


Let's Go Better Listening Session

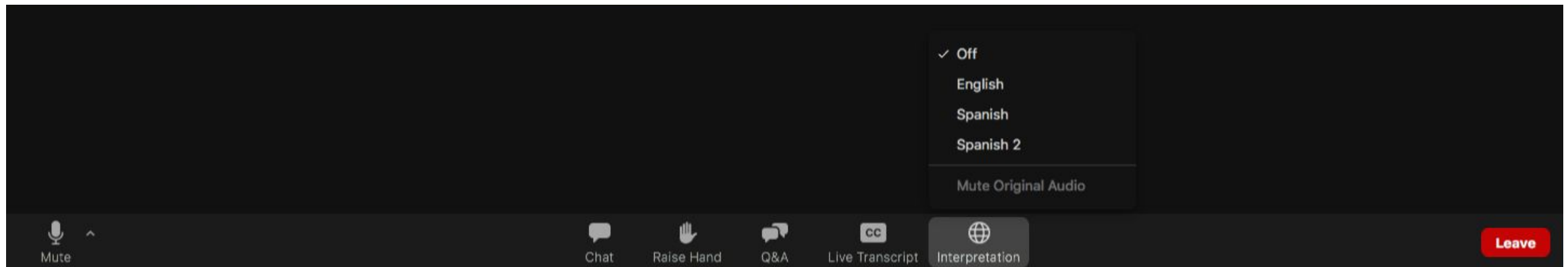
Digital Access, 9/1/2021



- **Language Access Orientation**
- **Introductions**
- **Vision for Boston's Federal Funds**
- **Funding Overview & Timeline**
- **The Current Reality of Digital Access in Boston**
- **Existing Efforts and Best Practices**
- **Listening Session**
- **Conclusion**

Language Interpretation Services

- Simultaneous interpretation services are being provided for this meeting in the following languages:
- To switch languages, please select the globe icon  that will appear at the bottom of your screen and select the language of your choice.



Closed Captioning

Closed captioning is being provided. To access:

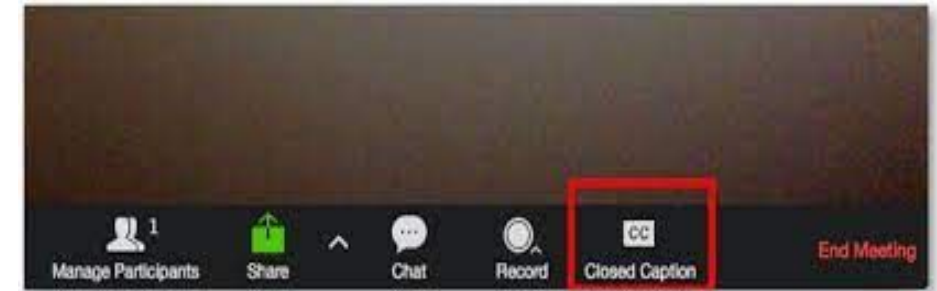
1. Find “Closed Caption”
2. Drop-down menu

Subtítulos

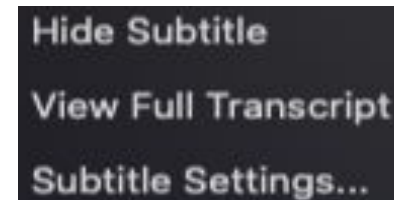
Se proporcionan subtítulos. Para acceder:

1. Busque “Closed Caption” (Subtítulos)
2. Abra el menú desplegable

1.



2.



- We will be recording the presentation and posting it on our website.
- Please ask questions by typing them in the chat. If we do not get to your question or are on a phone, you can email the recover@boston.gov and we will answer your questions in the coming days.

Participant Controls

Audio



Mute and unmute your microphone. Audio Controls (click the ^ arrow next to Mute / Unmute): Allows you to change the microphone and speaker that Zoom is currently using on your computer, leave computer audio, and access the full [audio settings](#).

Video



Start Video / Stop Video : Turns your camera on or off.

Participants



Participants : See who's currently in the meeting.

Chat



Chat: Access the chat window to [chat with other participants](#).

Reactions

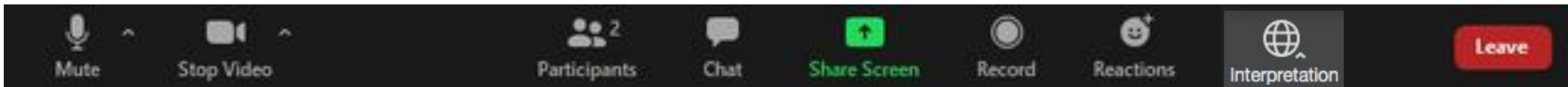


Reactions : [Meeting reactions, nonverbal feedback, and Raise Hand](#) allow you to communicate issues or feedback to the host or presenter without disrupting the meeting. These reactions are shown on your video panel and next to your name on the participants panel.

Click reactions icon and select hand icon to Raise Hand / Lower Hand

Interpretation

To switch languages, please select the globe icon that will appear at the bottom of your screen and select the language of your choice.



- **Language Access Orientation (3 min)**
- **Introductions (5 min)**
- **Mayor Janey's Vision for Boston's Federal Funds (5 min)**
- **Funding Overview & Timeline (3 min)**
- **The Current Reality of Digital Access in Boston (5 min)**
- **Existing Efforts and Best Practices (5 min)**
- **Listening Session (60-90 min)**
- **Conclusion (5 min)**



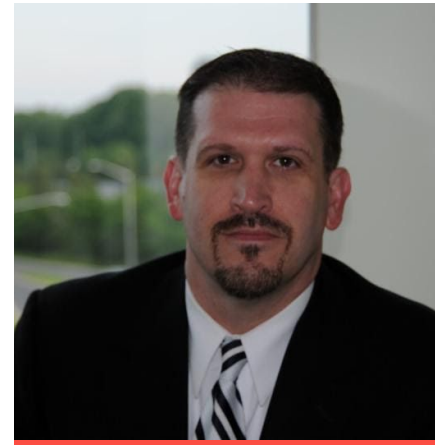
Trinh Nguyen

*Director, Office of
Workforce
Development*



Sarah Soroui

*Workforce & Policy
Manager, Office of
Workforce
Development*



David Elges

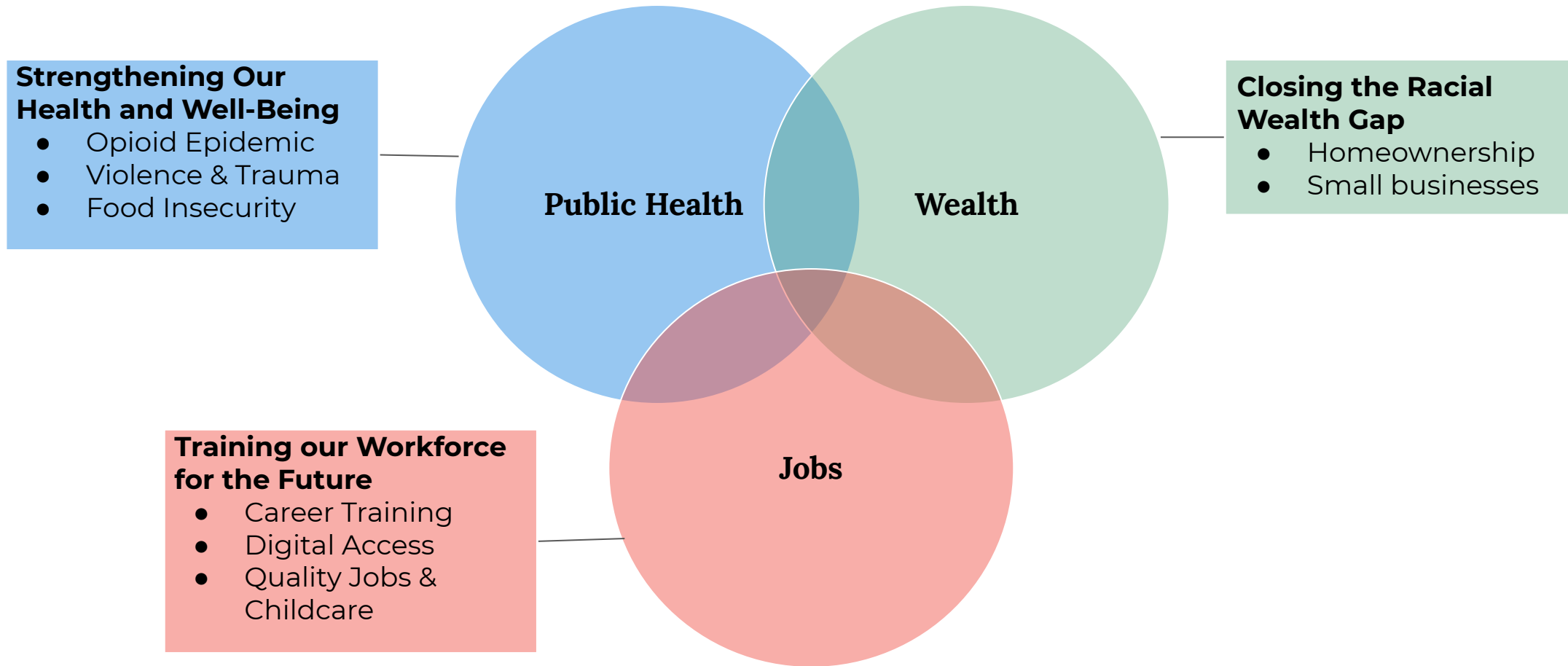
*Chief Information
Officer, City of Boston*

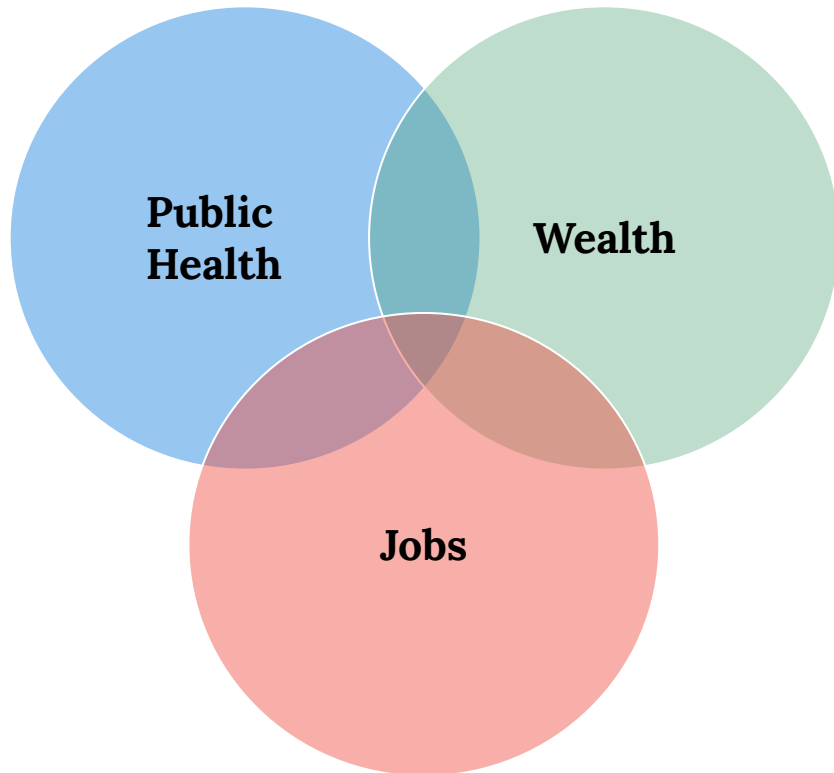


Omar Khoshafa

*Director of Key
Initiatives & Strategic
Planning, Mayor's
Office*

An Equitable Recovery for All Boston Residents



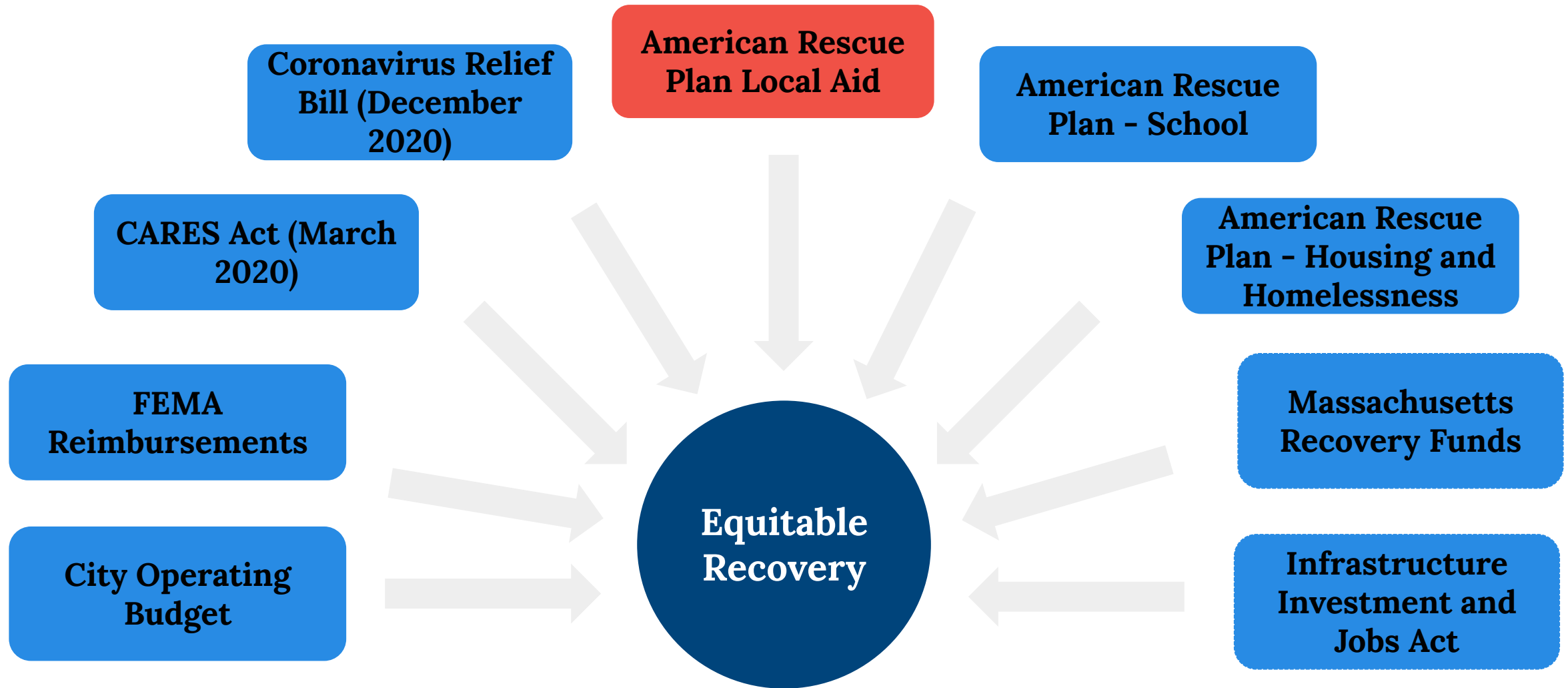


Additional Lens

*While exploring investment opportunities in these areas, there will be an emphasis on solutions that incorporate **Arts & Culture** and **Climate Resiliency***

What are Boston's available resources for recovery?

Funding Overview



What is the impact of ARPA local aid in Boston?



Total Funds

- Boston estimated to receive **\$558 Million** from ARPA, with \$424 Million coming directly to Boston and an additional \$134 Million from Suffolk County to come from the Commonwealth.
- **\$136.5 Million** has been allocated to date for emergency relief investments and stabilizing Boston's budget

Guardrails

- ARPA funding must be committed **through December 2024**
- Fit into one of the **eligible “uses” of spending** on the next slide

What are Boston's eligible uses of ARPA Funding?

Funding Overview



Support Public Health Response

- **Services to contain and mitigate the spread of COVID-19**, including vaccination, medical expenses, testing, contact tracing, quarantine costs, capacity enhancements, and many related activities
- **Behavioral healthcare services**, including mental health or substance misuse treatment, crisis intervention, and related services
- **Payroll and covered benefits** for public health, healthcare, human services, and public safety staff to the extent that they work on the COVID-19 response

Replace Public Sector Revenue Loss

- **Ensure continuity of vital government services** by filling budget shortfalls
- **Revenue loss is calculated** relative to the expected trend, beginning with the last full fiscal year pre-pandemic and adjusted annually for growth
- **Recipients may re-calculate revenue loss** at multiple points during the program, supporting those entities that experience revenue loss with a lag

Address Negative Economic Impacts

- **Deliver assistance to workers and families**, including support for unemployed workers, aid to households, and survivor's benefits for families of COVID-19 victims
- **Support small businesses** with loans, grants, in-kind assistance, and counseling programs
- **Speed the recovery of impacted industries**, including the tourism, travel, and hospitality sectors
- **Rebuild public sector capacity** by rehiring staff, replenishing state unemployment insurance funds, and implementing economic relief programs

Broadband Infrastructure

- **Focus on households and businesses** without access to broadband and those with connections that do not provide minimally acceptable speeds
- **Fund projects that deliver reliable service** with minimum 100 Mbps download / 100 Mbps upload speeds unless impracticable
- **Complement broadband investments** made through the Capital Projects Fund

Equity-Focused Services

- **Additional flexibility for the hardest-hit communities and families** to address health disparities, invest in housing, address educational disparities, and promote healthy childhood environments
- **Broadly applicable** to Qualified Census Tracts, other disproportionately impacted areas, and when provided by Tribal governments

Water & Sewer Infrastructure

- **Includes improvements to infrastructure**, such as building or upgrading facilities and transmission, distribution, and storage systems
- **Eligible uses aligned to Environmental Protection Agency project categories** for the Clean Water State Revolving Fund and Drinking Water State Revolving Fund

What will the process look like?

Timeline



1 Phase 1 Events

Affordable homeownership	AUG 26	Supporting small businesses	AUG 31	Substance use disorders	SEP 1
Access to Internet and career training	SEP 1	Career training for quality jobs	SEP 8	Quality jobs and childcare	SEP 15

1 Phase 1 Tools

- **More info:** [Boston.gov/recover](https://www.boston.gov/recover)
- **Survey:** bit.ly/gobetterbos
- **Phone:** Call 311 to provide your feedback
- **Meetings:** bit.ly/gobettermeetings

Boston's Equitable Recovery Taskforce Members



Aisha Francis, CEO, Benjamin Franklin Institute of Technology

Andrea Swain, Executive Director, Yawkey Club of Roxbury

Ayele Shakur, CEO, BUILD

Bob Giannino, CEO, United Way

Bob Luz, CEO, Mass Restaurant Association

Catherine D'Amato, President & CEO of Greater Boston Food Bank

Corey Thomas, CEO, Rapid7

Dan Hunt, State Representative

Danella Clark, President, Boston Arts Academy Foundation

Darlene Lombos, Executive Secretary, Greater Boston Labor Council

Elsie Taveras, Chief Health Equity Officer, Mass General Brigham

Emilio Dorcely, CEO, Urban Edge

Emily Ruddock, Executive D, MASSCreative

Frederica Williams, CEO, Whittier Street Health Center

Glynn Lloyd, Executive Director, Foundation for Business Equity

Gustavo Quiroga, Director of Neighborhood Strategy/Development, Graffito

Jacquetta Van Zandt, Vice President of Engagement, The Partnership

Jaimie McNeil, General Agent, UNITE HERE Local 26

Jim Rooney, President & CEO, GB Chamber of Commerce

Joel Sklar, Board Chair, Boston Main Streets; Principal, Samuels & Associates

Kalila Barnett, Program Officer, Climate Resilience, Barr Foundation

Karen Chen, Executive Director, Chinese Progressive Association

Lew Finfer, Special Projects Director, Massachusetts Communities Action Network

Manny Lopes, President/CEO, East Boston Neighborhood Health Center

Michael Curry, President & CEO, Mass League of Community Health Centers, Co-Chair, COVID-19 Health Inequities Task Force

Michael Flaherty, Boston City Councilor, At-Large Chair, Committee on COVID-19 Recovery

Pam Kocher, President, Boston Municipal Research Bureau

Quincy Miller, President, Eastern Bank

Sam Acevedo, Executive Director, Boston Higher Education Resource Center

Segun Idowu, Executive Director, Black Economic Council of MA (BECMA)

Stacy Thompson, Executive Director, Liveable Streets

Suzanne Lee, Former Principal, Josiah Quincy School President Emeritus, Chinese Progressive Association

Symone Crawford, Director of Homeownership Education, MAHA

Tomas Gonzalez, COO, Core Cannabis

Vanessa Calderon-Rosado, CEO, Inquilinos Boricuas en Accion

Willie Broderick II, Senior Pastor, Twelfth Baptist Church



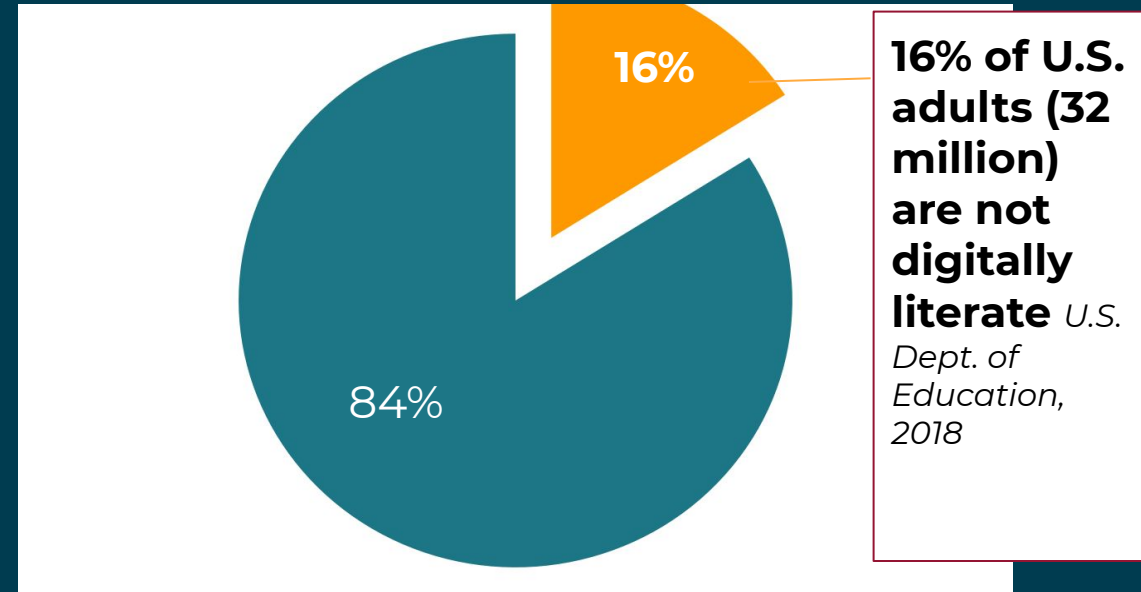
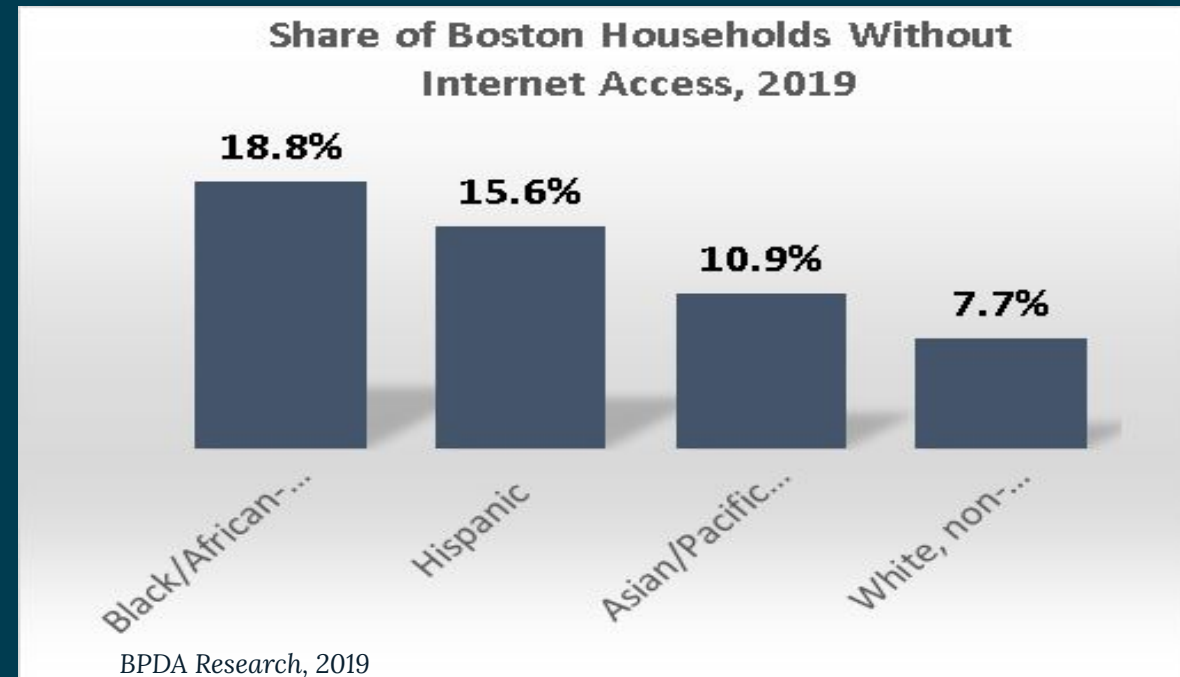
Access to Internet and Career Training



*A Briefing on Current Gaps and Strategic Responses from
the Mayor's Office of Workforce Development*

Despite progress, gaps in digital access, skills and training are persistent problems with consequences for job seekers

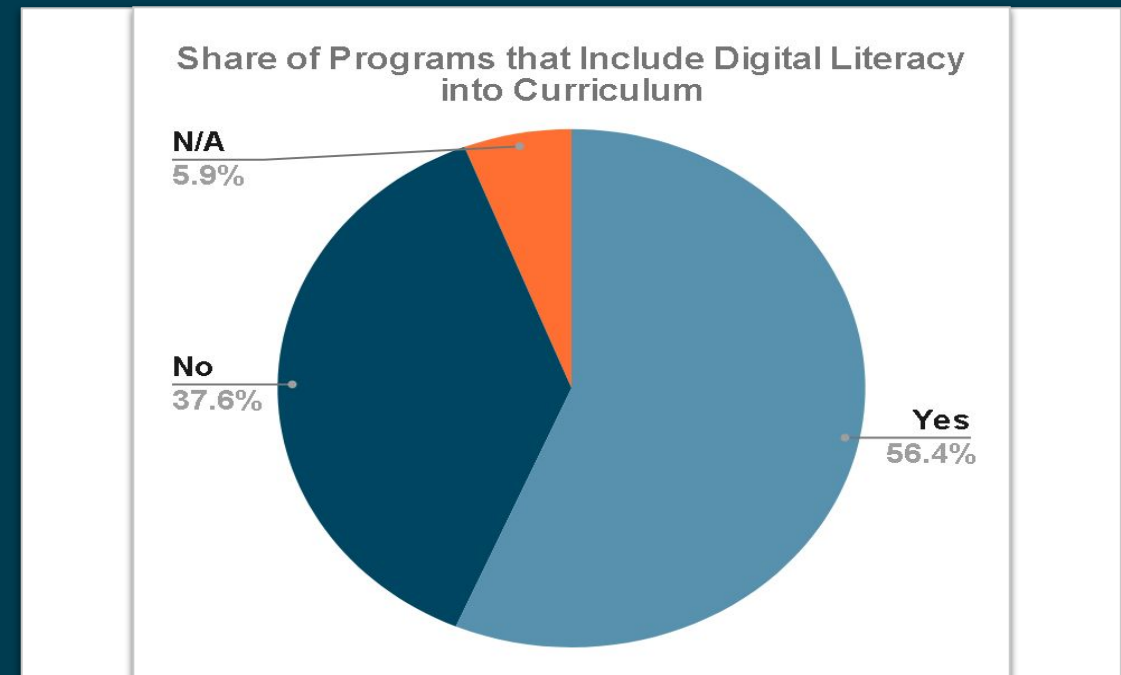
- **12% of Boston households lack internet; disproportionate share are low-income and people of color** BPDA Research, 2019
- **High demand for digital and technology skills in job market accelerated by the pandemic**
 - More than 8 in 10 middle-skill jobs require digital skills, a 4% increase since 2014
Burning Glass Technologies, 2017



A shared recognition that digital access and skills are crucial for meaningful participation in the local economy

- **Key takeaways from grantee research (2021)**
 - Connectivity and access to reliable devices are a top challenge
 - Need to formally integrate digital literacy into basic education and occupational training curricula
 - Addressing the digital divide requires a holistic approach that includes digital access for customers and broader investments in the learning systems of WFD programs

TOP 5 MOST URGENT NEEDS	% of grantees
Mental health services	50%
Mobile hotspots or internet access	48%
Laptops, computers	48%
Rental assistance	44%
Food (including water, formula, and baby food)	38%
Referrals to housing services	33%



Distributed \$30 million to 88 organizations in last 18 months

- Invest in equipment, access and training for organizations serving residents
- Ensure device and internet access for WFD customers
- Increase availability of technology sector training programs
- Expand the pipeline of underrepresented populations into technology-related careers
- Promote a recognized standard of digital proficiency
- Generate research and evaluation on digital literacy

As we plan for our city's recovery from the Covid-19 pandemic, we must also ensure Bostonians have the resources needed to fully participate in our highly digital world, a critical part of addressing economic disparities

– Mayor Kim Janey

Distributed \$30 million to 88 organizations in last 18 months

- Training low and moderate-income Boston residents for careers with tech-sector employers
- Emergency funding for Chromebooks and remote learning supplies for youth programs
- Rapid-retraining for hospitality workers
- Initiatives to expand tech-sector pathways for youth
- Integrating digital literacy programs with job readiness

COVID-19 response:

The City has invested over \$15 million in digital resources during the COVID-19 pandemic that have:

- Distributed 7,500 devices to residents and families in need
- Began distributing 3,500 annual subscriptions of Internet Essentials to household
- Supported digital training and skills development through a network of dedicated non-profits
- Strengthened the City's internet network and connectivity

The City approved and is funding \$1M for Tech Goes home to provide digital equity outreach, education, service and devices to **1,500 families**.

DoIT continues to support **~2,500 hotspots and tablets** distributed throughout COVID to BPS families, isolated seniors, new immigrants, and vulnerable populations.

Focus on the Digital Equity Fund:

- **Awarded nearly \$500,000 to 19 organizations** across Boston to connect residents with technology tools, access, and training.
 - 78% requesting technology equipment support, mainly personal equipment like tablets, laptops, desktops, webcams, & microphones
 - 67% requesting technology access support, including hotspots, expanding Wicked Free WiFi
 - 78% requesting technology training support, including training in languages other than English, training on video conferencing platforms, and training for online job skills & for entry level IT positions
- 100 organizations applied (more than 3x our usual applications) - demonstrating a strong need for technology support.

Emergency Broadband Benefit (EBB)



What is it?

A temporary FCC program to help households struggling to afford internet service during the pandemic.

The benefit provides:

- Up to \$50/month discount for broadband service;
- Up to \$75/month discount for households on qualifying Tribal lands; and
- A one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider.



Who is eligible?

A household is eligible if one member of the household:

- Has an income that is at or below 135% of the Federal Poverty Guidelines or participates in certain government assistance programs;
- Receives benefits under the free and reduced-price school lunch or breakfast program;
- Received a Federal Pell Grant during the current award year;
- Experienced a substantial loss of income due to job loss or furlough since February 29, 2020; or
- Meets the eligibility criteria for a participating provider's existing low-income or COVID-19 program.

THREE WAYS TO APPLY

1

Contact your Preferred Participating Provider Directly

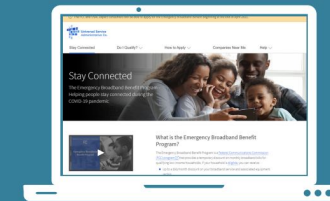
Ask your provider if they participate in the EBB, or use our online tool to find a participating company near you.



2

Online

Use the online application at [GetEmergencyBroadband.org](https://www.fcc.gov/GetEmergencyBroadband.org)



3

By Mail

Print an application in English or Spanish. Complete the application and send with proof of eligibility to:

Emergency Broadband Support Center
P.O. Box 7081
London, KY 40742



For additional information, Call **833-511-0311**, or visit [fcc.gov/broadbandbenefit](https://www.fcc.gov/broadbandbenefit)

- **Your experience and feedback**

- What is your experience with existing broadband, digital literacy, or internet initiatives? Job training programs?
- Are there barriers to access for existing programs and services?

- **Your Concerns**

- Are there additional community needs/gaps with respect to digital access? Training?

- **Your Ideas**

- How to ensure that all Boston residents have access to internet and devices and the capabilities to use digital technology in a way that best benefits them?
- How should we think about leveraging technology to support access to training and services?
- What kinds of training programs would you like to see in your community?

Conclusion - What We Heard



Conclusion - Next Steps



- **Fill out our survey:** bit.ly/gobetterbos
- **Spread the word** about the other #LetsGoBetter meetings ----->
 - Other meetings on homeownership, small businesses, career training and childcare.
- You can also **email us** any follow up questions at recover@boston.gov

BOSTON, LET'S GO BETTER!

Help inform how the City of Boston invests \$400m in one-time federal funds to jumpstart Boston's equitable recovery.

To participate, you can fill out our survey, join us for a community meeting (schedule below), call **311** or visit boston.gov/recover to learn more.

Initial Community Meetings
5:30-7:30pm

August 26
Affordable Homeownership

August 31 (3pm)
Supporting Small Businesses

September 1 (12pm)
Substance Use Disorders

September 1
Access to Internet & Career Training

September 8
Career Training for Quality Jobs
(i.e. green jobs, life sciences)

September 14 (3pm)
Supporting Small Businesses

September 15
Quality Jobs & Childcare

September 16
Affordable Homeownership

October
Additional community meetings



SURVEY: [BIT.LY/GOBETTERBOS](https://bit.ly/gobetterbos)

To request translation and/or interpretation services, please contact: noreily.cirino@boston.gov and LCA@boston.gov two weeks in advance.



Mayor Kim Janey



Neighborhood Services