

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



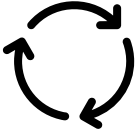
- Develop a shared measurement system for the following below to help assess progress and gather insights for continuous learning and improvement.
 - Indicator(s).
 - Outcome(s).
 - Data source(s).
 - Data collection schedule.
 - Target(s).
 - Engagement audience.

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.