City of Long Beach
Digital Inclusion Initiative
COVID-19 Digital Inclusion Response Working Group
Implementation Process

Establish a Working Group
- Recruit members of the Digital Inclusion Stakeholder Committee to join the Working Group.
- Recruit community members and other community partners who are affected by the digital divide to join the Working Group and include them in the governance and decision-making process.
- Determine Working Group roles and responsibilities.

Conduct a Needs Assessment
- Facilitate a guided discussion to determine digital access/use gaps and needs during COVID-19 with (e.g. digital literacy training, the Internet and technology devices).
- Disaggregate quantitative and qualitative data.
- Identify communities and/or neighborhoods most in need during COVID-19.

Identify Short-term and Quick Win Strategies
- Determine high-leverage, short-term and quick win strategies that can be implemented within three to six months during COVID-19.
- Strategies must be (e.g. evidence-based, data-driven, built on momentum, moved at scale, be collaborative, have leadership and focused on communities and/or neighborhoods most on need).
- Identify strategies that require a limited amount of resources (e.g. staff time, funding).
- Determine what strategies to prioritize from the comprehensive strategies list and based on gaps and needs.
Create Action Plans and Establish Accountability Structure

- Specify the following below in an action plan for each strategy for implementation.
  - Strategy/action item.
  - Lead partner(s).
  - Supporting partner(s).
  - Timeline(s).
  - Indicator(s).
  - Engagement audience.
  - Status.

Develop a Shared Measurement System

- Develop a shared measurement system for the following below to help assess progress and gather insights for continuous learning and improvement.
  - Indicator(s).
  - Outcome(s).
  - Data source(s).
  - Data collection schedule.
  - Target(s).
  - Engagement audience.

Create a Communication and Reporting Process

- Develop a communication and reporting process to help communicate progress and gather insights for continuous learning and improvement.
  - Method of communication.
  - Frequency of communication.
  - Reporting items.
Implement Strategies
• Implement strategies and modify implementation process (as needed).
• Identify resources needed (e.g. staff time, funding).
• Conduct community outreach and engagement.
• Gather data.
• Communicate progress.
• Share key accomplishments and lessons learned.

Report on Final COVID-19 Digital Inclusion Efforts
• Prepare a memorandum for the Mayor and City Council.
• Conduct a presentation at the City Council Meeting.
• Prepare a comprehensive summary report for stakeholders and community members.
• Host a virtual celebratory event.