



Technology Access for All: Reaching Marginalized Communities

Presented by:

Johanna Borden, *OppEx*; Jocelynn Bryant Rojas, *AVANCE*; Daniel Noyes, *Tech Goes Home*; and Cassie Bair, *Mobile Citizens*

Phoenix, Arizona | October 2-4, 2023

Agenda

**Setting the
Stage &
Presenter
Representation**



**Presentations -
each followed by
5 minutes of
Q&A**



More Q&A!!!!

Presenters Represent

	Avance, National	Tech Goes Home	Mobile Citizen, a Voqal project
Presenter(s)	Jocelynn Bryant-Rojas & Arianni Becerra	Dan Noyes	Jana Mathieson
The Work	<p>Avance National offers two programs under The Family Child Care Alliance of Texas which offers access to tools and resources, so that Licensed and Registered In home child care teachers are able to increase efficiency and learn best practice processes for their small businesses.</p> <p>AVANCE offers a free Business Coaching program and AVANCE Shared Services program.</p>	<p>Tech Goes Home programs serve people of all ages, with courses geared towards families, adults, entrepreneurs, older adults, and more. We bring computers, internet, and training to families and individuals throughout Massachusetts so students can do homework, adults can find jobs and manage finances, seniors can connect with loved ones, and all can lead healthy lives.</p>	<p>Mobile Citizen, a Voqal project, provides low-cost mobile internet with unlimited data plans exclusively to nonprofit organizations, educational entities, libraries and social welfare agencies. Championed by a national collaboration of EBS (Educational Broadband Service) licensees, Mobile Citizen's internet service is available nationwide. We believe that making internet access available at an affordable price advances social equity.</p>

Tech Access For All

Jocelynn Bryant-Rojas, Director of Provider Services
Arianni C. Becerra, Data Coordinator





Avance, National

Our Mission

AVANCE creates pathways to economic mobility for predominantly Latino families through high-quality, culturally responsive, two-generation programming that ensures school readiness for young children and opportunities for parents to build social and economic capital.

Our Vision

We envision a world where all children and families have equitable access to resources and opportunities to reach their fullest potential, transforming the communities in which we live.

Avance Provider Services Technology Data Points

Biz Coach data

Number of teachers served

444

Total number of tablets distributed, to date

308

TECPDS hours to date

650

Shared Services data

Number of teachers served

47

TECPDS hours to date, April - August 2023

261

Number of sessions completed, April - August 2023

304

Challenges and Successes:



In-Home Child Care Teacher Testimonial



I was stressing over having to turn in signed documents to an agency. I did not know how to send the signed document through email. Then I signed up for an individualized lessons with AVANCE where I explained my frustration. I felt limited due to recent health issues. My technology coach encouraged me for to learn new skills. He guided me through the process to use emails. I was able to learn how to print the document, sign it, scan it, and save it to my files. Then, I learned how to attach the document to an email and to send it. I have so much gratitude on learning something that to some may seem simple but for me was a milestone and the push I needed to lose her fear of technology.

In-Home Child Care Teacher Testimonial

At one point we had a laugh when she was complaining that her new laptop was running so slowly that she was going to have to take it in to the geek squad – when we realized that she had 50 windows open, and we realized that no one had ever told her she had to close documents or programs or shut the machine down so that it could update. All this being said, I think the best way to communicate the success of her coaching journey is in her own words from our exit interview.

“The major challenge was bookkeeping and budgeting, I was doing everything on a paper calendar. I now know how to use excel to do my monthly bookkeeping and this also helps be ready for end of the year paperwork. I also never considered paying myself before coaching. I was just happy to take care of the children, I didn't care if I made money or not. But coaching has totally changed my perspective on managing my business.”





Mil Gracias!

Jocelynn Bryant-Rojas, Director of Provider Services
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Arianni Becerra, Data Coordinator
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Mission

Tech Goes Home (TGH) empowers communities to access and use digital tools to overcome barriers and advance lives.



250+ Partner
Sites



325+ Active
Certified Instructors

Why Digital Access is Essential

Health & Wellness

- Participating in telehealth
- Accessing credible health information online
- Signing up for vaccine appointments

Workforce Development

- Searching for jobs online
- Completing online job applications and communicating with employers
- Securing jobs with sustaining wages

Community Connections & Resources

- Communicating with loved ones and support networks
- Accessing critical resources online

Educational Opportunity

- Completing homework assignments
- Accessing online learning resources
- Applying to educational programs

The Digital Divide in the U.S.

- **Roughly 70 million people, including 20 million children,** do not have high-speed internet at home
- Among adults with household incomes below \$30,000 a year, **46% do not have a computer.**
- **92% of jobs require digitally literacy skills** and yet 1 in 3 workers lack basic digital literacy skills
- **41% of people on Medicare** do not have a computer and/or internet at home

The Digital Divide is a Social & Racial Justice Issue

Health Access

Seniors unready for telemedicine:

- 71% of Latin elders
- 60% of Black elders
- 32% of White elders

Academic Achievement

Students who lack adequate connectivity:

- 30% of Black students
- 26% of Latin students
- 18% of White students

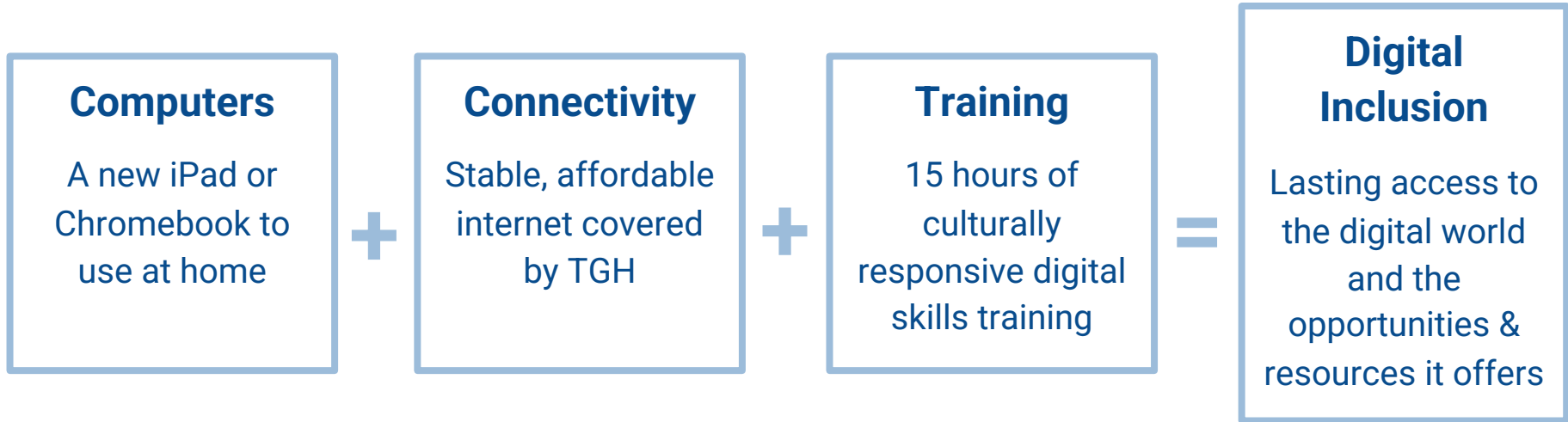
Economic Opportunity

Workers who have limited or no digital skills:

- 57% of Latin workers
- 50% of Black workers
- 23% of White workers



Formula for Impact



Tech Goes Home Learners

Of the people we serve:

- **85%** are people of color (34% Black, 34% Latinx)
- **90%** live in “very low-income” households, including 49% who make under \$20,000
- **31%** do not have internet at home when they enroll in a TGH course
- **54%** speak a primary language other than English
- **35%** of adult learners are unemployed, compared to national average of 3.4%
- As young as **3** and as old as **96**



Key Data from Annual Survey

91%

Graduates have used their new digital skills to **communicate using email**

74%

Students leveraged their digital skills and tools to **improve their grades**

74%

Graduates leveraged their new devices and digital skills to **access telehealth** during the COVID-19 pandemic

54%

Graduates **got a job, got a pay raise, entered a work training program, or started a business**, and 86% of those said TGH contributed to their career accomplishment.



Thank you!

Dan Noyes, CEO
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On a Mission to Achieve Digital Equity and End the Digital Divide

Mobile Citizen offers high-speed wireless Internet access with unlimited data to schools, libraries, nonprofits, and social welfare agencies throughout the U.S.

We believe that making quality mobile Internet available at an affordable price contributes to an engaged public, and ultimately a more equitable democracy.

More than 1000 organizations serve their communities through affordable, high-speed Internet from Mobile Citizen.

Who We Serve



Schools

Enhance student equity and remote learning success by bridging gaps in home internet access.



Nonprofits

Strengthen your organization's outreach and promote digital equity in the communities you serve.



Libraries

Give patrons a reliable means of getting online wherever they are by adding hotspot lending programs.



Social Welfare

Help people thrive by connecting them to important online services and support groups.

Individuals served through partners:



Powered by
thinkEDU[®]

Filling the Gaps

Historic funding is on the way, but it is still 5 years out until those covered are able to get affordable access.

- Hotspots are a great solution now.

Many orgs need more than the data on low-cost plans.

- We provide affordable unlimited data.

Individuals might not know how to use mobile hotspots.

- Through our tech support, we work with consumers to get them connected, navigating the technology.

Funding is always an issue.

- We work with coalitions and for-profit businesses who can provide hotspots to the organizations we serve.

Home Internet is great at home. What happens when people need to be mobile?

- Hotspots allow employees to work remotely, students to study in multiple locations, and citizens to be connected no matter where they live.

Thank you!



**Jana Mathieson, Marketing and
Communications Manager**
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Helping organizations thrive
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STRATEGIES

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