



Digital Inclusion Resource Guide



CITY OF
LONG BEACH
Digital Inclusion Initiative

City of Long Beach

Digital Inclusion Initiative Overview

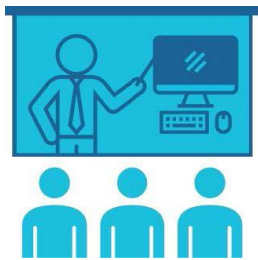
Digital Inclusion Initiative Vision Statement

Every individual in Long Beach, regardless of background, neighborhood, or identity has high-quality, accessible, technology resources and services to be civically engaged and socially and economically empowered.

What is Digital Inclusion?

When everyone has access to and use of computer literacy training, the internet, computers, technical support, and applications to be successful in society, democracy, and the economy regardless of their background, neighborhood, and identity.

Approach to Advancing Digital Equity and Digital Inclusion



Capacity Focus Area

- ▶ Multilingual computer literacy training classes and technical support
- ▶ Leadership and community partner organization capacity building
- ▶ Job preparedness and technology internship and job opportunities



Connectivity Focus Area

- ▶ High-speed, quality in-home broadband internet services, and technical support
- ▶ Quality cell phone data plans
- ▶ Citywide fiber network infrastructure
- ▶ Citywide public Wi-Fi

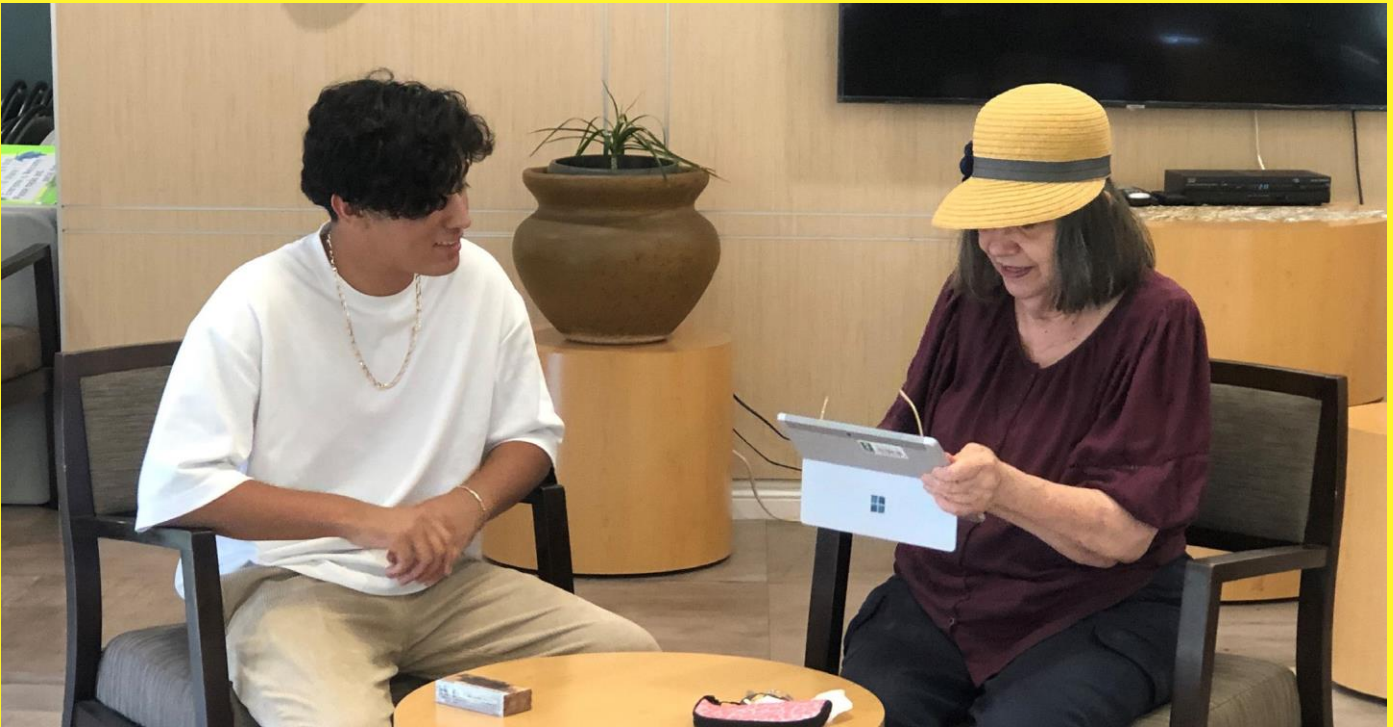


Technology Focus Area

- ▶ Quality, internet-enabled technology devices, and technical support
- ▶ Citywide community computer labs
- ▶ Applications and online content
- ▶ Online privacy and cybersecurity

Table of Contents

2	City of Long Beach Digital Inclusion Initiative Overview
4	City of Long Beach Language Access Policy
5	Community-based Organization Partners
6	Free and Low-cost Internet Services
10	Low-cost Computer Resources
11	Free Public Wi-Fi Resources
12	Free Long Beach Public Library Resources
16	Free English as a Second Language (ESL) Classes Resources
17	Free Computer Literacy Training Classes Resources
19	Free Job Preparedness and Professional Development Resources
20	Free E-Waste Removal Services



City of Long Beach Language Access Policy

On August 13, 2013, the City Council passed Resolution 13-0071, a comprehensive Language Access Policy (LAP) to promote greater access to City services, programs and resources for people with limited English language proficiency. Removing language barriers is critical to achieving equitable access to available City services.

LAP exceeds the state requirements (California Dymally-Alatorre Bilingual Services Act) by providing services not only in Spanish, but also in Khmer and Tagalog.

The policy was amended in 2015 to restrict the use of children as interpreters (except for in emergencies). The policy was updated in 2018 to reduce the minimum time to request interpretation at City Council and charter commission meetings from 72 hours to 24 hours.

LAP Available Services:

- Bilingual staffing
- Translation of City documents
- Interpretation at public meetings
- Recorded outgoing messages for City phone lines

Community-Based Organization Partners

Organizing Rooted In Abolition, Liberation, and Empowerment (ÓRALE)

ÓRALE is building and sustaining a thriving immigrant-led movement to end the criminalization of immigrants and secure bold protections and opportunities that allow immigrant communities to thrive. Their services include immigrant justice, health justice, and power building.

Call: (562)204-6333

Website: orale.org

Instagram: @ORALELB

Facebook: facebook.com/ORALElb5



United Cambodian Community (UCC)

The United Cambodian Community (UCC) elevates the Cambodian community through local engagement and leadership that embodies Cambodian cultural values. Their services include health equity, community integration, youth enrichment, and economic inclusion programs. Their staff speak both English and Khmer.

Call: (562)433-2490

Website: ucclb.org

Facebook: facebook.com/ucclb

Filipino Migrant Center

The Filipino Migrant Center (FMC) is a Filipino immigrant-led organization who aims to educate, organize, and mobilize low-income, working-class Filipino families. Their services include supporting the leadership and empowerment of low-income youth, low-wage workers, immigrant women, and families so they can effectively engage in improving the conditions of their health, schools, workplaces, neighborhoods, and environment.

Hotline: (562)453-3408

Website: filipinomigrantcenter.org

Facebook: facebook.com/filipinomigrantcenter



Filipino Migrant Center

Low-cost Internet Resources

AT&T Access Program

The AT&T Access program provides discounted internet service for low-income residents.

Features

- ▶ Cost is \$30.00 per month
- ▶ Fiber or Digital subscriber line (DSL) service
- ▶ In-home Wi-Fi access
- ▶ Ability to power multiple devices at once
- ▶ No annual contract or deposit
- ▶ No installation or equipment fees
- ▶ Up to 100 megabits per second (Mbps) for download/upload speeds

Qualifications- Show Current Proof of Eligibility

- ▶ Cal Grants/State Financial Aid
- ▶ Federal Public Housing Assistance (FPHA)
- ▶ Lifeline Program
- ▶ Medicaid | Medi-Cal
- ▶ National School Lunch Program (NSLP)
- ▶ Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- ▶ Supplemental Nutrition Assistance Program (SNAP) | CalFresh
- ▶ Supplemental Security Income (SSI) Program
- ▶ Veterans Pension or Survivor Benefits
- ▶ Low Income Households



Call: (855)220-5211

Website: <https://www.att.com/internet/access/>

Low-cost Internet Resources

Frontier Fiber Internet 200

Households can subscribe to the Frontier Fiber Internet 200 for \$29.99 for 12 months.

Features

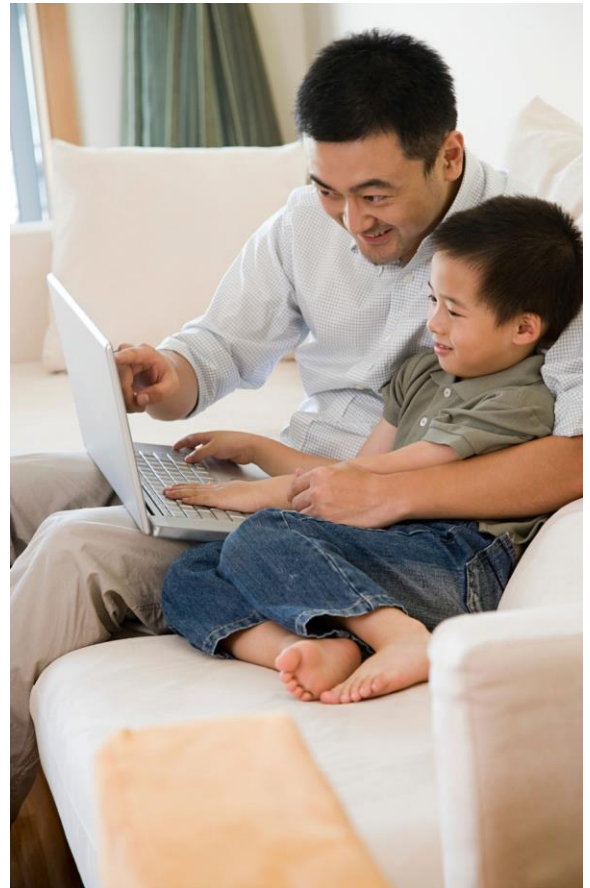
- ▶ Cost is \$29.99 per month for 12 months
- ▶ Fiber internet service
- ▶ 200 Mbps for download/upload speeds

Qualifications

- ▶ New customers

Contact Information

- ▶ Phone: (844) 342-7501
- ▶ Website: frontier.com/discount-programs/



Spectrum Internet Assist Program

Households can subscribe to the Spectrum Internet Assist Program. This offer is available to new customers only.

Features

- ▶ Cost is \$24.99 per month
- ▶ In-home Wi-Fi services are available
- ▶ Free modem and security suite
- ▶ 99.9% network reliability
- ▶ No data caps or contracts
- ▶ 50 Mbps for download/10 Mbps upload speeds

Contact Information

- ▶ Phone: (877) 959-1748
- ▶ Website: spectrum.com/cp/broadband-get-qualified

Qualifications- Show Current Proof of Eligibility

- ▶ Community Eligibility Provision (CEP)
- ▶ National School Lunch Program (NSLP)
- ▶ Supplemental Security Income (SSI) Program (for applicants age 65+ only)

Low-cost Internet Resources



Human-I-T Internet Plan

Human-I-T helps qualifying households get access to low-cost internet.

Features

- › Cost is \$14.99 per month with a Gold Membership
- › One-time payment of \$94.98 for mobile hotspot
- › Unlimited mobile 4G LTE service
- › Connect up to 10 devices at a time

Qualifications- Show Current Proof of Eligibility

- › Cal Grants/State Financial Aid
- › California Alternate Rates for Energy (CARE) Program
- › Head Start Program
- › Housing Choice Voucher Program (Section 8)
- › Lifeline Program
- › Medi-Cal/Medicaid

Qualifications (cont.)- Show Current Proof of Eligibility

- ▶ National School Lunch Program (NSLP)
- ▶ Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- ▶ Social Security Disability Insurance (SSDI) Program
- ▶ Supplemental Security Income (SSI) Program
- ▶ Supplemental Nutrition Assistance Program (SNAP)| CalFresh
- ▶ Temporary Assistance for Needy Families (TANF) Program
- ▶ Veterans Pension and Survivors Benefit



Contact Information

Call: (888)391-7249

Website: human-i-t.org

Verizon Fios Forward 300 Program

Households can subscribe to the Verizon Fios Forward 300 Program.

Features

- ▶ Fiber service type
- ▶ Up front fees and setup charges
- ▶ No annual contract or hidden fees
- ▶ No equipment charges or data caps
- ▶ 300 Mbps for download/upload speeds

Qualifications- Show Current Proof of Eligibility

- ▶ Based on household income
- ▶ Medicaid | Medi-Cal
- ▶ Lifeline Program
- ▶ National School Lunch Program (NSLP)
- ▶ Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- ▶ Supplemental Nutrition Assistance Program (SNAP) | CalFresh
- ▶ Supplemental Security Income (SSI) Program

Contact Information

- ▶ Call: (800)-Verizon
- ▶ Website: Verizon.com/discounts/Verizon-forward/

Low-cost Computer Resources



Human-I-T Equip Program

The Human-I-T Connect Program assists qualifying households with getting access to top-quality, lightly-used, refurbished devices at discounted prices. Available devices include:

- Desktop computers
- Laptop computers
- Tablets

Features

- High-end devices are available for as low as \$50.00
- 60-day return period
- One-year free manufacture warranty and technical support
- Free shipping

Qualifications- Show Current Proof of Eligibility

- Household income at or below 200% of the Federal Poverty Guidelines in the State of California
- Currently enrolled in an income-based government assistance program

Contact Information

- Call: (888)391-7249
- Text: "City of Long Beach" to (562) 561-2565
- Website: human-i-t.org/low-cost-devices

Free Public Wi-Fi Resources

Free Public Wi-Fi at Long Beach Public Library

All 12 Long Beach Public Libraries have free public Wi-Fi and have been upgraded to an ultrafast 1 gigabyte broadband internet connection.

Alamitos Neighborhood Library 1836 East 3rd Street Long Beach, CA 90802	Dana Neighborhood Library 3680 Atlantic Avenue Long Beach, CA 90807
Billie Jean King Main Library 200 West Broadway Long Beach, CA 90802	El Dorado Neighborhood Library 2900 North Studebaker Road Long Beach, CA 90815
Bay Shore Neighborhood Library 195 Bay Shore Avenue Long Beach, CA 90803	Los Altos Neighborhood Library 5614 East Britton Drive Long Beach, CA 90815
Bret Harte Neighborhood Library 1595 West Willow Street Long Beach, CA 90810	Mark Twain Neighborhood Library 1401 East Anaheim Street Long Beach, CA 90813
Brewitt Neighborhood Library 4036 East Anaheim Street Long Beach, CA 90804	Michelle Obama Neighborhood Library 5870 Atlantic Avenue Long Beach, CA 90805
Burnett Neighborhood Library 560 East Hill Street Long Beach, CA 90806	Ruth Bach Neighborhood Library 4055 North Bellflower Boulevard Long Beach, CA 90808

Free Long Beach Public Library Resources

[Long Beach Public Library \(LBPL\) Overview](#)

The Long Beach Public Library (LBPL) has provided free and equal access to information, education, innovation, and community since 1896. For over 125 years, LBPL has grown to encompass 12 unique library locations across Long Beach and they continue to provide access to essential services and amenities that enrich neighborhoods and empower visitors. See the following resources provided by the LBPL.

Center for Adaptive Technology (CAT)

The LBPL Center for Adaptive Technology (CAT) located at the Billie Jean King Main Library supports Long Beach residents with physical, visual, hearing, and developmental disabilities. CAT provides adaptive hardware and software, library materials, and library staff to answer reference requests and assist with computers and technologies.

Hours of Operation

- Tuesdays, Wednesdays, and Thursdays from 1:00 pm – 5:00 pm
- Saturdays from 12:00 pm – 4:00 pm



Computer Literacy Classes

The LBPL offers one-on-one instruction for basic computer skills and other technology-related queries. Assistance is provided on a first-come, first-served basis and/or by appointment only depending on the LBPL location.

Locations, Days, and Hours of Operation

- Burnett Neighborhood Library on Saturdays from 10:00 am – 5:00 pm
 - Phone: (562) 570 -1041
- Dana Neighborhood Library on Fridays from 2:00 pm – 4:00 pm
 - Phone: (562) 570 -1042
- Michelle Obama Neighborhood Library
 - Phone: (562) 570 -1047

Northstar Digital Literacy

The LBPL offers access to Northstar Digital Literacy skills. Online, self-guided modules assess the ability of individuals to perform essential computer skills, use essential software, and use technology in daily life. Topics include basic computer skills, internet skills, email basics, Windows and Mac Operating Systems, Microsoft Office, social media, career search skills, and accessing telehealth appointments.

Free Long Beach Public Library Resources



Digital Library

The LBPL Digital Library provides free online resources with an LBPL card. These online resources include the ability to watch movies, read a newspaper or magazine, take classes, research family tree history, learn a language, listen to books and articles, or get help with homework. Educational and professional development resources are also available including practice test assistance, resume development, and classroom materials help.

English as a Second Language (ESL) Program

The LBPL provides an English as a Second Language (ESL) Program that offers free English language learning programming designed to help adults build their English skills and gain success in their roles as individuals, family members, employees, and members of the community.

Tech To-Go

Patrons can borrow Chromebook computers and Mi-Fi mobile hotspots for up to 3 weeks. To qualify, patrons must be ages 18 years or older and have a full-access library card with fines under \$20.00.

Features

- Renew up to 4 times
- Check out both a Chromebook computer and a Mi-Fi mobile hotspot at the same time
- No data limits

LBPL Contact Information

- Call: (562)570-7500
- Email: lbpl_reference@lbpl.org
- Website: longbeach.gov./library

Free Long Beach Public Library Resources

Family Learning Centers (FLC)

The LBPL Family Learning Centers (FLCs) provide drop-in homework help, homework support materials, and computer-based learning to enrich student study skills and develop parent participation and support. The FLCs also assist with job preparedness such as resume development and job application assistance.

Features

- ▶ Consumables supplies available (e.g., construction paper, popsicle sticks, presentation boards, glue, markers, etc.)
- ▶ Drop-in supervised homework assistance
- ▶ Computer and Microsoft Suite access (e.g., Excel, PowerPoint, Word)
- ▶ One-on-one LBPL staff assistance for students and families
- ▶ Books, reference materials, and online resources
- ▶ Space, support, and technologies for adult learners and job seekers

Locations of Operation

- ▶ Billie Jean King Main Library
- ▶ Bret Harte Neighborhood Library
- ▶ Burnett Neighborhood Library
- ▶ Mark Twain Neighborhood Library
- ▶ Michelle Obama Neighborhood Library



Printing

LBPL offers low-cost printing in Black/White and Color Printing.

- ▶ Email for Black/White Printing: lbpl-main-bw@printspots.com
- ▶ Email for Color Printing: lbpl-main-color@printspots.com

Free Long Beach Public Library Resources



Public Computers

Free public computers are available at all LBPL locations. LBPL cardholders can access the following features below using a public computer.

Features

- ▶ Internet access
- ▶ Web browsers (e.g., Google Chrome, Internet Explorer)
- ▶ Microsoft Office (e.g., Word, Excel, PowerPoint)
- ▶ Microsoft Office Professional can be accessed at the Billie Jean King Main Library Family Resource Center (e.g., Access, Word, Excel, PowerPoint, Publisher, Acrobat Reader, VLC Player, Adobe Flash Player)

The Studios

Free public computers are available at all LBPL locations. LBPL cardholders can access the following features below using a public computer.

- ▶ 3D printing
- ▶ Arts, crafts, tools, and electronics
- ▶ Computers (e.g., laptops, tablets)
- ▶ Letterpress
- ▶ Light table
- ▶ Sewing
- ▶ Sound Studio

Locations of Operation

- ▶ Billie Jean King Main Library
- ▶ Michelle Obama Neighborhood Library
- ▶ Mobile Studio

English as a Second Language (ESL) Classes



Long Beach City College English as a Second Language (ESL) Classes

The Long Beach City College (LBCC) provides free English as a Second Language (ESL) Classes in several locations throughout the community. These noncredit ESL Classes are open to people of all levels to improve speaking and/or reading and writing skills in English.

Features

- ▶ ESL Classes for Spanish Speakers
- ▶ ESL Classes for Korean Speakers
- ▶ ESL Classes for Khmer Speakers

Contact Information

- ▶ Call (562)938-3037
- ▶ Website: lbcc.edu/free-ESL-classes

United Cambodian Community ESL Classes

The United Cambodian Community (UCC) provides free ESL classes for Cambodian adults.

Contact Information

- ▶ Call (562) 433-2490; (562) 999-1755
- ▶ Website: ucclb.org



Free Computer Literacy Training Classes Resources

Human-I-T Include Program

The Human-I-T Include Program is a free self-paced online course that is available 24/7 in both English and Spanish where individuals can learn basic computer and internet skills. Please note that internet and computer access are both needed to complete the course. Program participants will receive a certificate of completion if they log at least 8 hours of learning and have completed 85% of the course.

Features

- ▶ Computer basics
- ▶ Email basics
- ▶ Internet basics and safety
- ▶ Keyboard basics
- ▶ Mouse basics
- ▶ Operating systems overview (e.g., Chrome, Windows)
- ▶ Video conferencing overview

Contact Information

- ▶ Call: (888) 391-7249
- ▶ Text: "City of Long Beach" to (562) 561-2565
- ▶ Website: human-i-t.org/digital-training



Long Beach City College (LBCC) Computer Software Noncredit Courses

Long Beach City College offers numerous free computer software noncredit courses and programs to help Long Beach residents with their skills or learn new techniques.

- ▶ Microsoft Office
- ▶ Hardware repair
- ▶ Computer application tools
- ▶ Keyboarding techniques
- ▶ Job search training
- ▶ Earn certificates of completion in Microsoft Office

Contact Information

- ▶ Call: (562) 938-3248
- ▶ Website: lbcc.edu/post/computer-office-studies

Free Computer Literacy Training Classes Resources



The Heart of Ida One-on-One Technical Support Resources

The Heart of Ida team provides one-on-one technical support resources for older adults who need assistance with using technology devices including (e.g., cellphones, mobile hotspots, laptop computers, and tablets). Participants are encouraged to bring their technology devices fully charged to their walk-in appointment.

Location of Operations

- Walk-in appointments are available at the Long Beach Senior Center

Days and Times of Operation

- Mondays from 10:30 am – 12:00 pm
- Wednesdays from 10:00 am – 12:00 pm
- Fridays from 10:00 am – 12:00 pm

Contact Information

- Call: (562)570-3548
- Email: Hello@heartofida.org
- Website: heartofida.org

Free Job Preparedness and Professional Development Resources



Pacific Gateway Job Preparedness and Professional Development Resources

The Pacific Gateway (PG) Workforce Partnership is a nonprofit organization created to enhance the delivery of workforce development services in Long Beach, Signal Hill, and the Los Angeles Harbor communities.

Features

- ▶ Career development (e.g., resume, interview, salary negotiation preparation)
- ▶ Job fairs and recruitment
- ▶ Job search assistance (e.g., job application preparation)
- ▶ Technology internship opportunities for youth
- ▶ Training scholarships
- ▶ Workshops

Contact Information

- ▶ Phone: (562)570-3700
- ▶ Website: pacific-gateway.org

Free E-waste Removal Services



Human-I-T E-Waste Removal Services

The Human-I-T Waste Removal Services serves businesses of all sizes with their unwanted technology (E-waste). The donated E-waste is refurbished and donated to individuals, families, and organizations in need of technology.

Features

- ▶ Vetted third-party logistics (3PL) who come on-site within a two-week time frame
- ▶ Provide expedited same-day pickups on weekdays from 9:00 am to 5:00 pm local time
- ▶ Provide devices collection, packaging, palletization, and transportation of technology donation to one of the NAID AAA- and ISO-certified facilities
- ▶ Insurance coverage included in all pickups
- ▶ Includes social and environmental impact reporting, complimentary itemized, tax-deductible receipts, and scannable and non-scannable data capture

Contact Information

- ▶ Call: (888)268-3921
- ▶ Email: donate@human-i-t.org
- ▶ Website: human-i-t.org/donate-technology



Digital Inclusion Resource Guide Cheat Sheet

human-I-T Resources and Services

- › Call: (888)391-7249
- › Text: "City of Long Beach" to (562) 561-2565
- › Website: human-i-t.org
- › Resources and Services: low-cost Internet, computers and computer literacy training

ORALE

- › Call: (562) 204 -6333
- › Languages: English, Spanish

United Cambodian Community

- › Call: (562)433-2490
- › Languages: English, Khmer

Filipino Migrant Center

- › Call: (562)453-3408
- › Languages: English, Tagalog