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Barriers - Accessibility at Home is Key

Cost	• Not enough low cost options for low income and the working poor • Factor in the initial, ongoing and "refresh" costs
Service Options	• Understanding and navigating the various ISP options
Enrollment	• Complexity of ISP enrollment and equipment set up
Confidence	• Fear of the Internet, not knowing how to use equipment
Hierarchy of Needs	• Technology in relation to safety, basic needs, economic security
Time	• Having and prioritizing the time it takes to get, learn and use technology; people need access at home to meet their personal schedules and goals
Literacy	• Enhanced by a personal connection; the right mentor at the right time
Relevency	• Exposure to what is possible, relevance to personal and professional goals
Access to Resources	• Transportation, language and hours of service are often barriers to accessing community resources

Input Toward Recommendations

Subsidize / Incentivize Low Cost Options	•Short term - Engage community and providers to create a subsidized Internet program for all low income residents that works across the board, regardless of provider options. Consider length of eligibility and sliding fee scale to expand the reach; a fixed subsidy doesn't factor in variables of options based on geography •Create long term policies to bring down overall cost of Internet
Integrate with Existing State and Government Services	•Include adoption goals into Federal and State Workforce, Housing, Health and Human Services programs •Include access to computer/Internet at home and digital literacy training into programming intake and outcomes •Integrate financial literacy and budgeting for technology where appropriate
Fund Coordinated Efforts to Meet Statewide Goals	•Lead and align with national efforts and change agents •Collaborate among programs within DEED, Education, Higher Ed, Libraries, Technology Literacy Collaborative, Community Technology Empowerment Project, Blandin programs, others •Fund project management and internship position(s) to coordinate, maintain centralized resources, liaison to national efforts
Implement "Borrow the Internet" at Libraries	•Explore best practices, costs and benefits •This is an investment for all residents to take advantage of the digital society, to access online resources, online employment tools, and online education •Can be an entry point into longer term, sustainable in home solutions
TechHire, IT Training and Career Pathways	•Consider digital literacy skills as a continuum •Connect IT students and IT training organizations with new tech users and community technology centers for adoption and digital literacy goals
Survey and Monitor Trends	•Collect data, monitor progress on adoption and technology skills; the digital divide is shifting to gaps in skills, speed, use, engagement and in the demand for a high tech workforce •Data feeds into training, programming and investment decisions
Public Investment	•Dedicate public funding toward digital inclusion •It's a benefit to the community as a whole to have a more digitally literate and online community
Business Investment	•Partner with private sector to meet workforce demands; businesses prosper with a digitally literate and online workforce •Investment expands the number of people engaging with the digital economy; tech investment can align with specific business goals •Corporate citizenship fosters learning, community building, customer support, loyalty, employee recruitment and engagement