

THE FUTURE OF BROADBAND

● *Affordability* ●



Corian Zacher
Next Century Cities



Shannon B. Haynes
Breckenridge, CO



Bo Ford
New Mexico State Library

Click, Connect, Learn: Libraries Paving the Way for Digital Inclusion

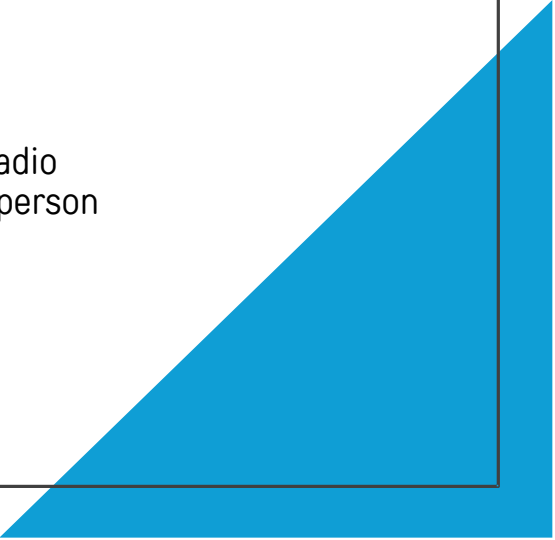
Bo Ford: Digital Equity Program Manager

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Bio:

- Born in Detroit, MI
 - Son of James and Myra Ford – Detroit Public School Educators
 - Rochester College graduate – B.A. Business Administration
 - Baseball enthusiast but enjoys most activities
 - Professional Experience: Sales, Public Health, Digital Equity
 - Music listened to while visiting libraries: Hip Hop, Classic Rock, Country, NPR Radio
 - What is something most people don't know about me: I'm not a great morning person
- 

WE
—
US



Healthy Relationships

- Seen: We need to feel understood
 - "You always cheer me on to try new things, even when I doubt myself"
- Soothe: Someone knows how to calm you down
 - P.E.A.C.E (presence, engagement, affection, calm, empathy)
- Safe: Protected from harm
 - Avoid becoming a source of fear and threat
- Secure: Stability
 - In the relationship for the long haul

- Assert: State a fact or belief confidentially or forcefully
 - "I like green marshmallows"
- Purpose: The reason for which something is done or created or for which something exists
 - "The purpose for this meeting is to award the winner"
- Competence: The ability to do something successfully or efficiently
 - "Whenever you ask Monica a question she pauses and delivers the answer you're looking for"

What Is Digital Equity and Inclusion?

- **Digital equity** refers to the condition in which all individuals and communities have the information technology capacity needed for full participation in society, democracy, and the economy. This includes access to affordable, high-speed internet, digital literacy skills, and the necessary devices to utilize online resources.
- **Digital inclusion** is the broader concept that encompasses the activities and efforts necessary to achieve digital equity. This includes not only providing access to technology but also ensuring that people have the skills, support, and resources they need to effectively use that technology.

Digital Equity Standards

1. Affordable, robust broadband internet service
2. Internet-enabled devices that meet the needs of the user
3. Access to digital literacy training
4. Quality technical support
5. Applications and online content designed to enable and encourage self-sufficiency, participation, and collaboration

Digital Equity: Areas of Impact

- Health
- Education
- Employment
- Civic Participation
- Other Essential Services

Digital Equity: Key Barriers

- Availability and Affordability
- Online Accessibility and Inclusivity
- Digital Literacy
- Online Privacy and Cybersecurity
- Device Availability and Affordability

Population Count of NM Households

- All Covered Populations: 91.4% - 1,916,005
- Racial or Ethnic Minority: 63.2% - 1,325,196
- Rural: 38.4% - 805,182
- Low-income: 28.6% - 599,693
- Language Barrier: 26.5% - 555,660
- Aged 60+: 24.7% - 517,917
- Disability: 16.3% - 341,783
- Veteran: 6.4% - 134,197
- Incarcerated: 0.7% - 14,678

Public Health: Social Determinants of Health

- Public Health is the science and practice of protecting and improving the health of people and their communities. This involves a wide range of activities aimed at promoting healthy lifestyles, preventing diseases and injuries, and responding to infectious diseases and other health threats. Public health focuses on the health of populations rather than individuals and works to create conditions that support health and well-being.

Social Determinates of Health:

- SDOH are the conditions in which people are born, grow, live, work, and age that affect their health and quality of life. These factors are not directly related to medical care but significantly influence health outcomes. Addressing SDOH is essential for improving health and reducing longstanding disparities in health and healthcare.

Key SDOH Examples:

1. Economic Stability: Income, employment, and financial resources.
2. Education: Access to and quality of education, health literacy.
3. Social and Community Context: Social support, community engagement, experience of discrimination.
4. Health and Healthcare: Access to healthcare services, quality of care, health insurance.
5. Neighborhood and Built Environment: Housing quality, neighborhood safety, access to parks, transportation.
6. Food Environment: Access to affordable and nutritious food.

Anna, Age Eight Institute: 100% New Mexico

- The 100% New Mexico initiative, a program of NMSU's Anna, Age Eight Institute, provides each county with a collaborative process for transforming our under-resourced communities into fully-resourced environments, creating local access to services described in the book *100% Community: Ensuring ten vital services for surviving and thriving*. We are making a system-wide change in each county, creating a seamless system of family services where ten service sectors are working in alignment with local networks of organizations.



Libraires: Key Players in Closing the Digital Gap

- Access to Technology: Provide free access to computers and high-speed internet.
- Digital Literacy Training: Offer digital literacy training programs.
- Community Hubs: Serve as trusted community hubs.
- Support for Underserved Populations: Reach underserved and rural populations.
- Collaborative Efforts: Collaborate with schools and local organizations.
- Resource Center: Provide access to online education, job tools, and health information.

New Mexico State Library: Digital Equity Program

- Site Visits: 51 total visits and 12 Tribal Libraries
- Partnerships: UNM Health and Information Science Library, City of Albuquerque, Comcast, New Mexico Black Leadership Counsel, Mamacitas Cybernetics
- Connect New Mexico Council: Established in statute by House Bill 10 in 2021, the Connect New Mexico Council Digital Equity and Inclusion Working Group supports the development of New Mexico's digital inclusion ecosystem by empowering, aligning, coordinating, and amplifying the digital inclusion efforts of member organizations.
 - Co-chairs – Eli Gunniee, Catherine Nicolaou, and Bo Ford

Pending Resources & Services:

- E-Learning Licenses: NorthStar and GetSetUp
- AARP OATS: Senior Planet U
- Digital Navigator Training
- Devices and Hotspots
- Solar powered Wi-Fi bench charging stations
- Social Determinants of Health, Risk Management, and Telehealth (Certification) Training – Peer 2 Peer University
- Digital Navigator Pilot Project – the Public Library (City of Albuquerque)
- Training, Conference, and Workshop Travel Budget for Librarians

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