the facilitated discussions across all Listening Sessions and Key Strategies. They provide guidance to award grants to enroll 100,000 low-income Unconnected households (HHs) in affordable home Internet service and assist them in becoming digitally-proficient per the obligation in the CETF-Verizon MOU. It is understandable that many organizations are seeking funding for their own operations and express that as wanting more "flexibility in funding for capacity building" without being accountable for delivering specific outcomes, especially within the CETF compensation rates. CETF has explained that "capacity is built by doing" in delivering outcomes and the compensation amounts in the Funding Framework reflect current competitive rates for organizations who deliver services at scale supported by the Digital Equity Ecosystem. CETF compensates Partners for outcomes, so Grantees are able to allocate CETF funds for their operating priorities, which is considerable flexibility. Further, the Digital Equity Ecosystem represents documented Best Practices, but Partners have flexibility in how to expend grant dollars to achieve the outcomes and are encouraged to demonstrate more cost-effective ways to achieve those outcomes. However, CETF does not have flexibility to fund general support for organizations or activities that don't contribute to the MOU obligations to get 100,000 Unconnected HHs online and digitally-proficient.

How can the Digital Equity Ecosystem be leveraged to support your organization?

- Existing community service systems provide a strong infrastructure for Digital Inclusion outreach. Organizations already serving low-income residents through food distribution, housing assistance, workforce development, senior services, disability programs, and schools can integrate Digital Inclusion into existing workflows.

"Senior food box distribution reaches over 30,000 people a month."

— Briana Ancona, Community Action Partnership of Orange County (CAPOC)

- The CETF Ecosystem can reduce duplication and strengthen coordination. Participants emphasized the value of shared referral systems, common training resources, centralized communications, and coordinated outreach strategies.
- Call centers and referral systems are highly valuable. Multiple organizations praised the CETF Get Connected Call Center model and expressed interest in integrating enrollment support into their own systems.

"Having a trusted partner to enroll individuals makes a huge difference."

— Chris Schmidt, Southern Border Broadband Consortium

- Digital Navigator training strengthens local capacity. Participants described Digital Navigator programs as critical to helping residents enroll in affordable broadband, use devices, and build confidence using technology.

"Digital Navigator training has been extremely helpful for our organization."

— Ulises Zatarain, Tech Exchange

- Workforce development opportunities should be integrated into Digital Inclusion. Several organizations recommended developing Digital Navigator career pathways and expanding workforce-oriented digital literacy programs.
- Device access must be integrated with training. Participants emphasized that digital literacy training is less effective when residents lack reliable access to devices.
- In-language and culturally-relevant services are essential. Organizations repeatedly stressed the need for multilingual outreach, culturally-competent staff, and peer-to-peer education.

Key Strategies

- Integrate Digital Inclusion into existing social service programs.
- Expand Digital Navigator training and staffing.
- Strengthen Call Center and referral systems.
- Coordinate statewide outreach infrastructure.
- Increase device refurbishment and distribution programs.
- Support peer-to-peer outreach models.
- Develop workforce pathways connected to Digital Inclusion.

What have you documented as the most cost-effective strategies to find Unconnected HHs, get them online, and digitally-proficient?

- Trusted community relationships are the most effective outreach strategy. Participants consistently emphasized that residents are more likely to enroll in broadband and digital literacy training programs when approached by trusted organizations and individuals.

“Community finding community is the most cost-effective way to find unconnected households.”

— Veronica Amador, Sacred Heart Community Service

- Integrating Digital Inclusion into existing services is cost-effective. Embedding outreach into programs already serving priority populations reduces duplication and improves participation.
- Community-based outreach is more effective than passive marketing. Phone calls, in-person engagement, home visits, and warm handoffs produce stronger results than flyers or generic online outreach.

“I know that medical assistants go into homes to conduct wellness checks... and find that the senior don’t have Internet.”

— Sabrina Tam, DigitalLift

- Digital Navigator programs significantly improve adoption outcomes. Participants described Digital Navigators as one of the most effective strategies for long-term broadband adoption and digital proficiency.

“Digital Navigator and continuous follow-up... invest in navigator programs and fund that basic capacity and there is exponential growth.”

— Chris Schmidt, Southern Border Broadband Consortium

- One-on-one assistance is effective. Some residents, particularly seniors, want individualized support to enroll, set up devices, establish email accounts, and develop basic digital skills.

“One-on-one service is what is needed... we need to be able to go into people’s homes.”
— Tom Mullen, Riverside County

- Digital Navigator programs significantly improve adoption outcomes. Participants described Digital Navigators as one of the most effective strategies for long-term broadband adoption and digital proficiency.

“Digital Navigator and continuous follow-up... invest in navigator programs and fund that basic capacity and there is exponential growth.”
— Chris Schmidt, Southern Border Broadband Consortium

- Large community events provide efficient opportunities for outreach. The Free Application for Federal Student Aid (FAFSA) workshops, cultural events, school events, libraries, food distribution programs, and neighborhood gatherings can reach thousands of residents.

“Those “cash-for-college” events really are very unique... lots of boots on the ground, so it’s a really good way to reach a lot of people.”
— Liliana Aide Monge, UNITE-LA, LA DEAL

- Digital Literacy, device access, and broadband enrollment should be integrated. Programs achieve stronger outcomes when residents receive enrollment, digital skills training, devices, and ongoing support combined in delivery of services by a single CBO or organization.

Key Strategies

- Rely on experienced CBOs and organizations as trusted messengers for outreach.
- Ensure that outreach is in-language and in-culture with multi-lingual materials and media.
- Engage existing networks and capitalize on community events for outreach:
 - Community Celebrations and Cultural Gatherings
 - Schools and Libraries
 - Food Distribution Centers
 - Health Providers, Home Visits, Wellness Checks on Seniors
 - Social Services Agencies and Community Organizations
- Incorporate Digital Inclusion into other community service systems.
- Combine all components of adoption into a comprehensive service delivery model.

What credible sources can you engage to distribute information?

- Community-based organizations are the most trusted sources of information. Residents are more likely to respond to outreach from organizations they already know and rely upon.

“A layer of trust only exists with local CBOs.”
— Charles Pellicane, Human-I-T

- Schools, libraries, and local governments are critical distribution partners. These institutions regularly interact with residents and can efficiently share information about Digital Inclusion.
- Ethnic media and multi-lingual communication channels are essential. Community radio, ethnic media outlets, and culturally-specific organizations play a major role in reaching immigrant and non-English speaking populations.

“Community radio programs help share information about Digital Literacy programs.”

— Quyen Vuong, ICAN

- Social service systems provide ongoing access to priority populations. Food banks, housing programs, senior services, workforce programs, and healthcare systems provide trusted avenues for outreach.

“We have several different entry points... food insecurity, housing assistance, diaper banks... there’s just a plethora of options.”

— Jaime Dadabhoy, Community Action Partnership of Orange County (CAPOC)

- Faith-based and cultural organizations can expand community reach. Participants emphasized that cultural organizations often have deeper trust within underserved communities.
- Public agencies and elected officials can amplify outreach. County Supervisors, City Councils, utility companies, and government communications can expand awareness and legitimacy.
- Disability-led organizations, such as Regional Centers and Independent Living Centers, serve the disability community and understand its unique needs, especially regarding digital literacy training and assistive technology.

“Independent Living Centers are deeply embedded in their communities, and that trust makes all the difference in adoption.”

— Dawn Skaggs, World Institute on Disability (WID)

Key Strategies

- Work with existing institutions and networks to distribute information:
 - County and City Governments
 - Schools, Colleges and Libraries
 - Food Distribution Centers
 - Social Services Agencies, Community Organizations and Senior Centers
 - Affordable Housing Organizations
 - Disability Service Networks and Regional Centers
 - Faith-Based Entities and Cultural Organizations
- Increase public awareness through community and ethnic media.
- Promote affordable Internet offers and digital literacy training in government and community newsletters and other existing distribution channels.
- Optimize the use of social media.
- Engage and reward participating residents for recruiting other Unconnected households.

How many low-income Unconnected HHs can you reach (2 years) and train in Digital Literacy?

Organizations shared their estimates on potential reach to help implement the CETF-Verizon MOU obligations during the Listening Sessions. They also submitted projections in their Proposals. Some reported being about to reach more than 50,000 individuals through existing service systems, while others estimated that their Digital Literacy and Digital Navigator programs could connect with between 1,500 and 6,000 households. Libraries, affordable housing organizations, and regional coalitions highlighted their significant capacity for outreach and training with adequate funding. Additionally, several organizations noted that with additional staffing, devices, and funding their outreach capacity could double.

- Existing organizations already have substantial reach. Many organizations reported the ability to reach thousands of households through existing programs and partnerships.

“We have a deep reach into our community.”

— Hyemi Moo, Korean American Federation of Los Angeles

- Capacity is directly tied to staffing and funding. Organizations stated that their ability to scale depends on Digital Navigator staffing, outreach resources, and sustained operational funding.

“We cannot take this on without funding for a dedicated coordinator.”

— Carolyn Deters, Tech for Seniors

- Device availability remains a limiting factor. Several organizations noted that their reach could significantly increase if more devices were available.

“With additional devices and staffing, we could significantly expand the number of households we serve in a short period of time.”

— Leonardo Sosa, Dev/Mission

- Partnerships increase scalability. Regional partnerships, schools, libraries, and CBO networks allow organizations to extend their reach far beyond their existing direct client base.

“We’ve had good success partnering with community centers and libraries.”

— Rashida Foster, African American Women for Social Justice

- Training completion and follow-up support matter. Participants noted that enrollment numbers alone do not reflect successful adoption; continued engagement and support improve retention and outcomes.

What do you need to begin implementation?

- Digital Navigators and staffing support are essential. Organizations need trained personnel to conduct outreach, enrollment, training, troubleshooting, and follow-up support.
- Outreach and translation resources are necessary. Participants requested multilingual materials, culturally relevant communications, and outreach stipends.

- Device access and technical support remain major gaps. Many organizations require devices (laptops, tablets, hotspots), device replacement funding, and IT support.

*“We’ve seen success when programs combine devices, training, and support...
if you remove one piece, the outcomes drop significantly.”*

— Leonardo Sosa, Dev/Mission

- Simplified systems would improve participation. Enrollment systems, procurement portals, and reimbursement models were frequently described as overly complex and burdensome.
- Shared training materials and data systems would strengthen implementation. Organizations expressed interest in standardized curriculum, data tracking tools, and statewide coordination.

“The curriculum has been very helpful, especially when it is delivered peer-to-peer with promotores who understand the community.”

— Veronica Amador, Sacred Heart Community Service

- Sustained and flexible funding is a top need. Participants emphasized the importance of multi-year funding models that support staffing, outreach, translation, and operations.

*“Programs should focus on long-term systemic investment (5+ years)
rather than one-time opportunities.”*

— Chris Schmidt, Southern Border Broadband Consortium

- Long-term sustainability is critical. Participants emphasized that short-term investments are insufficient to achieve meaningful Digital Equity outcomes.

Key Strategies

- Consider multi-year Grants to support operational stability for Partners.
- Fund Grants that support a comprehensive approach to Adoption, including enrollment, digital literacy training, and computing devices. (It should be noted that CETF does not have funding for computing devices and it is not part of the Funding Framework, but is investing in developing the California Green Technology Initiative (GTI) to increase the supply of affordable refurbished computers and to generate a revenue stream to buy them.)
- Train CBO personnel to become Digital Navigators (with CSU certification) as part of the Digital Equity Ecosystem.
- Align, integrate, and share digital literacy training curricula to be used by Digital Navigators.
- Provide outreach and information materials in multiple languages as part of the support to Grantees from the Digital Equity Ecosystem.
- Develop widely available and reliable Technical Assistance (and troubleshooting) for Grantees and their clients as a component of the Digital Equity Ecosystem.
- Develop and manage common data collection and reporting systems for Grantees to relieve Partners of as much administrative work as possible so they can focus on delivering services to the community to close the Digital Divide and achieve Digital Equity.

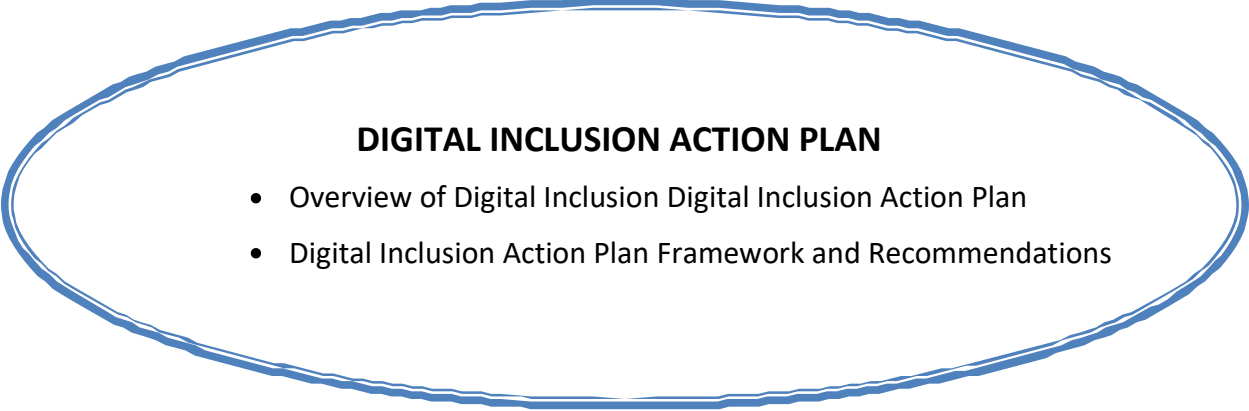
Conclusion

The March–April 2026 Digital Inclusion Listening Sessions underscored that there are robust and diverse networks with substantial expertise and trusted community relationships ready to engage as partners with CETF in reaching Unconnected households (HHs) to get them online and digitally proficient to meet the obligations in the CETF-Verizon Public Benefits MOU. The Listening Sessions also highlighted the importance of leveraging existing systems and trusted institutions—including CBOs, libraries, schools, affordable housing organizations, health and social services agencies, and workforce programs, and social service organizations—to efficiently reach and support low-income Unconnected households. Participants demonstrated strong readiness and willingness to partner with CETF to expand Digital Inclusion statewide.

Participants emphasized that achieving meaningful and sustainable impact will require:

- Partnerships with Organizations Who are Trusted Messengers
- Outreach and Information Materials that Are In-Language and In-Culture
- Expanded Training of Digital Navigators for CBOs to Increase Reach and Capacity
- Increased Availability of Affordable Computing Devices and Technical Support
- Simplified Enrollment Procedures and Streamlined Administrative Systems
- Coordinated Statewide Coordination and Support for Efficiencies
- Longer-Term Partnerships and Investments

Overall, the Listening Sessions reinforced that Digital Inclusion is fundamentally about people, trust, and support systems. California already has the foundation and partnerships necessary to significantly expand Digital Equity; the opportunity moving forward is to align investments, strengthen coordination, and sustain community capacity in ways that allow all Californians to fully participate in the digital economy and society.



DIGITAL INCLUSION ACTION PLAN

- Overview of Digital Inclusion Digital Inclusion Action Plan
- Digital Inclusion Action Plan Framework and Recommendations



DIGITAL INCLUSION ACTION PLAN

June 2026

Overview and Purpose

The California Emerging Technology Fund (CETF) and Verizon Communications, Inc., entered into a Public Benefits Memorandum of Understanding (MOU) in conjunction with the Verizon acquisition of Frontier Communications. The California Public Utilities Commission (CPUC) approved the transaction on January 15, 2026. Pursuant to the MOU, Verizon agreed to invest \$40 million to support the CETF Core Mission and Digital Equity Ecosystem and to assist with Digital Inclusion programs to get 100,000 low-income Unconnected households (HHs) online with affordable Internet service and proficiency in digital literacy skills.

The Digital Inclusion Listening Sessions were conducted during March–April 2026 to obtain input on an Action Plan to determine how best to leverage the \$40 million investment to achieve the MOU obligation. The input from the Listening Sessions emphasized that the Digital Divide is closely linked to the Economic Divide, the Opportunity Gap, and the ongoing inequities faced by low-income Californians. This Action Plan is framed with the vision that every low-income, digitally-disadvantaged Californian has access to high-speed Internet service, digital literacy skills, and computing devices with support systems to fully engage in education, healthcare, workforce opportunities, civic involvement, and economic advancement.

The Listening Sessions demonstrated that California is well-equipped to push forward the agenda of Digital Inclusion. Trusted community-based organizations (CBOs) have a profound connection with underserved populations, making them key players-partners in this effort. These CBOs effectively engage libraries, schools, affordable housing organizations, workforce systems, faith-based groups, and other vital institutions. The CETF Digital Equity Ecosystem will provide implementation infrastructure, thereby enhancing CBOs' ability to address the identified needs.

The Listening Sessions identified the key conditions and program components for success:

- Trusted Messengers and Culturally-Competent Outreach
- Digital Navigator Training with Standards for Certification (and Workforce Upskilling)
- Affordable Internet Service Offers
- Availability of Affordable and Appropriate Computing Devices
- Integration of Digital Inclusion with Other Services
- Simplified Administration and Reporting Systems Coupled with Partner Coordination
- Flexible and Multi-Year Funding to Deliver Required Outcomes

This Action Plan is intended to guide:

- Statewide Implementation Strategy
- Regional Partner Coordination
- Funding Allocations and Performance Accountability

This Action Plan proposes an implementation framework built around performance-based funding and regional partnerships coupled with outreach in-language and in-culture integrated with other service systems, expanded Digital Navigator Training, and measurable accountability. Further, the \$40 million must be leveraged with other funding and resources. Thus, regional partnerships in collaboration with CBOs who can extend their current reach cost-effectively to increase impact are priority opportunities for CETF grants. While the initial implementation period is focused currently on the next 2 years, the following are expected outcomes over a 5-year period:

Quantitative Goals	Target
Low-Income HHs Contacts Through Direct Notification (CETF)	112.5M
Low-Income HHs Contacted via In-Person Direct Notification (and Fliers)	50,000
Low-income Unconnected HHs Enrolled in Affordable Internet Service	100,000
Low-Income Underconnected HHs Enrolled in Affordable Internet Service*	40,000
Digital Navigators Trained and Certified	300
HHs Trained in Digital Literacy (5,000 Funded by CETF)	25,000
Devices Refurbished and Distributed	75,000+

**Including Unsustainably Connected HHs*

Strategic Framework Guiding Principles

- ❖ **Trust Messengers for Community-Based Delivery of Services:** Residents are most likely to engage when services are delivered through trusted local organizations and institutions.
- ❖ **Equity-Centered Design:** Prioritize communities most impacted by the Digital Divide with outreach in-language and in-culture, including:
 - Low-Income Households
 - Non-English Speaking Populations
 - Seniors
 - Rural Communities
 - Individuals with Disabilities
- ❖ **Integrated Services:** Outreach and Digital Literacy Training should be embedded into existing systems for delivery efficiencies, leveraged resources, and economies of scale, including:
 - Food Distribution Centers
 - Schools, Libraries, Community Colleges and Workforce Training Programs
 - Affordable Housing Organizations
 - Health Providers
 - Senior Services and Organizations Serving People with Disabilities
- ❖ **Regional Partnerships with Statewide Coordination:** Regional Partnerships in collaboration with CBOs committed to statewide standardized metrics and accountability can tailor outreach and implementation to the regional networks and local community needs.
- ❖ **Sustainable Digital Inclusion:** Long-term regional and local community capacity will be built through experience in delivering services to achieve full adoptions with accountability for results. It will be enhanced through regular collaboration in a Learning Community.

Implementation Recommendations for CETF and the Digital Equity Ecosystem

The following roles and responsibilities were recommended by participants and have been derived from the Listening Sessions for CETF to perform in the context of the Guiding Principles to fulfill the obligations in the CETF-Verizon Public Benefits MOU to get 100,000 Unconnected Households online and digitally proficient. The Digital Equity Ecosystem supports to Grantee Partners with economies of scale while accommodating customization of services for each community and specific segments of the population. This approach allows Grantee Partners to focus on reaching delivering services rather than waste resources on duplicating content development and management systems. It also standardizes outcome metrics to compare performance statewide . CETF roles and responsibilities will be set forth in Grant Agreements. CETF will continue to manage the following functions of the Digital Equity Ecosystem with foundational building blocks to support Grantee Partners:

- Lead and manage the Digital Equity Ecosystem:
 - Program Administration and Monitoring of Performance
 - Grantee Support and Coaching
 - Grant Management and Fiscal Oversight
 - Performance Tracking and Reporting Processes
 - Collective Impact Reporting to Verizon and CPUC
- Provide support through the statewide Digital Equity Ecosystem Components:
 - Direct Notification: Statewide Outreach to Low-Income Households
 - CETF Get Connected Call Center: Shared Enrollment and Referral Systems
 - Digital Navigator Training and Certification: Updated Standardized Curricula
 - Digital Literacy Framework: Essential Skills, Base Curricula, and Standardized Assessments
 - Data Gathering and Reporting: Customer Relationship Management (CRM) System with a Dynamic Dashboard and Real-Time Reporting
- Coordinate and fund outreach through integrated services delivery and tailor approaches that reflect the unique needs of different populations to ensure effective engagement.
- Invest in capacity-building by supporting Grantees through:
 - Learning Community (Community of Practice) Grantee Workshops
 - Common CRM System with Licensed Seats
 - Standardized Digital Navigator Training Curricula and Certification
 - Facilitation of Periodic Updating of Digital Literacy Training Curricula with Partners
 - Expansion of Green Technology Initiative (GTI) to Increase Supply of Affordable Devices
- Fund Lead Regional Partners responsible for coordinating outreach and implementation to:
 - Engage and Oversee Local Partners to Achieve Specific Outcomes
 - Coordinate Outreach within the Region in Collaboration with CETF Direct Notification
 - Assist Partners to Recruit Staff to be Trained as Digital Navigators to Delivery Digital Literacy
 - Promote the Green Technology Initiative and Manage Device Distribution to Partners
 - Ensure Quality Implementation and Completion of Partner Deliverables
 - Gather Photos and Provide Success Stories in CETF Format
 - Collect Performance and Outcome Data from Partners and Report Timely to CETF

Population	Outreach Strategy	Training Approach	Support Model	Key Partners
Seniors	Senior Centers, Healthcare Systems, Meals on Wheels	Hands-On, Smaller-Group Training	High-Touch, Ongoing Support	Area Agencies on Aging, Healthcare Systems
Individuals with Disabilities	Disability Services Organizations, Regional Centers, Independent Living Centers	Accessible Curriculum, Assistive Technology	Specialized Technical Support	Disability-Led Organizations
Immigrant Communities	CBOs Serving Immigrant Communities, Faith-Based Organizations, Ethnic Media	In-language, Culturally-Relevant Training	Peer-to-Peer Support	Cultural Organizations, CBOs with Promotores
Low-Income Families	Schools, school districts, PTA networks, food distribution, housing providers	Flexible, Family-Centered Training	Integrated Support Services	School Districts, Libraries, Housing Authorities
Rural Communities	RBCs, Local Governments, Libraries	Hybrid In-Person and Online Training	Rural Support Networks	CBOs Serving Rural Communities, RBCs, Libraries

Trust and Risk Mitigation Approach

The Listening Sessions highlighted that the lack of trust by can be a barrier to engaging low-income households, particularly among immigrant communities, seniors, and historically-underserved populations. Concerns about privacy, eligibility, and potential risks associated with enrollment can limit participation. To address this barrier, CETF will implement a Trust and Risk Mitigation Strategy:

- **Trusted Messenger Model:** Outreach and enrollment will be led by community-based organizations, faith-based institutions, and culturally-specific organizations that have established trust within communities.
- **Culturally and Linguistically Responsive Communication:** All outreach materials and services will be delivered in-language and in-culture, reflecting the needs of diverse populations.
- **Privacy and Safety Messaging:** Clear, consistent messaging will be developed to address concerns about data privacy, eligibility, and the use of personal information.
- **Non-Governmental Framing of Services:** Outreach efforts will be designed to minimize perceived association with government enforcement systems, particularly in communities with heightened concerns about immigration status.
- **Multi-Touch Engagement Strategy:** Recognizing that trust is built over time, outreach will include repeated interactions through multiple trusted channels rather than one-time contact.

This approach ensures that Digital Inclusion efforts are accessible, credible, and responsive to community concerns.

Risks Mitigation Strategies

Successful implementation necessitates proactive identification and mitigation of key risks. By recognizing and addressing these risks, CETF and Partners can enhance program effectiveness and achieve better long-term outcomes. It should be underscored that CETF historically always has compensated Grantees based on performance—completion of deliverables—instead of reimbursement of expenditures as is usually used by governments. This model ensures equitable support among Grantees, is cost-effective in administration, and increases accountability and transparency. It also provides flexibility of how Grantees budget and manage cash flow.

Risk	Mitigation Strategy
Rate of Digital Literacy Training Completion	Develop modular, flexible training models, fewer training hours if shown to be effective, online learning options.
Increased Supply of Affordable Devices	Expand refurbisher partnerships and procurement channels through expansion of the Green Technology Initiative.
Staffing Constraints and Operational Limitations	Provide upfront funding for cash flow to support staffing and workforce development which is tied up to performance.
Limited Adoption After Enrollment	Follow-up after households are enrollment to offer ongoing support and services.
Stable Funding and Cash Flow	Continue CETF practice of regular Grantee payments based on performance and not reimbursement of expenditures.

Implementation Realities and Operational Requirements

This Action Plan recognizes the operational realities identified by community partners during the Listening Sessions to ensure successful implementation at scale. While California has a robust network of experienced non-profit organizations and public agencies, delivering measurable outcomes requires sustained investment in the underlying infrastructure, staffing, and logistics—hence the need for the statewide Digital Equity Ecosystem. Key operational considerations include:

- **Staffing Capacity:** Digital Inclusion requires dedicated personnel, including Digital Navigators, program coordinators, and outreach specialists to sustain engagement, and follow up. CBOs can tailor services to provide more intensive one-on-one support when needed.
- **Outreach Costs:** Effective outreach is labor-intensive and requires funding for in-person engagement, printed materials, event coordination, translation services, paying for travel costs, and funding for community-based outreach workers.
- **Device Logistics and Management:** Computing device distribution programs require storage, inventory tracking, configuration, charging, transportation, and replacement systems. These operational requirements must be planned and funded as core program components.
- **Training Delivery Models:** Traditional multi-hour Digital Literacy training is not feasible for all low-income households. Flexible, modular training models (such as shorter sessions, drop-in workshops, and online content) are necessary to improve accessibility and completion rates.
- **Organizational Infrastructure Requirements:** Regional Partners need access to training locations, reliable connectivity, and shared tools (such as a CRM, referral networks, and reporting platforms). CETF will incorporate these requirements into program design to help Regional Partners deliver services efficiently and at scale.

Funding and Grant Structure

Sustainable Digital Inclusion requires a funding model that reflects the realities of community-based service delivery. The Listening Sessions emphasized that conventional reimbursement models and short-term funding cycles limit participation and reduce program effectiveness.

CETF should implement a flexible, multi-year funding structure that includes:

- **Upfront Operational Funding:** Regional Partners require upfront funding to support staffing, outreach, translation, and program startup activities to reduce barriers to participation.
- **Performance-Based Grants:** CETF funding is performance-based—Grantees are paid regularly (usually monthly) based on completing deliverables (Enrollments and Digital Literacy Trainings) which provides cash flow and flexibility for Grantees to support their operations. CETF does require an Expenditure Report as part of the Final Report in order to compile data about CBO funding needs and budgeting patterns related to customized service delivery.
- **Multi-Year Commitments:** CETF will fund multi-year Grants (initially no more than 2 years) to support program cash flow, operational stability, and long-term community engagement.
- **Flexibility in Expenditures:** Given that CETF Grants are performance-based (vs. expenditure reimbursement), Grantees may allocate funding for their operational needs and priorities, including compliance with implementation requirements and support for participants, such as translation, food and beverages, and child care for Digital Literacy Training participants.
- **Regional Partners:** CETF welcomes Regional Partners to manage coalitions of CBOs to achieve outcomes within the available allocations set forth in the Funding Framework. This will require Regional Partners to be innovative to leverage their resources to achieve outcome metrics.

Proposed Implementation of the 2-Year Timeline

Phase 1: Infrastructure and Partner Selection (3 months, July 2026 – September 2026)

Phase 1 focuses on establishing the statewide implementation infrastructure needed to support rapid, coordinated delivery of Digital Inclusion services. During this start-up period, CETF will formalize partnerships, operationalize shared systems, and continue to improve upon the foundational capacity needed for long-term success. Priority Grantees will be: (a) CBOs with track records of delivering outcomes; and (b) Regional Partners with strong community relationships, demonstrated implementation capacity, and identified CBO Partners ready to begin implementation. This phase will ensure that all operational and technological structures are in place before expanding to prospective Partners who need more preparation and support.

Key Activities:

- Launch the CETF CRM System for Grantee Use
- Enter Into Grant Agreements with Experienced Grantees Ready to Deliver Services
- Schedule and Begin Digital Navigator Training for Grantee Staff (and Prospective Grantees)

Deliverables:

- Operational CRM that Streamlines Reporting for Grantees
- Grant Agreements with Experienced CBOs and Promising Regional Partners
- Trained First Cohort of Digital Navigators

Phase 2: Scaled Implementation (9 months, September 2026 – June 2027)

Phase 2 will include the next cohort of Grantees after consultation and refinement of deliverables. It will achieve statewide implementation and expansion of Digital Inclusion activities to scale outreach, Internet enrollment, Digital Literacy Training, and computing device distribution for all priority populations and high-need regions. The focus will shift from on-boarding Grantees to high-volume implementation supported by data-driven performance management and continuous coordination. CETF will expand Direct Notification mobilize Partners for intense outreach. Grantees will be engaged in regular Learning Community (Community of Practice) Workshops to foster more collaboration and accelerate performance. Ongoing performance reviews will help identify successful strategies, address barriers, and ensure accountability for measurable outcomes. This phase will require procuring computing devices, which means expansion of the Green Tech Initiative work will need to be scaled up during this timeframe.

Key Activities:

- Launch Statewide Direct Notification and Organize Outreach and Community Events
- Train >300 Digital Navigators with Certification
- Scale Up Enrollment and Digital Literacy Training
- Expand the Green Technology Initiation in Collaboration with Partners
- Establish Regular Learning Communities and Consultations with Regional Partners

Deliverables:

- Full Implementation of the 2-Year Digital Inclusion Investments per this Action Plan
- Establishment of Performance Dashboards to Support Grantee Implementation
- Regional Collaboratives to Recruit Partners in the Green Technology Initiative to Increase Supply of Donated Retired Computers to Non-Profit Refurbishers and CETF-Revivn Partnership

Phase 3: Sustainability and Optimization (12 months, July 2027 – June 2028)

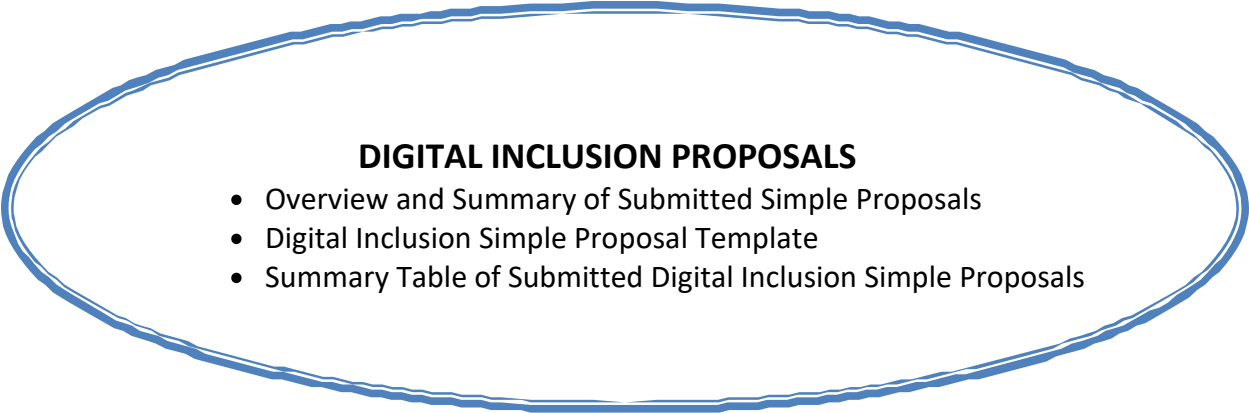
Phase 3 focuses on sustaining program outcomes, strengthening the Digital Equity Ecosystem, and evaluating long-term impact. During this phase, CETF will conduct site visits with all Grantees and CBOs in Regional Partnerships. CETF also will assess the need to do a call for proposals from new Partner proposals. A major objective of this phase is to institutionalize successful practices, deepen public-private-community partnerships, and develop long-term sustainability for the Regional Partners.

Key Activities:

- Conduct Grantee Learning Community (Community of Practice) Workshops
- Generate Real-Time Performance Dashboards and Coach Under-Performing Grantees
- Assess the Need for Another Call for New Grantee Proposals

Deliverables:

- Enrollment of 40,000 Low-Income Unconnected HHs
- Completion of Digital Literacy Training by >3,000 HHs
- Development of Green Technology Initiative to Provide >10,000 Affordable Devices Annually and Generate a Revenue Stream to by Them for HHs Completing Digital Literacy Training
- Identification of Strategies to Leverage CETF Funds to Reach 100,000 Unconnected HHs
- Publication of Progress Report



DIGITAL INCLUSION PROPOSALS

- Overview and Summary of Submitted Simple Proposals
- Digital Inclusion Simple Proposal Template
- Summary Table of Submitted Digital Inclusion Simple Proposals

OVERVIEW AND SUMMARY OF DIGITAL INCLUSION SIMPLE PROPOSALS

All organizations who attended Listening Sessions were invited to submit Simple Proposals (see template) as to how they can help get 100,000 low-income Unconnected Households (HHS) enrolled in affordable home Internet service and digitally-proficient within the compensation for outcomes in the Funding Framework. CETF received 46 Proposals by the deadline. A few late Proposals were received and are being held for review after those submitted on time.

The Proposals provide valuable insights into the current reach, capacity, experience, and readiness of organizations to support Adoption, which is defined as being connected to the Internet with affordable Internet service appropriate for the household and sufficiently digitally proficient to navigate the Internet to improve their daily living, which requires an appropriate and affordable computing device. Thus, Partners contributing to the MOU goals must be able to perform one of more of the activities that lead to Adoption, including outreach to recruit low-income HHs to enroll in affordable Internet service and complete Digital Literacy Training with an appropriate and affordable computing device. Digital Literacy Training can be delivered with many variations to accommodate the needs of the participants, but all models need to use a common metric to verify proficiency to be able to compare results by modality and organization across the state. The most vital role of Partners as Trusted Messengers in priority communities working with low-income HHs is to deliver services to residents in-language and in-culture. Partners should not have to spend resources to duplicate or replicate functions that are more cost-effective performed at scale, which is the role of CETF in managing the Digital Equity Ecosystem.

The interested Prospective Partners who submitted Simple Proposals report having access to more than 2 million low-income households (HHs) through existing databases and community networks, and already reach nearly 1 million HHs annually through ongoing services and outreach programs. The estimated potential reach of nearly 1.5 million HHs highlights the scale and readiness of Partners to rapidly expand enrollment and engagement efforts if funded and coordinated through CETF. The Proposals also reveal a mature and highly collaborative field of organizations with substantial operational infrastructure and community trust. A majority of Prospective Partners already leverage multiple funding streams and work in partnerships with other CBOs, schools, libraries, public agencies, healthcare providers to deliver services.

Strong interest in coordinated outreach, neighborhood canvassing, Call Center participation, and Digital Literacy Training further reflects the readiness of Prospective Partners to support scalable, community-based Adoption. Digital literacy Training capacity is significant with Prospective Partners reported having trained more than 64,000 low-income HHs in the past 2 years. While reported training and enrollment costs vary across organizations and service models, the averages suggest that the Prospective Partners can deliver in-language and in-culture community-based Digital Inclusion services within the Funding Framework. The high level of interest in a Grantee Learning Community (Communities of Practice) Workshops further indicates that Partners value shared learning, technical assistance, and statewide collaboration as key components for sustaining and scaling long-term outcomes to achieve Digital Equity in California.

Key Findings:

- **46 applications were submitted** by community-based organizations (CBOs), Local Governments, libraries, housing, and education organizations across California.
- **Low-Income Households in Partner Databases:**
 - Total Reach: 2,025,771
 - Average Reach per Organization: 44,093
- **Low-Income Households Reached or Contacted Annually:**
 - Total Reach: 973,555
 - Average Reach per Organization: 21,164
- **Potential Verizon–Frontier Low-Income Household Reach:**
 - Total Potential Reach: 1,479,133
 - Average Potential Reach per Organization: 32,155
- Average of Reported Cost per Enrollment: **\$99 per Household.**
- **Low-income Households Trained in Digital Literacy During the Last 2 Fiscal Years (synchronous format):**
 - Total Trained: 64,411
 - Average Number Trained per Organization: 1,431
- Average of Reported Cost for Digital Literacy Training: **\$201 per household trained.**
- **23 Organizations or Agencies** expressed interest in serving as **Call Center Grantees.**
- **40 Organizations or Agencies** expressed interest in serving as **Digital Literacy Grantees.**
- **28 Organizations** indicated willingness to conduct **Neighborhood Canvassing** for \$10 per Unconnected low-income household enrolled.
- **39 Organizations** indicated willingness to conduct **In-Person Outreach** if CETF covers flyer printing costs.
- **14 Organizations** are **current CASF grantees.**
- **17 Organizations** are **former CASF grantees.**
- **35 Organizations** reported having **additional funding sources** to support implementation and sustainability.
- **All 46 Organizations** expressed willingness to participate in **Grantee Learning Community (Communities of Practice) Workshops** as Partner with CETF.

It should be noted that it takes outreach to 1,125 low-income HHs to achieve 1 Enrollment of an Unconnected HH, thus repeated Direct Notifications are required.

The following Summary Table compiles key information in the Simple Proposals submitted by organizations interested in partnering with CETF to achieve the obligations in the MOU with Verizon. CETF will enter into Grant Agreements in FY26-27 beginning with Partners who have documented performance track records and are immediately prepared to begin implementation. CETF then will work with other Prospective Partners who proposed to lead Regional Partnerships to leverage resources for greater reach. CETF then will confer with all others who submitted Proposals with the intent to reach agreement on some way to collaborate within the constraints of the Funding Framework. CETF then will discuss opportunities with those organizations who submitted Proposals after the deadline. At the end of FY26-27 and continuously thereafter, CETF will assess the rate of progress in reaching 100,000 Unconnected HHs and will determine if another Call for Proposals will be released in FY27-28, anticipated to be around April 2028.

DIGITAL INCLUSION SIMPLE PROPOSAL

Name of Prospective Partner:				
Name of Contact:		Title:		
Contact Email:		Telephone:		
Operations Address:				
City and County:		Zip Code:		
Mailing Address (if different):				
City and County:		Zip Code:		
Counties Served:				
EIN:		EUI:		
IRS Non-Profit Status Letter Attached (check one):	YES:		NO:	
W-9 Form Attached (check one):	YES:		NO:	
Date of Submission:				
How many low-income HHs do you have in your database?				
How many low-income HHs do you reach or contact each FY?				
How many low-income HHs could you reach or contact?				
Describe the population of low-income and Unconnected HHs you can reach and how you propose to reach them.				
How many Unconnected low-income HHs did you enroll in affordable Internet service offers in the last 2 FYs?				
Explain how you enrolled the Unconnected HHs (such as a Call Center, in-person Enrollment Event(s), or Other).				
What was your average cost per Enrollment?				
How many low-income HHs did you train in digital Literacy in the last 2 FYs (synchronous format)?				
Explain how you delivered digital literacy training: number of (a) trainers, (b) HHs in a cohort, and (c) location(s).				
How many of your staff have completed the CETF Digital Navigator Training and certified by CSU Chico?				
What was your average cost per HH trained?				
Are you interested in serving as a CETF Call Center Grantee?	YES:		NO:	
Can you accept CETF compensation @ \$75 per Enrollment?	YES:		NO:	
Are you interested in partnering on Digital Literacy Training (participating in Digital Navigator Training, using the UNESCO Framework Curricula or equivalent, obtaining Self-Assessments, and referring to asynchronous DigitalLearn)?	YES:		NO:	
Can you accept CETF compensation @ \$400 per HH trained?	YES:		NO:	

DIGITAL INCLUSION SIMPLE PROPOSAL

Are you able to organize in-person Direct Notification outreach (neighborhood canvassing) for \$10 per Unconnected low-income HHs enrolled?	YES:		NO:	
Are you willing to conduct in-person outreach if CETF pays for the cost of printing fliers?	YES:		NO:	
Are currently a CPUC CASF Grantee?	YES:		NO:	
Have you been a past CPUC CASF Grantee?	YES:		NO:	
Do you have other revenue streams to support your work?	YES:		NO:	
Are you willing to attend regular Grantee Workshops (Community of Practice Sessions) if a Partner with CETF?	YES:		NO:	
Please briefly explain how you envision you can leverage your existing resources and revenue streams through partnership with CETF and support from the Digital Equity Ecosystem.				
<i>Please answer all the Questions (check highlighted Yes or No).</i>				
<i>Make sure to attach your IRS Letter and W-9 Form.</i>				
Optional				
You are welcome to elaborate on your answers above and delineate what you think are the most cost-effective strategies to reach 100,000 low-income Unconnected HHs to get them connected to the Internet with affordable Internet service and digitally-proficient. CETF has evolved the Digital Equity Ecosystem as Best Practices to close the Digital Divide, promote Digital Inclusion, and achieve Digital Equity based on data and documented performance. However, CETF also is seeking better ideas and innovations from Partners. Please share concisely your Proposal for partnering with CETF.				

Name of Prospective Partner:	How many low-income HHs do you have in your database?	How many low-income HHs do you reach or contact each FY?	How many low-income HHs could you reach or contact?	How many Unconnected low-income HHs did you enroll in affordable internet service offers in the last 2 FYs?	What was your average cost per Enrollment?	How many low-income HHs did you train in digital literacy in the last 2 FYs (synchronous format)?	Explain how you delivered digital literacy training: number of (a) trainers, (b) HHs in a cohort, and (c) location(s).	What was your average cost per HH trained?	Please briefly explain how you envision you can leverage your existing resources and revenue streams through a partnership with CETF and support from the Digital Equity Ecosystem.
American G I Forum Education Foundation	60,000	100,000	200,000	18,225	\$150	800	(a) 3 trainers, including 1 lead instructor and 2 assistants. (b) 20–25 households or participants per cohort. (c) Training delivered at the AGIF facility through four 2-hour sessions.	\$477	
Binational of Central California	75,000	100,000	50,000	200	\$100	881	(a) 4 trainers. (b) Approximately 35 households per cohort. (c) Training delivered in Fresno, Madera, Mendota, Parlier, Planada, Merced, Livingston, Los Banos, and Atwater.	\$400	• Leverages existing youth, health, food distribution, and financial literacy programs to integrate digital equity services. • Would use CETF partnership support for technical assistance, capacity building, and coordinated digital equity strategies. • Aims to expand sustainable access to affordable internet, digital skills, and technology resources for underserved households.
Build Hope Inc.	6,200	1,000	1,500	0	\$0	0	(a) Training delivered in partnership with Southeast Community Development Corporation. (b) Two cohorts were implemented through CASF funding. (c) Specific training locations and final participation numbers were not provided.	\$0	• Leverages established community relationships and existing service locations to expand digital literacy training. • Has existing physical space and operational capacity to host additional trainings. • Plans to increase the number of trained Computer Lab Coordinators and expand in-house training capacity.
California Broadband Alliance	430	0	5,000	0	\$400	0	N/A	\$0	• Leverages partnerships with ISPs, local governments, contractors, and community-based organizations. • Brings experience supporting broadband expansion in rural and unincorporated Central Coast communities. • Seeks to combine infrastructure deployment with digital literacy, adoption support, and long-term internet utilization.
Chinese for Affirmative Action	800	5,000	1,000	0	\$0	0	(a) 2 staff trainers. (b) Group-based instruction delivered 2 hours per week. (c) Training conducted in CAA's office computer lab.	\$0	• Uses existing outreach infrastructure, grants, and community programming to deliver digital inclusion services. • Would leverage CETF support to formalize and expand digital literacy curriculum and computer lab programming. • Plans to upgrade and continue utilizing existing technology resources for training cohorts.
City of Maywood	3,000	6,450	6,450	0	\$0	0	(a) 1–3 trainers per session. (b) Approximately 15–30 households or participants per cohort. (c) Training delivered at City Hall, community facilities, schools, and partner locations.	\$0	• Leverages partnerships with schools, nonprofits, the YMCA, and county programs to reach underserved residents. • Uses existing community programs and shuttle outreach to promote digital literacy and affordable internet programs. • Seeks CETF support to expand community technology initiatives and future projects such as a Teen Tech Center.

City of Palmdale	23,025	15,565	3,730	0	\$70	0	N/A	\$200	• Partners with senior centers, libraries, and local organizations to distribute devices and assess connectivity needs. • Focuses on helping eligible households enroll in affordable internet programs and improve digital literacy. • Identifies connectivity, digital skills, and device access as the community's primary digital equity barriers.
City of San Diego	2,252	33,000	20,000	180	\$0	2,229	(a) Training facilitated by bilingual instructors in English and Spanish. (b) Approximately 6–10 participants per class session. (c) Training conducted at libraries and community spaces throughout San Diego.	\$90	• Leverages the SD Access4All initiative, Digital Navigators, public Wi-Fi, and digital skills programs. • Would subcontract with trusted community organizations to deliver training and enrollment assistance. • Plans to use existing outreach systems, including text campaigns and community promotoras, to reach eligible residents.
Computers for Kids	5,382	0	360	0		0	N/A - New Program	\$0	• Plans to expand Digital Navigator training opportunities for computer technicians. • Intends to broaden staff skillsets to support multiple digital inclusion services. • Seeks to integrate technical support with digital literacy and enrollment assistance.
County of Los Angeles	270,000	10,000	0	0	\$0	3,200	(a) Training delivered through multiple County departments and partner organizations. (b) Cohort sizes varied by program and service model. (c) Training conducted countywide through libraries, community centers, and partner sites.	\$443	• Leverages countywide experience in laptop distribution, digital literacy, navigation, and workforce readiness. • Coordinates regional collaboration through the Intergovernmental Broadband Coordinating Committee. • Is developing a multi-year digital equity action plan with extensive cross-sector stakeholder participation.
County of San Diego	331,507	0	331,507	12,242	\$0	5,506	(a) Training provided by Digital Navigators and community-based partners. (b) Cohort sizes varied based on workshop format. (c) Training delivered at community sites across San Diego County.	\$0	• Leverages existing County infrastructure, community health workers, and community-based partnerships. • Seeks CETF investment to address growing digital access demands associated with HR1 requirements. • Plans to expand access to devices, connectivity, training, and support for low-income households.
County of Santa Barbara Health Department	19,118	19,118	19,118	0	\$0	0	(a) Training delivered by bilingual and Mixteco-speaking staff. (b) Cohort sizes were not specified. (c) Training integrated into WIC clinics and public health service locations.	\$0	• Leverages bilingual and Mixteco-speaking staff through existing public health programs. • Integrates digital navigation into WIC, healthcare, and public health service workflows. • Uses culturally responsive outreach to improve telehealth utilization and long-term health outcomes.
CSUDH Foundation — Digital Advancement Pathways: CSUDH Workforce Lab	3,386	5,000	10,000	0	\$475	3,255	(a) Training supported by university staff and partner organizations. (b) Cohort size information was not specified. (c) Training conducted through campus and community partner locations.	\$475	• Leverages extensive campus infrastructure, referral systems, and community partnerships. • Uses existing workforce development, student service, and accessibility resources to support implementation. • Plans to coordinate partners and streamline referrals for devices, training, enrollment, and digital navigation.
Delete The Divide - County of Los Angeles, Internal Services Department	270,000	10,000	15,000	0	\$0	3,200	(a) Digital literacy training delivered by Digital Navigator staff. (b) Cohort sizes varied depending on event and workshop type. © Training conducted through community workshops and regional events.	\$443	• Leverages the existing LearnBasicTech program and Digital Navigator staff. • Plans to expand awareness of training opportunities and host large-scale training events. • Intends to continue refining curriculum based on resident interests and community needs.

East Bay Broadband Consortium	10,000	10,000	25,000	5,000	\$500	0	(a) Training support provided through partner institutions (b) Cohort size information was not specified. (c) Training locations included community anchor institutions across the East Bay.	\$0	• Leverages strong relationships with civic leaders and community anchor institutions. • Provides technical assistance to maximize broadband-related funding opportunities. • Supports institutions in utilizing programs such as E-Rate, CTF, Lifeline, and public-private partnerships.
Familias Empoderadas del Valle Central	2,500	1,200	2,400	0	\$200	120	(a) Training delivered by multilingual Digital Navigators. (b) Cohort sizes varied across counties and language groups. (c) Training provided throughout multiple Central Valley communities.	\$477	• Leverages school districts, faith-based organizations, libraries, and trusted community networks. • Would expand multilingual Digital Navigator services, outreach infrastructure, and enrollment assistance. • Plans to increase services for Punjabi-, Hindi-, and Spanish-speaking households across multiple counties.
Family Service Agency of Santa Barbara County	12,000	19,000	0	0		76	(a) Training delivered through 7 existing staff and support teams. (b) Cohort information was not specified. (c) Training integrated into agency service locations.	\$0	• Uses existing organizational resources to support wraparound digital equity services. • Integrates digital inclusion efforts into broader participant support systems. • Focuses on providing a continuum of services for participating households.
The Hispanic Foundation of Silicon Valley	22,417	4,000	4,000	321	\$100	321	(a) Training delivered through educational and workforce development staff. (b) Cohort sizes are approximately 15, varied by program. (c) Training conducted through schools and community partner locations.	\$450	• Integrates digital literacy and navigation into broader educational and workforce development programs. • Leverages partnerships with schools, districts, and community organizations to recruit participants. • Uses trusted community relationships to increase engagement and long-term digital confidence.
Housing Authority of the City of Los Angeles	68,500	68,500	68,500	2,400	\$30	300	(a) 15 trainers (b) Cohort size 5-10 participants (c) Training conducted at 11 housing authority facilities.	\$0	• Uses grant-funded interns to provide digital literacy education and training. • Relies on service provider partnerships to support outreach and events. • Plans to continue expanding resident-focused digital inclusion services.
International Rescue Committee (IRC), San Jose	1,000	150	150	31	\$0	162	(a) Training delivered by 1 Digital Navigator. (b) Cohort sizes average 10 participants or 1:1 sessions. (c) Training conducted at IRC offices and community partner sites.	\$440	• Leverages existing CPUC funding to provide connectivity, devices, and digital skills training. • Combines CETF and CPUC resources to provide ongoing digital support for newly connected households. • Focuses on long-term digital fluency and sustained internet utilization.
Korean American Foundation Los Angeles	10,000	16,686	5,000	0	\$0	0	N/A	\$0	• Leverages trusted Korean-speaking community networks for outreach and enrollment support. • Uses grants, donations, sponsorships, and in-kind facility support to strengthen implementation. • Provides culturally and linguistically responsive digital inclusion services.
Loaves, Fishes & Computers	50,000	4,000	8,000	40	\$200	1,200	(a) Training delivered by 3 digital literacy staff. (b) Cohort sizes varied from 10-20 in workshop format or 1:1 with participants. (c) Training conducted through organization-operated technology centers.	\$300	• Operates existing digital inclusion services including device refurbishment, training, and tech support. • Plans to align services with CETF priorities and integrate statewide best practices. • Intends to scale outreach, expand classes, and strengthen regional sustainability through partnerships.

Napa Valley Support Services	175	150	200	0	\$0	50	(a) Trainers: Program staff and employment specialists (b) Cohort size: Typically 1–5 participants at a time (c) Locations: NVSS program sites, including day program, gallery space, and employment program settings	\$0	
Napa Valley Unified School District	1,000	500	200	0	\$0	300	(a) 2 bilingual teachers (b) 16 classes per semester with 10-15 students each; (c) Classes are located throughout the county	\$700	• Serves more than 2,000 primarily low-income second-language learners. • Provides digital literacy instruction for approximately 200 students annually. • Extends computer literacy support to parents and community members.
Newstart Housing Corporation	5,000	20,000	25,000	300	\$225	0	N/A	\$0	• Plans to leverage outreach funding from CPUC CASF and utility partners. • Uses existing external funding streams to support outreach activities. • Focuses on expanding affordable internet awareness and enrollment.
Nube Educational Foundation, Inc.	60,000	100,000	200,000	18,225	\$150	800	(a) Facilitated by 3 trainers, including 1 lead instructor and 2 assistants (b) Cohort-based model, with 20–25 participants (one individual per household) (c) AGIF Facility hosts 4 sessions of 2 hours each, for a total of 8 hours per cohort	\$477	• Leverages community outreach experience and trusted local relationships. • Seeks to combine CETF infrastructure and funding with on-the-ground service delivery. • Plans to scale broadband adoption and digital literacy services for underserved communities.
Nube Educational Foundation, Inc. - Outreach	60,000	100,000	100,000	18,225	\$150	800	(a) 1 lead instructor and 2 assistants (b) Cohort-based model, with each cohort consisting of 20–25 households, 4 sessions of 2 hours each, for a total of 8 instructional hours per cohort (c) Conducted in Santa Barbara County at the AGIF facility	\$477	• Would leverage CETF systems, technical assistance, and administrative support infrastructure. • Uses strong community relationships and outreach experience to deliver programs efficiently. • Aims to expand broadband adoption and digital literacy services at greater scale.
Pacoima Beautiful	20,000	10,000	5,000	0	\$0	45	(a) 5 bilingual digital literacy trainers/facilitators, supported by Pacoima Beautiful outreach staff and community volunteers as needed. (b) Approximately 15 households participated per cohort during each 8-week cycle, with three cohorts completed to date. (c) Trainings were hosted at Pacoima Beautiful and Casa Esperanza in Pacoima and Pomona City by outreach and workshop facilitators.	\$80	• Conducts regular canvassing, workshops, and community-based outreach throughout the Northeast San Fernando Valley. • Would leverage CETF resources including curriculum, device partnerships, and call center coordination. • Plans to align digital equity work with broader environmental health and community development initiatives.
Parent Institute for Quality Education (PIQE)	40,000	40,000	40,000	0	\$0	30,000	(a) 1 facilitator per cohort, (b) Cohort of 30-50 households, © 8-week workshop sessions for 90-minutes offered in-person, virtually, or in hybrid formats.	\$500	• Plans to train facilitators across seven regional offices through CETF Digital Navigator certification. • Leverages longstanding school-based partnerships and trusted multilingual community relationships. • Intends to deliver culturally responsive digital literacy programming to low-income families statewide.

Pars Equality Center	13,000	8,000	15,000	0	\$0	120	(a) 1–2 trainers. Training delivered by ESL, workforce development, and digital literacy staff. (b) Cohort sizes 10–20 households. (c) Training conducted through community and educational facilities.	\$0	- Integrates digital inclusion into existing ESL, workforce development, refugee, and senior programs. - Uses existing funding streams to support staffing, outreach, and program implementation. - Plans to strengthen partnerships with schools, libraries, and community organizations.
Plaza Comunitaria Sierra Gardens	250	300	400	0	\$0	200	(a) Trainers: 1–2 instructors facilitate the training sessions depending on class size and schedule. (b) Households per cohort: Each cohort serves approximately 20–25 participants per class cycle, with multiple cohorts offered throughout the year based on enrollment demand. (c) Locations: Training is conducted in person at the organization’s office located at 5054 Roseville Rd, Orth Highlands, CA 95660, which serves as the primary training site for low-income participants from Sacramento and surrounding communities.	\$0	- Leverages bilingual staff, community trust, and existing outreach infrastructure. - Plans to expand enrollment pathways, digital navigation, and direct outreach activities. - Uses donations, fundraising, and in-kind support to sustain and scale services.
Rural Prosperity Center (RPC)	350,000	170,000	50,000	5,000	\$350	2,000	(a) 25 (b) 25 - 50 (c) 22 counties in California	\$450	- Leverages partnerships with 23 community-based organizations through its Digital Navigator Alliance. - Uses an existing call center and internet adoption campaigns to connect households. - Provides refurbished devices and small business internet training through existing programs.
Sacred Heart Community Service	36,980	9,436	250	150	\$350	350	(a) Digital literacy training was delivered by 2 trained promotores and 1 staff lead who provided curriculum oversight, coordination, and technical support. (b) Each cohort included approximately 8–12 households to support personalized instruction, peer learning, and hands-on practice. (c) Trainings were conducted at Sacred Heart Community Service (SHCS), San Jose Unified School District schools, KIPP Charter schools, and local community libraries.	\$350	- Leverages existing infrastructure at Sacred Heart Community Service (SHCS), including a computer lab, digital literacy curriculum, and an experienced promotora model to expand digital inclusion services. - Combines CETF support with public grants, philanthropic funding, workforce development programs, and educational initiatives to sustain and scale services. - Plans to strengthen partnerships with schools, libraries, and community-based organizations while utilizing the Digital Equity Ecosystem for technical assistance, shared tools, and improved impact measurement.
Santa Barbara County Office of Education Partners in Education Computers for Families	4,003	600	2,800	200	\$55	260	(a) 1 lead trainer with 1–3 support staff, interns, or volunteers assisting participants. (b) Cohorts of 25 households, one-time online safety trainings, and introductory workshops may reach 30–50 participants. (c) Hosted at trusted and accessible locations, including schools, libraries, community centers, nonprofit partner sites, affordable housing locations, and virtual or hybrid settings. Training delivered by Family and Community Resource Center staff.	\$0	- Leverages computer refurbishing programs, school networks, and community partnerships. - Uses existing facilities, volunteers, and outreach systems to reduce implementation costs. - Plans to integrate digital literacy, device access, and broadband enrollment into workforce and education programs.

Sigma Beta Xi (SBX)	10,000	0	5,000	2,000	\$100	200	(a) 4 Trainers (b) Cohort information was not specified. (c) Training conducted online and at onsite locations	\$0	• Uses existing community contracts and relationships within low-income communities. • Integrates affordable internet enrollment into broader community support activities. • Focuses on connecting underserved households with low-cost internet options.
Siskiyou Community Resource Collaborative (SCRC)	3,500	5,000	10,000	300	\$37	280	(a) 1 lead trainer with 1–3 support staff, interns, or volunteers assisting participants. (b) Cohorts of 25 households, one-time online safety trainings, and introductory workshops may reach 30–50 participants. (c) Hosted at trusted and accessible locations, including schools, libraries, community centers, nonprofit partner sites, affordable housing locations, and virtual or hybrid settings. Training delivered by Family and Community Resource Center staff.	\$400	• Leverages Family and Community Resource Centers and established outreach systems. • Uses trusted community relationships and experienced staff to reach underserved households. • Plans to maximize the impact of CETF partnership resources through coordinated service delivery.
Sonoma County Library	0	0	100	0	\$0	250	(a) Training delivered by library staff. (b) One-on-one and small-group technology support provided. (c) Training conducted at Sonoma County library locations.	\$0	• Provides one-on-one technology support through existing library services. • Would use CETF funding to expand targeted digital literacy services in low-income communities. • Plans to dedicate additional staff time specifically to digital literacy programming.
Southeast Community Development Corporation	56,970	24,000	14,700	600	\$0	45	(a) Training delivered by 6 bilingual staff and technology center personnel. (b) Cohort sizes varied from 4 to 10 participants. (c) Training conducted at Bell Tech Center 4357 Gage Ave., Bell, CA 90201	\$0	• Leverages technology centers, bilingual staff, and strong community partnerships. • Uses established relationships with schools, cities, libraries, and healthcare providers for outreach. • Plans to strengthen digital literacy, enrollment assistance, and long-term regional collaboration.
Southland Integrated Services, Inc	2,200	4,000	4,000	15	\$55	0	(a) Training delivered through community outreach and support staff. (b) Cohort information was not specified. (c) Training conducted through Orange County community locations.	\$0	• Leverages a long-standing community presence and trusted outreach relationships in Orange County. • Plans to integrate broadband enrollment assistance into existing community service workflows. • Uses diversified funding sources and existing infrastructure to maximize program impact.
Tech Exchange	65,000	20,000	30,000	1,500	\$207	3,500	(a) Tech Exchange delivers digital literacy training through a team of 6–8 instructors, serving 6 Bay Area counties. (b) Cohorts include 15–25 households/participants per class (c) Training delivered at 10–12 locations each month, including schools, libraries, community centers, housing sites, and partner nonprofits	\$477	• Plans to train thousands of residents in digital literacy and affordable internet enrollment. • Expands refurbished device distribution and ongoing technical support services. • Focuses on measurable digital literacy gains, workforce readiness, and reduced e-waste.
The Fresno Center	400	400	1,000	0	\$0	0	N/A	\$0	• Leverages existing staff, office space, outreach programs, and community events. • Integrates digital equity efforts into broader organizational programming. • Uses existing infrastructure to support participation in the Digital Equity Ecosystem.

Tone Consulting Group (TCG)	0	0	133,768	0	\$380	N/A	N/A	\$0	- Plans to conduct proactive outreach in communities experiencing broadband deployment. - Uses multilingual outreach, grassroots campaigns, and stakeholder coordination strategies. - Focuses on increasing broadband adoption, awareness, and long-term digital utilization. - Gather relevant data for program evaluation and areas of improvement.
Truconnected Inc.	5,000	5,000	5,000	750	\$89	100	(a) Supported by 1–2 trainers (b) Cohort includes 20–30 households, (c) Conducted at community locations such as schools, libraries, and community centers, as well as online	\$338	- Leverages device supply chains, internet partnerships, and digital literacy programs. - Combines CETF support with existing revenue streams to expand service delivery. - Plans to scale connectivity access, device distribution, and digital literacy training.
UNITE-LA, Inc.	10,319	5,000	5,000	0	\$0	3,689	(a) Have a 1:15 / trainer to student ratio (b) Cohort-style training (c) All is done live via Zoom online in Los Angeles County	\$500	- Leverages extensive relationships across the Los Angeles education and workforce ecosystem. - Uses trusted community engagement and culturally responsive programming to reach low-income youth and families. - Plans to strengthen regional digital skills training through government and nonprofit partnerships.
Ventura County Library	0	20,000	50,000	0	\$0	12	(a) 1:1 using library employees in our libraries (b) Partnership with the Economic Development Collaborative's Digital Upskilling in-person classes at the Fillmore Library branch (c) Training conducted at library branches and Mobile Library service locations.	\$300	- Leverages countywide library infrastructure, dedicated funding, and Mobile Library services. - Uses existing library staff to coordinate and oversee digital equity programming. - Participates in Ventura County's Digital Equity Coalition to strengthen regional collaboration.
YMCA of Metropolitan Los Angeles	35,457	2,500	5,000	0	\$0	160	(a) Training delivered by YMCA staff and program instructors. (b) Cohort sizes varied across youth and family programs. (c) Training conducted through YMCA community centers and partner sites.	\$0	- Leverages a network of community centers, program sites, staff, and trusted relationships across Los Angeles County. - Integrates digital literacy and enrollment support into existing youth, workforce, and family programs. - Plans to scale digital inclusion services through CETF training, technical assistance, and coordinated outreach.
	Total Reach:	Total Reach:	Total Reach:	Total Enrolled:	Average Cost:	Total Trained:		Average Cost:	
	2,025,771	973,555	1,479,133	85,904	\$85	64,411		\$201	
	Average Reach:	Average Reach:	Average Reach:	Average Enrolled:		Average Trained:			
	44,039	21,164	32,155	1,867		1,431			



INDIVIDUAL DIGITAL INCLUSION LISTENING SESSIONS REPORTS

- Summary of Individual Digital Inclusion Listening Session Reports
- Individual Digital Inclusion Listening Session Reports
- Organizational Participation in Digital Inclusion Listening Sessions

SUMMARY REPORTS OF INDIVIDUAL DIGITAL INCLUSION LISTENING SESSIONS

June 2026

Individual Listening Session Reports and Attendance List

CETF convened 9 Digital Inclusion Listening Sessions as set forth in the schedule below. A total of 152 organizations registered, and 137 attended, often with multiple representatives from each organization. A Summary Report was written for each Session and was reviewed by each group of attendees for accuracy in capturing the conversation. The Listening Sessions Summary Reports which follow, included edits and feedback from the attendees. The composite Attendance List is the last document in this Final Report.

Digital Inclusion Listening Session:

- March 6, 2026: RBC-MPO Listening Session
- March 12, 2026: Current or previous CETF Grantees (including GCCP Partners)
- March 19, 2026: CASF Grantees not a Previous CETF Grantee
- March 26, 2026: CBO Partners of the Investor-Owned Utilities (IOU) Network
- April 2, 2026: CBO Partners of the California Department of Technology (CDT) Network
- April 9, 2026: CBO Partners in the Verizon Network
- April 16, 2026: Public Agencies or Associations
- April 23, 2026: Local Government Partners in the CETF Best Practices Checklist Project
- April 30, 2026: Final Listening Session (Open to All Organizations)



DIGITAL INCLUSION LISTENING SESSION
Regional Broadband Consortia and Metropolitan Planning Organizations
March 5, 2026

Overview and Purpose

The California Emerging Technology Fund (CETF) and Verizon Communications, Inc., entered into a Public Benefits Memorandum of Understanding (MOU) in conjunction with the Verizon acquisition of Frontier Communications. The California Public Utilities Commission (CPUC) approved the transaction on January 15, 2026. Pursuant to the MOU, Verizon agreed to invest \$40 million to support the CETF Core Mission and Digital Equity Ecosystem and to assist with Digital Inclusion programs to get 100,000 low-income Unconnected households (HHs) online with affordable Internet service and proficiency in digital literacy skills. Verizon also agreed to commit \$5 billion nationwide and at least \$500 million in California to assist small businesses to become suppliers.

CETF convened Digital Inclusion Listening Sessions on Thursdays during March-April 2026 to obtain input from experienced and interested community-base organizations (CBOs), public agencies, regional non-profit computing devices refurbishers, and other stakeholders to obtain input on the development of an Action Plan to optimize the impact and leverage the Verizon investment. The purpose was to gather input from stakeholders and prospective partners on the most effective and efficient strategies to implement the MOU commitments and obligations. The Small Business Listening Sessions were convened on Fridays in partnership with small business networks. CETF launched the Listening Sessions with a conversation on both Digital Inclusion and Small Business with the Regional Broadband Consortia (RBCs) and Metropolitan Planning Organizations (MPOs) Southern California Association of Governments (SCAG) and San Diego Association of Governments (SANDAG) on March 5, 2026 by addressing the following questions:

Facilitated Conversation on Digital Inclusion

- How can you assist in reaching low-income Unconnected HHs and what is your reach?
- How many CBOs can you engage to partner with CETF and how many HHs can they serve?
- What other strategies would be successful and cost-effective to get 100,000 Unconnected HHs online and digitally proficient?

Facilitated Conversation on Small Businesses

- What small businesses and networks can you engage to participate in the Verizon Programs?
- Do you work with public agencies or companies that procure services from small businesses?
- How do you think we can optimize the benefit of the Verizon investment and Programs?

17 Regional Leaders participated in this Listening Session.

Note: CPUC Commissioners and Communications Division, Cal Advocates, and California Department of Technology (CDT) were invited to attend all other Listening Session. However, the RBC-MPO Listening Session was structured to gather foundational information and context without the State Agencies.

Executive Summary on Digital Inclusion

RBC-MPO leaders emphasized that California already has extensive community outreach infrastructure, including large networks of non-profit organizations, schools, libraries, and regional partnerships. However, connecting unserved households requires more than broadband availability. Successful adoption depends on trusted community relationships, personalized assistance, and ongoing digital support services. The discussion highlighted the critical role of Digital Navigators, community-based organizations (CBOs), and regional partnerships in expanding broadband adoption across California.

Findings at a Glance

- **Trusted Community Organizations Are Essential:** Residents are more likely to enroll in connectivity programs when outreach is conducted through trusted institutions such as CBOs, schools, and libraries.
- **Large Community Events Can Reach Thousands of Households:** Events such as the Free Application for Federal Student Aid (FAFSA) workshops, school events, and community gatherings develop opportunities to connect with large numbers of families at once.
- **Regional Networks of Community Organizations Already Exist:** RBCs maintain strong networks of nonprofit partners, tribal organizations, family resource centers, and social service providers capable of supporting outreach and enrollment.
- **Digital Navigators Drive Broadband Adoption:** Many households require personalized assistance to enroll in affordable broadband programs, set up devices, and develop digital skills.
- **Simplifying Enrollment Would Increase Participation:** Complex enrollment processes and concerns about privacy or immigration status can discourage participation. Streamlining enrollment and working through trusted partners can improve adoption.

How can you assist in reaching low-income Unconnected HHs and what is your reach?

Participants described a variety of outreach strategies capable of reaching large numbers of residents, emphasizing that trusted institutions and community events are among the most effective channels.

Community Events and Institutional Partnerships

Large community events were identified as particularly effective opportunities for outreach. Liliana Aide Monge of UNITE-LA, fiscal administrator for the Los Angeles Digital Equity Action League (LA DEAL), described the organization's "Cash for College" events, which assist families with FAFSA completion and education resources. These events often reach 2,000 to 3,000 families, providing opportunities to connect households with Digital Inclusion programs and broadband resources.

"Those Cash for College events really are very unique... lots of boots on the ground, so it's a really good way to reach a lot of people."

— Liliana Aide Monge, UNITE-LA

Participants noted that similar opportunities exist through school districts, community colleges, and municipal partnerships.

Local Outreach Networks

Tom Mullen of Riverside County described the Tech on Wheels program, which provides in-person assistance to seniors and residents needing help using technology. Through these activities, the program provided direct assistance to approximately 2,000 residents in 2025, while broader outreach efforts reach an estimated 10,000 individuals annually. Participants noted that outreach commonly occurs through: libraries; schools and school districts; senior centers; community events; and municipal communications.

“We can distribute flyers not only to the individual residents that we interact with, but through the HOAs, senior living complexes, the senior centers, the community centers, the libraries.”
— Tom Mullen, Riverside County

Addressing Trust Barriers

Participants emphasized that outreach must address trust concerns that may discourage residents from sharing personal information. Chris Schmidt of the Southern Border Broadband Consortium (SBBC) also highlighted concerns among immigrant communities that may affect their participation in programs that require personal information.

“Having a trusted partner to enroll individuals makes a huge difference... ‘Come to our enrollment event’ can be very effective.”
— Chris Schmidt, SBBC

Organization	Key Input	Outreach Channels
Navreet Hundal – Valley Vision	Can expand outreach blueprint used in Yolo and Sutter Counties and continue coordination with county officials.	County Communications Networks
Liliana Monge – UNITE-LA	Large “Cash for College” events bring thousands of families together and could integrate Digital Inclusion outreach.	Community Events, College-Based Outreach, Municipal Partnerships
Tom Mullen – Riverside County	Tech on Wheels works with seniors and distributes materials through libraries and HOAs.	Libraries, Community Events, Senior Programs
Chris Schmidt – SBBC	211 referral systems were highly effective during ACP enrollment. Trusted partners are essential for enrollment.	2-1-1 Systems, Enrollment Events
Connie Stewart – Redwood Coast Connect Broadband Consortium (RCCBC)	Targeted outreach could reach Tribal communities involved in deployment projects.	Tribal Partnerships
Shelby Arthur – Broadband Consortium of the Pacific Coast (BCPC)	In-person Digital Literacy Training for beginners can connect residents to devices and broadband resources.	Digital Literacy Programs

Cinthia Diaz – East Bay Broadband Consortium (EBBC)	School-based digital needs assessments could help identify unconnected households.	School Districts
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How many CBOs can you engage to partner with CETF and how many HHs can they serve?

Participants emphasized that extensive networks of CBOs already exist throughout California and could support Digital Inclusion outreach at scale.

Existing Networks

Liliana Aide Monge of Unite-LA reported that previous initiatives coordinated by UNITE-LA engaged approximately 50 community-based organizations, demonstrating the capacity of regional partnerships to support outreach efforts.

Barbara Foster of California State University, Fresno, fiscal administrator for the San Joaquin Valley Regional Broadband Consortium (SJVRBC) described the "Connect the Valley Initiative," which includes a network of more than 120 CBOs working to expand broadband access in the region.

Participants emphasized that these organizations already serve many of the populations most likely to be unconnected and frequently face barriers to broadband adoption. Participants noted that RBCs regularly coordinate similar networks through broadband planning, economic development programs, and Digital Equity initiatives.

Regional Partner Ecosystems

Connie Stewart of Redwood Coast Connect Broadband Consortium (RCCBC) described a network of potential outreach partners, including:

- 18 Family Resource Centers
- 14 Federally-Recognized Tribes
- Homeless Services and Healthcare Networks
- Senior Service Organizations

Chris Schmidt of SBBC suggested that leveraging regional planning networks could potentially reach a significant portion of California's population through existing partner organizations.

Participant	Key Input	Networks Referenced
Liliana Monge – UNITE-LA	Previously engaged approximately 50–52 CBOs through grant initiatives.	Regional Non-Profit Networks
Chris Schmidt – SBBC	Regional planning initiatives could reach organizations covering a large portion of the state's population.	Regional Planning Organizations
Barbara Foster – SJVRBC	Initiatives such as "Connect the Valley" and broadband mapping projects can help identify unconnected households and partners.	Regional Broadband Projects

What other strategies would be successful and cost-effective to get 100,000 Unconnected HHs online and digitally proficient?

Participants emphasized that reaching 100,000 unconnected HHs will require a coordinated strategy that combines connectivity enrollment, Digital Navigators support, and Digital Literacy Training.

Digital Navigation and One-on-One Assistance

Participants consistently emphasized the importance of personalized support. Tom Mullen highlighted the need for direct assistance:

“One-on-one service is what is needed... we need to be able to go into people’s homes.”

— Tom Mullen, Riverside County

Digital Navigators help residents enroll in affordable broadband programs, set up devices, troubleshoot connectivity, and develop digital skills. Chris Schmidt emphasized the value of sustained Digital Navigator programs:

“Digital Navigator and continuous follow-up... invest in navigator programs and fund that basic capacity and there is exponential growth.”

— Chris Schmidt, SBBC

Simplifying Enrollment

Participants noted that complicated enrollment processes can discourage participation in programs such as Lifeline. Streamlining application procedures and reducing administrative barriers would likely increase participation among eligible households.

Leveraging Existing Planning Resources

Participants also recommended reviewing existing broadband planning initiatives, including Local Agency Technical Assistance (LATA) grant plans, which may contain data identifying unconnected populations and recommended outreach strategies.

Participant	Key Input	Systems or Strategies Referenced
Tom Mullen – Riverside County	One-on-one assistance and troubleshooting in homes are essential to support new users.	Digital Navigation, Community Support
Chris Schmidt – SBBC	Enrollment should include follow-up care from Digital Navigators.	Digital Navigator Programs
Connie Stewart – RCCBC	Outreach partners may need reimbursement for materials and community communications.	Outreach Funding
Several Participants	Digital Literacy programs should be integrated with connectivity enrollment.	Training Programs

Executive Summary on Small Business

RBCs and MPOs do work with business organizations in their regions, although they do not receive CPUC CASF funding to engage them other than as it relates to assistance for deployment projects. The RBCs are willing to assist CETF and Verizon in conducting outreach to engage small business organizations and training resources, but will need to have funding to support the activities.

Findings at a Glance

- RBCs and MPOs Have An Extensive Network of Contacts: CBOs and MPOs can augment outreach by small business networks to business and workforce development organizations.
- RBCs and MPOs Welcome Collaboration and Partnerships: CBOs and MPOs welcome collaboration with Verizon and are open to deeper partnerships with the company.
- Supplier Diversity Strengthens Regional Capacity: The goal to expand representation of Californians in the workforce and among suppliers strengthens the regional economic vitality.
- Investments in Small Businesses Help Deployment and Digital Inclusion: Verizon investments in small business will assist with accelerating infrastructure deployment and Digital Inclusion.
- RBCs and MPOs Can Gather Input and Feedback for Verizon to Leverage Impacts: CBOs and MPOs can be another channel to obtain input and feedback to Verizon.

What small businesses and networks can you engage?

Participants identified extensive statewide networks that can connect Verizon programs to thousands of small businesses, particularly through chambers of commerce, economic development groups, and training programs. Participants emphasized that these networks already engage large numbers of small businesses and entrepreneurs across regions, making them strong distribution channels for Verizon programs.

Key Networks and Organizations

- Chambers of Commerce and affinity chambers working with groups such as Unite LA and FICA.
- Latino Business Action Network (LBAN) at Stanford, which trains about 50 businesses per year with a large alumni network.
- Women's Entrepreneur Centers in Fresno which engage over 12,000 entrepreneurs through digital literacy and business development programs. CSUF has been working with Verizon on these programs and resources.
- Small Business Development Centers (SBDCs) including the Cal Poly Humboldt Lead Center serving 17 Counties.
- Regional economic development organizations such as:
 - Redwood Region Economic Development Commission
 - Jobs First Coalitions
 - Workforce Development Boards
- Local economic development partnerships, such as the Solano Economic Development Corporation, which includes the County, 7 Cities, employers, and non-profits organizations.
- Business resource centers such as the Imperial Valley Business Resource Center.
- Cohort-based entrepreneurship programs and innovation networks including:
 - Grade 110
 - Plug In LA

Do you work with public agencies or companies that procure services from small businesses?

The RBCs and MPOs answered affirmatively, noting that many of them work closely with public procurement systems and agencies that regularly contract with small businesses. However, the RBCs underscored that they are not funded for this kind of activity, but do interact with business activities sponsored by their fiscal agent organizations. RBCs-MPOs can assist with outreach to:

State Agencies

- Caltrans operates the State's largest small business contracting program and includes mentoring and certification processes. <https://dot.ca.gov/programs/civil-rights/small-business-council>
- Other State programs and initiatives such as CalOSBA and CA RISE. <https://calosba.ca.gov/calosba-initiatives/ca-rise/>

Regional and Local Economic Development and Technical Assistance Networks

- Small Business Development Centers (SBDCs).
- Community Development Financial Institutions (CDFIs).
- Community banks that support businesses preparing for procurement opportunities.
- Local economic development corporations and workforce boards help businesses prepare for contracting opportunities with public and private entities.

Regulatory and Infrastructure Agencies

- Many organizations regularly work with the California Public Utilities Commission (CPUC) and the California Department of Technology (CDT) tied to broadband and infrastructure initiatives.

However, participants noted several barriers in procurement systems, including:

- Procurement portals behind paywalls.
- High administrative requirements.
- Complex enrollment processes that discourage small business participation.
- Need a push pull strategy and Verizon needs to be much more proactive.

“The current link to the clearinghouse for Verizon is very difficult. It is expensive to have a small business and put extensive information into a system with no guarantee of business. If we want small business to participate, need to make it very easy and very low cost. The message needs to be easy, easy, easy, with less pre-qualify more post-qualify. Portals are so complicated, you can be disqualified if you do one thing wrong.” — Chris Schmidt, SBBC

How do you think we can optimize Verizon's investment and programs?

Participants emphasized that the impact of Verizon's investment depends upon:

- Long-Term Engagement
- Simplified Processes
- Stronger Partnerships with Local Organizations

Key Recommendations

1. Make systems easier for small businesses:
 - Simplify procurement portals and enrollment requirements.
 - Reduce costs and complexity of participating in procurement systems.
 - Shift from heavy pre-qualification to easier post-qualification processes.

2. Provide hands-on support:
 - Offer one-on-one assistance and technical help for businesses navigating programs.
 - Leverage organizations such as Women’s Business Centers and SBDCs to help businesses complete applications and documentation
3. Increase transparency about opportunities:
 - Improve the Verizon website and procurement platform so businesses can easily find opportunities.
 - Clearly connect program information to actual contracting opportunities.
4. Invest in long-term partnerships:
 - Treat programs as multi-year investments (at least five years) rather than short-term engagements.
 - Fund organizations that can sustain outreach and business development support.
5. Build workforce and supplier pipelines:
 - Partner with community colleges, workforce boards, and apprenticeship programs to prepare businesses and workers for telecommunications and infrastructure jobs.
 - Develop training pipelines similar to trade apprenticeship programs.
6. Assign dedicated Verizon liaisons:
 - Participants recommended Verizon staff work directly with regional partners and demonstrate cultural competency and responsiveness to community needs.
7. Focus on supplier diversity:
 - Investment should increase supplier diversity and better reflect California’s demographics; systemic barriers remain in connecting diverse small businesses to contracts.
 - Ensure Verizon’s supplier base reflects California’s demographics, an example noted that women own about 45% of small businesses but represent a much smaller share of Verizon suppliers.

Business Listening Session Summary

Participant	Key Input	Networks Referenced
What small businesses and networks can you engage?		
Liliana Monge UNITE-LA	Can engage chambers of commerce and affinity groups through existing partnerships. Suggested leveraging cohort-based programs and alumni networks. Offered to connect CETF with multiple business networks and organizations that serve entrepreneurs.	• FICA • Affinity Chambers • Plug in LA • Grade 110 • Latino Business Action Network • Regional Small Business Networks and Partners that Serve Entrepreneurs
Barbara Foster San Joaquin Valley Regional Broadband Consortium	Their program engages approximately 12,000 entrepreneurs through Women’s Entrepreneur Center and digital literacy programs. Can share contacts of businesses that have completed programs.	• Women’s Entrepreneur Center • Digital Literacy Center

Participant	Key Input	Networks Referenced
Connie Stewart Redwood Region Economic Development	Can reach businesses through economic development networks and workforce partnerships across Northern California. The CalPoly Humboldt Small Business Development Center serves 17 Counties	• Redwood Rise Jobs First • Redwood Region Economic Development Commission • Chambers of Commerce • Workforce Development Boards (WIBs) • CalPoly Humboldt Small Business Development Center
Cinthia Diaz East Bay / Solano	Connected to a broad county economic development network involving public agencies and employers.	• Solano Economic Development Corporation
Alma Silva Imperial Valley EDC	Works with local businesses through the Imperial Valley Business Resource Center and workforce development board.	• Imperial Valley Business Resource Center • WIB
Do you work with public agencies or companies that procure services from small businesses?		
Chris Schmidt San Diego Broadband Consortium	Caltrans operates the state's largest small business contracting program with mentorship and supplier diversity efforts. Suggested aligning Verizon expectations with state procurement standards. Procurement portals are often difficult for small businesses due to subscription costs and administrative requirements.	• Caltrans Small Business Program • State Contracting Programs • Procurement Portals Used by Public Agencies
Connie Stewart Redwood Region Economic Development	SBDCs and CDFIs help businesses prepare for procurement and provide technical assistance and connections to community banks.	• Small Business Development Centers • CDFIs • Community Banks
Liliana Monge Unite LA	Many organizations already work with state agencies on technology and broadband initiatives.	• CPUC • California Department of Technology (CDT)
How can Verizon optimize its investment and programs?		
Chris Schmidt San Diego Broadband Consortium	Programs should focus on long-term systemic investment (5+ years) rather than one-time opportunities. Suggested workforce development and apprenticeship pipelines tied to telecom infrastructure work.	• FICA • WIBs • Apprenticeship Programs
Chris Schmidt San Diego Broadband Consortium	Small businesses need simple and low-cost enrollment systems. Current procurement portals are overly complicated and discourage participation.	• Procurement Portals

Participant	Key Input	Networks Referenced
Connie Stewart Redwood Region Economic Development	Verizon should assign dedicated liaisons to work directly with regional partners and demonstrate cultural humility while engaging communities.	• WIBs • Regional Economic Development Networks
Tom Mullen Riverside County	Verizon's website lacks a clear path to find contracting opportunities. Greater transparency and easier navigation is needed.	• Verizon Supplier Website
Barbara Foster San Joaquin Valley Regional Broadband Consortium	Women's Business Centers often help businesses complete procurement applications and upload documentation; additional support will be necessary for small businesses to participate successfully.	• Women's Business Centers • SBA Resources

Conclusion

Digital Inclusion

The Listening Session highlighted the importance of trusted community partnerships, in-person support, and coordinated outreach strategies to reach unconnected households. Participants emphasized that RBCs and MPOs already maintain extensive networks that can support broadband adoption efforts. By leveraging these networks, investing in Digital Navigator programs, and simplifying enrollment processes, California could significantly expand connectivity among low-income households. The discussion reinforced the idea that Digital Inclusion requires a comprehensive approach that combines broadband access, Digital Literacy Training, and trusted community engagement.

Small Business

The Listening Session highlighted the ways in which RBCs and MPOs interact with business organizations within their regions and how they can help disseminate information about the Verizon small business programs and help gather input and feedback for Verizon. The RBCs and MPOs identified several specific recommendations for consideration by Verizon. By working collaboratively within the concept of a "regional economic ecosystem" there are many complementary and augmenting opportunities to leverage the Verizon commitments to close the Digital Divide, promote Digital Inclusion and achieve Digital Equity.



DIGITAL INCLUSION LISTENING SESSION
CETF Current or Previous Grantees
March 12, 2026

Overview and Purpose

The California Emerging Technology Fund (CETF) and Verizon Communications, Inc., entered into a Public Benefits Memorandum of Understanding (MOU) in conjunction with the Verizon acquisition of Frontier Communications. The California Public Utilities Commission (CPUC) approved the transaction on January 15, 2026. Pursuant to the MOU, Verizon agreed to invest \$40 million to support the CETF Core Mission and Digital Equity Ecosystem and to assist with Digital Inclusion programs to get 100,000 low-income Unconnected households (HHs) online with affordable Internet service and proficiency in digital literacy skills.

CETF convened a series of Digital Inclusion Listening Sessions during March-April 2026 to obtain input from experienced and interested community-based organizations (CBOs), public agencies, regional non-profit computing devices refurbishers, and other stakeholders to obtain input on the development of an Action Plan to optimize the impact and leverage the Verizon investment. The purpose was to gather input from stakeholders and prospective partners on the most effective and efficient strategies to implement the MOU commitments and obligations. CPUC Commissioners and Communications Division, Cal Advocates, and California Department of Technology (CDT) were invited to attend each Listening Session and make opening remarks.

The Listening Sessions facilitated conversations addressed 5 Key Questions:

- How can the Digital Equity Ecosystem be leveraged to support your organization?
- What have you documented as the most cost-effective strategies to find Unconnected HHs, get them online, and digitally-proficient?
- What credible sources can you engage to distribute information?
- How many low-income Unconnected HHs can you reach (2 years) and train in Digital Literacy?
- What do you need to begin implementation?

This Summary captures the input from the Listening Session on March 12, 2026 including present and past CETF partners. 36 participants attended the Listening Session.

Executive Summary

Participants described the day-to-day realities of helping residents navigate connectivity challenges, including a lack of devices, limited digital skills, language barriers, and distrust of enrollment systems. The discussion emphasized that broadband adoption requires a coordinated ecosystem that integrates connectivity enrollment, device distribution, Digital Literacy Training, and trusted community outreach.

Participants also highlighted the importance of sustained funding for Digital Navigator programs, peer-to-peer outreach through trusted community members, and stronger coordination between regional organizations, libraries, schools, and social service providers. Many organizations reported that existing community programs already engage with residents who remain unconnected, highlighting significant opportunities to expand Digital Inclusion efforts with adequate resources and partnerships.

Findings at a Glance

- **Trusted Community Messengers Are Critical:** Residents are more likely to engage in Digital Literacy programs and enroll in affordable Internet when outreach is conducted through trusted community organizations.
- **Digital Literacy and Device Access Must Be Integrated:** Many participants emphasized that broadband adoption depends on providing devices, training, and technical support alongside connectivity.
- **Partnerships Expand Reach:** Organizations reported working with schools, libraries, housing providers, and other local CBOs to leverage community events and trusted messenger outreach to identify households that remain unconnected.
- **Call Centers and Digital Navigators Increase Adoption:** Programs that provide personalized assistance, whether through call centers or trained Digital Navigators, help residents enroll in services and build confidence using technology.
- **Community Media and Events Are Effective Outreach Channels:** Local radio programs, social media, community events, and trusted cultural organizations help reach diverse populations.

How can the Digital Equity Ecosystem be leveraged to support your organization?

Participants described several ways the broader Digital Equity Ecosystem, including CETF programs, training initiatives, and regional partnerships, can strengthen the work of organizations delivering Digital Inclusion services. Many organizations emphasized that statewide coordination helps reduce duplication of effort and ensures that community partners have access to training resources, technical assistance, and referral networks.

Call Centers and Program Support

One of the most commonly cited supports was centralized program infrastructure, such as call centers and referral systems. These tools help community organizations connect residents to affordable broadband options while also providing a consistent way to track outreach and enrollment outcomes. Participants noted that many residents prefer to receive assistance through trusted local organizations but still benefit from statewide resources that help navigate enrollment systems.

Emma Hernandez of Southeast Community Development Corporation (SCDC) emphasized the value of the CETF Get Connected Call Center infrastructure and program support for community outreach efforts. “Continue with the call center set-up and training that comes with the call center,” Hernandez noted, emphasizing that a dedicated phone number helps organizations track outreach and support households seeking affordable broadband options.

Digital Navigator Training and Workforce Development

Training programs were also identified as a key component of the ecosystem. Digital Navigator training enables community organizations to build staff capacity while developing new workforce development opportunities for community members interested in technology support roles.

"Digital Navigator training has been extremely helpful for our organization."

— Ulises Zatarain, Tech Exchange

Participants also recommended expanding Digital Literacy programs beyond basic skills to include workforce development and advanced Digital Literacy Training. Rigo Hernandez of the American GI Forum Education Foundation (AGIF) and Nube, Inc. noted that communities increasingly request courses such as ESL instruction and workforce-oriented Digital Literacy Training.

Veronica Amador of Sacred Heart Community Service highlighted the effectiveness of peer-to-peer outreach through promotores—community members who are trained to provide Digital Literacy education and support. “The curriculum has been very helpful, especially when it is delivered peer-to-peer with promotores who understand the community,” Amador said.

Device Access and Refurbishment Programs

Delia Leal of Loves, Fishes, and Computers (LFC) highlighted the importance of device access in Digital Inclusion programs. The organization operates a device refurbishment program that provides low-cost computers through grants and community partnerships while also offering Digital Literacy Training. Leal noted that their organization focuses on reaching the most underserved populations in their region by combining devices, training, and community outreach.

Digital Inclusion for Seniors

Quyen Vuong of ICAN described the impact of Digital Literacy Training for older adults in the Vietnamese community. Vuong noted that seniors have used the training and devices not only to socialize but also to access translation tools and online services that increase independence. “The seniors appreciate the Digital Literacy Training and the devices,” Vuong said, adding that these resources help ensure that older adults remain connected during emergencies or future public health crises.

Organization / Participant	Key Input	Programs or Systems Referenced
Emma Hernandez – Southeast Community Development Corporation (SCDC)	Continued value of CETF Call Center infrastructure, training, and dedicated phone number to track outreach and broadband enrollment.	CETF Call Center, Outreach Tracking Systems
Veronica Amador – Sacred Heart Community Service	Peer-to-peer Digital Literacy training using promotores and curriculum supported by CETF programs.	Promotores Outreach Digital Literacy Curriculum

Ulises Zatarain – Tech Exchange	Digital Navigator training strengthens organizational capacity and could support workforce development pathways.	Digital Navigator Training Programs
Delia Leal – Loaves, Fishes & Computers (LFC)	Integration of device refurbishment programs with Digital Literacy training to reach underserved populations.	Computing Device Refurbishment Digital Literacy Curriculum
Quyen Vuong – International Children Assistance Network (ICAN)	Digital Literacy programs help seniors access translation tools, online services, and maintain social connections.	Senior Digital Literacy Programs
Rigo Hernandez – American GI Forum Education Foundation (AGIF) and Nube, Inc.	Interested in expanding Digital Literacy programs to include advanced courses such as workforce training and ESL.	Workforce-Focused Digital Literacy Programs

What have you documented as the most cost-effective strategies to find Unconnected HHs, get them online, and digitally-proficient?

Participants consistently emphasized that trusted relationships and community-based outreach remain the most cost-effective methods for identifying and connecting unserved households. Many residents who lack Internet access are already interacting with local services such as food distribution, workforce training, schools, and housing assistance.

Darrell Peeden of Sigma Beta Xi (SBX) noted that building coalitions and training local leaders helps ensure that Digital Literacy programs can scale effectively within communities. “Getting the right people trained in the community” is essential for expanding digital adoption, Peeden explained. By integrating Digital Inclusion outreach into these existing services, organizations can reach households that may not respond to traditional broadband marketing or online outreach campaigns. Participants described combining Digital Literacy Training with device distribution and broadband enrollment assistance to ensure a comprehensive pathway for adoption.

Delia Leal of Loaves, Fishes & Computers (LCF) described working with libraries, schools, senior centers, and Section 8 housing communities to reach residents who may lack Internet access. These institutions serve as trusted entry points where residents can learn about Digital Literacy Training, devices, and affordable broadband programs.

Programs that provide one-on-one assistance—through Digital Navigators, community volunteers, or technology support staff—were described as particularly effective. Many residents require assistance setting up devices, establishing email accounts, completing enrollment forms, or learning basic digital skills. Without this personal support, some households may remain disconnected even when affordable broadband options are available.

"Community finding community is the most cost-effective way to find Unconnected Households."
— Veronica Amador, Sacred Heart Community Service

Local Media and Multilingual Outreach

Ulises Zatarain of Tech Exchange described the value of multilingual outreach through community media channels. “Local media outlets and radio stations are key and important to reach multilingual communities,” Zatarain noted. Quyen Vuong of ICAN emphasized the importance of community events and cultural gatherings. The organization hosts a weekly radio program and participates in cultural events where information about Digital Literacy programs and affordable Internet options can be shared with residents.

Key Strategies:

- Peer-to-peer outreach through promotores and trusted community leaders.
- Partnerships with schools, housing programs, and food distribution programs.
- Digital Literacy classes combined with device distribution.
- Digital Navigator programs offering one-on-one assistance.
- Outreach through community events and neighborhood gatherings.

Participant	Key Input	Outreach Strategies
Veronica Amador – Sacred Heart Community Service	Peer-to-peer outreach through promotores helps identify and engage unconnected households.	Promotores, Community-Led Outreach
Rigo Hernandez – AGIF – Nube, Inc.	Trusted partnerships with schools, housing providers, and food distribution programs help identify residents who Internet service.	School Districts, Affordable Housing Organizations Food Distribution Centers
Darrell Peeden – Sigma Beta Xi (SBX)	Training community leaders and building coalitions improves program scalability and community engagement.	Coalition Building, Community Leadership Training
Steven Bryan – Siskiyou Community Resource Collaborative (SCRC)	Partner events and collaboration with local organizations help expand outreach.	Community Events, Partner Networks
Eduardo Gonzalez – Rural Prosperity Center (RPC)	Partnerships with school districts, local governments, and chambers of commerce help identify eligible households.	Schools, Local Governments, Chambers of Commerce
Ulises Zatarain – TechExchange	Multilingual outreach through social media, radio, and trusted community media sources is effective for reaching immigrant communities.	Social Media, Radio, Multilingual Media
Quyen Vuong – ICAN	Cultural events and community radio programs help share information about Digital Literacy programs.	Cultural Events, Community Radio
Delia Leal – Loaves, Fishes & Computers (LFC)	Outreach through libraries, schools, housing programs, and senior services helps reach residents lacking connectivity.	Libraries, Section 8 Housing, Schools, Senior Programs

What credible sources can you engage to distribute information?

Participants identified a wide range of trusted sources that can help distribute information on Digital Inclusion. Many emphasized that residents are more likely to respond to information delivered through organizations and institutions they already trust, particularly those that provide social services, education, or community programming.

Community media outlets, especially local radio programs and multilingual media, were highlighted as important channels for reaching immigrant communities and residents who may not rely on traditional digital communication platforms. Darrell Peeden of SBX recommended using television public service announcements and announcements from elected officials to reach residents who may not be connected to traditional outreach networks.

Local governments, libraries, and schools were also identified as critical partners. These institutions interact with residents regularly and often serve as community hubs where information about Digital Literacy programs and affordable broadband options can be shared. Steven Bryan of the Siskiyou Community Resource Collaborative (SCRC) described working closely with Local Governments and presenting information at City Councils and County Boards of Supervisors Meetings engage elected officials to help inform residents about connectivity programs.

Participants noted that partnerships with cultural organizations, faith-based groups, and local business networks can further expand outreach to residents who might otherwise remain disconnected. Also identified were community newsletters, social media platforms, and partnerships with local businesses as effective ways to share information about Digital Literacy programs and affordable broadband options.

Key Distribution Channels:

- Local radio programs and community media outlets.
- City and county government communications.
- Libraries and community colleges.
- Cultural events and neighborhood gatherings.
- Faith-based organizations and community leaders.
- Community newsletters and social media networks.

Participant	Key Input	Distribution Channels
Darrell Peeden – SBX	Television public service announcements and communications from elected officials can expand outreach.	PSA Announcements, Elected Officials
Linda Phillips – Sourcewise	Aging service organizations can distribute Digital Literacy information through established senior support programs.	Area Agencies on Aging, Senior Programs
Ulises Zatarain – Tech Exchange	Local radio stations and multilingual media outlets are trusted communication channels in immigrant communities.	Community Radio, Multilingual Media

Steven Bryan – SCRC	Presentations at City Council and County Boards of Supervisors Meetings to engage elected officials to help inform residents about affordable Internet offers.	Local Government Meetings
Janice Hunter – African American Women for Social Justice (AAW4SJ)	Community events, social media, and local business newsletters help distribute program information.	Events, Newsletters, Social Media
Delia Leal – LFC	Data sources such as Census ACS can help identify areas with high numbers of unconnected households.	Census Data, Demographic Analysis

How many low-income Unconnected HHs can you reach (2 years) and train in Digital Literacy?

Many organizations emphasized that their reach could expand significantly with additional support for staffing, outreach, training materials, and computers. Programs that combine Digital Literacy Training with device distribution and Internet enrollment were described as particularly effective at helping households transition from Unconnected to confident digital users. They also noted that CBOs frequently collaborate with schools, libraries, and social service providers, allowing them to reach the largest numbers of residents across multiple service programs.

CBO Reach Estimates:

- TechExchange: Approximately 5,000–6,000 Digital Literacy participants.
- SCDC: 2,000–3,000 Internet enrollments and 700 –1,000 Digital Literacy participants.
- SBX: Approximately 5,900 enrollments.
- RPC: Approximately 4,000–5,000 households.
- SCRC: Approximately 1,500 connected households and <2,000 Digital Literacy participants.
- Shasta Public Library: approximately 2,500–3,000 residents.

Organization	Estimated Reach / Training Capacity	Notes
Ulises Zatarain – TechExchange	5,000 – 6,000 Households trained in Digital Literacy	Based on Existing Training Programs
Emma Hernandez – SCDC	2,000 – 3,000 Enrollments; 700 – 1,000 Digital Literacy Participants	Includes Youth Digital Navigator Workforce
Darrell Peeden – SBX	~5,900 Enrollments over 2 Years	Based on Current Staffing Capacity
Eduardo Gonzalez – RPC	4,000 – 5,000 Households Enrolled and trained in Digital Literacy	Through Regional Outreach Partnerships
Steven Bryan – SCRC	1,500 Households connected; <2,000 trained in Digital Literacy	Includes Seniors and Rural Communities
Shae Darling – Shasta Public Library	2,500 – 3,000 Residents	Through Library Digital Literacy Programs
Verónica Amador – Sacred Heart Community Service	250 – 350 Households trained in Digital Literacy	Community Digital Literacy Outreach

What do you need to begin implementation?

Participants identified several key resources necessary to expand Digital Inclusion programs and reach larger numbers of unconnected households. The most frequently cited need was sustained funding for staff positions such as Digital Navigators, program coordinators, and trainers who deliver Digital Literacy classes and provide individualized technology assistance.

Organizations also emphasized the need for reliable access to devices. Many residents cannot participate in Digital Literacy programs or online services without a functional computer or tablet. Device refurbishment programs and partnerships with technology donors were described as important strategies for addressing this need.

In addition, participants noted that coordinated outreach efforts would improve efficiency and help ensure consistent messaging across regions. Shared communication strategies, training materials, and program data systems could strengthen collaboration among organizations and improve the overall effectiveness of Digital Inclusion efforts statewide.

Key Needs for Implementation:

- Sustained funding for Digital Navigator and Digital Literacy staff.
- Computing devices for residents who lack computers or tablets.
- Training resources and standardized Digital Literacy Curriculum.
- Coordinated outreach strategies across regions.
- Data tracking systems to measure outreach and adoption outcomes.
- Partnership support from libraries, schools, and community organizations.

Participant	Key Needs	Resources Required
Steven Bryan – SCRC	Startup funding and devices for training participants in rural areas.	Funding for Devices, Travel costs
Rigo Hernandez – AGIF	Funding for Digital Navigators and community events to promote broadband adoption.	Funds for Staffing and Outreach
Delia Leal – LFC	Staff capacity to deliver training programs and manage device distribution.	Staffing Funding
Eduardo Gonzalez – RPC	Funding to support Digital Literacy training programs and outreach efforts.	Program Funding
Emma Hernandez – SCDC	Funding for staff, marketing materials, and community engagement.	Funding for Program Operations
Verónica Amador – Sacred Heart Community Service	Stipends for promotores supporting community outreach and training.	Community Outreach Stipends
Linda Phillips – Sourcewise	Multi-year funding commitments to support program stability.	Sustained Funding

Conclusion

The March 12, 2026 Digital Inclusion Listening Session reinforced that California's CBOs already play a central role in expanding Digital Inclusion. These organizations provide trusted entry points for residents seeking help with connectivity, devices, and digital skills.

Participants emphasized that broadband adoption is not simply a matter of infrastructure availability. Many households require personalized assistance, culturally relevant training, and trusted community outreach before they feel comfortable adopting new technology.

By strengthening partnerships across the Digital Equity Ecosystem and investing in community programs that integrate Digital Literacy, device access, and broadband enrollment, California has a significant opportunity to expand connectivity among low-income households and ensure that residents have the skills needed to fully participate in the digital economy.



DIGITAL INCLUSION LISTENING SESSION
California Advanced Service Fund (CASF) Grantees
March 19, 2026

Overview and Purpose

The California Emerging Technology Fund (CETF) and Verizon Communications, Inc., entered into a Public Benefits Memorandum of Understanding (MOU) in conjunction with the Verizon acquisition of Frontier Communications. The California Public Utilities Commission (CPUC) approved the transaction on January 15, 2026. Pursuant to the MOU, Verizon agreed to invest \$40 million to support the CETF Core Mission and Digital Equity Ecosystem and to assist with Digital Inclusion programs to get 100,000 low-income Unconnected households (HHs) online with affordable Internet service and proficiency in digital literacy skills.

CETF convened a series of Digital Inclusion Listening Sessions during March-April 2026 to obtain input from experienced and interested community-based organizations (CBOs), public agencies, regional non-profit computing devices refurbishers, and other stakeholders to obtain input on the development of an Action Plan to optimize the impact and leverage the Verizon investment. The purpose was to gather input from stakeholders and prospective partners on the most effective and efficient strategies to implement the MOU commitments and obligations. CPUC Commissioners and Communications Division, Cal Advocates, and California Department of Technology (CDT) were invited to attend each Listening Session and make opening remarks.

The Listening Sessions facilitated conversations addressed 5 key questions:

- How can the Digital Equity Ecosystem be leveraged to support your organization?
- What have you documented as the most cost-effective strategies to find Unconnected HHs, get them online, and digitally-proficient?
- What credible sources can you engage to distribute information?
- How many low-income Unconnected HHs can you reach (2 years) and train in Digital Literacy?
- What do you need to begin implementation?

This Summary captures the input from the Listening Session on March 19, 2026 including CASF Grantees. 9 participants attended the Listening Session.

Executive Summary

Participants described the day-to-day realities of implementing CASF-funded programs, emphasizing that broadband adoption requires more than infrastructure alone. Successful programs integrate connectivity, Digital Literacy Training, device access, and ongoing technical support.

Participants highlighted that CASF funding has enabled important progress, particularly in affordable housing and community-based settings where infrastructure and training can be aligned. However, gaps remain in device sustainability, continued learning opportunities, and long-term technical support.

The discussion reinforced that trusted community-based outreach remains the most effective strategy for identifying and engaging unconnected households. Programs that embed Digital Literacy services into existing systems—such as workforce development, disability services, senior programs, and housing—are particularly effective.

Participants also identified operational challenges, including transporting and maintaining devices, securing training locations, and navigating reimbursement-based funding models. Many organizations emphasized the need for flexible funding, stronger partnerships, and expanded Digital Navigator programs to scale impact.

Findings at a Glance

- **Trusted Community Messengers Drive Adoption:** Embedding Digital Literacy into existing services helps reach unconnected households efficiently.
- **Infrastructure Alone Is Not Enough:** Connectivity must be paired with training, devices, and ongoing support.
- **Device Access and Tech Support Are Critical Gaps:** Programs require sustained resources for device management and troubleshooting.
- **Ongoing Learning Is in High Demand:** Participants emphasized the need for continued education beyond basic Digital Literacy.
- **Partnerships and Incentives Expand Reach:** Strong collaboration and aligned incentives are needed to scale outreach efforts.

How can the Digital Equity Ecosystem be leveraged to support your organization?

Participants identified several ways the Digital Equity Ecosystem can enhance their work, highlighting that the greatest impact occurs when infrastructure, Digital Literacy Training, workforce development, and community partnerships are strategically aligned. Organizations emphasized that success relies on a coordinated ecosystem that integrates these components and capitalizes on the strengths of various partners. Participants noted that when housing providers, CBOs, workforce programs, and technology partners collaborate, they can reduce duplication of efforts, fill service gaps, and create smoother pathways for residents to connect online and gain digital proficiency. There was a notable interest in providing Digital Navigator Training to CBOs.

Affordable Housing and Infrastructure Alignment

Sabrina Tam of DigitalLIFT described successful partnerships with affordable housing providers, many of which already have Internet infrastructure or have received CASF support. These partnerships allow organizations to focus on delivering Digital Literacy Training once connectivity is established. Participants emphasized that aligning infrastructure investments with training results in a more seamless pathway to full Internet adoption.

“Some of the sites already have Wi-Fi infrastructure... once they get that, then we provide the Digital Literacy Training.”
— Sabrina Tam, DigitalLIFT

Digital Navigator Training and Workforce Development

Participants raised questions about compensation and the sustainability of Digital Navigator roles, noting the opportunity to employ community members who reflect the populations being served. Expanding Digital Navigator programs was seen as both a service strategy and a workforce development opportunity.

“Do Digital Navigators get paid? We want to empower and employ those that are eligible.”
— Karlha Arias, yüda ayuda

Ongoing Education and Drop-In Tech Support

Participants highlighted the importance of extending learning beyond the initial training sessions. Sabrina Tam with DigitalLift noted an increasing demand for ongoing support, stating, “We’ve found ourselves conducting more and more workshops.” It was emphasized that Digital Inclusion does not end with the initial training; many learners need ongoing, on-demand support to build their confidence and maintain their skills. Organizations reported a growing need for drop-in tech support, repeated workshops, and troubleshooting assistance.

Regional Gaps in Digital Literacy Services

Participants identified geographic gaps in service availability, particularly in Stanislaus, Merced, and San Joaquin Counties, where there are limited Digital Literacy providers.

Participant	Key Input	Programs Referenced
Sabrina Tam – DigitalLIFT	Affordable housing partnerships enable alignment of infrastructure and training.	CASF BPHA Housing Complexes, Digital Literacy Training
Karlha Arias–yüda ayuda	Interest in Digital Navigator compensation and expanded training opportunities.	Digital Navigator Programs
Other Participants	Regional gaps in Digital Literacy providers in Central Valley Counties.	Regional Service Coverage

What have you documented as the most cost-effective strategies to find Unconnected HHs, get them online, and digitally-proficient?

Participants emphasized that the most cost-effective strategies are those that build existing relationships, trusted community networks, and established service delivery systems. Rather than creating entirely new outreach channels, organizations reported greater success integrating Digital Inclusion efforts into programs that already serve priority populations.

This approach reduces outreach costs, increases participation, and leverages the trust already established between providers and the communities they serve. Participants noted that meeting people where they already are—through social services, housing, workforce programs, and community spaces—is critical to efficiently identifying and supporting unconnected households.

Embedding Services in Existing Programs

Jamie Thompson with Napa Valley Support Services described integrating Digital Literacy into programs serving individuals with disabilities, allowing organizations to reach participants already engaged in services. Training staff as Digital Navigators enables organizations to provide both Digital Literacy Training and enrollment assistance.

“It’s cost-effective to work with audiences that are already being served.”

— Jamie Thompson, Napa Valley Support Services

Community-Based Outreach in Rural Areas

Charles Pellicane with Human-I-T described approaches used in rural communities, including: partnering with local CBOs; conducting outreach at libraries and community centers; and leveraging word-of-mouth through trusted networks.

“A layer of trust only exists with local CBOs.”

— Charles Pellicane, Human-I-T

Reaching Seniors and Homebound Individuals

Participants described identifying unconnected seniors through home visits and wellness checks. This approach helps reach isolated and vulnerable populations.

“I know that Medial Assistance go into homes to conduct wellness checks... and finds that the senior doesn’t have Internet.”

— Sabrina Tam, DigitalLIFT

Key Strategies:

- Embedding Digital Literacy in existing service programs.
- Training staff as Digital Navigators.
- Outreach through trusted community-based organizations (CBOs).
- Partner with rural libraries and community centers to provide Digital Literacy Training.
- Utilize home visits and wellness checks for seniors to talk about Digital Inclusion.

Participant	Key Input	Outreach Channels / Strategies
Jamie Thompson – Napa Valley Support Services	Embedding services within disability and workforce programs.	Existing service programs
Charles Pellicane – Human-I-T	Trust-based outreach through local CBOs in rural areas.	Libraries, Community Centers
Sabrina Tam – DigitalLIFT	Identifying unconnected seniors through home visits.	Senior Services, Wellness Checks

What credible sources can you engage to distribute information?

Participants highlighted persistent trust barriers, particularly in rural and underserved communities. Individuals may be hesitant to engage with unfamiliar organizations or programs. Trusted local partners and culturally competent outreach are essential to overcoming these barriers. Participants identified a range of trusted channels for distributing information, emphasizing the importance of direct engagement and partnerships.

Service Networks and Referral Systems

Participants expressed interest in referral systems that connect directly to enrollment support, including dedicated phone lines. Jamie Thompson with Napa Valley Support Services highlighted connections to Regional Centers as an effective way to reach individuals with disabilities and related service providers.

Incentivizing Partnerships

Participants noted that organizations often find themselves stretched thin and may require incentives to prioritize outreach. Karlha Arias with yūda ayuda remarked, “Nonprofits are stretched thin... we get a lot of requests to share information.” In light of this, performance-based incentives and referral compensation were discussed as potential strategies to encourage greater participation.

In-Person Outreach

Participants emphasized that flyers and passive outreach are insufficient. Direct engagement is critical for reaching unconnected households.

Key Distribution Channels:

- Local Community-Based Organizations (CBOs)
- Regional Centers and Disability Service Networks
- Affordable Housing Organizations and Site Managers
- Libraries and Community Centers
- Word-of-Mouth through Trusted Community Members
- In-Person Outreach and On-Site Engagement
- Referral Systems Connected to Enrollment Support (Dedicated Phone Lines or Call Centers)

Participant	Key Input	Distribution Channels
Jamie Thompson - Napa Valley Support Services	Regional Center system expands Reach	Service Networks
Karlha Arias – yūda ayuda	Need incentives for partner engagement	Partner Organizations
Sabrina Tam – DigitalLIFT	Interest in referral-based systems linked to enrollment	Call Center Referrals

How many low-income Unconnected HHs can you reach (2 years) and train in Digital Literacy?

Participants emphasized that reach is directly tied to staffing, device availability, and funding. They noted limitations within the current CASF model, including restrictions on device funding and the need for reimbursement-based spending. Organizations often must front-load costs, and devices provided through programs may need replacement after a few years, requiring additional funding cycles.

Provided Reach Estimates:

- Karlha Arias, yüda ayuda: Approximately 1,500 participants over two years; capacity could double with additional Digital Navigators and devices.
- Elizabeth Gonzalez, Goodwill Southern Los Angeles County: Approximately 360 individuals reached annually, with 180 completing Digital Literacy training.
- Sabrina Tam, DigitalLIFT: Approximately 1,200 learners served annually in California, though not all complete full training.

Organization	Estimated Reach / Training Capacity	Notes
Karlha Arias – yüda ayuda	~1,500 participants over 2 years; < ~3,000 with more Digital Navigators and computing devices.	Uses structured 8-hour training model; capacity constrained by computing device availability and staffing.
Elizabeth Gonzalez – Goodwill Southern Los Angeles County	~360 individuals reached annually; ~180 complete Digital Literacy training.	Approximately 50% completion rate; highlights need for retention and follow-up support.
Sabrina Tam – DigitalLIFT	~1,200 learners served annually across California	Not all participants complete full training; includes both connected and unconnected learners.
Multi-Organization Comments	Capacity can double with sufficient devices and trained Digital Navigators.	Device access and staffing are the primary limiting factors across programs.

What do you need to begin implementation?

Participants identified several key needs to support program implementation and expansion. Across organizations, implementation readiness is closely tied to having the foundational tools, staffing, and infrastructure in place to deliver services effectively. Participants emphasized that even well-designed Digital Literacy programs cannot be deployed at scale without reliable access to devices, trained personnel, and consistent technical support. In addition, organizations noted that logistical coordination, such as securing training locations, transporting equipment, and ensuring connectivity, plays a critical role in determining how quickly and efficiently programs can be launched. Addressing these operational and resource needs upfront is essential to ensure successful implementation and long-term sustainability.

Devices and Technical Support

Access to laptops remains a primary need. Participants described logistical challenges associated with transporting, storing, charging, and maintaining devices. Technical support was identified as a major gap, both for staff and participants. Ongoing support is essential for device setup, troubleshooting, and continued learning.

Participants described significant operational burdens associated with device management, including transporting large quantities of laptops, ensuring devices are charged, and supporting first-time user setup. These challenges increase staff workload and require dedicated technical support capacity.

“It is hard to lug around 25 boxes... and then charge them... set-up takes a long time.”
— Karlha Arias, yüda ayuda

Key Needs for Implementation:

- **Training Locations and Connectivity:** Organizations rely on libraries and community centers for training but sometimes must provide their own connectivity via hotspots.
- **Funding Structure and Sustainability:** Participants noted challenges with reimbursement-based funding models that require upfront costs. More flexible funding structures could improve implementation and scalability.
- **Continued Learning Opportunities:** Participants emphasized strong demand for advanced training and ongoing engagement beyond initial Digital Literacy Training.

Participant	Key Needs	Resources Required
Karlha Arias – yüda ayuda	Device logistics, set-up time, and participant onboarding challenges.	Laptops, Charging/Storage Systems, IT Support, Streamlined Set-Up processes
Sabrina Tam – DigitalLIFT	Continued learner engagement and post- training support.	Drop-In Tech Support (virtual and phone), Expanded Workshop Offerings, Staffing
Jamie Thompson – Napa Valley Support Services	Structured training environments and integrated services delivery.	Reliable Training Sites, Trained Staff (Digital Navigators), Program Integration
Charles Pellicane – Human-I-T	Trusted outreach, especially in rural communities.	Local Outreach Staff, Partnerships with CBOs, Presence in Trusted Community Locations
Many Participants Comments, Insights	Sustainable funding and program flexibility.	Upfront Funding (vs. reimbursement) Flexible Grant Models, Device Replacement Funding

Conclusion

The March 19 Listening Session with CASF Grantees reinforced that Digital Inclusion requires a coordinated ecosystem that integrates infrastructure, training, devices, and ongoing support. CASF-funded programs provide a strong foundation for Digital Inclusion efforts; however, additional resources, flexibility, and coordination are needed to address operational challenges and scale impact.

Participants emphasized that trusted partnerships, community-based outreach, and sustained engagement are essential to reaching the most underserved populations. CETF thanked participants for these insights, which will inform the development of the CETF Action Plan to maximize the impact of current and future investments in Digital Inclusion across California.



DIGITAL INCLUSION LISTENING SESSION
Community-Based Organizations Who Work with Investor-Owned Utilities
March 26, 2026

Overview and Purpose

The California Emerging Technology Fund (CETF) and Verizon Communications, Inc., entered into a Public Benefits Memorandum of Understanding (MOU) in conjunction with the Verizon acquisition of Frontier Communications. The California Public Utilities Commission (CPUC) approved the transaction on January 15, 2026. Pursuant to the MOU, Verizon agreed to invest \$40 million to support the CETF Core Mission and Digital Equity Ecosystem and to assist with Digital Inclusion programs to get 100,000 low-income Unconnected households (HHs) online with affordable Internet service and proficiency in digital literacy skills.

CETF convened a series of Digital Inclusion Listening Sessions during March-April 2026 to obtain input from experienced and interested community-based organizations (CBOs), public agencies, regional non-profit computing devices refurbishers, and other stakeholders to obtain input on the development of an Action Plan to optimize the impact and leverage the Verizon investment. The purpose was to gather input from stakeholders and prospective partners on the most effective and efficient strategies to implement the MOU commitments and obligations. CPUC Commissioners and Communications Division, Cal Advocates, and California Department of Technology (CDT) were invited to attend each Listening Session and make opening remarks.

The Listening Sessions facilitated conversations addressed 5 Key Questions:

- How can the Digital Equity Ecosystem be leveraged to support your organization?
- What have you documented as the most cost-effective strategies to find Unconnected HHs, get them online, and digitally-proficient?
- What credible sources can you engage to distribute information?
- How many low-income Unconnected HHs can you reach (2 years) and train in Digital Literacy?
- What do you need to begin implementation?

This Summary captures input from the Listening Session on March 26, 2026, including CBOs that work with California Investor-Owned Utilities (IOUs). 4 organizations attended the Session.

Executive Summary

Participants emphasized that Digital Inclusion efforts are most effective when integrated into existing delivery systems rather than implemented as standalone programs. Organizations serving low-income communities already have trusted relationships, frequent contact with clients, and multiple entry points for services, making them well-positioned to efficiently introduce enrollments and Digital Literacy Training.

A recurring theme in the discussion was the relationship between performance-based funding models and the realities of community-based outreach. While participants acknowledged the value of outcome-driven funding, they pointed out that outreach activities—such as staffing, translation, partnership coordination, and trust-building—require upfront investment. Without flexible funding mechanisms, organizations may struggle to fully engage in the program.

Language access also emerged as a critical factor. Participants stressed that culturally competent, in-language services are essential for engaging diverse communities. Organizations focused on serving specific linguistic communities expressed a strong interest in partnering with CETF to help fill existing gaps in language coverage.

Additionally, participants recognized the strategic value of call centers as scalable tools for enrollment and engagement. One organization currently operates a call center that assesses client needs and provides assistance across multiple programs. Integrating CETF enrollment and Digital Literacy pathways into these systems presents a significant opportunity to enhance efficiency and expand reach.

Overall, the session reinforced the idea that scaling Digital Inclusion requires a systems-based approach, such as the CETF Ecosystem. This approach leverages existing infrastructure, invests in community capacity, and aligns funding structures with the operational realities of CBO.

Findings at a Glance

- **Existing Service Networks Enable Scale:** Leverage current programs such as food distribution and housing assistance for immediate access to priority populations and outreach.
- **Flexible Funding Is Needed:** Outreach that requires significant resources needs upfront investment; hybrid funding models can improve sustainability and effectiveness.
- **Call Centers Are a Vital Asset:** CBOs are interested in integrating the Get Connected Call Center into their existing workflow to include Digital Inclusion services.
- **Language Access Is Critical:** Communicating in preferred languages is essential for effective outreach, building trust, and ensuring successful enrollment.
- **Integration Boosts Efficiency:** Incorporating Digital Inclusion into existing programs reduces duplication, cuts costs, and boosts participation rates.

How can the Digital Equity Ecosystem be leveraged to support your organization?

Participants described the Digital Equity Ecosystem as most valuable when it complements and strengthens their existing operations rather than requiring entirely new systems or workflows. The ability to “plug into” the CETF infrastructure, such as call centers and training resources, was seen as a key benefit.

Integration with Existing Services

Organizations emphasized that they already interact with clients across multiple service areas, including food assistance, housing support, utility programs, and health services. These touchpoints create natural opportunities to introduce Digital Inclusion services without requiring additional outreach efforts.

By integrating Digital Inclusion into these existing services, organizations can reduce barriers to participation and increase efficiency. Clients already engaged in services are more likely to trust the information provided and to follow through with enrollment and training.

“We have several different entry points... food insecurity, housing assistance, diaper banks... there’s just a plethora of options.”
— Jaime Dadabhoy, Community Action Partnership of Orange County (CAPOC)

Call Center Partnerships

Participants highlighted call centers as a powerful mechanism for real-time engagement, needs assessment, and guided enrollment, which significantly improve conversion rates compared to passive outreach methods. Participants said that partnering with the Get Connected Call Center was a good fit within the CETF Ecosystem. Organizations either expressed interest in joining the Get Connected Call Center or integrating enrollment processes into their own systems.

“We have a dedicated call center that assesses the needs of callers and households.”
— Jaime Dadabhoy, CAPOC

Performance-Based Funding Considerations

While participants recognized the value of outcome-based funding, they expressed concerns about the financial risks associated with performance-only models. Outreach activities such as staffing, translation, and event coordination require resources before results can be achieved. Organizations suggested that more flexible funding structures would allow them to invest in outreach capacity and achieve better long-term outcomes.

“We’re typically used to getting a set amount... it just takes a lot of effort.”
— Hyemi Moo, Korean American Federation of Los Angeles (KAFLA)

In-Language and In-Culture

Participants stressed that effective engagement requires communication in-language and in-culture. Organizations serving specific communities, such as Korean-speaking populations, identified opportunities to fill gaps within the CETF ecosystem. Providing culturally competent services not only improves enrollment rates but also builds long-term trust and engagement.

“Our primary language is Korean.”
— Hyemi Moo, KAFLA

Participant	Key Input	Programs Referenced
Hyemi Moo — KAFLA	Need for flexible funding; interest in in-language enrollment support.	Translation Services, Outreach Programs, Call Centers
Jaime Dadabhoy — CAPOC	Strong alignment with existing services and large-scale reach.	Food Banks, Utilities, Call Centers, Training Centers
Briana Ancona — CAPOC	Integration into multiple service entry points.	ESA Program, Social Services, Outreach Systems

What have you documented as the most cost-effective strategies to find Unconnected HHs, get them online, and digitally-proficient?

Participants consistently emphasized that the most cost-effective strategies leverage existing relationships and infrastructure. Rather than investing in new outreach channels, organizations achieve better results by integrating Digital Inclusion into services that clients already use.

Embedding Services in Existing Programs

Organizations interact with clients at multiple points, including food distribution sites, call centers, and social service offices. These interactions provide opportunities to identify unconnected households and introduce Digital Inclusion services in a trusted environment. This approach minimizes outreach costs and increases engagement because clients are already familiar with the organization. Frontline staff, including community health workers, play a critical role in outreach. Their existing relationships with clients enable them to introduce Digital Inclusion services in a way that feels relevant and trustworthy.

Key Strategies:

- Embed Outreach Into Existing Services
- Prioritize Phone-Based Communication
- Provide Guided Enrollment (warm handoffs)
- Utilize Trusted Frontline Staff

Participant	Key Input	Outreach Strategies
Briana Ancona — CAPOC	Phone outreach is more effective than paper notifications.	Call Center(s), Direct Phone Engagement
Jaime Dadabhoy — CAPOC	Integration into services increases efficiency.	Food Distribution Centers, Social Services Agencies

What credible sources can you engage to distribute information?

Participants identified a wide range of trusted distribution channels rooted in their ongoing service delivery and community presence. These channels are effective because they involve repeated, direct interaction with clients.

Service Networks and Client Databases

Programs such as food distribution, housing assistance, and utility support provide regular opportunities to share information. These settings allow organizations to consistently reach large numbers of individuals.

“Senior food box distribution reaches over 30,000 people a month.”

— Briana Ancona, CAPOC

Organizations explained that they maintain extensive databases of clients who regularly access services. These databases can be used for targeted outreach, follow-up communication, and tracking engagement.

Community-Based and Cultural Networks

Participants stressed the importance of culturally specific networks, including ethnic media and community organizations. These networks are particularly effective for reaching populations that may not engage with mainstream outreach channels.

“We have a deep reach into our community.”

— Hyemi Moo, KAFLA

Multi-Channel Outreach

Organizations use a combination of outreach methods, including in-person engagement, digital advertising, flyers, and public transit advertising. A multi-channel approach ensures broader reach and reinforces messaging.

Key Distribution Channels

- Service-Based Distribution (Food Distribution Programs, Social Services Agencies)
- Use of Client Databases and Call Lists
- Partnerships with Culturally-Specific Networks

Participant	Key Input	Distribution Channels
Jaime Dadabhoy— CAPOC	Large-scale outreach through service programs.	Food Distribution Sites, Call Lists, Information Flyers
Briana Ancona — CAPOC	Use of databases for targeted outreach.	Client Databases, Call Centers
Hyemi Moo — KAFLA	Strong cultural and language-based outreach.	Korean Media, Community Networks
Multi-Organization Insight	Multi-channel engagement increases reach.	Digital Ads, Transit Ads, In-Person Outreach

How many low-income Unconnected HHs can you reach (2 years) and train in Digital Literacy?

Participants demonstrated substantial capacity to reach large numbers of individuals through their existing programs and networks. However, they noted that reaching unconnected households specifically requires targeted strategies within these broader populations.

Participant	Estimated Reach Training Capacity	Notes
Jaime Dadabhoy — CAPOC	50,000 People over 2 Years	Includes multiple Social Services Agencies and partner organizations.
Briana Ancona — CAPOC	30,000 People Monthly Touch-Points	Contacts at Food Distribution Centers (repeat clients).
Hyemi Moo — KAFLA	40,000 People Annually	Majority are low-income; have strong cultural reach.

What do you need to begin implementation?

Participants requested comprehensive training on enrollment processes, Digital Navigator roles, and program implementation. Training ensures that staff are equipped to deliver services effectively. Organizations emphasized the importance of funding models that support upfront costs, including staffing, outreach, and translation. Without this support, it is difficult to initiate and sustain programs.

“It just takes a lot of effort... especially with funding cuts.”
— Hyemi Moo, KAFLA

Key Needs for Implementation:

- **Outreach Materials and Incentives:** Organizations requested culturally relevant, in-language materials to support outreach efforts. Incentives such as giveaways can also increase engagement and participation.
- **Language Support:** Language access remains a critical need, particularly for communities with limited English proficiency. Providing materials and services in multiple languages is essential for equitable access.
- **Infrastructure and System Integration:** Participants described the importance of integrating CETF systems with their existing operations, including call centers and service delivery platforms. Integration reduces administrative burden and improves efficiency.

Participant	Key Needs	Resources Required
Briana Ancona — CAPOC	Staff Training and System Integration	Training Resources, Onboarding Support
Jaime Dadabhoy — CAPOC	Outreach Expansion	Flyers, Communication Tools, Call center Alignment
Hyemi Moo — KAFLA	Language Access and Outreach Capacity	Translation Services, In-Language Materials
Hyemi Moo — KAFLA	Flexible Funding Support	Upfront Funding, Staffing Resources

Conclusion

The March 26, 2026, Listening Session highlighted the significant potential of these CBOs, which currently work with IOUs, to accelerate Digital Inclusion efforts across California. Participants demonstrated strong capacity, deep community trust, and a willingness to engage, but emphasized that success depends on aligning program design with operational realities. Key priorities include leveraging existing service infrastructure, providing flexible and sustainable funding, expanding language access, and integrating Digital Inclusion into everyday service delivery.



DIGITAL INCLUSION LISTENING SESSION
California Department of Technology (CDT) Network
April 2, 2026

Overview and Purpose

The California Emerging Technology Fund (CETF) and Verizon Communications, Inc., entered into a Public Benefits Memorandum of Understanding (MOU) in conjunction with the Verizon acquisition of Frontier Communications. The California Public Utilities Commission (CPUC) approved the transaction on January 15, 2026. Pursuant to the MOU, Verizon agreed to invest \$40 million to support the CETF Core Mission and Digital Equity Ecosystem and to assist with Digital Inclusion programs to get 100,000 low-income Unconnected households (HHs) online with affordable Internet service and proficiency in digital literacy skills.

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The Listening Sessions facilitated conversations addressed 5 Key Questions:

- How can the Digital Equity Ecosystem be leveraged to support your organization?
- What have you documented as the most cost-effective strategies to find Unconnected HHs, get them online, and digitally-proficient?
- What credible sources can you engage to distribute information?
- How many low-income Unconnected HHs can you reach (2 years) and train in Digital Literacy?
- What do you need to begin implementation?

This Summary captures the input from the Listening Session on April 2, 2026 including present and past CETF partners. 8 organizations participated in the Listening Session.

Executive Summary

Participants emphasized that achieving Digital Equity requires sustained, trust-based engagement rather than one-time interventions. Key themes included a focus on serving older adults, the need for ongoing technical support, rebuilding trust following the Affordable Connectivity Program, and addressing growing concerns about cybersecurity and emerging technologies, such as AI.

Stakeholders highlighted that effective programs integrate devices, connectivity, and Digital Literacy Training, supported by trusted community institutions such as libraries, clinics, and culturally competent organizations. Participants also stressed the importance of collaborative outreach strategies and flexible funding models to support community-based implementation.

Findings at a Glance

- **Trust and Awareness Are Major Barriers:** Many households remain unconnected due to a lack of awareness and distrust following ACP disruptions.
- **Ongoing Support Is Essential:** Digital Literacy requires repeated engagement and long-term technical assistance.
- **Cybersecurity and AI Are Emerging Needs:** Communities are increasingly seeking support on fraud prevention and understanding AI tools.
- **Partnerships Drive Reach:** Libraries, clinics, and housing providers are critical partners for identifying and engaging unconnected households.
- **Flexible Funding Models Are Needed:** Reimbursement-based models and capacity constraints limit participation for smaller organizations.

How can the Digital Equity Ecosystem be leveraged to support your organization?

Participants described the Digital Equity Ecosystem as a critical framework for coordinating resources, strengthening organizational capacity, and enabling long-term engagement with communities. The importance of capacity-building, long-term support systems, and coordinated outreach infrastructure was emphasized. Many organizations noted that while they have successfully distributed devices and provided training, they lack the ongoing technical support and staffing needed to sustain engagement.

“Making sure it’s not a one-time thing... we need to provide lifetime support.”
— Kaye Kuye, Truconnected

A key insight was the need to shift from transactional program models to ongoing service models. Participants discussed the importance of building systems such as Digital Navigator programs, help desks, and follow-up support mechanisms that enable residents to receive assistance over time, not just at the point of on-boarding. Trust also emerged as a foundational issue. Participants noted that the disruption of ACP has left many households skeptical of new offers, making trusted relationships and consistent messaging essential. Organizations highlighted the ecosystem's role in supporting coordinated outreach campaigns to rebuild confidence and improve awareness.

“We learned with ACP that awareness is a problem... a lot of people were burned.”
— Andrew Broderick, SF Tech Council

Additionally, cybersecurity was identified as a growing concern across communities. Participants reported an increasing demand for support in fraud prevention, online safety, and understanding of emerging technologies such as AI, suggesting that the ecosystem should integrate these topics.

“Cybersecurity is our biggest ongoing challenge.”
— Dr. Krystal Rawls, California State University, Dominguez Hills (CSUDH)

Overall, participants see the Digital Equity Ecosystem as most effective when it provides shared tools, sustained funding, coordinated outreach, and opportunities for collaboration, enabling organizations to scale their impact while maintaining strong community relationships.

Participant	Key Input	Programs Referenced
Andrew Broderick – SF Tech Council	Need for awareness campaigns and ongoing support for navigating essential services.	ACP Lessons Learned, Social Security Access
Dr. Krystal Rawls – CSUDH	Capacity challenges and barriers to participation; concerns about reimbursement models.	CBO Consortium (24 Partners)
Kaye Kuye – Truconnected	Importance of long-term technical support and repeated trainings.	Truconnected Extended Training and Tech Support
Ryan Kawamoto – OATS (AARP)	High demand for cybersecurity, AI, and basic digital skills training.	OATS Virtual Programs, Contact Center

What have you documented as the most cost-effective strategies to find Unconnected HHs, get them online, and digitally-proficient?

Participants consistently identified trusted, place-based outreach as the most effective and cost-efficient strategy for reaching unconnected households. Rather than relying on broad marketing campaigns, organizations emphasized the importance of meeting residents in familiar, trusted environments such as libraries, healthcare settings, and affordable housing communities.

A key theme was that partnership-driven outreach significantly reduces costs while increasing effectiveness. By working through established networks—such as clinics, senior centers, and housing providers—organizations can more easily identify unconnected individuals and provide services in settings where residents already feel comfortable.

“We have worked with local libraries... to get in touch with those individuals.”
— Kaye Kuye, Truconnected

Participants also highlighted the effectiveness of in-person engagement and peer-to-peer models, particularly for populations that may be hesitant to adopt new technologies. Community ambassadors and trusted messengers were described as critical in helping residents overcome fear, build confidence, and stay engaged through the learning process.

“Health clinics... and affordable housing complexes help us identify the most disconnected populations.”
— Ryan Kawamoto, OATS (AARP)

Another important insight was the variability in cost depending on program design and intensity of support. While some organizations deliver low-cost, high-volume training through virtual sessions, others emphasize that higher-touch, in-person models—though more resource-intensive—often yield stronger outcomes in sustained adoption and digital proficiency.

Participant	Strategy	Cost Estimate	Reach
Ryan Kawamoto – OATS (AARP)	Digital Literacy Sessions (virtual/in-person)	\$750–\$1,000 per Session	1,000 Older Adults
Vera Hempel – KissUX	Digital Navigator AI intake and referral to Digital Literacy Training Programs	\$2–\$3/User/Month	400 User Interactions
Kaye Kuye – Truconnected	In-person Digital Literacy Training	\$50 per Person	750+ People Connected

What credible sources can you engage to distribute information?

Participants emphasized that effective outreach depends on leveraging trusted messengers deeply embedded in communities. Across the discussion, there was strong agreement that residents are far more likely to engage with Digital Inclusion programs when information is delivered by organizations and individuals they already know and trust.

Ethnic media outlets were highlighted as particularly effective for reaching diverse populations. In addition, participants pointed to faith-based organizations, community-based organizations (CBOs), and social service providers as critical channels for disseminating information.

“One thing we’ve used is public radio—Hispanic or Chinese language radio—as well as trusted CBOs to get the message out.”
— Andrew Broderick, SF Tech Council

A key insight was that outreach is most successful when it is integrated into existing service delivery systems. For example, organizations working in healthcare, food assistance, or violence interruption programs can share information about digital resources while already engaging with residents about other essential needs. This approach helps reduce barriers to entry and increases the likelihood of participation.

“Violence interruption programs, faith-based organizations, and basic needs providers... spread the word as they deliver services.”
— Dr. Krystal Rawls, CSUDH

Participants also noted the growing importance of data-driven outreach strategies, such as using census data and targeted mail campaigns to identify and reach Unconnected HHs. However, they emphasized that data must be paired with on-the-ground relationships to be truly effective.

Trusted Outreach Channels	Distribution Channels
Community-Based Organizations	Local CBOs, Cultural Organizations, Senior Centers, Libraries
Public Agencies and Elected Officials	Mayor’s Offices, Workforce Development Departments, Area Agencies on Aging
Healthcare and Social Services	Clinics, Basic Needs Providers
Community and Ethnic Media	Ethnic Radio Stations
Data-Driven Outreach	Census-Based Targeting, Direct Mail

How many low-income Unconnected HHs can you reach (2 years) and train in Digital Literacy?

Participants provided a range of estimates for potential reach, reflecting differences in organizational size, capacity, and target populations. A consistent theme was that reach is highly dependent on the availability of resources, particularly funding for outreach, staffing, and partnership development.

Several participants noted that their organizations could significantly scale their efforts if provided with additional support. For example, estimates ranged from a few hundred individuals to as many as 10,000 households, with the higher projections contingent on robust referral networks and sustained funding.

“If there are resources available, we could potentially reach up to 10,000.”
— Ryan Kawamoto, OATS (AARP)

An important insight was that training capacity and outreach capacity are closely linked. Organizations emphasized that even when they can deliver Digital Literacy Training, their reach is limited without effective systems for identifying and referring unconnected households. Participants also highlighted the importance of targeting specific populations, such as older adults, individuals with disabilities, and residents of affordable housing, where digital inequities are often more pronounced.

Participant	Estimated Reach	Notes
Kaye Kuye – Truconnected	500 individuals	Focus on California Programs
Ryan Kawamoto – OATS (AARP)	Up to 10,000 (with support)	Requires Outreach and Referrals
Dr. Krystal Rawls – CSUDH	1,000 Trained / 5,000 Reached	Based on Prior Planning Efforts
Andrew Broderick – SF Tech Council	8–9% of SF HHs are Unconnected	Focus on Older Adults and People with Disabilities

What do you need to begin implementation?

Participants identified several critical needs to support successful implementation, with flexible and upfront funding emerging as the most urgent priority. Many CBOs expressed concern that reimbursement-based funding models pose significant barriers, particularly for smaller organizations that lack the financial reserves to cover program costs up front. Staffing and capacity constraints were also widely cited. Participants emphasized the need for resources to support dedicated outreach staff, Digital Navigators, and technical support personnel.

“They cannot function under a reimbursement model.”

— Dr. Krystal Rawls

Participants also stressed the need for long-term program funding, rather than short-term pilot investments. Sustained funding is necessary to build trust within communities, maintain ongoing support services, and achieve lasting outcomes in Digital Literacy and adoption. Participants also emphasized the importance of a coordinated statewide strategy paired with localized implementation through trusted partners. Participants raised the idea of formalizing Digital Navigator roles as career pathways, particularly for students and community members, thereby strengthening both program delivery and economic mobility.

Key Needs for Implementation:

- Flexible, Upfront Funding (not reimbursement-based)
- Staffing and Technical Assistance Capacity
- Stronger Referral Networks and Outreach Coordination
- Longer-Term Program Support (not short-term pilots)

Participant	Key Needs	Resources Required
Andrew Broderick – SF Tech Council	Increased awareness, outreach; support for navigating services.	Funding for Awareness, Outreach Partnerships with Public Agencies
Dr. Krystal Rawls – CSUDH	Eliminate reimbursement model; expand CBO participation; workforce pathways for Digital Navigators.	Upfront, Flexible Funding; Capacity-Building Grants; Digital Navigator Training tied to Workforce Development
Kaye Kuye – Truconnected	Long-term support; device affordability; stronger referral pathways.	Funding for Ongoing Tech Support (Help Desk, Hotline); Subsidized Devices; Strong Referral Networks
Ryan Kawamoto – OATS (AARP)	Funding for program delivery; expanded outreach to hard-to-reach populations.	Staffing Support (Trainers, Contact Center); Outreach Partnerships; Sustained Program Funding
Vera Hempel – KissUX	Scalable digital navigation tools; integration with Digital Literacy providers.	CBO Partnerships for Digital Literacy Training; Funding for AI-Enabled Intake and Follow-Up Systems

Conclusion

The Listening Session on April 2 highlighted that achieving the goal of connecting 100,000 households requires a shift from short-term, transactional programs to sustainable, community-centered service models. Participants emphasized that Digital Inclusion is an ongoing process that necessitates trust, technical support, and culturally competent engagement.

Success will rely on three main factors. First, flexible, upfront funding is essential to enable community-based organizations (CBOs) to participate without financial risk. Second, coordinated outreach systems must be established, utilizing trusted, community-based partners to effectively engage with residents. Third, a long-term support infrastructure, including Digital Navigators and help desks, is crucial for providing ongoing assistance and empowerment within the community, particularly for older adults. Additionally, the growing demand for cybersecurity, fraud prevention, and AI support underscores the need to modernize Digital Literacy programs to meet the community's evolving needs.



DIGITAL INCLUSION LISTENING SESSION

Verizon Network

April 9, 2026

Overview and Purpose

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- How can the Digital Equity Ecosystem be leveraged to support your organization?
- What have you documented as the most cost-effective strategies to find Unconnected HHs, get them online, and digitally-proficient?
- What credible sources can you engage to distribute information?
- How many low-income Unconnected HHs can you reach (2 years) and train in Digital Literacy?
- What do you need to begin implementation?

This Summary captures the input from the Listening Session on April 9, 2026 including present and past CETF partners. 6 organizations participated in the Listening Session.

Executive Summary

Participants emphasized that Digital Inclusion requires integrated strategies that combine device access, culturally competent Digital Literacy Training, and trusted community partnerships. The discussion highlighted the importance of meeting communities “where they are,” both in-language and in-culture, and delivering training in ways that are accessible and relevant.

Participants also underscored the importance of trusted messengers and long-standing community relationships in achieving adoption, particularly among historically underserved populations. It was stressed that State Agencies play a unique role in unlocking scale, particularly through policy alignment, funding coordination, and leveraging existing systems, such as public housing programs.

Participants highlighted that different populations require tailored approaches, including:

- Individuals with disabilities need assistive technology and accessible training.
- Older adults require hands-on, high-touch support.
- Low-income households need both devices and ongoing guidance.

“We serve seniors who have never used devices... this requires a completely different level of support.”

— Carolyn Deters, Tech for Seniors

Findings at a Glance

- Culturally Relevant Training Drives Adoption: Digital Literacy is most effective when delivered in-language and tailored to community needs.
- Trusted Messengers Are Essential: Programs delivered through organizations with established relationships see higher participation and sustained use of digital tools.
- Sustainable Funding and Infrastructure Are Critical to Scale: Long-term impact depends on consistent funding, staffing, and operational support rather than short-term or one-time investments.
- Digital Inclusion Efforts Must Be Tailored to Community Needs: One-size-fits-all approaches are less effective; culturally and linguistically relevant strategies are essential to reaching underserved populations.
- Integrated Service Models Are Most Effective: Programs that combine devices, training, and outreach achieve stronger outcomes than standalone efforts.

“We’ve seen success when programs combine devices, training, and support... if you remove one piece, the outcomes drop significantly.”

— Leonardo Sosa, Dev/Mission

How can the Digital Equity Ecosystem be leveraged to support your organization?

Participants described the Digital Equity Ecosystem as a critical enabler of training, tools, and infrastructure that help organizations expand their services. Organizations noted that CETF plays a critical role in equipping them with resources, providing training, technical assistance, and program structure is essential to helping organizations scale efficiently to integrate Digital Inclusion into their existing work. Participants also noted that broader ecosystem alignment, including collaboration with state agencies and other partners, can further strengthen implementation and expand reach.

“The training and tools are critical because they allow organizations to serve their existing clients in new ways, without having to build entirely new programs.”

— Leonardo Sosa, Dev/Mission

Organization	Key Input	Programs Referenced
Leonardo Sosa – Dev/Mission	Emphasized culturally and linguistically appropriate Digital Literacy Training tailored to community needs	Bilingual Training Models
Dawn Skaggs – World Institute on Disability (WID)	Expertise in accessibility and assistive technology.	Integrate Accessibility Into All Programs
Kelsey Feng – Reach Out	Strong outreach workforce.	Pair Outreach Capacity with CETF Resources
Curtis Conley – NUBE	Expanding into new regions.	Support Early-Stage Programs
Angela Timmons – Delta Research and Educational Foundation (DREF)	Serves women’s shelters; needs job readiness tools.	Target Workforce and Transitional Populations
Carolyn Deters – Tech for Seniors	Serves isolated seniors.	Expand Aging-Focused Digital Inclusion

What have you documented as the most cost-effective strategies to find Unconnected HHs, get them online, and digitally-proficient?

Participants consistently identified the most cost-effective strategies as leveraging existing trusted relationships and providing integrated services. Instead of relying on standalone outreach or one-time interventions, organizations focus on approaches that combine community-based engagement, culturally relevant training, and ongoing support. A recurring theme was the importance of meeting individuals “where they are” in terms of language, accessibility, and digital skill levels, ensuring services are delivered through familiar and trusted channels.

“If I walk into a community and start using technical language, I’ve already lost people... training has to be simple, relatable, and in-language.”
— Leonardo Sosa, Dev/Mission

Participants emphasized that trusted messengers, such as community-based organizations, are the most effective channels for outreach. Organizations emphasized training models that incorporate community instructors, bilingual staff, and simplified curriculum.

“The only way to reach some communities is from within... peer-to-peer outreach is critical.”
— Dawn Skaggs, WID

Key Strategies:

- Deliver Digital Literacy Training in-language and at appropriate skill levels.
- Leverage trusted community organizations and peer networks.
- Integrate device distribution with training and support.
- Utilize culturally relevant outreach and messaging.
- Build on proven programs and scale what works.

Participant	Key Input	Outreach Channels and Strategies
Leonardo Sosa – Dev/Mission	Street teams, flyers, training pipeline.	1,000 Flyers/Month; 40% Conversion via Community Locations
Kelsey Feng – Reach Out	Community health worker outreach.	30–40 Field Staff Embedded in Communities
Curtis Conley – NUBE	Mailers and enrollment events.	Focus on Multilingual Outreach
Dawn Skaggs – WID	Peer-led, within-community outreach.	Focus on Disability Community Leaders
Angela Timmons – DREF	Leveraging sorority and community networks.	Strong Grassroots Reach

What credible sources can you engage to distribute information?

Participants highlighted several trusted sources for outreach, which include community-based organizations with established relationships, Independent Living Centers, Regional Centers, and various transition, workforce, and education programs. These sources are highly effective due to their deep-rooted presence within the communities they serve and the trust they have cultivated with residents over time. This established rapport makes them invaluable in facilitating outreach and support efforts.

“40% of our clients hear about us through flyers in laundromats and community spaces.”

— Leonardo Sosa, Dev/Mission

“Independent Living Centers are deeply embedded in their communities, and that trust makes all the difference in adoption.”

— Dawn Skaggs, WID

“Community health workers are already trusted... we can layer Digital Literacy into what they’re doing.”

— Kelsey Feng, Reach Out

Participant	Key Input	Distribution Channels
Leonardo Sosa – Dev/Mission	Community-based organizations are effective Trusted Messengers.	Resident Service Coordinators, Property Managers
Dawn Skaggs – WID	Disability Services	Regional Centers, Independent Living Centers
Carolyn Deters – Tech for Seniors	Senior Services	Senior Living Communities, Aging Agencies
Angela Timmons – DREF	Transitional Systems	Faith-Based Groups, Salvation Army, Jewish Family Services
Kelsey Feng – Reach Out	Current staff who support other social services.	Community Health Workers, CARE/ESA Programs

How many low-income Unconnected HHs can you reach (2 years) and train in Digital Literacy?

Participants noted that while precise projections are difficult to provide, there was a clear consensus that capacity is largely dependent on access to devices, staffing, and funding. With these elements in place, organizations expressed confidence in their ability to substantially increase the number of households served over a two-year period. Many organizations emphasized that they are not starting from zero. Instead, they already operate established programs, trusted community relationships, and proven training models that can be expanded quickly with additional resources.

“With additional devices and staffing, we could significantly expand the number of households we serve in a short period of time.”
— Leonardo Sosa, Dev/Mission

Organization	Estimated Training Reach	Notes
Leonardo Sosa – Dev/Mission	360–600 individuals/year.	15–25 Graduates/Month; 2 Graduations/Month
Kelsey Feng – Reach Out	1,000 individuals served/year through Resource Center.	30–40 Field Staff
Carolyn Deters – Tech for Seniors	National scale; California expansion pending.	Requires a Dedicated California Coordinator

What do you need to begin implementation?

Participants identified several key needs essential for expanding their work. Firstly, there is a pressing demand for increased access to refurbished devices, which would greatly enhance their ability to serve the community. Stronger coordination with state systems and funding streams is vital for streamlining processes and optimizing resource allocation. Training resources along with culturally-relevant curricula, are needed to ensure that programs are effective and inclusive.

Furthermore, funding for staff to train as Digital Navigators is crucial to provide adequate support and guidance to participants. Building partnerships with trusted community organizations will help strengthen outreach efforts. Lastly, there is a need for support in creating multilingual outreach materials to effectively engage diverse populations and ensure equitable access to services.

*“We have the space and the community...
we just don’t have enough computers to run trainings.”*

— Kelsey Feng, Reach Out

“Assistive technology needs to be part of device distribution... not an afterthought.”

— Dawn Skaggs, WID

“We cannot take this on without funding for a dedicated coordinator.”

— Carolyn Deters, Tech for Seniors

Key Needs for Implementation:

- Sustained funding for Digital Navigator Staff
- Training Resources such as the Digital Literacy Curriculum
- Coordinated Outreach Strategies Across Regions
- Multilingual Outreach Materials (Flyers, Community Materials)
- Assistive Technology Integration

Conclusion

The April 9, 2026, Listening Session highlighted the importance of aligning systems, partnerships, and community-based strategies to expand Digital Inclusion across California. Participants demonstrated strong expertise and deep community connections, emphasizing that success depends on integrating device access, Digital Literacy Training, and trusted outreach.

A consistent theme throughout the discussion was that scale is achievable, but only if key barriers are addressed. Organizations emphasized that expanding their reach is less about building new programs and more about resourcing and aligning what already works. With increased access to devices, sustained funding for staff, and stronger coordination among partners, participants expressed confidence in their ability to significantly increase the number of low-income Unconnected households they serve.

The discussion also underscored that different populations require tailored approaches. Seniors, individuals with disabilities, and transitional populations each require distinct engagement strategies, levels of support, and training models. As a result, a one-size-fits-all approach will not achieve equitable outcomes. Instead, success depends on investing in trusted community-based organizations that are best positioned to meet these unique needs.



DIGITAL INCLUSION LISTENING SESSION
Public Agencies and Associations
April 16, 2026

Overview and Purpose

The California Emerging Technology Fund (CETF) and Verizon Communications, Inc., entered into a Public Benefits Memorandum of Understanding (MOU) in conjunction with the Verizon acquisition of Frontier Communications. The California Public Utilities Commission (CPUC) approved the transaction on January 15, 2026. Pursuant to the MOU, Verizon agreed to invest \$40 million to support the CETF Core Mission and Digital Equity Ecosystem and to assist with Digital Inclusion programs to get 100,000 low-income Unconnected households (HHs) online with affordable Internet service and proficiency in digital literacy skills.

CETF convened a series of Digital Inclusion Listening Sessions during March-April 2026 to obtain input from experienced and interested community-based organizations (CBOs), public agencies, regional non-profit computing devices refurbishers, and other stakeholders to obtain input on the development of an Action Plan to optimize the impact and leverage the Verizon investment. The purpose was to gather input from stakeholders and prospective partners on the most effective and efficient strategies to implement the MOU commitments and obligations. CPUC Commissioners and Communications Division, Cal Advocates, and California Department of Technology (CDT) were invited to attend each Listening Session and make opening remarks.

The Listening Sessions facilitated conversations addressed 5 Key Questions:

- How can the Digital Equity Ecosystem be leveraged to support your organization?
- What have you documented as the most cost-effective strategies to find Unconnected HHs, get them online, and digitally-proficient?
- What credible sources can you engage to distribute information?
- How many low-income Unconnected HHs can you reach (2 years) and train in Digital Literacy?
- What do you need to begin implementation?

This Summary captures the input from the Listening Session on April 16, 2026 including present and past CETF partners. 18 participants attended the Listening Session.

Executive Summary

Public agency participants emphasized that Digital Inclusion efforts are most effective when embedded within existing public systems and trusted community networks. Agencies are already serving large populations of low-income residents through housing, libraries, schools, faith-based organizations, and social services, presenting significant opportunities to integrate broadband access and Digital Literacy into existing touch-points.

A key takeaway was the critical role that community-based organizations (CBOs) play in expanding reach and strengthening relationships with the residents. Participants noted that residents are more likely to engage when services are delivered through familiar institutions, such as schools, food distribution sites, and housing programs. However, participants highlighted several structural challenges, including reimbursement delays, constrained staffing capacity, and limited funding, which disproportionately hinder smaller CBO's ability to execute strategic outreach. The end of the Affordable Connectivity Program (ACP) was cited as a major setback, increasing urgency to develop sustainable enrollment pathways. Overall, the conversation underscored that while public agencies are well-positioned to convene partners and expand impact, they need coordinated funding streams, staffing resources, and adaptable program designs to do so successfully.

Findings at a Glance

- **Trusted Partnerships Drive Engagement:** Collaborations with CBOs, schools, and faith-based organizations are essential for reaching unconnected households.
- **Meeting People Where They Are:** Integrating outreach into existing services (food distribution, healthcare, schools) is more effective than standalone events.
- **Staff Capacity and Funding Are Major Barriers:** Agencies struggle with reimbursement delays and insufficient funding for staffing and outreach.
- **Libraries and Housing Sites Are Key Access Points:** These institutions serve as trusted hubs for digital access and training.
- **Loss of ACP Increased Urgency:** The end of ACP has significantly impacted affordability and enrollment momentum.

How can the Digital Equity Ecosystem be leveraged to support your organization?

Participants described the Digital Equity Ecosystem as a critical framework for coordination, capacity building, and resource alignment. Public agencies emphasized their roles as conveners and implementers, while relying on partnerships to carry out community-level outreach. Rebecca Kauma, Director of Digital Equity for the County of Los Angeles, highlighted the importance of aligning efforts across cities and community partners.

“The County’s role is to ensure that they engage with the cities and CBOs to complete the work.”
– Rebecca Kauma, County of Los Angeles

However, multiple participants noted that smaller organizations face challenges navigating funding systems. Delays in reimbursement and limited upfront funding constrain participation and slow program delivery. Libraries and housing authorities were identified as key infrastructure partners. Cris Arzate, Deputy Assistant Director at the Housing Authority of the City of Los Angeles (HACLA), described integrated models where housing authorities partner with non-profit organizations to deliver Digital Literacy and device access directly to residents. Sarah House, Information Technology Manager at Monterey County, emphasized the role of libraries as trusted hubs but noted funding constraints. She emphasized that libraries are essential community anchors, but budget cuts limit their ability to support Digital Navigators and expand services. Other participants also underscored the importance of aligning funding streams.

"If we are aligned and could partner... we can expand beyond current training capacity."
Walter Tucker, Delete The Divide Program at Los Angeles County Internal Services Department

Participant	Key Input	Programs Referenced
Rebecca Kauma – County of Los Angeles	Need for coordination across cities and CBOs; challenges with reimbursement and capacity	County convening role, CPUC grants
Cris Arzate – HACLA	Integrated housing-based Digital Inclusion model reaching large resident populations	Build Hope Inc., housing-based programs
Sarah House – County of Monterey	Libraries are trusted hubs but constrained by funding	Library systems, community outreach
Walter Tucker – Delete The Divide	Existing Digital Navigator workforce can scale with aligned funding	CASF programs, Digital Navigators
Josh Chisom – California State Library	State-level support for Digital Literacy through libraries.	Library funding programs

What have you documented as the most cost-effective strategies to find Unconnected HHs, get them online, and digitally-proficient?

Participants repeatedly emphasized that trusted, community-based outreach drives the strongest results, noting that meeting residents in familiar environments is essential for meaningful engagement. Sinta Marquez, Fund Development Coordinator with the Hispanic Foundation of Silicon Valley (HFSV) emphasized schools as a key entry point. She mentioned that the HFSV works with Title I schools to provide direct access to families and enable ongoing engagement.

"Aligning connectivity and resources where the community is... food distribution, healthcare, school pick-up."
– Stina Marquez, HFSV

Trust-building is essential, particularly in communities facing fears related to immigration enforcement or government systems. Traditional outreach methods, such as standalone events or flyers, were described as less effective. Instead, participants highlighted embedding Digital Inclusion into existing services.

"It might take multiple conversations to reach the community."
– Alicia Aleman, Familias Empoderad

Key Strategies:

- Partnering with trusted CBOs and community leaders.
- Integrating outreach into existing services (food banks, healthcare, schools).
- Leveraging faith-based organizations and ethnic media.

Participant	Key Input	Outreach Strategies
Rebecca Kauma – County of Los Angeles	Trust-based engagement through existing services.	Food Distribution, Healthcare, Schools
Alicia Aleman – Familias Empoderadas	Multiple touchpoints needed to engage residents.	Community Conversations, Schools
Sinta Marquez – HFSV	Schools as a key access point.	Title I Schools, After-School Programs
Sarah House – County of Monterey	Promotion through community and social channels.	Social Media, Local Outreach

What credible sources can you engage to distribute information?

Participants identified trusted sources that can effectively disseminate information, particularly when outreach is integrated into existing community activities. Participants emphasized that large-scale distribution networks, such as food banks and regional service providers, are especially effective because they reach high volumes of residents. There was also a strong emphasis on leveraging seasonal and cultural events to connect with families.

“Head Start programs, back-to-school events, and partnerships with elected officials extend reach.”

– Cris Arzate, HACLA

Key Distribution Channels:

- Schools and Back-to-School Events
- Food Banks and Distribution Networks
- Libraries and Community Centers
- Faith-Based Organizations
- Community and Ethnic Media

How many low-income Unconnected HHs can you reach (2 years) and train in Digital Literacy?

Participants provided a range of estimates, reflecting the scale of public agency reach when combined with partnerships. Cris Arzate estimated that up to one-third of a population exceeding 100,000 residents could be reached through housing-based programs. Rebecca Kauma highlighted the scale of opportunity in Los Angeles County, noting that approximately 250,000 households could be targeted based on population benchmarks. Participants noted that trained interns and Digital Navigators can significantly expand enrollment capacity.

Organization	Estimated Capacity	Notes
Cris Arzate – HACLA	Approximately 1/3 of the total resident population.	Housing-Based Outreach Model
Rebecca Kauma – County of Los Angeles	Up to 250,000 HHs.	Based on Population Benchmarks
Walter Tucker – Delete The Divide	Scalable through Digital Navigators.	Workforce-Based Model

What do you need to begin implementation?

Participants identified several shared needs across agencies, with the most urgent being sustainable staffing funds for Digital Navigators, outreach workers, and trainers. They also emphasized the need for capacity-building support, especially for smaller partners who struggle with administrative demands and reimbursement delays. Access to devices and partnerships with Internet Service Providers (ISPs) are also essential to ensure that residents can fully participate. There is a strong emphasis on the need for multilingual, accessible training, with participants stressing the importance of instructors and materials available in multiple languages. Lastly, providing supportive services, such as basic needs like food, supplies, and logistics support, is crucial for improving participation in Digital Literacy programs.

“Funding for staff to promote programs is critical.”
– Cris Arzate, HACLA

Participant	Key Needs	Resources Required
Cris Arzate – HACLA	ISP partnerships and outreach staffing.	Broadband Partnerships, Staff Funding
Michelle Rosenaur – JobTrain	Instructors and equipment.	ESL Instructors, Projectors, Supplies
Veronica Quincy – Building Hope Inc.	Participant support and incentives.	Food Reimbursements
Multiple Participants	Need capacity and staffing.	Sustained Funding, Administrative Support

Conclusion

The April 16, 2026, Public Agency Listening Session underscored the critical role public agencies play in scaling Digital Inclusion efforts across California. With access to large populations through housing, libraries, and social services, public agencies are uniquely positioned to integrate broadband access and Digital Literacy into everyday service delivery.

However, success depends on strong partnerships with CBOs, sustained funding, and flexible program structures that reflect the realities of community engagement. Participants made it clear that Digital Inclusion is not a standalone service and must be embedded in existing systems and delivered through trusted messengers.

The discussion also highlighted the urgency created by the end of ACP and the need for coordinated, statewide strategies to maintain momentum. With the right investments in staffing, partnerships, and infrastructure, public agencies can significantly accelerate progress toward connecting unconnected households and advancing Digital Equity.



DIGITAL INCLUSION LISTENING SESSION
Local Governments that Participated in the Best Practices Checklist Project
April 23, 2026

Overview and Purpose

The California Emerging Technology Fund (CETF) and Verizon Communications, Inc., entered into a Public Benefits Memorandum of Understanding (MOU) in conjunction with the Verizon acquisition of Frontier Communications. The California Public Utilities Commission (CPUC) approved the transaction on January 15, 2026. Pursuant to the MOU, Verizon agreed to invest \$40 million to support the CETF Core Mission and Digital Equity Ecosystem and to assist with Digital Inclusion programs to get 100,000 low-income Unconnected households (HHs) online with affordable Internet service and proficiency in digital literacy skills.

CETF convened a series of Digital Inclusion Listening Sessions during March-April 2026 to obtain input from experienced and interested community-based organizations (CBOs), public agencies, regional non-profit computing devices refurbishers, and other stakeholders to obtain input on the development of an Action Plan to optimize the impact and leverage the Verizon investment. The purpose was to gather input from stakeholders and prospective partners on the most effective and efficient strategies to implement the MOU commitments and obligations. CPUC Commissioners and Communications Division, Cal Advocates, and California Department of Technology (CDT) were invited to attend each Listening Session and make opening remarks.

The Listening Sessions facilitated conversations addressed 5 Key Questions:

- How can the Digital Equity Ecosystem be leveraged to support your organization?
- What have you documented as the most cost-effective strategies to find Unconnected HHs, get them online, and digitally-proficient?
- What credible sources can you engage to distribute information?
- How many low-income Unconnected HHs can you reach (2 years) and train in Digital Literacy?
- What do you need to begin implementation?

This Summary captures the input from the Listening Session on April 23, 2026 including present and past CETF partners. 24 participants attended in the Listening Session.

Executive Summary

Participants emphasized that local governments could play a central role in scaling Digital Inclusion efforts by leveraging existing programs and trusted community partnerships. A key theme was the importance of integrating outreach into existing systems, including housing programs, libraries, and food distribution networks. Participants also highlighted that trusted messengers and culturally relevant engagement strategies are essential to reaching unconnected households.

At the same time, participants identified persistent barriers, including costs associated with outreach, staffing, materials, and transportation, as well as community concerns related to immigration status and trust in government programs. Overall, the discussion reinforced that successful implementation would require coordinated funding, shared messaging, and strong partnerships between local governments and community-based organizations.

Findings at a Glance

- **Outreach Requires Resources:** Costs for materials, staffing, and transportation are significant barriers.
- **Trusted Messengers Are Critical:** Residents rely on familiar, trusted organizations and in-language engagement.
- **Public Systems Can Scale Impact:** Cities and counties can leverage existing communication channels and programs.
- **Devices Are Essential to Adoption:** Access to devices is a critical complement to connectivity and training.
- **Flexible Funding Models Are Needed:** Local governments and partners need adaptable funding structures.

How can the Digital Equity Ecosystem be leveraged to support your organization?

Participants noted that coordination across agencies, cities, and community organizations can significantly reduce duplication and improve outcomes. However, challenges such as funding delays and administrative complexity often limit participation, particularly for smaller organizations. Libraries, housing authorities, and community service programs were identified as key entry points for Digital Inclusion efforts. The need for funding, coordination, and shared infrastructure to support outreach and program delivery was emphasized by many participants.

“It would help us to have funds to do outreach... get out in front of people at community events.”
— Mark Revis, Napa County and North Bay North Coast Broadband Consortium (NBNCBC)

The importance of coordinated outreach and communication strategies was emphasized, indicating strategies such as promoting initiatives through public transit and direct engagement. Participants pointed out the real costs associated with outreach, noting that printing flyers can be expensive. Additionally, participants acknowledged the importance of centralized support, which includes printing and mailing materials at scale, providing clear and consistent messaging, and supporting outreach logistics and materials.

“It takes funds to pull this all together... paper and ink are expensive, needing thousands of flyers.”
— Janice Hunter, African American Women for Social Justice (AAW4SJ)

Participant	Key Input	Programs Referenced
Mark Revis — Napa County/NBNCBC	Need outreach funding and coordinated promotion.	Call Center, Bus Ads, In-Person Outreach
Janice Hunter — AAW4SJ	Cost burden of outreach materials and logistics.	Flyers, Food Distribution Locations and Outreach
Karen Lee — City of Artesia	Need for clear messaging around eligibility and safety.	Public Education Campaigns
Kelsey Baird — City of San Diego	Leverage existing City programs and partnerships.	Master Plan, Water Bill Inserts, CBO Partners
Julie Tone — Tone Consulting Group (TCG)	Need flexible funding structures and rural strategies.	County-Administered Funding

What have you documented as the most cost-effective strategies to find Unconnected HHs, get them online, and digitally-proficient?

Participants consistently emphasized that trusted, community-based outreach is the most effective strategy for identifying and engaging with unconnected households. They highlighted the importance of integrating Digital Inclusion into existing services, such as food distribution, schools, healthcare, and housing programs, instead of relying solely on traditional outreach methods. It was also mentioned that multiple touchpoints are often required to engage residents, especially in communities where building trust takes time. Programs that combine Digital Literacy Training, device access, and broadband enrollment support were identified as the most effective models. Participants identified key locations to reach residents, such as Section 8 housing and food pantries, and some noted that outreach often occurs during existing community interactions, including food distribution efforts.

“Get out in front of people at events... especially if you are from an organization people trust.”
— Mark Revis, Napa County/NBNCBC

“When we placed banners at libraries, engagement went from 50% to 90%.”
— Kelsey Baird, City of San Diego

“We see 10,000–15,000 people per day in waiting rooms... the slideshow ad repeats manytimes.”
— Glenn Wallace, Alameda County

Key Strategies:

- Conduct in-person outreach via trusted community organizations, utilizing existing services like schools, food programs, and healthcare.
- Incorporate into housing and food distribution initiatives, as well as community events.
- Use of printed and digital materials for outreach and engagement.
- Build relationships within the community through peer-to-peer engagement.
- Provide individual support and ongoing follow-up via Digital Navigators.

Participant	Key Input	Outreach Strategies
Delia Leal — Loaves, Fish, and Computers (LFC)	Target populations through existing programs.	Section 8 Housing Programs Food Pantries
Janice Hunter — AAW4SJ	Outreach embedded in community Services.	Food Distribution Locations, Flyers
Kelsey Baird — City of San Diego	Use existing city infrastructure.	Water Bill Inserts, Events
Julie Tone — TCG	Tailor outreach for rural communities.	In-Person, In-Language Engagement

What credible sources can you engage to distribute information?

Participants emphasized the importance of trusted, community-based communication channels for effective outreach. It was noted that residents are more likely to respond to information when it is delivered through familiar and trusted institutions, rather than through traditional marketing or digital outreach. The City of San Diego identified several scalable government channels to use, including water bill inserts, text campaigns, and partnerships with community-based organizations (CBOs). Additionally, participants stressed the significance of libraries, community-based organizations, and local government communications as key distribution channels.

“Residents want information from trusted messengers... in-culture and in-language.”
— Julie Tone, Tone Consulting Group (TCG)

“We’ve had good success partnering with community centers and libraries.”
— Rashida Foster, African American Women for Social Justice (AAW4SJ)

“Digital literacy training with school districts... distributing information to parents.”
— Mark Revis, Napa County/NBNCBC

Key sources for information and support in the community include schools and parent networks, which can facilitate communication and engagement among families. Libraries and community centers serve as valuable resources for accessing information and participating in activities. Faith-based organizations often play a pivotal role in connecting people and addressing community needs. CBOs are essential for providing local resources and support. Local Government communication channels can ensure community members are informed about important updates and services available to them. Together, these sources create a comprehensive network of support within the community.

Participant	Key Input	Distribution Channels
Delia Leal — LFC	Reach residents through existing programs.	Section 8 Housing, Food Pantries, HUD-VASH
Mark Revis — Napa County/NBNCBC	Engage through schools and housing.	School Districts, Parent Networks, Public Housing Complexes
Rashida Foster — AAW4SJ	Trusted local Partnerships.	Community Centers, Libraries
Kelsey Baird — City of San Diego	Expand institutional channels.	Community Colleges, Universities
Julie Tone — TCG	Emphasize trusted messengers.	Libraries, CBOs, County Direct Notification
Ed Valenzuela — Siskiyou County	Target specific populations.	Senior Nutrition Programs, Community Events
Mayra Vega — City of Ontario	Leverage City staff and Departments.	Police Departments, Senior Centers, City Outreach Staff

How many low-income Unconnected HHs can you reach (2 years) and train in Digital Literacy?

Participants indicated that local governments have the potential to reach large numbers of households, particularly when leveraging partnerships and existing service systems. One participant noted the "significant reach" that could be achieved if efforts are properly aligned. Estimates of outreach varied based on factors such as program capacity, staffing, and the strength of partnerships. However, participants consistently recognized that this reach could expand significantly with additional resources.

Organization	Estimated Reach / Training Capacity	Notes
Liliana Aide Monge — UNITE-LA	10,000 annually	Existing Outreach Programs
Mark Revis — Napa County	500	Based on Current Programs
Donna Ohr — San Diego County	9,200	Estimate Reflects Working with CBOs, Libraries, and Regional Partners
Rashida Foster — AAW4SJ	500–1,000	Program-Level Estimate

What do you need to begin implementation?

One of the most frequently cited challenges is securing sustained funding and staffing, particularly for roles such as Digital Navigators and outreach personnel. Many emphasized that administrative requirements and reimbursement delays can limit participation, especially for smaller partners, highlighting the need for capacity and administrative support. Access to devices and partnerships are also crucial, ensuring that participants can engage effectively.

There was a strong emphasis on providing multilingual, accessible services that meet the linguistic and cultural needs of diverse communities. Wrap-around support—such as food, transportation, childcare, and logistics—plays a crucial role in significantly increasing participation in Digital Literacy programs. Participants also expressed concerns about the financial costs associated with outreach activities.

“Transportation and childcare are major barriers.”

— Delia Leal, LFC

“Money for supplies, materials, and gas... to get people out to events.”

— Janice Hunter, AAW4SJ

Participants emphasized the need to provide devices alongside training and connectivity. They stressed the importance of flexible funding structures, noting the necessity to tailor funding models to fit local contexts, particularly in rural communities. Clear messaging and trust-building are also essential, as community concerns include the possibility that enrollment might attract unwanted federal scrutiny.

“There’s concern that enrollment could call ICE.”

— Karen Lee, City of Artesia

“Hotspots need to be available for classes and for participants to take home.”

— Rashida Foster, AAW4SJ

Participant	Key Needs	Resources Required
Janice Hunter — AAW4SJ	Outreach funding and materials.	Supplies, Mileage, Printing
Karen Lee — City of Artesia	Clear messaging to address fears.	Communications Materials
Julie Tone — TCG	Flexible funding models.	County-Administered Funding
Kelsey Baird — City of San Diego	Program alignment and scaling.	Partnership Support

Conclusion

The April 23, 2026 Digital Inclusion Listening Session with Local Governments highlighted the essential role that Counties and Cities play in advancing Digital Inclusion across California. Participants emphasized that local governments, with their direct access to residents through housing programs, libraries, and social services, are uniquely positioned to integrate broadband access and Digital Literacy into existing systems. While significant capacity and channels already exists to reach Unconnected HHs, scaling these efforts will require strong partnerships with CBOs, sustained funding, and flexible program design. The discussion also underscored the necessity of trusted messengers, culturally relevant engagement, and clear communication to foster trust and facilitate access.



DIGITAL INCLUSION LISTENING SESSION
Open Session for All Organizations
April 30, 2026

Overview and Purpose

The California Emerging Technology Fund (CETF) and Verizon Communications, Inc., entered into a Public Benefits Memorandum of Understanding (MOU) in conjunction with the Verizon acquisition of Frontier Communications. The California Public Utilities Commission (CPUC) approved the transaction on January 15, 2026. Pursuant to the MOU, Verizon agreed to invest \$40 million to support the CETF Core Mission and Digital Equity Ecosystem and to assist with Digital Inclusion programs to get 100,000 low-income Unconnected households (HHs) online with affordable Internet service and proficiency in digital literacy skills.

CETF convened a series of Digital Inclusion Listening Sessions during March-April 2026 to obtain input from experienced and interested community-based organizations (CBOs), public agencies, regional non-profit computing devices refurbishers, and other stakeholders to obtain input on the development of an Action Plan to optimize the impact and leverage the Verizon investment. The purpose was to gather input from stakeholders and prospective partners on the most effective and efficient strategies to implement the MOU commitments and obligations. CPUC Commissioners and Communications Division, Cal Advocates, and California Department of Technology (CDT) were invited to attend each Listening Session and make opening remarks.

The Listening Sessions facilitated conversations addressed 5 Key Questions:

- How can the Digital Equity Ecosystem be leveraged to support your organization?
- What have you documented as the most cost-effective strategies to find Unconnected HHs, get them online, and digitally-proficient?
- What credible sources can you engage to distribute information?
- How many low-income Unconnected HHs can you reach (2 years) and train in Digital Literacy?
- What do you need to begin implementation?

This Summary captures the input from the Listening Session on April 30, 2026 including present and past CETF partners. 47 participants attended the Listening Session.

Executive Summary

The April 30, 2026 session brought together a diverse group of stakeholders, including local governments, CBOs, and statewide partners. Participants provided input on outreach strategies, implementation challenges, and program design considerations. They emphasized that Digital Inclusion efforts are most successful when delivered through trusted community institutions and integrated into existing programs and services, and supported by partnerships across sectors.

Participants highlighted several key operational challenges, including training requirements that do not align with the community's availability and needs, limited access to devices, and funding constraints for staffing and program delivery. There was broad input that flexibility in program design and alignment with the Digital Equity Ecosystem will be essential to achieving scale.

Findings at a Glance

- **Trusted Messengers Drive Engagement:** Community Institutions providing individualized messaging are more effective than Direct Notification.
- **Partnerships Are Essential:** Organizations must collaborate to ensure full adoption.
- **Training Requirements Can Be a Barrier:** Training hours requirements (CPUC 8-hours) reduce completion rate without any assessment of relative proficiency outcomes.
- **Devices Remain Critical:** Training is more effective when paired with device access.
- **Culturally Relevant Outreach Is Key:** In-language, in-culture engagement increases participation.

How can the Digital Equity Ecosystem be leveraged to support your organization?

Participants had numerous questions regarding the CETF Ecosystem and its processes. They described the Digital Equity Ecosystem as a means to promote alignment, coordination, and shared infrastructure among organizations. Instead of creating new systems, stakeholders highlighted the importance of enhancing connections between existing programs, partners, and outreach channels. Local Governments and Regional Partners highlighted opportunities to improve data sharing, coordinated outreach, and centralized tools, such as the CETF Get Connected Call Center. Overall, participants emphasized that the Digital Equity Ecosystem greatest value lies in its ability to connect organizations with complementary strengths, enabling more efficient and scalable service delivery.

“CBOs, Cities, and Regional Groups are supporting households... these entities can align with CETF.”
— Rebecca Kauma, County of Los Angeles

Organization	Key Input	Programs Referenced
Rebecca Kauma — County of Los Angeles	Align CBOs, Cities, and Regional Partners.	Regional Coordination
Estefanía Zavala — City of Long Beach	Improve data systems and outreach.	Call Center, Community Organizations, Outreach
Terry Davis — Los Angeles County Dept. of Parks and Recreation	Expand public wireless infrastructure.	Parks, ARPA Investments

What have you documented as the most cost-effective strategies to find Unconnected HHs, get them online, and digitally-proficient?

Participants emphasized that the most effective strategies are built on existing relationships and service delivery systems. Outreach is most successful when embedded into programs that residents already trust and regularly access, such as healthcare services, nutrition programs, and community events.

What have you documented as the most cost-effective strategies to find Unconnected HHs, get them online, and digitally-proficient?

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“Distribution events combined with community events to connect with residents.”
— Erin Lorandos, Human-I-T

Participants described approaches that integrate Digital Inclusion into ongoing touchpoints, ensuring repeated exposure and higher engagement. Combining outreach with tangible resources—such as devices or services—was also identified as a key factor in increasing participation. The discussion highlighted that cost-effectiveness is not simply about minimizing expenses, but about maximizing impact through trusted channels and sustained engagement. Christina Mills with the California Association of Area Agencies on Aging (C4A) identified key integration points, including utility partnerships, Meals on Wheels programs, and Medicare counseling services.

“According to Community Conversations (small focus groups) conducted by the County, residents say that libraries, community/senior centers, schools, FBOs, and local CBOs are the most trusted messengers... and they believe it would be more successful to inform those trusted organizations than residents directly.”
— Eric Sasaki, County of Los Angeles Internal Services Department (ISD)

Key Strategies:

- Integrating Outreach into Existing Services (healthcare, nutrition, utilities)
- Leveraging Community Events and Distribution Programs
- Partnering with Trusted Institutions and Organizations

Participant	Key Input	Outreach Channels or Strategies
Christina Mills — C4A	Use existing service programs to reach residents.	Meals on Wheels, Medicare Counseling
Erin Lorandos — Human-I-T	Combine outreach with community events.	Distribution Events
Eric Sasaki — LA County ISD	Trusted Institutions are most effective channels.	Trusted Institutions are

What credible sources can you engage to distribute information?

Participants emphasized that credibility and trust are the most important factors in effective communication, outweighing the reach of traditional marketing channels. Residents are significantly more likely to engage with information delivered through organizations they already know.

Culturally relevant outreach, including in-language communication and community-specific messaging, was identified as essential, particularly for populations that may be hesitant to engage with government-affiliated programs. Participants also noted that fear and misinformation can limit participation, making trusted messengers even more critical. Schools, community-based organizations, and faith-based Institutions were consistently identified as the most effective channels for distributing information.

“You need to be a trusted messenger... that’s most important.”

— Lawanda Lyons-Pruitt, NAACP

“Community leaders and local organizations are the primary channels... we do not rely heavily on flyers... if materials appear to originate from federal entities, half the community will not respond out of fear.”

— Alis Aleman, Familias Empoderadas

John Thornton from the City of Maywood described various school-based partnerships that enhance community involvement. These partnerships include principal meetings, which facilitate collaboration among school leaders, and back-to-school events that engage families and students as they transition into the new academic year. Additionally, established parent engagement channels ensure effective communication and foster a supportive environment for student success.

Key Distribution Channels:

- Schools and Parent Communications Platforms
- Community-Based Organizations and Non-Profits
- Faith-Based Organizations and Community Events
- Food Distribution Programs
- Ethnic and In-Language Media

How many low-income Unconnected HHs can you reach (2 years) and train in Digital Literacy?

Participants demonstrated significant existing capacity to reach Unconnected HHs, though estimates vary widely depending on organizational size, resources, and program design. Many organizations already have established outreach channels and programs, allowing them to reach thousands of residents annually. However, participants noted that the actual impact—measured by successful enrollments or completed Digital Literacy Training—depends on factors such as staffing, funding, and device availability. The discussion suggested that while baseline reach is strong, scaling impact will require additional resources and coordination across partners.

Organization	Estimated Reach	Notes
Alison Rivas — CalAsian Chamber	2,500–3,000/year.	Represents Training Capacity
Anisha Hingorani — Chinese for Affirmative Action	1,000/year for outreach.	Training Subset of 200
John Thornton — City of Maywood	500/year.	Represents City-Level Outreach
Leslie Hernandez — Parent Institute for Quality Education	1,500 for outreach.	Training Subset of 200
Alis Aleman — Familias Empoderadas	12,000 for outreach.	20% Conversion to Complete Training

What do you need to begin implementation?

Participants identified several barriers that must be addressed to enable successful implementation, particularly related to program design, resources, and capacity. Training requirements being 8 hours were again cited as a key challenge, limiting participation and completion rates. Participants emphasized the need for flexible, modular approaches that better align with community needs and schedules. Access to devices was reiterated as a critical factor, with participants noting that training programs are significantly more effective when paired with device distribution.

“The 8-hour training requirement is challenging... hard to capture learners... difficult to get them to come back. This was a lot easier when we had devices to distribute alongside the training.”

— Eric Sasaki, Los Angeles County ISD

Additionally, organizations require startup funding, staffing support, and partnerships to expand their reach. Overall, participants emphasized that successful implementation would depend on removing barriers, increasing flexibility, and aligning resources across organizations.

“Money to start.”

— Pamee Yang, The Fresno Center

Key Needs for Implementation:

- Sustained Funding for Digital Navigator and Digital Literacy Training Staff
- Computing Devices for Residents
- Training Resources and Standardized Digital Literacy Curriculum
- Coordinated Outreach Strategies Across Regions
- Data Tracking Systems to Measure Outreach and Adoption Outcomes

Participant	Key Needs	Resources Required
Eric Sasaki – LA County ISD	Flexible training models.	Program Design Flexibility
Pamee Yang – The Fresno Center	Startup funding.	Financial Resources
Erin Lorandos – Human-I-T	Partnerships for scale.	Devices + Training + Outreach Alignment
Multiple Participants	Devices and staffing.	Equipment, Funding

Conclusion

The Digital Inclusion Listening Session, held on April 30, 2026, highlighted the crucial importance of partnerships, trusted messengers, and adaptable program designs in advancing Digital Inclusion efforts. Participants noted that there is already a significant infrastructure in place, supported by community organizations, public agencies, and service providers. The main challenges are not scale, but rather alignment and accessibility. The discussion made clear that converting outreach into meaningful outcomes, such as households that completed Digital Literacy Training or Internet enrollments, requires more intentional coordination and flexibility.

Participants emphasized that progress would depend on strengthening partnerships across organizations with complementary capabilities. Success will require trusted, culturally relevant engagement strategies that address community concerns and build confidence in available programs.

DIGITAL INCLUSION LISTENING SESSION ATTENDANCE

Name of Organization	Attendee(s) Name(s)	Session Attended
Academics Academy	Naycora Fauntleroy Khalil Fauntleroy	April 30, 2026: Final Listening Session (Open to All Organizations)
Access Central Coast	Kelly Kivlahan	April 30, 2026: Final Listening Session (Open to All Organizations)
African American Women For Social Justice	Rashida Foster Janice Hunter	April 23, 2026: Local Government Partners in the Best Practices Checklist Project
African American Women for Social Justice	Janice Hunter Christopher Hunter	March 12, 2026: Current or Previous CETF Grantees (including GCCP Partners)
American GI Forum Education Foundation	Helen Galván David Coelho	March 12, 2026: Current or Previous CETF Grantees (including GCCP Partners)
AmeriCorps – Blue Sky Center	Christian Vasquez Jacqui Silva	April 30, 2026: Final Listening Session (Open to All Organizations)
Anti-Racism, Diversity, and Inclusion (ARDI) Initiative of Los Angeles County	Tolu Wuraola	April 30, 2026: Final Listening Session (Open to All Organizations)
Broadband Consortium of the Pacific Coast	Shelby Arthur	March 6, 2026: RBC-MPO Listening Session
CSU CalPoly Humboldt	Connie Stewart	March 6, 2026: RBC-MPO Listening Session
CalAsian Chamber of Commerce	Alison Rivas Stacey Tate	April 30, 2026: Final Listening Session (Open to All Organizations)
California Association of Area Agencies on Aging (C4A)	Christina Mills	April 30, 2026: Final Listening Session (Open to All Organizations)
California Broadband Alliance	Kiran Bengard	April 16, 2026: Public Agencies or Associations
California State Library	Josh Chisom	April 16, 2026: Public Agencies or Associations
California State University, Chico	Sabrina Oregel Lily McGlothorn	March 6, 2026: RBC-MPO Listening Session
California State University, Dominguez Hills	Krystal Rawls	April 2, 2026: CBO Partners of the California Department of Technology (CDT) Network
California State University, Fresno	Barbara Foster Lizete Diaz Erica Preciado	March 6, 2026: RBC-MPO Listening Session
Compton Community Health Professions Partnership (CCHPP)	Osiris Perez	April 30, 2026: Final Listening Session (Open to All Organizations)
Center for Accessible Technology (CforAT)	Lisa Stringer	April 30, 2026: Final Listening Session (Open to All Organizations)
Chinese for Affirmative Action	Anisha Hingorani Asia Lee	April 30, 2026: Final Listening Session (Open to All Organizations)
City and County of San Francisco	Reymon LaChaux	April 23, 2026: Local Government Partners in the Best Practices Checklist Project

City of Artesia	Karen Lee	April 23, 2026: Local Government Partners in the Best Practices Checklist Project
City of Gardena	Mark Henderson	April 30, 2026: Final Listening Session (Open to All Organizations)
City of Long Beach	Estefania Zavala	April 30, 2026: Final Listening Session (Open to All Organizations)
City of Lynwood	Peter Han	April 30, 2026: Final Listening Session (Open to All Organizations)
City of Lynwood	Ruben Landeros, Delania Whitaker	April 30, 2026: Final Listening Session (Open to All Organizations)
City of Maywood	Jennifer Vasquez	April 16, 2026: Public Agencies or Associations
City of Maywood	John Thornton Jennifer Vasquez	April 30, 2026: Final Listening Session (Open to All Organizations)
City of Ontario	Nancy Santillan Mayra Vega	April 23, 2026: Local Government Partners in the Best Practices Checklist Project
City of Palmdale	Donnita Talavera Farrin Tan	April 23, 2026: Local Government Partners in the Best Practices Checklist Project
City of Palmdale	Donnita Talavera Farrin Tan	March 12, 2026: Current or Previous CETF Grantees (including GCCP Partners)
City of San Diego	Maiten Mowreader	April 23, 2026: Local Government Partners in the CETF Best Practices Checklist Project
City of San Jose	Uarporn Nopmongcol	April 30, 2026: Final Listening Session (Open to All Organizations)
City of South El Monte	George Lopez	April 30, 2026: Final Listening Session (Open to All Organizations)
Color The Block	Ja'nice Wisdom	April 30, 2026: Final Listening Session (Open to All Organizations)
Color The Block	Morgan Brown	March 12, 2026: Current or Previous CETF Grantees (including GCCP Partners)
Community Action Partnership of Orange County	Briana Ancona Gustavo Vásquez	March 26, 2026: CBO Partners of the Investor-Owned Utilities (IOU) Network
Community Broadband Action Network	Josh Butler	April 16, 2026: Public Agencies or Associations
Computers4Kids	Kevin Flash	March 12, 2026: Current or previous CETF Grantees (including GCCP Partners)
County of Alameda County Social Services Department	A. Glenn Wallace Antoinette Burns	April 23, 2026: Local Government Partners in the Best Practices Checklist Project
County of Los Angeles	Rebecca Kauma	April 16, 2026: Public Agencies or Associations
County of Los Angeles	Rebecca Kauma	April 30, 2026: Listening Session (Open to All Organizations)
County of Los Angeles Delete The Divide	Walter Tucker IV	April 16, 2026: Public Agencies or Associations

County of Los Angeles Department of Public Health Office of Women's Health – Healthy Aging	Patricia Hernandez Christopher Lamb	April 30, 2026: Final Listening Session (Open to All Organizations)
County of Los Angeles Internal Services Department	Eric Sasaki	April 30, 2026: Final Listening Session (Open to All Organizations)
County of Monterey	Sarah House	April 16, 2026: Public Agencies or Associations
County of Monterey	Richard Vaughn	April 23, 2026: Local Government Partners in the Best Practices Checklist Project
County of Napa	Mark Revis John Buzolich	April 23, 2026: Local Government Partners in the Best Practices Checklist Project
County of Santa Clara Social Services Department	Roseann Berthron- Arechiga Paulina Garcia	April 16, 2026: Public Agencies or Associations
County of Siskiyou	Ed Valenzuela (Supervisor)	April 23, 2026: Local Government Partners in the Best Practices Checklist Project
Cox Communications	Cheyenne Brooks	April 30, 2026: Final Listening Session (Open to All Organizations)
Dev/Mission	Leonardo Sosa	April 9, 2026: CBO Partners in the Verizon Network
digitalLIFT	Sabrina Tam	March 19, 2026: CASF Grantees Not a Previous CETF Grantee
Delta Research and Educational Foundation (DREF)	Angela Timmons	April 9, 2026: CBO Partners in the Verizon Network
East Bay Broadband Consortium	Patrick Messac Cinthia Diaz	March 6, 2026: RBC-MPO Listening Session
East Bay Broadband Consortium	Patrick Messac Cinthia Diaz	April 2, 2026: CBO Partners of the California Department of Technology (CDT) Network
Easter Seals Southern California	Reese Peterson Patrick Spinks	April 30, 2026: Final Listening Session (Open to All Organizations)
Economic Development Collaborative, Ventura County	Jaime Fall	March 19, 2026: CASF Grantees Not a Previous CETF Grantee
Familias Empoderadas del Valle Central	Alicia Cervantes	April 16, 2026: Public Agencies or Associations
Familias Empoderadas del Valle Central	Alicia Cervantes	April 30, 2026: Final Listening Session (Open to All Organizations)
Felton Institute	Tieu Ly	April 30, 2026: Final Listening Session (Open to All Organizations)
Goodwill Southern California Los Angeles County	Elizabeth Gonzalez Alma Zarate	March 19, 2026: CASF Grantees Not a Previous CETF Grantee
High Impact Consultants	Tracy Beard	April 30, 2026: Final Listening Session (Open to All Organizations)
Hispanic Foundation of Silicon Valley	Clara Roa	April 16, 2026: Public Agencies or Associations

Hispanic Foundation of Silicon Valley	Sintia Marquez	April 16, 2026: Public Agencies or Associations
Housing Authority of the City of Los Angeles (HACLA)	Cris Arzate Veronica Quincy	April 16, 2026: Public Agencies or Associations
HACLA	Katherine Romo	April 16, 2026: Public Agencies or Associations
HACLA	Janet Brumley	April 16, 2026: Public Agencies or Associations
HR&A Advisors	Shawn Daugherty	April 2, 2026: CBO Partners of the California Department of Technology (CDT) Network
Human-I-T	Erin Lorandos	April 30, 2026: Final Listening Session (Open to All Organizations)
Human-I-T	AJ Middleton	March 12, 2026: Current or Previous CETF Grantees (including GCCP Partners)
Human-I-T	Charles Pellicane	March 19, 2026: CASF Grantees Not a Previous CETF Grantee
ICAN	Quyen Vuong Jane Cady	March 12, 2026: Current or Previous CETF Grantees (including GCCP Partners)
International Rescue Committee, San Jose	Amaline Chraibi Kayla Nicholls	March 12, 2026: Current or Previous CETF Grantees (including GCCP Partners)
Imperial Valley Economic Development Corporation, Southern Border Broadband Consortium	Alma Silva	March 6, 2026: RBC-MPO Listening Session
JobTrain	Michelle Rosenaur	April 16, 2026: Public Agencies or Associations
Kings Community Action Organization	Jennifer Hoffmaster	April 16, 2026: Public Agencies or Associations
Kings Community Action Organization	Tara Retherford	April 16, 2026: Public Agencies or Associations
KissUX	Vera Hempel	April 2, 2026: CBO Partners of the California Department of Technology (CDT) Network
Korean American Federation of Los Angeles	Hyemi Moo	March 26, 2026: CBO Partners of the Investor-Owned Utilities (IOUs) Network
Los Angeles Economic Development Corporation / Los Angeles Digital Equity Action League (LA DEAL)	Joel Martin	March 6, 2026: RBC-MPO Listening Session
LA DEAL / UNITE-LA	Liliana Aide Monge	April 23, 2026: Local Government Partners in the Best Practices Checklist Project
LA DEAL / UNITE-LA	Liliana Aide Monge	March 6, 2026: RBC-MPO Listening Session
Loaves, Fishes & Computers	Delia Leal	April 23, 2026: Local Government Partners in the Best Practices Checklist Project
Loaves, Fishes & Computers	Delia Leal Jacqueline Leon	March 12, 2026: Current or Previous CETF Grantees (including GCCP Partners)
Los Angeles County Parks and Recreation Department	Terence Davis Mercedes Santoro	April 30, 2026: Final Listening Session (Open to All Organizations)

Los Angeles Unified School District	Maria J. Carrillo	March 19, 2026: CASF Grantees Not a Previous CETF Grantee
Monterey Bay Economic Partnership / Central Coast Broadband Consortium (CCBC)	Maure Gildea	March 6, 2026: RBC-MPO Listening Session
CCBC	Maure Gildea	March 12, 2026: Current or Previous CETF Grantees (including GCCP Partners)
Museum of Latin American Art	Tracy M. Colunga Darlene Lopez	April 30, 2026: Final Listening Session (Open to All Organizations)
Mutual Housing California	Adrienne Smith-White	April 23, 2026: Local Government Partners in the Best Practices Checklist Project
NAACP, Santa Maria -Lompoc	Lawanda Lyons-Pruitt	April 30, 2026: Final Listening Session (Open to All Organizations)
Napa Valley Support Services	Jamie Thompson	March 19, 2026: CASF Grantees Not a Previous CETF Grantee
NewStart Housing Corporation	Cesar Zaldivar-Motts Rosa Romero	March 12, 2026: Current or Previous CETF Grantees (including GCCP Partners)
Nube Educational Foundation	Rigo Hernandez Rosita Moreno	March 12, 2026: Current or Previous CETF Grantees (including GCCP Partners)
Nube Educational Foundation	Curtis Conley	April 9, 2026: CBO Partners in the Verizon Network
Older Adults Technology Services from AARP	Ryan Kawamoto	April 2, 2026: CBO Partners of the California Department of Technology (CDT) Network
Pacifica Resource Center	Twavida Plummer	April 2, 2026: CBO Partners of the California Department of Technology (CDT) Network
Pacoima Beautiful	Lillian Ma	April 30, 2026: Final Listening Session (Open to All Organizations)
Parent Institute for Quality Education (PIQE)	Kayo Johnson	April 30, 2026: Final Listening Session (Open to All Organizations)
Parent Institute for Quality Education (PIQE)	Leslie Hernandez	April 30, 2026: Final Listening Session (Open to All Organizations)
Parent University	Ana Gonzalez	March 12, 2026: Current or Previous CETF Grantees (including GCCP Partners)
Partners in Education	Erika Terrazas	April 30, 2026: Final Listening Session (Open to All Organizations)
Plaza Comunitaria Sierra Gardens	Lupita Duarte	March 12, 2026: Current or Previous CETF Grantees (including GCCP Partners)
Promotoras y Promotores Foundation	Maria-Felix Ryan	April 2, 2026: CBO Partners of the California Department of Technology (CDT) Network
Reach Out West End	Kelsey Feng Mayra Mixco-Chavez	April 9, 2026: CBO Partners in the Verizon Network
Riverside County	Tom Mullen	March 6, 2026: RBC-MPO Listening Session
Rural Prosperity Center	Eduardo Gonzalez Ismael Herrera	March 12, 2026: Current or Previous CETF Grantees (including GCCP Partners)
Sacred Heart Community Organization	Veronica Amador Jacqueline Mora	March 12, 2026: Current or Previous CETF Grantees (including GCCP Partners)

Sacred Heart Community Service	Jon Obermeyer	March 12, 2026: Current or Previous CETF Grantees (including GCCP Partners)
SAESHE	Young Yu	April 30, 2026: Final Listening Session (Open to All Organizations)
San Diego Association of Governments (formerly)	Chris Schmidt	March 6, 2026: RBC-MPO Listening Session
San Diego County Library	Donna Ohr Stephanie Johnson	April 23, 2026: Local Government Partners in the Best Practices Checklist Project
San Francisco Tech Council	Andrew Broderick	April 2, 2026: CBO Partners of the California Department of Technology (CDT) Network
Southern California Association of Governments	Roland Ok Javier Silva	April 23, 2026: Local Government Partners in the Best Practices Checklist Project
Self-Help for the Elderly	Jin Tran	March 12, 2026: Current or Previous CETF Grantees (including GCCP Partners)
Shasta County Public Libraries, Redding	Danielle Dunca	March 12, 2026: Current or Previous CETF Grantees (including GCCP Partners)
Sierra Business Council – Region 2	Kari Sinoff	March 6, 2026: RBC-MPO Listening Session
Sigma Beta Xi, Inc. (SBX Youth & Family Services)	Darrell Peeden	March 12, 2026: Current or Previous CETF Grantees (including GCCP Partners)
Siskiyou Community Resource Collaborative	Steven Bryan	March 12, 2026: Current or Previous CETF Grantees (including GCCP Partners)
Sonoma County Economic Development Collaborative	Jack Kampmann Aleena Decker	April 23, 2026: Local Government Partners in the Best Practices Checklist Project
Sourcewise	Kristine Schaan Linda Phillips	March 12, 2026: Current or Previous CETF Grantees (including GCCP Partners)
Southeast Community Development Corporation	Emma Hernandez Michelle Flores	March 12, 2026: Current or Previous CETF Grantees (including GCCP Partners)
Southern California Edison	Carolyn Sims	March 26, 2026: CBO Partners of the Investor-Owned Utilities (IOU) Network
Southland Integrated Services, Inc.	Michelle Le Trang Tran Krystal Dinh	March 12, 2026: Current or Previous CETF Grantees (including GCCP Partners)
TEC Leimert	Paris McCoy	April 30, 2026: Final Listening Session (Open to All Organizations)
Tech Exchange	Ulises Zatarain Claudia Garcia	March 12, 2026: Current or Previous CETF Grantees (including GCCP Partners)
Tech for Seniors	Carolyn Deters	April 9, 2026: CBO Partners in the Verizon Network
The Fresno Center	Pamee Yang	April 30, 2026: Final Listening Session (Open to All Organizations)
Tone Consulting Group	Julie Tone Ryan Minniear	April 16, 2026: Public Agencies or Associations
Tone Consulting Group	Julie Tone	April 23, 2026: Local Government Partners in the Best Practices Checklist Project
Truconnected	Kaye Kuye Makinde Ojo	April 2, 2026: CBO Partners of the California Department of Technology (CDT) Network

Valley Vision / Connected Capital Area Broadband Consortium (CCABC)	Trish Kelly Navreet Hundal	March 6, 2026: RBC-MPO Listening Session
Valley Vision / CCABC	Navreet Hundal Trish Kelly	March 12, 2026: Current or Previous CETF Grantees (including GCCP partners)
World Institute on Disability	Dawn Skaggs	April 9, 2026: CBO Partners in the Verizon Network
YMCA of Metropolitan Los Angeles	Kevin Coral	April 30, 2026: Final Listening Session (Open to All Organizations)
yüda ayuda	Courtney Oribello Karlha Arias	March 19, 2026: CASF Grantees Not a Previous CETF Grantee
	Cynthia Martinez	April 23, 2026: Local Government Partners in the Best Practices Checklist Project