



# Digital Access for All Idahoans Plan

January 2024



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# 1 Executive Summary

Many Idahoans face barriers to digital access at a time when internet use is increasingly vital to the ability to thrive in every aspect of life like access to health care, education, business, and government services. The Digital Access for All Idahoans (DAAI) plan documents pervasive barriers to digital access and proposes a visionary strategy to end digital access divides that prevent many Idahoans from accessing crucial technology. The DAAI plan will increase broadband affordability for Idahoans, as well as improve digital skills, cybersecurity awareness, access to devices, technical support, and access to public services.

Some Idahoans must surmount especially steep barriers to digital access due to membership in groups that have traditionally been excluded from the benefits of technological advances. The DAAI plan includes specific populations that are covered by the Digital Equity Act of 2021 and considers the unique barriers and solutions for each covered population. The DAAI covered populations are households below 150% of poverty level, aging individuals, incarcerated individuals, veterans, individuals with disabilities, individuals with a language barrier, individuals who are members of a racial or ethnic minority group, and individuals who primarily reside in a rural area.

The DAAI plan aligns with existing efforts to improve digital access outcomes. There are other strategic planning efforts in Idaho to address digital access in various sectors, including economic and workforce development, education, health, civic and social engagement, and public services. This plan aligns with the Idaho Department of Commerce's Office of Broadband Link Up Idaho Initiative Five-Year Action Plan and local digital equity plans that are currently in development. The DAAI plan includes objectives and metrics to ensure alignment with digital equity plans across Idaho.

## Strategy and objectives

The DAAI plan establishes goals and objectives to improve digital access for Idahoans, particularly Idahoans that are members of covered populations. The goals are relevant to barriers to digital access identified during the development of the DAAI plan. The DAAI plan includes specific objectives with measurable metrics that include baseline metrics to evaluate the plan's success. The implementation of each goal is set to a specified timeline. Each of the following goals are necessary for increasing digital equity in Idaho and will be equally prioritized during the DAAI plan's implementation. The DAAI goals and objectives include:

### ***Goal 1: Increase adoption and affordability of broadband technology***

- Expand participation in Affordable Connectivity Program and other broadband affordability programs
- Increase awareness of Affordable Connectivity Program and other broadband affordability programs
- Increase broadband plan transparency
- Develop a framework for lowering costs for internet service, especially in rural areas

### ***Goal 2: Improve online accessibility and inclusivity of public resources and services***

- Increase accessibility of state websites and online services
- Increase compatibility between state websites and mobile devices
- Ensure access to essential state services
- Continue development and promotion of Idaho's digital access inventory

### ***Goal 3: Increase digital skills***

- Provide funding for basic digital and computer skills training
- Establish a digital skills education internship program
- Decrease social stigma surrounding digital literacy

### ***Goal 4: Spread awareness of cybersecurity and online privacy***

- Increase awareness of cybersecurity and protecting personal information
- Improve cybersecurity training opportunities

### ***Goal 5: Increase availability and affordability of devices and technical support***

- Create a digital navigator program
- Establish statewide, regional, and local technical support options
- Provide funding to refurbish devices for covered populations
- Increase devices available at public libraries

## **Idaho digital asset inventory and needs assessment**

The DAAI plan includes an asset inventory document of current resources that address barriers to digital inclusion in Idaho. This report includes assets serving each covered population. In addition, there are assets meant to increase broadband adoption and affordability listed in the plan. A needs assessment was conducted to identify barriers to digital access faced by covered populations. Evidence revealed many ways in which covered populations are at a disadvantage in digital access. Idaho ranks 40th in the nation on internet coverage, speed, and availability, while many Idaho households struggle to afford their monthly internet bill. The DAAI plan's goals and objectives were developed to address the barriers to digital access identified in the needs assessment.

## **Stakeholder collaboration and engagement**

Stakeholders and Idaho residents were highly engaged in collecting information about digital access barriers and promising solutions. Focus groups, surveys, and stakeholder interviews and events were used to reach out to stakeholders and members of covered populations. In addition, the DAAI Steering Committee was convened for members to share barriers faced by their constituents and provide feedback on DAAI planning activities. Ongoing coordination and outreach efforts include continued engagement with current partners and stakeholders, further developing a digital asset inventory, establishing programs and subgrant opportunities, and convening working groups to address specific digital access challenges. Ongoing research efforts include tracking progress, refining statewide metrics, and submitting annual reports to the public, stakeholders, and funders.

## Implementation strategy and key activities

The implementation of the DAAI plan will occur over a five-year timeline. Primary implementation strategies include planning stakeholder outreach events, creating or expanding statewide programs and initiatives, awarding subgrants to organizations addressing digital access barriers, conducting marketing campaigns aimed at the general public and covered populations, and carrying out additional research to measure the DAAI plan's progress on the goals and objectives. Implementation will ensure that Idaho becomes a state where barriers to digital access do not prevent all residents from thriving.



## 2 Introduction and Vision for Digital Equity

The Federal Infrastructure Investment and Jobs Act (IIJA) of 2021 provides funding for the planning and implementation of long-term solutions to the country's infrastructure needs. Included as part of the IIJA was the Digital Equity Act, which provides all states with funding to develop and implement digital inclusion plans that specifically address the digital access needs of eight distinct covered populations:

- Individuals who live in households with incomes at or below 150% of the federal poverty level
- Aging individuals (over age 60)
- Incarcerated individuals, other than individuals incarcerated at a Federal correctional facility
- Veterans
- Individuals with a disability
- Individuals with a language barrier, including those who are English learners and those who have low levels of literacy
- Individuals who are members of a racial or ethnic minority group
- Individuals who primarily reside in a rural area

This plan is the culmination of these efforts and was developed through the application of robust research methods. Three distinct research streams informed the plan's creation. First, 17 regional focus groups were conducted in-person all across Idaho in order to identify specific challenges or barriers to digital access these communities experience. Second, two scientifically valid statewide surveys were administered, one to a geographically and demographically representative sample of 1,000 Idaho adults and another to a representative sample of 400 Idaho adults in Spanish-speaking households. Survey results were analyzed to identify trends in digital access, both among the general population and among specific covered populations. Finally, 15 stakeholder interviews were conducted following both the focus groups and statewide surveys targeting any remaining organizations or covered populations that were not sufficiently represented in those data collection efforts. For more information on data collection methodologies, see Section 4.1.

### 2.1 Vision

Idaho's vision is to support all residents in thriving online through:

- Digital literacy, cybersecurity, and technical support – providing curated tools and resources to Idahoans to increase digital skills and online safety.
- Public services and resources – improving accessibility for Idahoans to connect and engage with local and state services.
- Affordable broadband and devices – ensuring Idahoans have broadband and internet-enabled devices that fulfill their unique work, school, and life needs.

Idaho will encourage digital equity by working to improve access to affordable and reliable broadband infrastructure across the state by 2028 to reduce physical barriers to digital access and by also working to help provide residents with human-centered tools and

resources they need to better engage in the digital space. The *Link Up Idaho Initiative Five-Year Action Plan* completed by the Idaho Department of Commerce is primarily focused on Idaho’s physical infrastructure, while this digital equity plan is focused on the human element of fostering increased digital access among Idaho’s many communities, particularly among the covered populations identified by the Digital Equity Act.

To create the vision statement, a small working group explored the impact of digital access using a Social, Technological, Economic, Environmental, and Political (STEEP) analysis method. This analysis highlighted the many ways in which a connection to the digital world improves the lives of Idahoans – especially when it comes to economic opportunities. Conversely, Idahoans have fewer job prospects without connectivity, devices, skills, and accessible public services.

The broader DAAI planning team and steering committee provided feedback to create the final vision statement, which focuses on every Idahoan’s ability to thrive online. Digital access is vital for life in the 21st century, and the Digital Access for All Idahoans plan helps ensure everyone has access to information and communication technology.

**“I don’t even know how to live life and not use the internet...I don’t know how to live that life without it. And I don’t want to. And in all honesty, I don’t think I could, I couldn’t be employed with the work that I do without internet.”**

- Focus Group Participant



## **2.2 Alignment with Existing Efforts to Improve Outcomes**

The DAAI plan is designed to align seamlessly with the goals of the State of Idaho. It complements and supports various statewide strategic plans and initiatives, ensuring the implementation of our objectives and fostering digital access so that all Idahoans can thrive online.

### **2.2.1 Impact on Critical Sectors and Services**

The DAAI plan is closely aligned with several critical sectors, including: economic and workforce development, education, health, civic and social engagement, and other essential services. This section provides details about efforts in Idaho within each of these sectors and how the DAAI plan aligns and supports the existing efforts to improve digital access outcomes, particularly for covered populations.

### 2.2.1.1 Economic and workforce development

*Idaho Strong 2023-2028: Statewide Economic Development Strategy*

Link: <https://clearwater-eda.org/wp-content/uploads/2023/05/Idaho-Strong-2023-2028-Statewide-Economic-Development-Strategy.pdf>

See DAAI Objectives 2.3.1.4 & 2.3.3.1

Idaho Strong is a collaboration between the state’s five economic development districts: Panhandle Area Council, Clearwater Economic Development Association, Region IV Economic Development Corporation, Southeast Idaho Council of Governments, and Altura Community Consulting & Business Finance. Their priorities for action include a rural strategy, broadband mapping, and cybersecurity assessment. Their focus is on recovery and resiliency.

Building robust talent pipelines involves attracting and retaining skilled workers. Access to affordable and reliable broadband is critical in attracting talent to a rural region. By creating a framework for lowering broadband costs, the state can enhance the region’s attractiveness for skilled workers who rely on high-speed internet for remote work, job searches, and online education. This contributes to the growth of talent pipelines in the area.

**“There’s a remote workforce opportunity that’s there at our reach, if we could just show employers that we can have the connectedness for that digital workforce.”**

- Focus Group Participant



Strengthening the region’s workforce resilience requires equipping workers with the skills needed to thrive in a digital-centric economy. The DAAI’s objective of funding digital skills training supports this by ensuring that existing and potential workers have the digital skills necessary to meet the demands of businesses and industries in the area. These classes can be provided by local groups who can adapt digital skills training for the needs of specific Idaho regions. These digital skills offerings can range from general Microsoft Suite classes to industry-specific skills. All digital skills training will equip individuals and businesses to respond proactively to cybersecurity threats and keep themselves and their communities safe online. This training empowers individuals to contribute effectively to the local economy.

*Idaho Department of Labor 2023-2026 Strategic Plan*

Link: [https://www.labor.idaho.gov/wp-content/uploads/publications//SFY\\_2023-2026\\_Labor\\_Strategic\\_Plan.pdf](https://www.labor.idaho.gov/wp-content/uploads/publications//SFY_2023-2026_Labor_Strategic_Plan.pdf)

See DAAI Objectives 2.3.3.1

The Idaho Department of Labor 2023-2026 Strategic Plan aims to “prepare job seekers for the digital workforce needs of employers in Idaho.” The DAAI plan’s objective to increase digital skill levels, particularly among covered populations, will prepare Idaho’s workforce for the digital economy.

Targeted marketing campaigns will emphasize digital skills in today’s job market and provide information about the training opportunities available. Organizations that cater to the covered populations, such as members of a racial or ethnic minority group, individuals with disabilities, and rural communities, can receive subgrants to develop and deliver digital skills training programs. By funding such organizations, the ICfL can ensure that many job seekers can access relevant digital skills training regardless of their background or location. The ICfL will build on existing digital skills training offerings, like IdahoDigitalSkills.org. By creating a comprehensive and user-friendly platform, the ICfL can centralize digital skills training resources, making it easier for job seekers to access high-quality training. Working together, these plans create a more robust economy for all Idahoans.

### *Idaho Broadband Strategic Plan 2022-2027*

Link: [https://commerce.idaho.gov/content/uploads/2022/06/Idaho-Broadband-Advisory-Board-Idaho-Broadband-Plan-Final-Version\\_.pdf](https://commerce.idaho.gov/content/uploads/2022/06/Idaho-Broadband-Advisory-Board-Idaho-Broadband-Plan-Final-Version_.pdf)

**See DAAI Objectives 2.3.1.1, 2.3.1.2, & 2.3.1.3**

Additionally, the DAAI objectives support the goals of the Idaho Broadband Strategic Plan 2022-2027. One of the goals of the Idaho Broadband Advisory Board is to “prioritize broadband investments that strengthen the economic ecosystem for businesses in our state and ensure access to broadband infrastructure that is both reliable and affordable.” In addition to the vital infrastructure upgrades, the DAAI’s goals to increase the adoption and affordability of broadband technology will create an integrated approach involving increased participation in the Affordable Connectivity Program or other affordable broadband initiatives and enhanced resources for informed decision-making about broadband.

Promoting the Affordable Connectivity Program or other low-cost options is pivotal to strengthening the economy and ensuring access to reliable and affordable broadband. By increasing participation in this program, more Idahoans, including those who may have been previously unable to afford reliable broadband, can access the digital resources necessary for education, job opportunities, and e-commerce.

Providing resources for informed decision-making about broadband is essential to complement the Affordable Connectivity Program. Many individuals, especially in underserved areas, may lack knowledge about the benefits of broadband or how to choose the right plan for their needs. By offering educational materials, workshops, and online resources that explain the advantages of broadband and guide users in selecting appropriate plans, the state can empower its citizens to make informed choices that align with their economic and connectivity requirements.

By prioritizing affordable and reliable broadband access, the economy can be strengthened, fostering entrepreneurship, attracting businesses, and providing opportunities for remote work. Simultaneously, initiatives to educate and inform communities about broadband options ensure that all feel the benefits of the Idaho Broadband Strategic Plan, bridging the digital divide and promoting digital opportunities across the state.

### 2.2.1.2 Education

*Idaho Department of Correction: FY 2024-2027 Strategic Plan*

Link: [https://www.idoc.idaho.gov/content/document/strategic\\_plan\\_idoc](https://www.idoc.idaho.gov/content/document/strategic_plan_idoc)

**See DAAI Objective 2.3.3.1**

The DAAI's goal to increase digital skills aligns with the Idaho Department of Correction's (IDOC) objective to expand secondary and post-secondary educational opportunities by ensuring that incarcerated individuals are equipped with essential digital skills. Increasing digital skills broadens access to educational resources and allows incarcerated individuals to engage with online educational materials, courses, and resources. Digital skills are increasingly essential in the modern workforce. By integrating digital skills into existing academic programs, IDOC ensures that their residents are better prepared for the demands of various industries upon reentry into society. Digital skills are also necessary during the reentry and reintegration processes. They enhance communication, job search capabilities, and access to online resources that support successful community reintegration. The DAAI goals and IDOC's strategic plan are interconnected and can work together to provide individuals within the correctional system with the knowledge and skills needed to thrive in a digitally driven society and pursue educational and vocational opportunities.

*Idaho Division of Career & Technical Education Strategic Plan*

Link: <https://cte.idaho.gov/wp-content/uploads/2019/10/strategic-plan-23-37.pdf>

**See DAAI Objective 2.3.3.2**

The DAAI plan plays a crucial role in helping the Idaho Division of Career & Technical Education's Strategic Plan FY 2023-FY2027 achieve its workforce and educational objectives. A vital goal of the plan is to "provide a rigorous, uniform, and thorough education that empowers students to be lifelong learners and prepares all students to fully participate in their community and postsecondary and workforce opportunities by ensuring they are ready to learn for the next educational level." The DAAI's objective to increase youth engagement in digital skills education aligns with the Idaho Division of Career & Technical Education's goals.

By involving high school and college students in teaching digital skills to seniors and others, the internship will impart valuable technical knowledge and foster leadership, communication, and teaching skills among young learners. This approach contributes to their holistic development as lifelong learners and community contributors.

Incorporating paid internship programs focusing on digital skills directly contributes to the division's goal of preparing students for postsecondary and workforce opportunities. These programs offer students practical, real-world experience in teaching, enhancing their readiness for continuing education and careers. Through these internships, students develop skills beyond the classroom, and become lifelong learners.

*Idaho State Board of Education 2024-2029 Mission & Strategic Plan*

Link: <https://boardofed.idaho.gov/board-facts/board-planning/board-mission-and-strategic-plan/>

**See DAAI Objective 2.3.3.2**

Moreover, the DAAI plan complements the goals of the Idaho State Board of Education’s FY2024-2029 Strategic Plan, which focuses on improving educational attainment and workforce readiness. The DAAI aims to establish internship programs that allow students to teach digital skills.

Workforce readiness goes hand in hand with digital skills in today’s job market. The internship programs can provide students with hands-on experience in teaching digital skills, preparing them for future careers in education and technology-related fields. This experiential learning equips them with the skills and confidence needed to enter the workforce with a strong foundation in digital skills and instructional abilities.

Establishing digital skills education internship programs facilitates collaboration between the education sector and workforce development initiatives. This collaboration ensures that students are academically prepared and equipped with practical skills directly relevant to future career opportunities.

*Computer Science State Plan. Released 2018. Revised 2022*

Link: [https://stem.idaho.gov/wp-content/uploads/2018/10/Idaho\\_State\\_Computer\\_Science\\_Plan-2018-rev2022.pdf](https://stem.idaho.gov/wp-content/uploads/2018/10/Idaho_State_Computer_Science_Plan-2018-rev2022.pdf)

**See DAAI Objective 2.3.5.3**

The DAAI plan also supports the aims of the Idaho State Computer Science Plan, aiming to “double the number of rural, female, African and American and Hispanic students scoring 3 or higher on the AP Computer Science Principles exam by 2022.” By offering better device access, the DAAI plan can contribute to their educational success.

To increase the number of students scoring well on the AP Computer Science Principles exam, it’s essential to provide students, especially those in covered populations, with access to the necessary devices for computer science education. Many students in rural, minority, and underserved communities may lack access to personal computers or devices, hindering their ability to study. By providing refurbished devices, the state ensures that students have access to effective learning and exam preparation tools. Providing refurbished devices to covered populations is critical in ensuring that students, regardless of their background or location, have the resources they need to excel in computer science education and perform well on the AP Computer Science Principles exam. This approach aligns with both initiatives’ objectives and contributes to a better digital future for all Idahoans.

*Governor’s Cybersecurity Task Force Report. Released March 2022*

Link: <https://gov.idaho.gov/wp-content/uploads/2022/05/2022-cybersecurity-tf-recommendations.pdf>

**See DAAI Objectives 2.3.4.1 & 2.3.4.2**

The Governor’s Cybersecurity Task Force developed several recommendations. One is to “improve individual and small business cybersecurity awareness, understanding, and actions by providing proper cyber literacy and education.” This goal matches the DAAI’s plan to increase the abilities of Idahoans to keep themselves safe online.

Cybersecurity education empowers individuals and small business owners to understand the risks and take proactive measures to safeguard their digital assets. This enhances their cybersecurity awareness and encourages them to take actions that can mitigate

cyber threats. Educated individuals and businesses are less vulnerable to cyberattacks, creating a more secure digital ecosystem. By educating citizens and businesses about the importance of cybersecurity, the state strengthens its overall digital infrastructure, making it a less attractive target for cybercriminals.

### 2.2.1.3 Health

#### *Telehealth in Libraries*

Link: <https://libraries.idaho.gov/telehealth/>

**See DAAI Objective 2.3.5.4**

The Idaho Commission for Libraries runs the Telehealth in Libraries project. For many rural Idahoans, accessing medical services requires long wait times for a local provider (if they exist) or traveling a long distance to reach a clinic or hospital. Covered populations, such as aging individuals or individuals with a disability, have additional hurdles in seeking health care due to a lack of independence and capabilities to transport themselves to appointments.

Connecting patients and doctors through telehealth is one way to overcome these barriers. However, while some patients may be able to access telehealth services from their homes, others may lack sufficient internet speeds, may not have appropriate devices, may not have good enough digital skills, or may lack privacy or a quiet space within their home. Libraries can help bridge this gap by providing a safe, private, reliable location to access telehealth services with staff who can help patients use the technology. As highly trusted and well-connected institutions within their community, libraries are a perfect place to build or expand a community's telehealth infrastructure.

The DAAI plan's objective to increase the number of devices available at public libraries will help supplement the work the ICfL is already doing to expand telehealth access in rural Idaho.

*Telehealth Task Force Report, Recommendations, and Action Plan. Released October 2020*

Link: <https://publicdocuments.dhw.idaho.gov/WebLink/DocView.aspx?id=7824>

**See DAAI Objectives 2.3.1.3 & 2.3.3.1**

As medicine increasingly transitions online, the DAAI plan aligns with the Telehealth Task Force Report, Recommendations, and Action Plan. Their goals in "aligning with the Department of Commerce's Broadband Initiative" and to "foster and support community education" highlight the need for both essential services in telehealth use and adoption.

Increasing broadband plan transparency is essential to foster community education and support telehealth initiatives effectively. By providing clear, user-friendly information, communities can better understand their broadband options, crucial for enabling telehealth services.

The DAAI plan's objective of funding basic digital and computer skills training also enables telehealth adoption. By providing financial support for programs that teach community members essential digital skills, you fully empower them to use telehealth services. These training programs can include instruction on using telehealth platforms, accessing medical information online, and navigating digital health records.

### 2.2.1.4 Civic and social engagement

*Idaho Commission on Hispanic Affairs Strategic Plan 2023-2026*

Link: [https://icha.idaho.gov/docs/Strategic\\_Plan\\_2023\\_updated\\_20220603.pdf](https://icha.idaho.gov/docs/Strategic_Plan_2023_updated_20220603.pdf)

**See DAAI Objectives 2.3.2.2 & 2.3.3.1**

The DAAI plan plays a significant role in enabling the Idaho Commission on Hispanic Affairs to focus on education, workforce development, and community participation. The plan also helps to “support leadership development programs that promote Hispanic community participation in Idaho.”

As more and more government services transition online, it’s essential to make them accessible. The DAAI plan’s goal to increase mobile compatibility aligns with the Idaho Commission on Hispanic Affairs goals. To help increase Hispanic households’ ability to participate in civic and social spheres fully, they must be able to access those services on whatever device they use. For many families, the only device they have is a mobile device. This leaves many Hispanic households cut off from necessary services without mobile compatibility.

Additionally, they need to have the digital skills required to engage. Basic digital skills allow communities to fill out online forms, use social media to find events, and increase their workforce readiness in various career pathways. The DAAI plan will target organizations that provide digital skills training to Hispanic and other racial or ethnic minority populations.

### 2.2.1.5 Delivery of other essential services

*E-Rate & Broadband*

Link: <https://libraries.idaho.gov/grants-funding/e-rate-broadband/>

**See DAAI Objective 2.3.1.3**

The Idaho Commission for Libraries reimburses Idaho public libraries for the after E-rate discount portion of approved broadband services. E-rate and EOR provide funding that, when combined, can fully cover a public library’s internet service costs. E-rate is the common name for the Universal Service Schools and Libraries Program, administered by the Universal Service Administrative Company (USAC) under the Federal Communications Commission’s (FCC) direction. E-rate discounts can range from 20% to 90% of the costs of eligible services (including internet service costs). The Idaho State Department of Education’s Technology Services administers E-rate and EOR for schools and school libraries.

Educational institutions need transparency regarding available options, pricing, and service quality to make informed decisions about broadband plans and providers. By ensuring broadband plan transparency, schools and libraries can assess the suitability of different plans based on their unique requirements. Transparency also allows them to identify cost-effective solutions that maximize the impact of E-Rate funding, ultimately improving digital access for students and patrons.

*Idaho Commission on Aging, Senior Services State Plan for Idaho. October 2020.*

Link: <https://aging.idaho.gov/wp-content/uploads/2020/09/Rolled-up-Idaho-2020-2024-Senior-Services->

**See DAAI Objectives 2.3.3.1, 2.3.3.2, 2.3.3.3, & 2.3.5.1**

The Idaho Commission on Aging highlights critical issues facing Idaho's senior population. Seniors lack access to essential services and supports, such as medical and mental health services, legal assistance, and employment opportunities. The DAAI plan has objectives that directly target these issues.

To mitigate the challenge of seniors lacking access to vital services, it's crucial to promote the image of all Idahoans, including seniors, receiving training on computer and internet usage. This approach directly aligns with the digital access objectives by ensuring seniors are equipped with the skills to navigate online platforms, access information, and communicate effectively. By offering digital literacy training programs tailored to seniors' needs, the state can empower them to access online medical, legal, and employment services independently.

Establishing a digital navigator program is essential to provide targeted technical support to seniors and other covered populations. This program will consist of trained individuals who assist seniors in using digital tools, accessing online services, and troubleshooting technical challenges. Digital navigators can provide personalized assistance to seniors, helping them schedule medical appointments, access mental health resources, explore legal options, and explore employment opportunities online.

The state can proactively address the challenges related to access to services and supports. By equipping seniors with digital skills and offering dedicated support through a digital navigator program, the barriers preventing seniors from benefiting from medical, legal, and employment resources are significantly reduced. This approach ensures that seniors are not left behind in the digital era and are better equipped to lead fulfilling, independent lives while accessing the required services.

*Idaho Council on Developmental Disabilities 2022-2026 Plan. Revised July 2022*

Link: <https://icdd.idaho.gov/wp-content/uploads/2022-2026-Plan-Revised-July-2022.pdf>

**See DAAI Objective 2.3.2.1**

The DAAI plan supports the goals of the Idaho Council on Developmental Disabilities 2022-2026 Plan by providing meaningful and accessible access to digital services. This support enhances the delivery of essential services to diverse and covered populations, helping "individuals with intellectual and developmental disabilities and their families access the services they need to lead meaningful lives in their communities."

The DAAI's objective of expanding participation in the Affordable Connectivity Program benefits individuals with disabilities and their families. Access to affordable internet connectivity is essential for staying connected with support networks, accessing online resources, and participating in virtual services, which can be especially critical for individuals with disabilities who may require remote healthcare consultations, virtual therapy sessions, or educational resources tailored to their needs.

Alongside affordable connectivity, ensuring that individuals with disabilities and their families have access to refurbished devices is crucial. These devices facilitate communication, access to information, and participation in online services. Refurbished

devices are cost-effective and can be adapted with specialized software or assistive technology to accommodate the unique needs of individuals with disabilities. This support enhances their ability to engage meaningfully in their communities and access essential services.

### *Idaho Commission for the Blind & Visually Impaired Strategic Plan*

Link: [https://icbvi.idaho.gov/wp-content/uploads/2023/07/ICBVI-Strategic-Plan\\_-2024-2027.docx](https://icbvi.idaho.gov/wp-content/uploads/2023/07/ICBVI-Strategic-Plan_-2024-2027.docx)

#### **See DAAI Objective 2.3.2.1**

Furthermore, the DAAI plan assists the Idaho Commission for the Blind & Visually Impaired's Independent Living Program. The Independent Living Program works "to teach blind and visually impaired citizens of Idaho to adjust, function, and live as independently as possible in their home and community setting." By providing broadband access, digital skills, and accessible services, the DAAI plan helps blind and visually impaired citizens of Idaho live more independently in their homes and community settings.

Ensuring that state websites and online services are accessible to visually impaired individuals directly supports their ability to access vital information, such as government services, employment opportunities, and educational resources. This aligns with the Idaho Commission for the Blind & Visually Impaired's goal of teaching individuals to adjust and function independently in their community settings by reducing barriers to access.

Digital skills training, funded through DAAI initiatives, enables visually impaired individuals to function independently in an increasingly digital world. By providing funding for digital skills training, the state equips this community with the knowledge and skills needed to navigate online platforms, access information, and communicate effectively, fostering greater independence.

## **2.2.2 Municipal, Regional, and Tribal Digital Equity Plans**

The DAAI plan is aligned with and supportive of existing efforts at the municipal and regional levels. Due to the limited resources of many municipal, regional, and tribal entities, few digital access plans have been produced at this level as many local governments have faced barriers such as lacking capacity and funding to create digital equity plans. However, due to the many challenges and lessons about digital access learned during the COVID-19 pandemic, many localities have begun directing resources to digital equity. The ICfL efforts, including the Idaho Digital Access Workbook, and the contents of this DAAI plan itself, are designed to support and assist with the creation of these plans going forward.

As of the creation of this DAAI plan, no Tribal digital equity plans are known to exist. As any such plans are developed, they will be included in future updates of the DAAI plan.

### *Idaho Digital Access Workbook*

Link: <https://libraries.idaho.gov/wp-content/uploads/Idaho-Digital-Access-Workbook-3.pdf>

#### **See DAAI Objective 2.3.2.1**

The ICfL has developed and shared an Idaho Digital Access Workbook that guides Idaho communities through forming a Digital Access Action Team. This workbook assists communities in understanding key digital inclusion concepts and finding local data to

identify existing digital access issues, and ultimately provides a framework for developing local digital equity plans. As local digital equity plans are created, the ICfL will work to identify them and ensure any new findings and strategies are integrated within updates to the overall state DAAI plan.

*City of Boise and Ada County Digital Access Study. Not yet published.*

*Link: N/A*

**See DAAI Objectives 2.3.5.1 & 2.3.5.3**

The City of Boise and Ada County commissioned a study in 2022 to gather data on the digital access gaps within their area and to identify strategies to address those gaps. Ada County is the most populous county in Idaho, with the City of Boise and its neighbors comprising over a quarter of the state's population. Key findings from this study include lack of access to affordable home internet service and personal devices among lower-income households, as well as lower levels of basic digital skills among aging populations. The DAAI plan includes strategies that complement those recommended by this study, including addressing affordability of internet and device access and providing digital navigators and other resources to improve digital skills and technical support avenues.

### **2.2.3 Coordination in Conjunction with BEAD and Other Federal Funding**

The DAAI plan is meant to complement the Link Up Idaho Initiative Five-Year Action Plan (described below) to coordinate implementation of the two plans and work together to access sustainable funding for ongoing improvement of digital access. State Digital Equity Capacity Grant funding provided to Idaho to implement the DAAI plan will be utilized strategically in conjunction with Broadband Equity, Access, and Deployment (BEAD) and other related federal funding available to the state. The Idaho Broadband Advisory Board (IBAB) and Idaho Office of Broadband (IOB) teams are working with stakeholders and partners to develop and deploy subgrant programs for these federal broadband funds, including approximately \$583 million under the BEAD program and \$124 million under the U.S. Treasury's Capital Projects Fund (CPF) designated for Idaho. These significant investments in broadband infrastructure will work to improve in unserved and underserved areas internet connectivity throughout the state, facilitating a core component of providing digital access by ensuring all Idahoans have access to affordable broadband that meets their needs. In addition to these federal funding sources, ICfL will work closely with the Idaho Department of Commerce to identify and pursue funding from the State of Idaho, as well as nonprofit philanthropic funding opportunities and creating public-private partnerships with businesses and other organizations. The DAAI plan envisions NTIS funding will be partially used to set up the framework and capacity that will establish the foundation upon which to leverage future or ongoing funding opportunities in the state.

*Idaho Department of Commerce's Office of Broadband Link Up Idaho Initiative Five-Year Action Plan. Draft released 2023.*

*Link: [https://commerce.idaho.gov/content/uploads/2023/07/Link-Up-Idaho-Five-Year-Action-Plan\\_3\\_Update-7.11.23.pdf](https://commerce.idaho.gov/content/uploads/2023/07/Link-Up-Idaho-Five-Year-Action-Plan_3_Update-7.11.23.pdf)*

The ICfL has worked closely with the IOB housed within the Idaho Department of Commerce to coordinate development of the DAAI plan alongside the State's broadband

initiatives and opportunities, including activities created by the Broadband Equity, Access, and Deployment (BEAD) program. The IBAB received a formal presentation on DAAI plan development during their June 2023 meeting and a member of IBAB serves on the DAAI Steering Committee to strengthen these coordinated efforts. The ICfL collaborated with the IOB, the IBAB, and Idaho's Office of Information Technology Services (ITS) in the launch of Link Up Idaho, a comprehensive statewide effort to assess and address the varied needs of Idahoans to achieve complete online access to fully participate in modern society.

## 2.3 Strategy and Objectives

Digital access is more vital than ever before when it comes to connecting people with their family and friends, jobs, government services, and nearly every aspect of modern life. People across Idaho face numerous barriers and challenges to digital access, particularly those belonging to the DAAI plan's covered populations. To accomplish the DAAI plan's vision, specific goals and measurable objectives have been identified for Idaho to work toward over the five years of the DAAI plan. The DAAI plan establishes five goals to achieve within the next five years:

- **Goal 1:** Increase adoption and affordability of broadband technology
- **Goal 2:** Improve online accessibility and inclusivity of public resources and services
- **Goal 3:** Increase digital skills
- **Goal 4:** Spread awareness of cybersecurity and online privacy
- **Goal 5:** Increase availability and affordability of devices and technical support

This section outlines the objectives, core activities, and metrics by which progress on the five primary goals can be evaluated. Objectives were created based on themes identified in surveys, focus groups, and interviews. The following analysis considers each area and briefly describes the themes associated with it, objectives related to it, strategies to help mitigate the underlying issue, and some metrics on how best to assess progress relative to those objectives. Baseline metrics are established for each objective and goal metrics are included to make each objective measurable. Due to significant overlap of underlying issues surrounding digital access, some objectives and their resultant metrics may overlap and be relevant to multiple of the DAAI plan's covered populations.

Each objective is accompanied by baseline and goal metrics that will be used to measure the progress of the DAAI plan over the five year implementation period. Baseline metrics are derived from data collected during the DAAI planning process. For several objectives, new survey questions will need to be created and fielded in order to create baseline metrics. Goal metrics reflect the DAAI plans aspirations in achieving digital equity in Idaho. Several baseline and goal metrics are used to measure multiple, related objectives. There are notable limitations to the evaluation of baseline and goal metrics. The baseline and goal metrics are based on limited research on digital equity in Idaho and will be revised upon further data collection and analysis. To achieve this, three statewide surveys will be conducted during the DAAI plan implementation. The first additional statewide survey will enable replication of our baseline survey and the baseline metrics will be adjusted according to the combined results of the planning survey and the first follow up survey

during implementation. This will also enable new baseline metrics to be established for several objectives.

## 2.3.1 Goal 1: Increase adoption and affordability of broadband technology

### 2.3.1.1 Expand participation in broadband affordability programs

The Affordable Connectivity Program (ACP) and other broadband affordability programs were viewed as an underused resource in 85% of focus groups. Focus group participants familiar with the ACP indicated the need for expanded participation, while others reported having not heard of the program. Focus group participants indicated that Idahoans often face simple administrative barriers to the program. For instance, people with only P.O. Box addresses have difficulty signing up for the ACP. Statewide, only 5.7% of Idahoans eligible for ACP have participated in the program.

<b>Objective 2.3.1.1</b>		
Increase participation in broadband affordability programs.		
<b>Core activities</b>		
<ul style="list-style-type: none"> <li>• Conduct advertising campaigns to promote the Affordable Connectivity Program (ACP) and other broadband affordability programs. (See Objective 2.3.1.2)</li> <li>• Encourage Internet Service Providers (ISPs) to promote the ACP and other broadband affordability programs to current and future customers (See also Link Up Idaho Initiative Five-Year Action Plan, p. 40).</li> <li>• Collaborate with the Federal Communications Commission on a data-sharing agreement to enable faster verification of ACP eligibility.</li> </ul>		
<b>Baseline metrics</b>		
<ul style="list-style-type: none"> <li>• 5.7% of eligible Idaho households enrolled in ACP.</li> <li>• 2.5% of respondents with 60 years of age or older report participating in the ACP.</li> <li>• 6.2% of rural respondents report participating in the ACP.</li> <li>• 12.5% of respondents who are economically disadvantaged report participating in the ACP.</li> <li>• 3.7% of veteran respondents report participating in the ACP.</li> <li>• 12.3% of respondents who live with disabilities report participating in the ACP.</li> <li>• 6.5% of respondents whose native language is not English report participating in the ACP.</li> <li>• 21.9% of Idahoans say it is difficult to pay their monthly internet bill.</li> </ul>		
<b>Goal metrics</b>	<b>3-year goal metrics</b>	<b>5-year goal metrics</b>
<ul style="list-style-type: none"> <li>• Double the number of households enrolled in the ACP or other broadband affordability programs starting with the baseline of 5.7% of eligible households.</li> </ul>	<ul style="list-style-type: none"> <li>• 9% of eligible households enrolled in ACP or other broadband affordability programs.</li> </ul>	<ul style="list-style-type: none"> <li>• 12% of eligible households enrolled in ACP or other broadband affordability programs.</li> </ul>

### Objective 2.3.1

- |   |   |  |
|---|---|--|
| <ul style="list-style-type: none"><li>• Double the number of households enrolled in the ACP or other broadband affordability programs for each covered population starting with the baseline enrollments listed above</li></ul> | <ul style="list-style-type: none"><li>• 50% increase in ACP or other broadband affordability program enrollment for each covered population listed above (1.5x baseline).</li></ul> | <ul style="list-style-type: none"><li>• 100% increase in ACP or other broadband affordability program enrollment for each covered population listed above (2x baseline).</li></ul> |
|---|---|--|

### Covered populations served by this metric

- Households below 150% poverty level, aging individuals, veterans, individuals with disabilities, individuals with a language barrier, and individuals who primarily reside in a rural area.



### 2.3.1.2 Increase awareness of Affordable Connectivity Program and other broadband affordability programs

Statewide, only 23.5% of Idaho residents say they've heard of the ACP. Among Hispanic households, only 22.0% had heard of the program. Many focus group participants reported no knowledge of the program and stakeholders reported the need for more marketing and outreach to expand participation in the ACP. Focus group participants expressed a desire for more recognizable marketing/outreach efforts related to broadband/device access programs, as many in their community are unaware of such options. Participants were uncertain what would be the best way to reach specific communities/audiences, but generally agreed that increased efforts were needed. Core activities for this goal will include outreach specifically to covered populations.

**“I was surprised at the number of folks that I talked to that... a reason they did not have [internet] was cost...People have other reasons, but cost was one that I did hear a number of different times.”**

- Focus Group Participant



#### Objective 2.3.1.2

Increase public awareness of the Affordable Connectivity Program (ACP) and other broadband affordability programs.

#### Core activities

- Develop communication/marketing strategies targeted at both a general statewide audience and also at smaller, rural communities with specific resources and needs.
- Distribute marketing materials to senior centers across Idaho.
- Partner with local education agencies to advertise the ACP.
- Translate and distribute marketing materials in Spanish and other languages of need.
- Distribute marketing materials to veterans' groups across Idaho.
- Distribute marketing materials to organizations serving individuals with disabilities.
- Distribute marketing materials to the Idaho Department of Corrections for individuals leaving incarceration.
- Include information about the ACP in digital skills programming and co-locate digital navigators in programs to help register individuals for the ACP.

## Objective 2.3.1.2

### Baseline metrics

- 23.5% of Idahoans say they've heard of the ACP.
- 22.0% of Hispanic respondents say they've heard of the ACP.
- 17.2% of respondents 60 years or older say they've heard of the ACP.
- 22.3% of rural respondents say they've heard of the ACP.
- 29.9% of economically disadvantaged respondents say they've heard of the ACP.
- 25.9% of veteran respondents say they've heard of the ACP.
- 26.3% of respondents with disabilities say they've heard of the ACP.
- 19.4% of respondents whose native language is not English say they've heard of the ACP.
- TBD % of incarcerated individuals say they've heard of the ACP. (ICfL will work with IDOC to identify a baseline in 2024.)

### Goal metrics

### 3-year goal metrics

### 5-year goal metrics

- Increase the number of Idahoans having heard of the ACP or other broadband affordability programs starting with the baseline of 23.5%

- 35% of Idahoans hear about the ACP or other broadband affordability programs.

- 50% of Idahoans hear about the ACP or other broadband affordability programs.

- Double the number of households having heard of the ACP or other broadband affordability programs for each covered population starting with the baseline enrollments listed above.

- 50% increase in hearing about the ACP or other broadband affordability program for each covered population listed above (1.5x baseline).

- 100% increase in hearing about the ACP or other broadband affordability program for each covered population listed above (2x baseline).

### Covered populations served by this metric

- Households below 150% poverty level, aging individuals, incarcerated individuals, veterans, individuals with disabilities, individuals with a language barrier, individuals who are members of a racial or ethnic minority group, and individuals who primarily reside in a rural area.

### 2.3.1.3 Increase broadband plan transparency

Focus group participants indicate the need for more transparency in the types of internet available in their area (dial-up, broadband, fiber, satellite, etc.) and what speeds are required for different uses of the internet. Participants reported a disconnect between advertised speeds with those actually received in their community, resulting in inconsistent internet connections when multiple users in a household have concurrent professional or school obligations. Having more information about broadband plans will contribute to affordability because it will help Idahoans only pay for the amount of speed and bandwidth they need and have the ability to better compare different plans.

<b>Objective 2.3.1.3</b>		
Increase resources for Idahoans to make informed decisions when choosing broadband service.		
<b>Core activities</b>		
<ul style="list-style-type: none"> <li>• Incentivize internet providers to increase transparency of internet speeds available in a region for concurrent users.</li> <li>• Add information on broadband speeds to State of Idaho resources.</li> <li>• Create marketing and outreach materials on how to compare internet plans based on a household's location and digital needs (including Spanish translations and add other languages of need).</li> <li>• Track actual broadband speeds throughout the state, thereby relying less on self-reported speeds from internet providers (See also Link Up Idaho Initiative Five-Year Action Plan, p. 30).</li> <li>• Conduct one study comparing advertised versus actual broadband availability and speeds with an emphasis on rural areas (See also Link Up Idaho Five-Year Action Plan, p. 30).</li> </ul>		
<b>Baseline metrics</b>		
<ul style="list-style-type: none"> <li>• 62% of focus groups included participants who mentioned the need for increased transparency when choosing internet providers and plans (additional baseline metrics will be developed by further research efforts).</li> </ul>		
<b>Goal metric</b>	<b>3-year goal metric</b>	<b>5-year goal metric</b>
<ul style="list-style-type: none"> <li>• Reach a significant number of Idahoans with marketing and outreach materials on how to compare internet plans based on a household's location and digital needs.</li> </ul>	<ul style="list-style-type: none"> <li>• Reach 20% of Idahoans with marketing and outreach materials.</li> </ul>	<ul style="list-style-type: none"> <li>• Reach 33% of Idahoans with marketing and outreach materials.</li> </ul>
<b>Covered populations served by this metric</b>		
<ul style="list-style-type: none"> <li>• Individuals who primarily reside in a rural area and individuals with a language barrier.</li> </ul>		

### 2.3.1.4 Develop a framework for lowering costs for internet service, especially in rural areas

When asked, focus group participants generally expressed a preference for internet costs to be near \$50 a month for a basic level of service that could accommodate a small family’s concurrent usage needs (e.g., for school, work-from-home, etc.). Statewide, 64.7% of Idahoans say that internet service above \$100 is too expensive. That said, focus group participants noted a perceived disconnect between advertised service levels and costs, with some prioritizing stability and predictable service levels as a greater concern, noting they would gladly pay more if only to guarantee they receive the advertised speeds. Telecommunications professionals note the expensive cost of providing internet services to rural areas. Companies, especially larger national ones, do not anticipate enough return-on-investment to provide internet to low-populated areas or maintain enough local technical support staff to service customers in the region.

<b>Objective 2.3.1.4</b>		
Develop a framework for lowering the overall cost of consistent high-speed internet in Idaho, especially in rural areas.		
<b>Core activities</b>		
<ul style="list-style-type: none"> <li>• Bring together Idaho’s local leaders to share best practices in improving broadband infrastructure and lowering costs.</li> <li>• Explore potential tax credits/subsidies to help offset user costs.</li> <li>• Foster local government management/investment/ownership of infrastructure to offset cost to providers.</li> </ul>		
<b>Baseline metrics</b>		
<ul style="list-style-type: none"> <li>• 21.9% of Idahoans say it is difficult to pay their monthly internet bill.</li> <li>• 64.7% of Idahoans say that internet service for \$100 or more is too expensive.</li> <li>• 92% of focus groups included participants who mentioned that internet affordability is an issue for themselves or their community.</li> </ul>		
<b>Goal metric</b>	<b>3-year goal metric</b>	<b>5-year goal metric</b>
<ul style="list-style-type: none"> <li>• Decrease the number of Idahoans that say it is difficult to pay their monthly internet bill starting with the baseline of 21.9%.</li> </ul>	<ul style="list-style-type: none"> <li>• Less than 18% of Idahoans reporting difficulty paying monthly internet bill.</li> </ul>	<ul style="list-style-type: none"> <li>• Less than 15% of Idahoans reporting difficulty paying monthly internet bill.</li> </ul>
<b>Covered populations served by this metric</b>		
<ul style="list-style-type: none"> <li>• Households below 150% poverty level and individuals who primarily reside in a rural area.</li> </ul>		

## 2.3.2 Goal 2: Improve online accessibility and inclusivity of public resources and services

### 2.3.2.1 Increase accessibility of state websites and online services

As more government services and daily life (e.g., school, work, healthcare) move online, Idahoans may not be able to use these services, even if they have an active internet connection, due to many barriers, such as a lack of accessibility, poor website design, and lack of in-person support. This is especially true in instances where digitally-based services replace or reduce access to more traditional service delivery methods. Web Content Accessibility Guidelines (WCAG) 2.1 standards aim to make web content more accessible to a wide range of user groups and can serve as a benchmark by which to evaluate the accessibility of state websites and online services.

#### Objective 2.3.2.1

Ensure the State of Idaho's digital content remains accessible to Idahoans with an emphasis on covered populations.

#### Core activities

- Partner with state agencies to evaluate the accessibility of websites and make improvements.
- Increase the use of accessibility features on state government digital content.
- Improve the functionality of government websites and provide tutorials on how to use them.
- Emphasize improving accessibility of websites with services and resources for veterans.
- Emphasize improving accessibility of websites most commonly used by individuals leaving incarceration.
- Partner with organizations representing each covered population to determine the accessibility needs of covered populations.
- Conduct one study of state and local government websites for compatibility with accessibility features and technologies.
- Develop a toolkit of accessibility best practices for state and local government websites.

### Objective 2.3.2.1

#### Baseline metrics

- 8.0% of Idahoans reported unsatisfactory experiences accessing government services
- 4.4% of respondents 60 years of age or older reported unsatisfactory experiences accessing government services
- 8.8% of rural respondents reported unsatisfactory experiences accessing government services
- 11.6% of economically disadvantaged respondents reported unsatisfactory experiences accessing government services
- 11.1% of veteran respondents reported unsatisfactory experiences accessing government services
- 15.8% of respondents with disabilities reported unsatisfactory experiences accessing government services
- 3.2% of respondents whose native language is not English reported unsatisfactory experiences accessing government services
- TBD % of incarcerated individuals reported unsatisfactory experiences accessing government services. (ICfL will work with IDOC to identify a baseline in 2024.)
- 69% of focus groups included mentions of difficulty accessing government services online.

#### Goal metrics

#### 3-year goal metrics

#### 5-year goal metrics

<ul style="list-style-type: none"><li>• Decrease the number of Idahoans reporting unsatisfactory experiences accessing government services online starting with the baseline of 8.0%.</li></ul>	<ul style="list-style-type: none"><li>• Less than 7% of Idahoans reporting unsatisfactory experiences.</li></ul>	<ul style="list-style-type: none"><li>• Less than 5% of Idahoans reporting unsatisfactory experiences.</li></ul>
<ul style="list-style-type: none"><li>• Decrease the number of Idahoans reporting unsatisfactory experiences accessing government services for each covered population listed above.</li></ul>	<ul style="list-style-type: none"><li>• Decrease by a third the number of Idahoans reporting unsatisfactory experiences accessing government services for each covered population above (.67x baseline).</li></ul>	<ul style="list-style-type: none"><li>• Decrease by half the number of Idahoans reporting unsatisfactory experiences accessing government services for each covered population above (.5x baseline).</li></ul>

#### Covered populations served by this metric

- Households below 150% poverty level, aging individuals, incarcerated individuals, veterans, individuals with disabilities, individuals with a language barrier, individuals who are members of a racial or ethnic minority group, and individuals who primarily reside in a rural area.

### 2.3.2.2 Increase compatibility between state websites and mobile devices

Focus group and stakeholder interview participants reported that many people rely on only a cell phone for internet service. Statewide, 6.3% of Idahoans described accessing their household's internet service only through a cell phone. Among households below 150% poverty level, 13.8% report relying on only a cell phone. Beyond this number many Idahoans have increasing reliance on mobile devices and tablets to access state government services and resources. Increasing the compatibility between state websites and mobile devices will increase overall access for Idahoans, particularly those with low incomes who are more likely to rely on cell phones for internet access.

#### Objective 2.3.2.2

Ensure the State of Idaho's digital content is compatible with use on mobile devices and tablets.

#### Core activities

- Partner with state agencies to evaluate the compatibility of state websites and online content with mobile devices and tablets.
- Increase the use of mobile-friendly features on state government websites.
- Improve the functionality of government websites and provide tutorials on how to use them.
- Emphasize device programs on enabling upgrades to tablets or laptops for Idahoans who rely on only cell phones for internet services.
- Complete a study of state and local government websites for compatibility with mobile devices and tablets.
- Develop a toolkit of mobile-friendly web design best practices for state and local government websites.

#### Baseline metrics

- 8.0% of Idahoans reported unsatisfactory experiences accessing government services
- 4.4% of respondents 60 years of age or older reported unsatisfactory experiences accessing government services
- 8.8% of rural respondents reported unsatisfactory experiences accessing government services
- 11.6% of economically disadvantaged respondents reported unsatisfactory experiences accessing government services
- 11.1% of veteran respondents reported unsatisfactory experiences accessing government services
- 15.8% of respondents with disabilities reported unsatisfactory experiences accessing government services
- 3.2% of respondents whose native language is not English reported unsatisfactory experiences accessing government services
- TBD % of incarcerated individuals reported unsatisfactory experiences accessing government services. (ICfL will work with IDOC to identify a baseline in 2024.)
- 69% of focus groups included mentions of difficulty accessing government services online.

## Objective 2.3.2.2

### Goal metrics

- Decrease the number of Idahoans reporting unsatisfactory experiences accessing government services online starting with the baseline of 8.0%.

- Decrease the number of Idahoans reporting unsatisfactory experiences accessing government services for each covered population listed above.

### 3-year goal metrics

- Less than 7% of Idahoans reporting unsatisfactory experiences.

- Decrease by a third the number of Idahoans reporting unsatisfactory experiences accessing government services for each covered population listed above (.67x baseline).

### 5-year goal metrics

- Less than 5% of Idahoans reporting unsatisfactory experiences.

- Decrease by half the number of Idahoans reporting unsatisfactory experiences accessing government services for each covered population listed above (.5x baseline)

### Covered populations served by this metric

- Households below 150% poverty level, aging individuals, incarcerated individuals, veterans, individuals with disabilities, individuals with a language barrier, and individuals who primarily reside in a rural area.



### 2.3.2.3 Ensure access to essential state services

Focus group participants noted a need to ensure that Idahoans in remote areas still have adequate access to necessary services in the absence of reliable broadband. For example, some focus group participants reported no longer having a landline, but also unreliable internet and cell phone service. Consequently, when the internet is down they cannot access any services, including basic emergency services such as calling 911.

<b>Objective 2.3.2.3</b>		
Ensure rural communities that only have access to necessary state services through the internet have reliable access.		
<b>Core activities</b>		
<ul style="list-style-type: none"> <li>Evaluate and/or confirm necessary state services to identify any instances where they are only available to a community online.</li> <li>Partner with state and local agencies on rural emergency response, such as local EMS agencies and the Idaho Department of Emergency Management.</li> <li>Evaluate systemic redundancies in place to continue service provision in the event of localized or widespread internet outages.</li> <li>Encourage/incentivize internet providers to expand broadband access to households in remote areas.</li> <li>Conduct one study to identify the number of Idahoans living in rural areas with limited access to essential state services.</li> </ul>		
<b>Baseline metrics</b>		
<ul style="list-style-type: none"> <li>General concern about digital access in rural areas was the most common theme mentioned overall in the focus groups.</li> </ul>		
<b>Goal metric</b>	<b>3-year goal metric</b>	<b>5-year goal metric</b>
<ul style="list-style-type: none"> <li>Decrease the number of reported instances where necessary services could not be accessed (baseline data to be determined in future research).</li> </ul>	<ul style="list-style-type: none"> <li>Decrease the number of reported instances by a third (.67x future baseline).</li> </ul>	<ul style="list-style-type: none"> <li>Decrease the number of reported instances by half (.5x future baseline).</li> </ul>
<b>Covered populations served by this metric</b>		
<ul style="list-style-type: none"> <li>Individuals who primarily reside in a rural area.</li> </ul>		

**2.3.2.4 Continue development and promotion of Idaho’s digital access inventory**

As part of the development of this plan, an asset inventory was conducted in order to consolidate information on digital equity assets that already exist in Idaho. This objective seeks to make the development and maintenance of the online digital asset directory a permanent endeavor. This will aid in further relationship building with organizations providing digital assets across the state, particularly to covered populations.

**“At the end of the day, I would like to see even those that are on the fringes of the city still have access to high-speed fiber internet.”**  
 - Focus Group Participant



<b>Objective 2.3.2.4</b>		
Ensure ongoing maintenance and continued development of an online digital asset directory.		
<b>Core activities</b>		
<ul style="list-style-type: none"> <li>• Hire an online digital asset directory manager (or assign to existing staff in another program).</li> <li>• Reach out to all organizations to confirm participation and contact information.</li> <li>• Research additional digital assets to add to the inventory.</li> <li>• Create advertising materials and promote the continued development of the Idaho digital asset inventory.</li> </ul>		
<b>Baseline metrics</b>		
<ul style="list-style-type: none"> <li>• 220 digital assets identified in this plan.</li> </ul>		
<b>Goal metric</b>	<b>3-year goal metric</b>	<b>5-year goal metric</b>
<ul style="list-style-type: none"> <li>• Increase the number of digital assets in Idaho’s digital asset inventory.</li> </ul>	<ul style="list-style-type: none"> <li>• 350 digital assets identified.</li> </ul>	<ul style="list-style-type: none"> <li>• 500 digital assets identified.</li> </ul>
<b>Covered populations served by this metric</b>		
<ul style="list-style-type: none"> <li>• Households below 150% poverty level, aging individuals, incarcerated individuals, veterans, individuals with disabilities, individuals with a language barrier, individuals who are members of a racial or ethnic minority group, and individuals who primarily reside in a rural area.</li> </ul>		

### 2.3.3 Goal 3: Increase digital skills

#### 2.3.3.1 Provide funding for basic digital and computer skills training

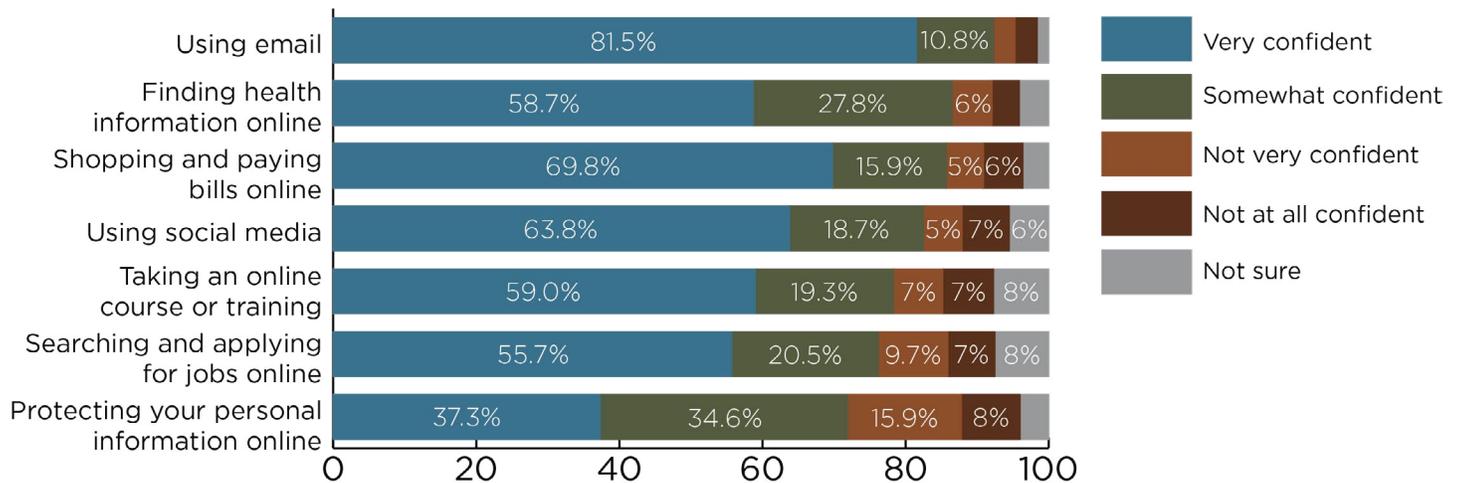
Many Idahoans need assistance with basic digital skills to participate in work, government services, and modern life. While most viewed basic computer skills (e.g., using a computer, common programs, and checking email) as the greatest need, many expressed a preference for a variety of options to address the needs of all skill levels. An increase in internet-connected home devices (e.g., smart TVs) underscore the importance of basic digital skills in everyday life. Digital skills education can also include training in determining the accuracy and credibility of online information. This objective will be particularly relevant for Idaho’s aging population because this group reports much higher rates of not feeling confident with basic digital skills. As part of our statewide survey efforts, we defined basic digital skills to include using email, using social media, searching and applying for jobs online, finding health information online, shopping and paying bills online, taking an online course or training, and protecting their personal information. Figure 2.3.3.1 shows that even though many Idahoans feel confident with digital skills, there are still those that struggle with basic digital skills.

**“If you can help with just the most basic stuff that would probably have the biggest bang for the buck.”**

- Focus Group Participant



**Figure 2.3.3.1: Digital Skills Survey Results**



### Objective 2.3.3.1

Increase digital skill levels particularly among Idaho's covered populations.

#### Core activities

- Establish targeted marketing campaigns designed to help increase digital skill levels.
- Offer subgrants for in-person or accessible online course offerings for organizations serving each covered population.
- Enhance current state-sponsored on-demand digital skills training offerings, including the ICfL's one-stop-shop for digital skills (IdahoDigitalSkills.org).
- Partner with adult education programs at Idaho's institutions of higher education to enhance their well-developed digital skills training and human-centered support.
- Repeated measurement of Idahoans digital skills (via statewide surveys).
- Award subgrants for in-person or accessible online digital skills training (at least one subgrantee that serves each covered population).

#### Baseline metrics

- 92% of focus groups included mentions of individuals with great need of digital skills training.
- 16.3% of Idahoans are not confident in searching for jobs online.
- 34.3% among people over 60 are not confident in searching for jobs online.
- 22.0% among rural respondents are not confident in searching for jobs online.
- 24.6% among economically disadvantaged respondents are not confident in searching for jobs online.
- 17.0% among veteran respondents are not confident in searching for jobs online.
- 29.8% among respondents with disabilities are not confident in searching for jobs online.
- 16.1% of respondents whose native language is not English are not confident in searching for jobs online.
- 14.0% of Idahoans are not confident in taking an online course.
- 29.4% among people over 60 are not confident in taking an online course.
- 17.6% of rural respondents are not confident in taking an online course.
- 22.3% of economically disadvantaged respondents are not confident in taking an online course.
- 19.3% of veteran respondents are not confident in taking an online course.
- 31.6% of respondents with disabilities are not confident in taking an online course.
- 16.1% of respondents whose native language is not English are not confident in taking an online course.
- 624 digital skills certifications earned by incarcerated individuals in the past 3 years (June 2020 - June 2023) (data from Idaho Department of Correction)

### Objective 2.3.3.1

- 12.0% of Idahoans are not confident using social media.
- 26.0% among people over 60 are not confident using social media.
- 18.7% among rural respondents are not confident using social media.
- 19.2% of economically disadvantaged respondents are not confident using social media.
- 21.5% of veteran respondents are not confident using social media.
- 19.3% of respondents with disabilities are not confident using social media.
- 6.5% of respondents whose native language is not English are not confident using social media.

Goal metrics	3-year goal metrics	5-year goal metrics
<ul style="list-style-type: none"> <li>• Decrease the number of Idahoans who say they are not confident with basic digital skills including the seven skills mentioned in Figure 2.3.3.1.</li> </ul>	<ul style="list-style-type: none"> <li>• Decrease by a third the number of Idahoans who are not confident with basic digital skills (.67x baseline)</li> </ul>	<ul style="list-style-type: none"> <li>• Decrease by half the number of Idahoans who are not confident with basic digital skills (.5x baseline).</li> </ul>
<ul style="list-style-type: none"> <li>• Increase the number of visits to IdahoDigitalSkills.org. (Baseline will be the total number of site visits in the first year of the DAAI plan implementation).</li> </ul>	<ul style="list-style-type: none"> <li>• 50% increase in annual site visits to IdahoDigitalSkills.org (1.5x future baseline).</li> </ul>	<ul style="list-style-type: none"> <li>• 100% increase in annual site visits to IdahoDigitalSkills.org (2x future baseline).</li> </ul>
<ul style="list-style-type: none"> <li>• Increase the number of digital skills certifications earned by incarcerated individuals during a 3-year span</li> </ul>	<ul style="list-style-type: none"> <li>• 50% increase in total digital skills certifications earned within the last 3 years (936 digital skills certifications)</li> </ul>	<ul style="list-style-type: none"> <li>• 100% increase in total digital skills certifications earned within the last 3 years (1,248 digital skills certifications)</li> </ul>

#### Covered populations served by this metric

- Households below 150% poverty level, aging individuals, incarcerated individuals, veterans, individuals with disabilities, individuals with a language barrier, individuals who are members of a racial or ethnic minority group, and individuals who primarily reside in a rural area.

### 2.3.3.2 Establish a digital skills education internship program

Focus group participants viewed harnessing the digital skills of Idaho’s youth as an opportunity to increase access for all, by offering school credit or extracurricular options to incentivize community youth to tutor or help less technologically-savvy residents become more comfortable using a computer. Through this programming, students can

get high school or college credit or other compensation while teaching community members necessary digital skills. The experiential learning in the digital skills internship program will help students learn how to serve Idaho's covered populations and carry those skills into the workforce.

**“A plan for that statewide, where our students can be utilized, getting the generations together and use the knowledge that they come by so easily to help the generation who isn't intuitive. I think that would be really excellent and would be unique to Idaho.”**

**- Focus Group Participant**



### **Objective 2.3.3.2**

Increase the number of Idaho's youth engaged in digital skills education.

#### **Core activities**

- Create programming that compensates high school and college students for working with seniors and others on improving digital skills.
- Partner with University of Idaho Extension on programming opportunities, including the Digital Economy Program and 4-H.
- Partner with school districts and institutions of higher education to offer credit for participating in programs.
- Ensure at least one internship program serves each covered population.

#### **Baseline metrics**

- 92% of focus groups included mentions of individuals with great need of digital skills training.
- 16.3% of Idahoans are not confident in searching for jobs online.
- 34.3% among people over 60 are not confident in searching for jobs online.
- 22.0% among rural respondents are not confident in searching for jobs online.
- 24.6% among economically disadvantaged respondents are not confident in searching for jobs online.
- 17.0% among veteran respondents are not confident in searching for jobs online.
- 29.8% among respondents with disabilities are not confident in searching for jobs online.
- 16.1% of respondents whose native language is not English are not confident in searching for jobs online.

### Objective 2.3.3.2

- 14.0% of Idahoans are not confident in taking an online course.
  - 29.4% among people over 60 are not confident in taking an online course.
  - 17.6% of rural respondents are not confident in taking an online course.
  - 22.3% of economically disadvantaged respondents are not confident in taking an online course.
  - 19.3% of veteran respondents are not confident in taking an online course.
  - 31.6% of respondents with disabilities are not confident in taking an online course.
  - 16.1% of respondents whose native language is not English are not confident in taking an online course.
- 12.0% of Idahoans are not confident using social media.
  - 26.0% among people over 60 are not confident using social media.
  - 18.7% among rural respondents are not confident using social media.
  - 19.2% of economically disadvantaged respondents are not confident using social media.
  - 21.5% of veteran respondents are not confident using social media.
  - 19.3% of respondents with disabilities are not confident using social media.
  - 6.5% of respondents whose native language is not English are not confident using social media.

Goal metric	3-year goal metric	5-year goal metric
<ul style="list-style-type: none"> <li>• Decrease the number of Idahoans who say they are not confident with basic digital skills including the seven skills mentioned in Figure 2.3.3.1.</li> </ul>	<ul style="list-style-type: none"> <li>• Decrease by a third the number of Idahoans who are not confident with basic digital skills (.67x baseline).</li> </ul>	<ul style="list-style-type: none"> <li>• Decrease by half the number of Idahoans who are not confident with basic digital skills (.5x baseline).</li> </ul>

#### Covered populations served by this metric

- Households below 150% poverty level, aging individuals, veterans, individuals with disabilities, individuals with a language barrier, individuals who are members of a racial or ethnic minority group, and individuals who primarily reside in a rural area.

### 2.3.3.3 Decrease social stigma surrounding digital confidence

For many Idahoans, social stigma surrounding digital confidence is a huge barrier to improving digital skills. In 85% of focus groups, participants spoke of individuals' recognition that they need instruction on how to use a computer or access the internet, but these individuals might be reluctant to admit such need in a public setting, such as a formal class or program. Focus group participants expressed fear and intimidation regarding their lack of digital confidence,

**“There’s those people that want to learn, and they will do it. And there are the people that don’t want to learn and there’s no way you’re going to get them there to do it.”**

- Focus Group Participant



such as reporting a fear of “breaking something” on either their own computer or network. This fear makes them reluctant to engage with technology. Participants who had past experience in digital skills programs reported low and/or inconsistent attendance at the courses offered.

<b>Objective 2.3.3.3</b>		
Promote the image of all Idahoans receiving training on how to use computers and the internet.		
<b>Core activities</b>		
<ul style="list-style-type: none"> <li>• Create a marketing campaign geared toward the general public (including campaign materials translated into Spanish and other needed languages).</li> <li>• Distribute printed campaign materials about decreasing social stigma surrounding digital literacy to senior centers, meal services (such as Meals on Wheels), and school lunch box programs.</li> <li>• Distribute printed campaign materials to groups representing each covered population.</li> <li>• Provide education about the extent to which internet and device use affects greater broadband systems (including the degree to which it does not).</li> <li>• Collaborate with adult education programs at Idaho’s institutions of higher education to promote the image of all Idahoans receiving digital skills training.</li> <li>• Add a self-reported “fear of the internet” assessment to future statewide surveys.</li> </ul>		
<b>Baseline metrics</b>		
<ul style="list-style-type: none"> <li>• 85% of focus groups included mentions of intimidation or resistance to using the internet (additional baseline metrics will be developed by further research efforts).</li> </ul>		
<b>Goal metrics</b>	<b>3-year goal metrics</b>	<b>5-year goal metrics</b>
<ul style="list-style-type: none"> <li>• Reach a significant number of Idaho households with marketing and outreach materials that address social stigma surrounding digital literacy.</li> </ul>	<ul style="list-style-type: none"> <li>• Reach 20% of Idahoans with marketing and outreach materials.</li> </ul>	<ul style="list-style-type: none"> <li>• Reach 33% of Idahoans with marketing and outreach materials.</li> </ul>
<ul style="list-style-type: none"> <li>• Decrease scores on the self-reported fear of internet assessment (metrics will be updated using the results of future surveys).</li> </ul>	<ul style="list-style-type: none"> <li>• 25% decrease in scores on the fear of internet assessment (.75x future baseline).</li> </ul>	<ul style="list-style-type: none"> <li>• 50% decrease in scores on the fear of internet assessment (.5x future baseline)</li> </ul>
<b>Covered populations served by this metric</b>		
<ul style="list-style-type: none"> <li>• Households below 150% poverty level, aging individuals, veterans, individuals with disabilities, individuals with a language barrier, individuals who are members of a racial or ethnic minority group, and individuals who primarily reside in a rural area.</li> </ul>		

## 2.3.4 Goal 4: Spread awareness of cybersecurity and online privacy

### 2.3.4.1 Increase awareness of cybersecurity and protecting personal information

Cybersecurity was mentioned as a concern in 100% of the focus groups. Focus group participants expressed a general concern over their personal cybersecurity, aware that there are numerous threats and scams on the internet, although this threat did not deter their overall internet usage. Statewide, nearly a quarter of those surveyed said they were not confident about protecting their personal information online.

#### Objective 2.3.4.1

Increase Idahoans cybersecurity training.

#### Core activities

- Conduct a marketing campaign to raise awareness of cybersecurity best practices about password security and scam detection.
- Distribute printed campaign materials with basic cybersecurity tips to senior centers, meal services (such as Meals on Wheels), and school lunch box programs.
- Distribute printed campaign materials to groups representing each covered population.
- Create questions for surveys assessing both trust and risk of Idahoans in terms of cybersecurity.
- Bring together stakeholders across Idaho to address cybersecurity concerns.
- Convene an annual working group of local leaders to share best practices in improving awareness of cybersecurity and promote training for Idahoans.

#### Baseline metrics

- 100% of focus groups included mentions of concern about cybersecurity.
- 24.1% of Idahoans report they are not confident about protecting their personal information online.
- 35.3% of Idahoans over 60 report they are not confident about protecting their personal information online.
- 29.3% of rural respondents report they are not confident about protecting their personal information online.
- 30.4% of economically disadvantaged respondents report they are not confident about protecting their personal information online.
- 32.6% of veteran respondents report they are not confident about protecting their personal information online.
- 31.6% of respondents with disabilities report they are not confident about protecting their personal information online.
- 25.8% of respondents whose native language is not English report they are not confident about protecting their personal information online.
- TBD % of incarcerated individuals report they are not confident about protecting their personal information online. (ICfL will work with IDOC to identify a baseline in 2024.)

## Objective 2.3.4.1

### Goal metrics

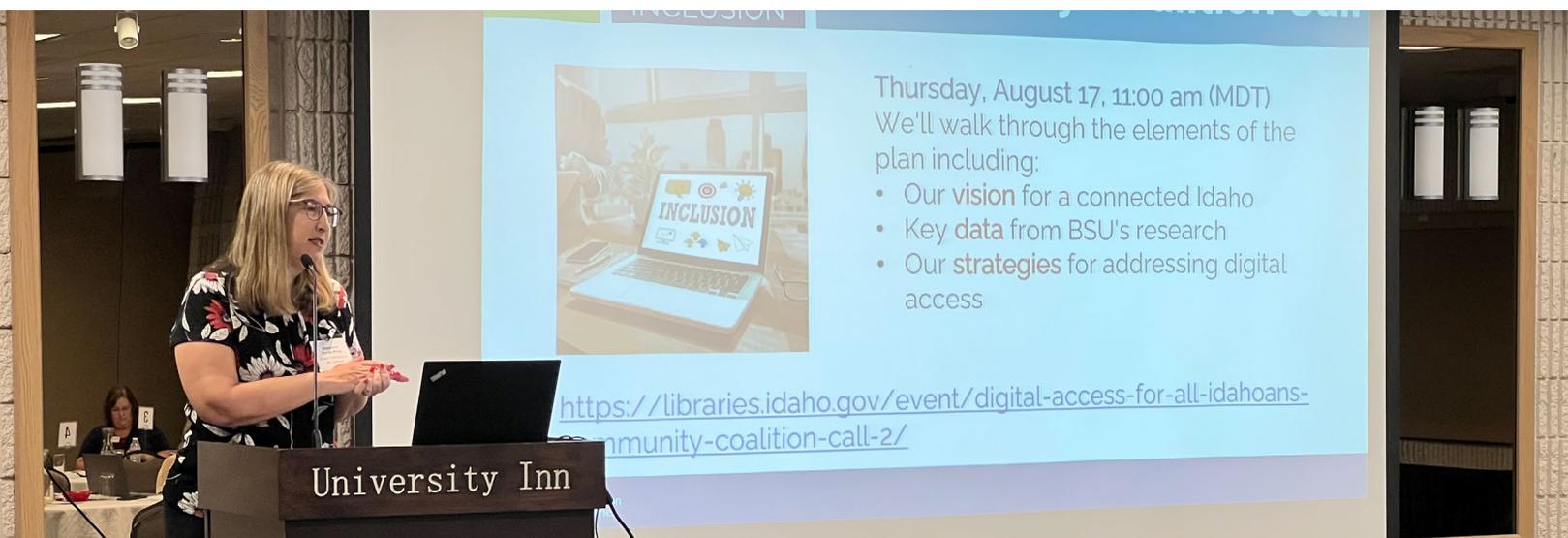
### 3-year goal metrics

### 5-year goal metrics

<ul style="list-style-type: none"> <li>Decrease the number of Idahoans that report they are not confident they are able to protect their information online starting with the baseline of 24.1%</li> </ul>	<ul style="list-style-type: none"> <li>Less than 20% of Idahoans who are not confident they are able to protect their information online.</li> </ul>	<ul style="list-style-type: none"> <li>Less than 15% of Idahoans who are not confident they are able to protect their information online.</li> </ul>
<ul style="list-style-type: none"> <li>Decrease the number of Idahoans in each covered population that report they are not confident they are able to protect their information online.</li> </ul>	<ul style="list-style-type: none"> <li>5% decrease from baseline for the number of Idahoans that report they are not confident they are able to protect their information online for each covered population listed above.</li> </ul>	<ul style="list-style-type: none"> <li>10% decrease from baseline for the number of Idahoans that report they are not confident they are able to protect their information online for each covered population listed above.</li> </ul>
<ul style="list-style-type: none"> <li>Reach a significant number of Idahoans with marketing and outreach materials that increase awareness of cybersecurity</li> </ul>	<ul style="list-style-type: none"> <li>Reach 20% of Idahoans with marketing and outreach materials.</li> </ul>	<ul style="list-style-type: none"> <li>Reach 33% of Idahoans with marketing and outreach materials.</li> </ul>

### Covered populations served by this metric

- Households below 150% poverty level, aging individuals, incarcerated individuals, veterans, individuals with disabilities, individuals with a language barrier, individuals who are members of a racial or ethnic minority group, and individuals who primarily reside in a rural area.



### 2.3.4.2 Improve cybersecurity training opportunities

Cybersecurity was mentioned as a concern in 100% of the focus groups. A majority of focus group participants reported receiving no specific cybersecurity training outside of their employment (if any) and only becoming aware of potential threats or data breaches through media coverage. There is a broad range of privacy awareness in the community, spanning from residents who are too trusting in anything and anyone they encounter online to those who refuse to use a device at all out of fear that being connected to the internet is too dangerous. The former group engages in risky behavior while the latter's distrust keeps them from accessing the internet. By providing training and education to both groups, Idahoans' awareness of online dangers can be increased while also equipping them with the skills they need to feel confident in their ability to avoid them.

#### Objective 2.3.4.2

Increase availability of cybersecurity training for Idahoans.

#### Core activities

- Enhance current state-sponsored on-demand cybersecurity training offerings, including the ICfL's one-stop-shop for digital skills (IdahoDigitalSkills.org).
- Leveraging the State of Idaho's [existing cybersecurity employee training program](#), or similar quality training and making it available to residents throughout the state.
- Provide funding for in-person or accessible online cybersecurity training offerings.
- Require cybersecurity training for those receiving new or refurbished devices through DAAI programs.
- Award subgrants for in-person cybersecurity skills training (at least one subgrantee that serves each covered population).

#### Baseline metrics

- 100% of focus groups included mentions of concern about cybersecurity.
- 24.1% of Idahoans report they are not confident about protecting their personal information online.
- 35.3% of Idahoans over 60 report they are not confident about protecting their personal information online.
- 29.3% of rural respondents report they are not confident about protecting their personal information online.
- 30.4% of economically disadvantaged respondents report they are not confident about protecting their personal information online.
- 32.6% of veteran respondents report they are not confident about protecting their personal information online.
- 31.6% of respondents with disabilities report they are not confident about protecting their personal information online.
- 25.8% of respondents whose native language is not English report they are not confident about protecting their personal information online.
- TBD % of incarcerated individuals report they are not confident about protecting their personal information online. (ICfL will work with IDOC to identify a baseline in 2024.)

Objective 2.3.4.2		
Goal metrics	3-year goal metrics	5-year goal metrics
<ul style="list-style-type: none"> <li>Decrease the number of Idahoans that report they are not confident they are able to protect their information online starting with the baseline of 24.1%</li> </ul>	<ul style="list-style-type: none"> <li>Less than 20% of Idahoans who are not confident they are able to protect their information online.</li> </ul>	<ul style="list-style-type: none"> <li>Less than 15% of Idahoans who are not confident they are able to protect their information online.</li> </ul>
<ul style="list-style-type: none"> <li>Decrease the number of Idahoans in each covered population that report they are not confident they are able to protect their information online.</li> </ul>	<ul style="list-style-type: none"> <li>5% decrease from baseline for the number of Idahoans that report they are not confident they are able to protect their information online for each covered population listed above.</li> </ul>	<ul style="list-style-type: none"> <li>10% decrease from baseline for the number of Idahoans that report they are not confident they are able to protect their information online for each covered population listed above.</li> </ul>
Covered populations served by this metric		
<ul style="list-style-type: none"> <li>Households below 150% poverty level, aging individuals, incarcerated individuals, veterans, individuals with disabilities, individuals with a language barrier, individuals who are members of a racial or ethnic minority group, and individuals who primarily reside in a rural area.</li> </ul>		

### 2.3.5 Goal 5: Increase availability and affordability of devices and technical support

#### 2.3.5.1 Create a digital navigator program

The need for in-person help with all aspects of digital access was a common theme across all of the data collected. Focus group participants reported that professional technical support is not a widely available service, so the burden either falls to internet providers, Idahoans’ own friends and family, public entities like libraries and schools, or their own ability to problem-solve on the internet (e.g., Google and YouTube). A digital navigator program will provide needed technical support and digital skills training for Idahoans struggling with their devices or accessing digital resources.

**“Scammer 101 would be a great class.”**  
 - Focus Group Participant



### Objective 2.3.5.1

Establish a digital navigator program to address the technical support needs of covered populations.

#### Core activities

- Hire digital navigators across the state to provide in-person or accessible technical support to Idaho’s six regions and each covered population.
- Partner with public libraries, nonprofits, or other organizations to house digital navigators and provide space for technical support and digital skills training.
- Conduct a customer service satisfaction survey and collect data on numbers of customers served.

#### Baseline metrics

- 100% of focus groups included mentions of the lack of technical support services.
- 7.3% of Idahoans report having a device they couldn’t fix alone or with help in the last six months.
- 6.4% of respondents 60 years or older report they couldn’t fix devices alone or with help.
- 9.5% of rural residents report they couldn’t fix devices alone or with help.
- 10.3% of economically disadvantaged respondents report they couldn’t fix devices alone or with help.
- 5.9% of veteran respondents report they couldn’t fix devices alone or with help.
- 15.8% of respondents with disabilities report they couldn’t fix devices alone or with help.
- 9.7% of respondents whose native language is not English report they couldn’t fix devices alone or with help.
- TBD % of incarcerated individuals report they couldn’t fix devices alone or with help. (ICfL will work with IDOC to identify a baseline in 2024.)

#### Goal metrics

#### 3-year goal metrics

#### 5-year goal metrics

<ul style="list-style-type: none"><li>• Decrease the number of Idahoans having a device they couldn’t fix starting with the baseline of 7.3%.</li></ul>	<ul style="list-style-type: none"><li>• Less than 6% of Idahoans with a device they can’t fix</li></ul>	<ul style="list-style-type: none"><li>• Less than 5% of Idahoans with a device they can’t fix.</li></ul>
<ul style="list-style-type: none"><li>• Achieve digital navigators serving 7,000 customers statewide annually.</li></ul>	<ul style="list-style-type: none"><li>• Reach 3,000 served annually.</li></ul>	<ul style="list-style-type: none"><li>• Reach 7,000 served annually</li></ul>
<ul style="list-style-type: none"><li>• Maintain a high level customer satisfaction rating for digital navigators.</li></ul>	<ul style="list-style-type: none"><li>• Achieve at least an 80% customer satisfaction rating annually.</li></ul>	<ul style="list-style-type: none"><li>• Achieve at least an 80% customer satisfaction rating annually.</li></ul>

#### Covered populations served by this metric

- Households below 150% poverty level, aging individuals, incarcerated individuals, veterans, individuals with disabilities, individuals with a language barrier, individuals who are members of a racial or ethnic minority group, and individuals who primarily reside in a rural area.

### 2.3.5.2 Establish statewide, regional, and local technical support options

The data from focus groups and stakeholder interviews shows that reliable technical support is not widely available, and virtually non-existent in many rural communities. Focus group participants expressed a strong desire for more trusted resources, be it an online repository of instructions (text or video) explaining how to set-up common devices (computers, smart phones, smart TVs, routers, etc.), or the ability to speak to someone in Idaho to help walk through their issue. Focus group participants note that technical support needs in communities typically cross boundaries of responsibility. For instance, internet providers note they have a responsibility to deliver internet service to a house and provide technical support for issues related to that delivery, but are not responsible for addressing issues within the house (e.g., adding smart TVs or other home devices to the Wi-Fi network). Similarly, residents expressed frustration at not always having a resource to help them deal with those issues.

**“Having the right device is so important. Not everybody is one size fits all.”**

- Focus Group Participant



#### Objective 2.3.5.2

Establish technical support options Idaho residents know is reliable and will be able to help.

#### Core activities

- Hire digital navigators across the state to provide in-person or accessible technical support to at least one of the covered populations.
- Establish an online technical support repository with instructions for common devices and/or technical issues.
- Advertise and marketing campaign to educate Idahoans about technical support resources.
- Create or expand technical support centers across Idaho.
- Provide information about the digital navigator program to ISPs to share with customers.
- Measure program participation numbers, such as resource usage numbers (e.g., calls, website impressions, tickets opened, etc.).
- Award subgrants for creation or expansion of a technical support and device refurbishing center in each of Idaho’s six regions.
- Award subgrants to rural communities to establish local technical support programs.
- Conduct a customer service satisfaction survey and collect data on numbers of customers served.

## Objective 2.3.5.2

### Baseline metrics

- 100% of focus groups included mentions of the lack of technical support services.
- 7.3% of Idahoans report having a device they couldn't fix alone or with help in the last six months.
- 6.4% of respondents 60 years or older report they couldn't fix devices alone or with help.
- 9.5% of rural residents report they couldn't fix devices alone or with help.
- 10.3% of economically disadvantaged respondents report they couldn't fix devices alone or with help.
- 5.9% of veteran respondents report they couldn't fix devices alone or with help.
- 15.8% of respondents with disabilities report they couldn't fix devices alone or with help.
- 9.7% of respondents whose native language is not English report they couldn't fix devices alone or with help.
- TBD % of incarcerated individuals report they couldn't fix devices alone or with help. (ICfL will work with IDOC to identify a baseline in 2024.)

### Goal metrics

### 3-year goal metrics

### 5-year goal metrics

<ul style="list-style-type: none"> <li>• Decrease the number of Idahoans having a device they couldn't fix starting with the baseline of 7.3%.</li> </ul>	<ul style="list-style-type: none"> <li>• Less than 6% of Idahoans with a device they can't fix.</li> </ul>	<ul style="list-style-type: none"> <li>• Less than 5% of Idahoans with a device they can't fix.</li> </ul>
<ul style="list-style-type: none"> <li>• Achieve digital navigators serving 7,000 customers statewide annually.</li> </ul>	<ul style="list-style-type: none"> <li>• Reach 3,000 served annually.</li> </ul>	<ul style="list-style-type: none"> <li>• Reach 7,000 served annually.</li> </ul>
<ul style="list-style-type: none"> <li>• Maintain a high level customer satisfaction rating for digital navigators.</li> </ul>	<ul style="list-style-type: none"> <li>• Achieve at least an 80% customer satisfaction rating annually.</li> </ul>	<ul style="list-style-type: none"> <li>• Achieve at least an 80% customer satisfaction rating annually.</li> </ul>

### Covered populations served by this metric

- Households below 150% poverty level, aging individuals, incarcerated individuals, veterans, individuals with disabilities, individuals with a language barrier, individuals who are members of a racial or ethnic minority group, and individuals who primarily reside in a rural area.

### 2.3.5.3 Provide funding to refurbish devices for covered populations

Participants in 38% of focus groups indicate the need for more refurbished devices, as device costs can leave them reliant upon those provided by their employer and/or schools, or publicly available resources through libraries or school computer labs. Some focus group participants noted a general lack of awareness of existing programs that can help individuals and/

**“Having a local presence is key to to maintaining customer support, in my opinion.”**

- Focus Group Participant



or families purchase a device. Programs could be offered by organizations such as non-profits, school districts, or student-led initiatives. The existence of programs varied from region to region, with no universally available option. Even within communities where programs existed, not all residents were aware they were an option.

### **Objective 2.3.5.3**

Increase affordability of devices through investment in refurbished devices.

#### **Core activities**

- Build a statewide “device pipeline” by partnering with refurbishing organizations, state agencies, and Idaho colleges and universities to create a source for inexpensive refurbished Internet-enabled devices that are available for those in the covered populations at no or low-cost.
- Incentivize businesses and/or communities to establish device refurbishment opportunities.
- Equip potential technical support centers with device repair shops and/or second-hand markets.
- Explore establishment of state tax credit for device donation to these programs.
- Targeted marketing campaigns to raise awareness of device program options in that region.
- Host public meetings to raise awareness of program offerings within that community.
- Award subgrants to eligible entities to provide refurbished devices to covered populations (at least one in each region and at least one per covered population).
- Award subgrants for creation of a technical support and device refurbishing center in each of Idaho’s six regions.

#### **Baseline metrics**

- 38% of focus groups include mentions of the need for more refurbished devices.
- 7.0% of Idahoans say they do not have enough devices for their households.
- 6.9% of respondents with 60 years of age or older say they do not have enough devices for their households.
- 7.3% of rural respondents say they do not have enough devices for their households.
- 11.6% of economically disadvantaged respondents say they do not have enough devices for their households.
- 8.2% of veteran respondents say they do not have enough devices for their households.
- 8.8% of respondents with disabilities say they do not have enough devices for their households.
- 6.5% of respondents whose native language is not English say they do not have enough devices for their households.

<b>Objective 2.3.5.3</b>		
<b>Goal metrics</b>	<b>3-year goal metrics</b>	<b>5-year goal metrics</b>
<ul style="list-style-type: none"> <li>Decrease the numbers of Idahoans reporting not having enough devices starting with the baseline of 7.0%</li> </ul>	<ul style="list-style-type: none"> <li>Less than 6.0% reporting not having enough devices.</li> </ul>	<ul style="list-style-type: none"> <li>Less than 5.0% reporting not having enough devices.</li> </ul>
<b>Goal metrics</b>	<b>3-year goal metrics</b>	<b>5-year goal metrics</b>
<ul style="list-style-type: none"> <li>Decrease the number of Idahoans reporting not having enough devices by 2% from baseline for each covered population listed above.</li> </ul>	<ul style="list-style-type: none"> <li>1% decrease in the number of Idahoans reporting not having enough devices for each covered population listed above.</li> </ul>	<ul style="list-style-type: none"> <li>2% decrease in the number of Idahoans reporting not having enough devices for each covered population listed above.</li> </ul>
<ul style="list-style-type: none"> <li>Provide refurbished devices to members of covered populations.</li> </ul>	<ul style="list-style-type: none"> <li>Provide 4,000 devices.</li> </ul>	<ul style="list-style-type: none"> <li>Provide 10,000 devices.</li> </ul>
<ul style="list-style-type: none"> <li>Reach a significant number of Idahoans with marketing and outreach materials that increase awareness of device affordability programs.</li> </ul>	<ul style="list-style-type: none"> <li>Reach 20% of Idahoans with marketing and outreach materials.</li> </ul>	<ul style="list-style-type: none"> <li>Reach 33% of Idahoans with marketing and outreach materials.</li> </ul>
<b>Covered populations served by this metric</b>		
<ul style="list-style-type: none"> <li>Households below 150% poverty level, aging individuals, veterans, individuals with disabilities, individuals with a language barrier, individuals who are members of a racial or ethnic minority group, and individuals who primarily reside in a rural area.</li> </ul>		

**2.3.5.4 Increase devices available at public libraries**

Most focus group participants agreed that devices offered by public libraries, including computers, printers, and mobile hotspots, were a valuable resource that is well used by their respective communities.

**“There have been people that post little notes in here, like I need help with my computer, give me a call...Those people are desperate, some of them posting up notes around town asking, seeking out help with their computers like on billboards.”**  
 - Focus Group Participant



### Objective 2.3.5.4

Increase Idahoans' access to digital devices, as well as the range of devices offered, through public libraries.

#### Core activities

- Develop libraries as anchor institutions of local communities to improve device availability and affordability.
- Increase the number of devices available for use at public libraries or that can be checked out.
- Provide funding for public libraries to purchase additional new or refurbished devices, including hotspot enabled devices.
- Award public libraries subgrant funding to purchase new or refurbished devices.
- Conduct a marketing campaign to raise awareness of the availability of new devices at public libraries.

#### Baseline metrics

- 5.7% of Idahoans say they used a public device to access the internet in a public place.
- 6.4% of respondents with 60 years of age or older say they used a public device.
- 5.5% of rural respondents say they used a public device.
- 8.0% of economically disadvantaged respondents say they used a public device.
- 7.4% of veteran respondents say they used a public device.
- 5.3% of respondents with disabilities say they used a public device.
- 6.5% of respondents whose native language is not English say they used a public device.

#### Goal metric

- Provide new devices to public libraries.

#### 3-year goal metric

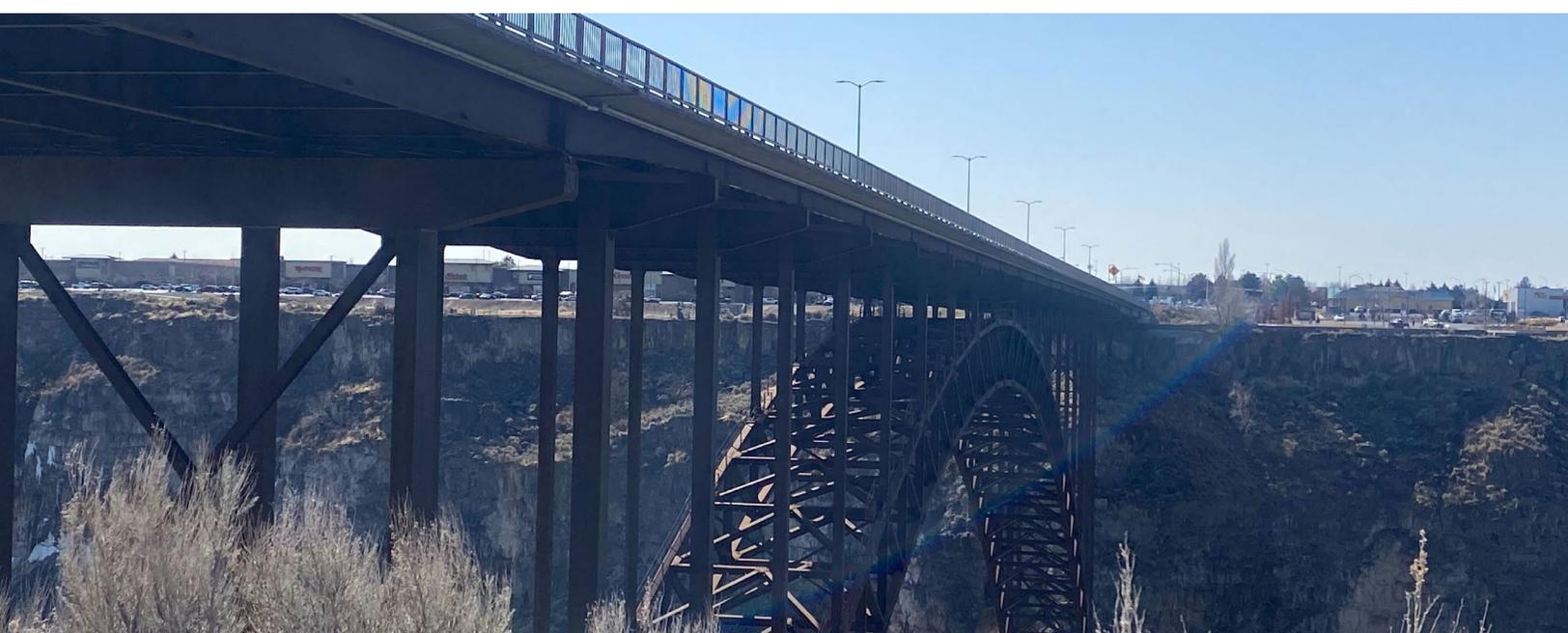
- Provide 400 new devices to public libraries.

#### 5-year goal metric

- Provide 600 new devices to public libraries.

#### Covered populations served by this metric

- Individuals who primarily reside in a rural area, households below 150% poverty level.



# 3 Current State of Digital Equity: Barriers and Assets

## 3.1 Asset Inventory

This section describes the inventory of digital inclusion assets for the State of Idaho, including details about digital inclusion assets that address barriers for covered populations. An asset is defined in the DAAI plan as any resources that addresses barriers to digital inclusion in Idaho and contributes to the vision and objectives of the DAAI plan. Idaho’s digital inclusion asset inventory was created through the process of asset mapping, which includes multiple methods of gathering information on digital inclusion assets. Assets were identified through focus groups, interviews, online research of public information, and planning events hosted by the ICfL. The goal of Idaho’s digital inclusion asset inventory is to increase collaboration among the numerous industries and organizations working toward digital equity throughout the state. Idaho’s digital asset inventory is a “living document,” meaning that resources should be used to ensure it is regularly updated and advertised in order to be properly leveraged throughout the DAAI plan implementation period (See objective 2.3.2.4).

The ICfL developed the Digital Access for All Idahoans Resource Guide survey to complement asset mapping resources. This form is accessible on the ICfL’s website and shared with plan collaborators. It aims to gather data on organizations offering digital inclusion-related services like broadband access, affordability, device access, digital skills support, public devices, internet access, and digital inclusion funding. Participants are also asked to specify the target populations served by their organization.

The ICfL combined survey results, asset mapping, and additional research to create an interactive map and directory. The directory includes information on community anchor institutions that provide comprehensive digital inclusion services, such as libraries, colleges, area agencies on aging, workforce development offices, and national and local nonprofits. Users will be able to filter the directory based on services provided and the target population served by each organization.

### DAAI Resource Directory

The Digital Access for All Idahoans Resource Directory is a searchable inventory of digital access resources. The directory is designed to connect Idahoans with help getting online, getting a device, digital skills, technical support, and finding digital inclusion funding. Please complete the survey to be added to the directory or request changes to a current listing.

The screenshot displays the DAAI Resource Directory interface. At the top, there is a search bar with a search icon and a 'Near' dropdown menu. Below the search bar are three columns of filter options, each with a header and a list of checkboxes:

- Organization Type:**
  - Faith-Based Organization
  - Federal Government
  - Foundation/Philanthropic
  - Higher Education
  - Housing Authority
  - Internet Service Provider
  - K-12 School
  - Library
  - Local Government
  - Local Nonprofit
  - National Nonprofit
  - Private Sector
  - State Government
  - Tribal Government
  - Other
- Target Populations:**
  - Immigrants or Refugees
  - Incarcerated Persons
  - Low-Income Households
  - Members of a Racial or Ethnic Minority Group
  - Older Adults
  - Persons with Disabilities
  - Persons with a Language Barrier
  - Rural Residents
  - Veterans
  - Other
- Digital Inclusion Focus Area:**
  - Broadband Access & Affordability
  - Device Access
  - Digital Skills & Technical Support
  - Public Devices & Internet Access
  - Digital Inclusion Funding
  - Other

Below the filters, there is a search bar with a magnifying glass icon. The main content area shows two organization cards and a map. The first card is for AARP Idaho, located at 250 S 5th Street, Boise, Idaho 83702. Its Digital Inclusion Focus Areas are Digital Inclusion Funding and Digital Skills & Technical Support. Its Target Populations are Older Adults. Its Organization Type is National Nonprofit. The second card is for Aberdeen District Library, located at 76 E Central Ave, Aberdeen, Idaho 83210. Its Digital Inclusion Focus Areas are Device Access, Digital Skills & Technical Support, and Public Devices & Internet Access. Its Target Populations are Immigrants or Refugees, Incarcerated Persons, Low-Income Households, Members of a Racial or Ethnic Minority Group, Older Adults, Persons with a Language Barrier, Persons with Disabilities, Rural Residents, and Veterans. Its Organization Type is Library. To the right of the cards is a map of Idaho with several red location pins.

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
AARP Idaho	250 S 5th Street, Suite 800 Boise, ID 83702  Ph: 866-295-7284  <a href="https://states.aarp.org/idaho/">https://states.aarp.org/idaho/</a>	National Nonprofit	aging individuals	X		X	X	
Aberdeen District Library	76 E. Central Ave. Aberdeen, ID 83210  Ph: 208-397-4427  <a href="https://aberdeen.lili.org">https://aberdeen.lili.org</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Ada Community Library - Hidden Springs Branch	5849 Hidden Springs Dr. Boise, ID 83714  Ph: 208-229-2665  <a href="http://www.adalib.org/hiddensprings">http://www.adalib.org/hiddensprings</a>	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Ada Community Library - Lake Hazel Branch	10489 W. Lake Hazel Rd. Boise, ID 83709  Ph: 208-297-6700  <a href="http://www.adalib.org/lakehazel">http://www.adalib.org/lakehazel</a>	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, Rural Residents, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Ada Community Library - Star Branch	10706 W. State St. Star, ID 83669  Ph: 208-286-9755  <a href="http://www.adalib.org/star">http://www.adalib.org/star</a>	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Ada Community Library - Victory Branch	10664 W. Victory Rd. Boise, ID 83709  Ph: 208-362-0181  <a href="http://www.adalib.org/victory">http://www.adalib.org/victory</a>	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Altura Community Consulting & Business Finance (East Central Idaho Planning and Development Agency)	299 E. 4th N. Rexburg, ID 83440  Ph: 208-356-4524  <a href="https://alturaidaho.com/">https://alturaidaho.com/</a>	Local Nonprofit	aging individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans	X				
American Civil Liberties Union of Idaho	P.O. Box 1897 Boise, ID 83701  Ph: 208-344-9750  <a href="https://www.aclu.idaho.org/">https://www.aclu.idaho.org/</a>	National Nonprofit	incarcerated individuals, individuals who are members of a racial or ethnic minority group, individuals with a disability			X	X	

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
American Falls District Library	308 Roosevelt St. American Falls, ID 83211  Ph: 208-226-2335  <a href="http://www.aflibrary.org">http://www.aflibrary.org</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Area Agency on Aging of Eastern Idaho	935 Lincoln Road Idaho Falls, ID 83401  Ph: 208-522-5391  <a href="https://www.eastidahoaging.com/services/">https://www.eastidahoaging.com/services/</a>	Local Nonprofit	aging individuals			X	X	
Area Agency on Aging of North Central Idaho	124 New 6th Street Lewiston, ID 83501  Ph: 208-743-5580  <a href="https://www.cap4action.org/aaa/">https://www.cap4action.org/aaa/</a>	Local Nonprofit	aging individuals			X	X	
Area Agency on Aging of North Idaho	402 W Canfield Avenue, Suite 1 Coeur D Alene, ID 83815  Ph: 208-667-3179  <a href="https://www.aaani.org/">https://www.aaani.org/</a>	Local Nonprofit	aging individuals			X	X	
Area Agency on Aging of South Central Idaho	650 Addison Avenue West Twin Falls, ID 83303  Ph: 208-736-2122  <a href="https://oa.csi.edu/">https://oa.csi.edu/</a>	Local Nonprofit	aging individuals			X	X	

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Area Agency on Aging of South East Idaho	214 E Center Street Suite 10 Pocatello, ID 83201  Ph: 208-233-5232  <a href="https://sicog.org/area-agency-on-aging/">https://sicog.org/area-agency-on-aging/</a>	Local Nonprofit	aging individuals			X	X	
Area Agency on Aging of Southwest Idaho	1505 South Eagle Rd Suite 120 Meridian, ID 83642  Ph: 208-898-7060  <a href="https://www.a3ssa.com/">https://www.a3ssa.com/</a>	Local Nonprofit	aging individuals			X	X	
Armoral Tuttle Public Library	301 N. Plymouth New Plymouth, ID 83655  Ph: 208-729-0123  <a href="http://newplymouth.lili.org">http://newplymouth.lili.org</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, Persons With Disabilities, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Association of Idaho Cities	3100 S Vista Ave., Ste. 201 Boise, ID 83705  Ph: 208-344-8594  <a href="https://idahocities.org/">https://idahocities.org/</a>	Local Government	individuals who primarily reside in a rural area			X	X	
Bear Lake County District Library	138 N. 6th St. Montpelier, ID 83254  Ph: 208-847-1664  <a href="https://bearlake.lili.org">https://bearlake.lili.org</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Bear Lake County District Library - Paris Branch	62 S. Main St. Paris, ID 83261  Ph: 208-945-2253  <a href="https://bearlake.lili.org">https://bearlake.lili.org</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Bellevue Public Library	117 E. Pine Bellevue, ID 83313  Ph: 208-788-4503  <a href="http://bellevue.lili.org">http://bellevue.lili.org</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Benewah County District Library - Tensed Branch	304 C Street Tensed, ID 83870  Ph: 208-274-2922  <a href="http://tensed.lili.org">http://tensed.lili.org</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Benewah County District Library - Tri-Community Branch	46 Isaacson Fernwood, ID 83830  Ph: 208-245-4883  <a href="http://tricomunity.lili.org">http://tricomunity.lili.org</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Blackfoot Public Library	129 N. Broadway Blackfoot, ID 83221  Ph: 208-785-8628  <a href="http://blackfootlibrary.org">http://blackfootlibrary.org</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Boise Basin Library District	123 Montgomery St. Idaho City, ID 83631  Ph: 208-392-4558  <a href="https://boisebasin.lili.org">https://boisebasin.lili.org</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Boise Public Library	715 S. Capitol Blvd. Boise, ID 83702  Ph: 208-972-8255  <a href="http://www.boisepubliclibrary.org">http://www.boisepubliclibrary.org</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Boise Public Library - Bown Crossing Branch	2153 E. Riverwalk Dr. Boise, ID 83702  Ph: 208-972-8360  <a href="http://www.boisepubliclibrary.org/locations/library!-at-bown-crossing/">http://www.boisepubliclibrary.org/locations/library!-at-bown-crossing/</a>	Library	Low-Income Households, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Boise Public Library - Cole & Ustick Branch	7557 W. Ustick Boise, ID 83704  Ph: 208-570-6900  <a href="http://www.boisepubliclibrary.org/locations/library!-at-cole-ustick/">http://www.boisepubliclibrary.org/locations/library!-at-cole-ustick/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Boise Public Library - Collister Branch	4724 W. State St. Boise, ID 83703  Ph: 208-562-4995  <a href="http://www.boisepubliclibrary.org/locations/library!-at-collister/">http://www.boisepubliclibrary.org/locations/library!-at-collister/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Boise Public Library - Hillcrest Branch	5246 W. Overland Rd. Boise, ID 83705  Ph: 208-972-8340  <a href="http://www.boisepubliclibrary.org/locations/library!-at-hillcrest/">http://www.boisepubliclibrary.org/locations/library!-at-hillcrest/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Boise State University Osher Lifelong Learning Institute	220 E. Parkcenter Blvd. Boise, ID 83706  Ph: 208-426-6554  <a href="https://www.boisestate.edu/osher/">https://www.boisestate.edu/osher/</a>	Higher Education	aging individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans			X		X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Boise State University Professional and Continuing Education	1910 University Dr Boise, ID 83725  Ph: 208-426-3861  <a href="https://www.boises-tate.edu/pace/">https://www.boises-tate.edu/pace/</a>	Higher Education	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a language barrier, individuals who primarily reside in a rural area		X	X	X	X
Boise State veterans Upward Bound	1885 University Dr. Boise, ID 83725  Ph: 208-426-3632  <a href="https://www.bois-estate.edu/education-vub/">https://www.bois-estate.edu/education-vub/</a>	Higher Education	households below 150% poverty level, veterans, incarcerated individuals	X				X
Boundary County District Library	6370 Kootenai St. Bonners Ferry, ID 83805  Ph: 208-267-3750  <a href="http://boundarycountylibrary.com">http://boundarycountylibrary.com</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Bruneau District Library	32073 Ruth St Bruneau, ID 83604  Ph: 208-845-2131  <a href="http://bruneau.lili.org">http://bruneau.lili.org</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Buhl Public Library	215 Broadway N. Buhl, ID 83316  Ph: 208-543-6500  <a href="https://buhlpubliclibrary.org">https://buhlpubliclibrary.org</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Burley Public Library	1300 Miller Ave Burley, ID 83318  Ph: 208-878-7708  <a href="https://bplibrary.org/">https://bplibrary.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Caldwell Public Library	1010 Dearborn Caldwell, ID 83605  Ph: 208-459-3242  <a href="https://www.caldwellpubliclibrary.org">https://www.caldwellpubliclibrary.org</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Camas County District Library	607 Solider Rd. Fairfield, ID 83327  Ph: 208-764-2553  <a href="http://camas.lili.org">http://camas.lili.org</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Cambridge Community Library	120 S. Superior St. Cambridge, ID 83610  Ph: 208-257-3434  <a href="http://cambridge.lili.org">http://cambridge.lili.org</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Cascade Public Library	105 N. Front St. Cascade, ID 83611  Ph: 208-382-4757  <a href="http://cascade.lili.org">http://cascade.lili.org</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Center for Hope	530 E Anderson St Idaho Falls, ID 83401  Ph: 208-538-1888  <a href="https://www.center-forhopeif.org/">https://www.center-forhopeif.org/</a>	Local nonprofit	incarcerated individuals, households below 150% poverty level		X			
Central District Health	707 Armstrong Pl. Boise, ID 83704  Ph: 208-375-5211  <a href="https://www.cdhd.idaho.gov/">https://www.cdhd.idaho.gov/</a>	Local Government	individuals with a language barrier, households below 150% poverty level, individuals who are members of a racial or ethnic minority group	X				

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Challis Public Library	531 W. Main St. Challis, ID 83226  Ph: 208-879-4267  <a href="http://challis.lili.org">http://challis.lili.org</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
City Of Bovill	100 Railroad Ave, # 569 Bovill, ID 83806  Ph: 208-826-3603  <a href="https://www.cityof-bovill.net/">https://www.cityof-bovill.net/</a>	Local Government	households below 150% poverty level, aging individuals, individuals with a disability, individuals who primarily reside in a rural area, veterans	X	X	X	X	X
Clark County District Library	21 E Main St. Dubois, ID 83423  Ph: 208-374-5267  <a href="http://clarkcounty.lili.org">http://clarkcounty.lili.org</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Clarkia District Library	377 Poplar St. Clarkia, ID 83812  Ph: 208-245-2908  <a href="https://clarkia.lili.org">https://clarkia.lili.org</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Clearwater County District Library	204 Wood Street Weippe, ID 83553  Ph: 208-435-4058  <a href="https://ccfldat-weippe.lili.org/">https://ccfldat-weippe.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Clearwater Economic Development Association	1626 6th Ave. N. Lewiston, ID 83501  Ph: 208-746-0015  <a href="https://www.clearwater-eda.org">https://www.clearwater-eda.org</a>	Local Nonprofit	aging individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans	X				
Clearwater Memorial Library	402 Michigan Ave. Orofino, ID 83544  Ph: 208-476-3411  <a href="https://www.orofino-library.com/">https://www.orofino-library.com/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Coeur d'Alene Public Library	702 E Front Ave Coeur d'Alene, ID 83814  Ph: 208-769-2315  <a href="https://cdalibrary.org/">https://cdalibrary.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Coeur d'Alene Tribe	850 A Street Plummer, ID 83851  Ph: 208-686-1800  <a href="https://www.cda-tribe-nsn.gov/">https://www.cda-tribe-nsn.gov/</a>	Tribal Government	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals who primarily reside in a rural area, veterans	X	X	X	X	X
College of Eastern Idaho - College & Career Readiness Center	1600 S 25th E Idaho Falls, ID 83404  Ph: 208-535-5386  <a href="https://cei.edu/programs-of-study/college-career-readiness-center">https://cei.edu/programs-of-study/college-career-readiness-center</a>	Higher Education	aging individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
College of Southern Idaho - Adult Education	315 Falls Ave Twin Falls, ID 83301  Ph: 208-732-6534  <a href="https://www.csi.edu/college-career-readiness-adult-education/default.aspx">https://www.csi.edu/college-career-readiness-adult-education/default.aspx</a>	Higher Education	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a language barrier, individuals who primarily reside in a rural area		X	X	X	X
College of Southern Idaho - Community Education Program	315 Falls Avenue Twin Falls, ID 83303  Ph: 208-732-6442  <a href="https://www.communityed.csi.edu">https://www.communityed.csi.edu</a>	Higher Education	aging individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans			X		X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
College of Western Idaho - Adult Education Program	9100 W Black Eagle Dr Boise, ID 83709  Ph: 208-562-2575  <a href="https://cwi.edu/adult-education-ged-prep">https://cwi.edu/adult-education-ged-prep</a>	Higher Education	aging individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
College of Western Idaho - ESL Digital Skills Classes	P.O. Box 3010 Nampa, ID 83653  Ph: 208-562-2571  <a href="https://cwi.edu/file/esl-digital-skills-classes">https://cwi.edu/file/esl-digital-skills-classes</a>	Higher Education	individuals with a language barrier			X		X
Community Library Network - Athol Branch	30399 Third St. Athol, ID 83801  Ph: 208-683-2979  <a href="http://www.communitylibrary.net/">http://www.communitylibrary.net/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Community Library Network - Harrison Branch	111 S. Coeur d'Alene Harrison, ID 83833  Ph: 208-689-3976  <a href="http://www.communitylibrary.net/">http://www.communitylibrary.net/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

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Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Community Library Network - Hayden Branch	8385 N. Government Way Hayden, ID 83835  Phone: 208-772-5612  <a href="http://www.communitylibrary.net/">http://www.communitylibrary.net/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Community Library Network - Pinehurst Branch	107 Main St. Pinehurst, ID 83850  Ph: 208-682-3483  <a href="http://www.communitylibrary.net/">http://www.communitylibrary.net/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Community Library Network - Post Falls Branch	821 N. Spokane Post Falls, ID 83854  Ph: 208-773-1506  <a href="http://www.communitylibrary.net/">http://www.communitylibrary.net/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Community Library Network - Rathdrum Branch	16320 N. Hwy 41 Rathdrum, ID 83858  Ph: 208-687-1029  <a href="http://www.communitylibrary.net/">http://www.communitylibrary.net/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Community Library Network - Spirit Lake Branch	32575 N. Fifth Ave. Spirit Lake, ID 83869  Ph: 208-623-5353  <a href="http://www.communitylibrary.net/">http://www.communitylibrary.net/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Consulado de México en Boise	701 Morrison Knudsen Plaza Dr Boise, ID 83712  Ph: 208-343-6228  <a href="https://consulmex.sre.gob.mx/boise/">https://consulmex.sre.gob.mx/boise/</a>	Consulate	individuals with a language barrier, individuals who are members of a racial or ethnic minority group, individuals who primarily reside in a rural area	X				
Council District Library	104 California Ave. Council, ID 83612  Ph: 208-253-6004  <a href="https://council.lili.org/">https://council.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
DeMary Memorial Public Library	417 7th St. Rupert, ID 83350  Ph: 208-436-3874  <a href="http://demary.lili.org/">http://demary.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

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Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Donnelly Public Library District	150 East State Street Donnelly, ID 83615  Ph: 208-325-8237  <a href="http://donnelly.lili.org/">http://donnelly.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Eagle Public Library	100 N. Stierman Way Eagle, ID 83616  Ph: 208-939-6814  <a href="https://www.eagle-publiclibrary.org">https://www.eagle-publiclibrary.org</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
East Bonner County Library District	1407 Cedar St. Sandpoint, ID 83864  Ph: 208-263-6930  <a href="https://ebonnerlibrary.org/">https://ebonnerlibrary.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
East Bonner County Library District - Clark Fork Branch	601 Main St. Clark Fork, ID 83811  Ph: 208-266-1321  <a href="https://ebonnerlibrary.org/">https://ebonnerlibrary.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

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Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Eastern Owyhee County District Library	520 Boise Avenue Grand View, ID 83624  Ph: 208-834-2785  <a href="https://eastowyhee.lili.org/">https://eastowyhee.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Education Networks of America (ENA)	802 W Bannock St #405 Boise, ID 83702  Ph: 615-312-6000  <a href="https://www.ena.com/">https://www.ena.com/</a>	Private Sector	households below 150% poverty level	X				
Elk River Free Library District	203 Main Elk River, ID 83827  Ph: 208-826-3539  <a href="https://elkriver.lili.org/">https://elkriver.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Emmett Public Library	275 S. Hayes Emmett, ID 83617  Ph: 208-365-6057  <a href="https://www.city-ofemmett.org/library">https://www.city-ofemmett.org/library</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

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Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Filer Public Library	219 Main St. Filer, ID 83328  Ph: 208-326-4143  <a href="https://filer.lili.org/">https://filer.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Fremont County District Library	925 Main Ashton, ID 83420  Ph: 208-652-7280  <a href="https://fremont.lili.org/">https://fremont.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Fremont County District Library - Island Park Branch	3775 Sand Crane Dr. Island Park, ID 83429  Ph: 208-558-0991  <a href="https://fremont.lili.org/">https://fremont.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Fremont County District Library - St. Anthony Branch	420 Bridge St. St. Anthony 83445  Ph: 208-624-3192  <a href="https://fremont.lili.org/">https://fremont.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

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Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Garden City Public Library	6015 Glenwood St. Garden City 83714  Ph: 208-472-2942  <a href="https://notaquietlibrary.org/">https://notaquietlibrary.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Garden Valley District Library	85 Old Crouch Road Garden Valley, ID 83622  Ph: 208-462-3317  <a href="https://gardenvally.lili.org/">https://gardenvally.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Glenns Ferry Public Library	298 S. Lincoln Glenns Ferry, ID 83623  Ph: 208-366-2045  <a href="https://glennsferrylibrary.lili.org/">https://glennsferrylibrary.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Gooding District Library	306 Fifth Ave. W. Gooding, ID 83330  Ph: 208-934-4089  <a href="https://gooding.lili.org/">https://gooding.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

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Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Grace District Library	204 S. Main Grace, ID 83241  Ph: 208-425-3695  <a href="https://grace.lili.org/">https://grace.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Grangeville Centennial Library	215 W. North St. Grangeville, ID 83530  Ph: 208-983-0951  <a href="http://grangeville.us/grangeville-centennial-library/">http://grangeville.us/grangeville-centennial-library/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Gypsy Jackson Memorial Library (Homedale Public Library)	125 W. Owyhee Homedale, ID 83628  Ph: 208-337-4228  <a href="https://homedale.lili.org/">https://homedale.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Hagerman Public Library	441 S. State Street Hagerman, ID 83332  Phone: 208-837-6520  <a href="https://www.hagermanpubliclibrary.org/">https://www.hagermanpubliclibrary.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

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Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Hailey Public Library	7 W. Croy St. Hailey, ID 83333  Ph: 208-788-2036  <a href="https://www.hailey-publiclibrary.org/">https://www.hailey-publiclibrary.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Hansen Community Library	120 W. Maple Ave. W. Hansen, ID 83334  Ph: 208-423-4122  <a href="https://hansen.lili.org/">https://hansen.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Horseshoe Bend District Library	392 Hwy. 55, Horse- shoe Bend Horseshoe Bend, ID 83629  Ph: 208-793-2460  <a href="http://horseshoe-bend.lili.org/">http://horseshoe-bend.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Idaho Assistive Technology Project	1187 Alturas Drive Moscow, ID 83843  Ph: 1-800-432-8324  <a href="https://idahoat.org/">https://idahoat.org/</a>	Higher Education	individuals with a disability					X
Idaho Commission for the Blind & Visually Impaired	341 W Washington St Boise, ID 83702  Ph: 208-334-3220  <a href="https://icbvi.idaho.gov/">https://icbvi.idaho.gov/</a>	State Government	individuals with a disability		X			

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Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Idaho Commission on Hispanic Affairs	2399 S Orchard St Ste. 204, Boise, ID 83705  Ph: 208-334-3776  <a href="https://icha.idaho.gov/">https://icha.idaho.gov/</a>	State Government	individuals who are members of a racial or ethnic minority group			X	X	
Idaho Community Foundation	210 W State St Boise, ID 83702  Ph: 208-342-3535  <a href="https://www.idahocf.org/">https://www.idahocf.org/</a>	Local Nonprofit	aging individuals, individuals who primarily reside in a rural area, individuals who are members of a racial or ethnic minority group	X				
Idaho Council for the Deaf and Hard of Hearing	7950 W King St #101 Boise, ID 83704  Ph: 208-334-0879  <a href="https://cdhh.idaho.gov/">https://cdhh.idaho.gov/</a>	State Government	individuals with a disability	X				
Idaho Council on Developmental Disabilities	700 West State Street Boise, ID 83702  Ph: 208-334-2178  <a href="https://icdd.idaho.gov/">https://icdd.idaho.gov/</a>	State Government	individuals with a disability					X
Idaho Department of Labor - Boise	1st Floor, East, 317 W Main St Boise, ID 83735  Ph: 208-332-3575  <a href="https://www.labor.idaho.gov/dnn/Local-Office-Directory">https://www.labor.idaho.gov/dnn/Local-Office-Directory</a>	State Government	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	

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Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Idaho Department of Labor - Burley	127 W 5th St North Burley, ID 83318  Ph: 208-678-5518  <a href="https://www.labor.idaho.gov/dnn/Local-Office-Directory">https://www.labor.idaho.gov/dnn/Local-Office-Directory</a>	State Government	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	
Idaho Department of Labor - Caldwell	4514 Thomas Jefferson St Caldwell, ID 83605  Ph: 208-364-7781  <a href="https://www.labor.idaho.gov/dnn/Local-Office-Directory">https://www.labor.idaho.gov/dnn/Local-Office-Directory</a>	State Government	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	
Idaho Department of Labor - Idaho Falls	1515 E Lincoln Road Idaho Falls, ID 83401  Ph: 208-557-2500  <a href="https://www.labor.idaho.gov/dnn/Local-Office-Directory">https://www.labor.idaho.gov/dnn/Local-Office-Directory</a>	State Government	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	

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Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Idaho Department of Labor - Lewiston	1158 Idaho St Lewiston, ID 83501  Ph: 208-799-5000  <a href="https://www.labor.idaho.gov/dnn/Local-Office-Directory">https://www.labor.idaho.gov/dnn/Local-Office-Directory</a>	State Government	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	
Idaho Department of Labor - Pocatello	430 N 5th Ave Pocatello, ID 83205  Ph: 208-236-6710  <a href="https://www.labor.idaho.gov/dnn/Local-Office-Directory">https://www.labor.idaho.gov/dnn/Local-Office-Directory</a>	State Government	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	
Idaho Department of Labor - Post Falls	600 N Thornton St Post Falls, ID 83854  Ph: 208-457-8789  <a href="https://www.labor.idaho.gov/dnn/Local-Office-Directory">https://www.labor.idaho.gov/dnn/Local-Office-Directory</a>	State Government	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	

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Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Idaho Department of Labor - Sandpoint	613 Ridley Village Rd, Ste. C Sandpoint, ID 83864  Ph: 208-263-7544  <a href="https://www.labor.idaho.gov/dnn/Local-Office-Directory">https://www.labor.idaho.gov/dnn/Local-Office-Directory</a>	State Government	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	
Idaho Department of Labor - Twin Falls	420 Falls Ave Twin Falls, ID 83301  Ph: 208-735-2500  <a href="https://www.labor.idaho.gov/dnn/Local-Office-Directory">https://www.labor.idaho.gov/dnn/Local-Office-Directory</a>	State Government	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	
Idaho Dept of Correction, Education Program	1299 N. Orchard St. Boise, ID 83706  Ph: 208-658-2000  <a href="https://www.idoc.idaho.gov">https://www.idoc.idaho.gov</a>	State Government	incarcerated individuals			X	X	
Idaho Dept of Labor (IDOL) Unemployment Insurance Division	317 W Main St Boise, ID 83702  Ph: 208-332-3575  <a href="https://www.labor.idaho.gov/Unemployment-Benefits/">https://www.labor.idaho.gov/Unemployment-Benefits/</a>	State Government	households below 150% poverty level			X	X	
Idaho Digital Learning Alliance (IDLA)	3324 S Milwaukee St Suite 120 Boise, ID 83709  Ph: 208-342-0207  <a href="https://www.idahodigitallearning.org/">https://www.idahodigitallearning.org/</a>	Secondary Education	households below 150% poverty level	X				

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Idaho Division of Veterans Services	351 Collins Road Boise, ID 83702  Ph: 208-780-1300  <a href="https://veterans.idaho.gov/">https://veterans.idaho.gov/</a>	State Government	veterans	X				
Idaho Division of Vocational Rehabilitation	650 W. State Street Boise, ID 83720  Ph: 208-334-3390  <a href="https://vr.idaho.gov/">https://vr.idaho.gov/</a>	State Government	individuals with a disability	X				
Idaho Education Technology Association (IETA)	N/A  Ph: N/A  <a href="https://www.idahoedtech.org/">https://www.idahoedtech.org/</a>	Local Nonprofit	households below 150% poverty level	X				
Idaho Falls Public Library	457 W Broadway Idaho Falls, ID 83402  Ph: 208-612-8450  <a href="https://www.ifpl.org/">https://www.ifpl.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Idaho Falls Public Library - Iona Community Branch	3548 N. Main St. Iona, ID 83427  Ph: 208-523-2358  <a href="https://www.ifpl.org/">https://www.ifpl.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Idaho Falls Public Library - Swan Valley Branch	3389 Highway 26 Irwin, ID 83428  Ph: 208-483-2405  <a href="https://www.ifpl.org/">https://www.ifpl.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Idaho Forestry Group	687 Canfield Ave., Suite 100 Coeur d'Alene, ID 83815  Ph: 208-255-3200  <a href="https://ifg.com/">https://ifg.com/</a>	Private Sector	individuals who primarily reside in a rural area			X	X	
Idaho Housing & Finance Association (IHFA)	565 W Myrtle St Boise, ID 83702  Ph: 855-505-4700  <a href="https://www.idaho-housing.com/">https://www.idaho-housing.com/</a>	Housing Authority	households below 150% poverty level, aging individuals	X				
Idaho Library Association	3046 W. Tubac Dr Meridian, ID 83646  Ph: N/A  <a href="https://idaholibraries.wildapricot.org/">https://idaholibraries.wildapricot.org/</a>	Local Nonprofit			X			
Idaho Parents Unlimited, Inc.	4619 W Emerald St, Ste. E Boise, ID 83706  Ph: 208-342-5884  <a href="https://ipulidaho.org/">https://ipulidaho.org/</a>	Local Nonprofit	individuals with a disability, Youth	X				
Idaho State Independent Living Council	120 Cole Rd Boise, ID 83709  Ph: 208-334-3800  <a href="https://silc.idaho.gov/">https://silc.idaho.gov/</a>	State Government	individuals with a disability					

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Idaho State University - Adult Education	777 Memorial Drive, Roy F. Christensen Building, #48, 3rd Floor Pocatello, ID 83209  Ph: 208-282-2468  <a href="https://www.isu.edu/adulteducation/">https://www.isu.edu/adulteducation/</a>	Higher Education	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a language barrier, individuals who primarily reside in a rural area		X	X	X	X
Idaho State University - Continuing Education/ Workforce Training	921 South 8th Ave Pocatello, ID 83209  Ph: 208-282-3372  <a href="https://cetrain.isu.edu">https://cetrain.isu.edu</a>	Higher Education	aging individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans			X		X
Idaho State University Libraries	850 S. 9th Avenue Pocatello, ID 83209  Ph: 208-282-2958  <a href="https://www.isu.edu/library/">https://www.isu.edu/library/</a>	Higher Education	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans			X	X	
Idaho State University TRIO Program	921 South 8th Ave, Stop 8345 Pocatello, ID 83209  Ph: 208-282-3242  <a href="https://www.isu.edu/trio/">https://www.isu.edu/trio/</a>	Higher Education	households below 150% poverty level, individuals who primarily reside in a rural area	X				
Idaho Veterans Chamber of Commerce	P.O. Box 191341 Boise, ID 83719  Ph: 208-917-9977  <a href="https://www.idahoveterans.org/">https://www.idahoveterans.org/</a>	Local nonprofit	veterans	X				

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Idaho Workforce Development Council	514 W. Jefferson St. Boise, ID 83702  Ph: 208-488-7567  <a href="https://wdc.idaho.gov/">https://wdc.idaho.gov/</a>	State Government	aging individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans	X	X			
Imagine Idaho Foundation	428 Park Ave Idaho Falls, ID 83402  Ph: 208-450-1641  <a href="https://www.imagineidaho.org/">https://www.imagineidaho.org/</a>	Local Nonprofit	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans	X				
JANNUS-Idaho Office for Refugees	1607 W Jefferson St. Boise, ID 83702  Ph: 208-336-5533  <a href="https://www.jannus.org/program/idaho-office-for-refugees/">https://www.jannus.org/program/idaho-office-for-refugees/</a>	Local Nonprofit	individuals who are members of a racial or ethnic minority group,			X	X	
Jefferson County District Library	623-A N. 3500 E. Menan, ID 83434  Ph: 208-754-0021  <a href="http://menanlibrary.weebly.com/">http://menanlibrary.weebly.com/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Jefferson County District Library - Hamer Branch	2450 E. 2100 N. Hamer, ID 83425  Ph: 208-662-5275  <a href="https://hamer.lili.org/">https://hamer.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Jefferson County District Library - Heart of the Valley Branch	1252 E. 1500 N. Terreton, ID 83450  Ph: 208-663-4834  <a href="https://heart.lili.org/">https://heart.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Jerome Public Library	100 First Ave. E. Jerome, ID 83338  Ph: 208-324-5427  <a href="http://jerome.lili.org/">http://jerome.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Kellogg Public Library	16 W. Market Kellogg, ID 83837  Ph: 208-786-7231  <a href="https://kellogg.lili.org/">https://kellogg.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

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Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Kimberly Public Library	120 Madison W. Kimberly, ID 83341  Ph: 208-423-4556  <a href="http://kimberly.lili.org/">http://kimberly.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Kootenai Tribe of Idaho	100 Circle Drive Bonners Ferry, ID 83805  Ph: 208-267-3519  <a href="http://www.kootenai.org/">http://www.kootenai.org/</a>	Tribal Government	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals who primarily reside in a rural area, veterans	X	X	X	X	X
Kuna Library District	457 N. Locust Kuna, ID 83634  Ph: 208-922-1025  <a href="https://www.kunalibrary.org/">https://www.kunalibrary.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Larsen-Sant Public Library (Franklin Co. District)	109 South 1st East Preston, ID 83263  Ph: 208-852-0175  <a href="https://www.larsen-santlibrary.org/">https://www.larsen-santlibrary.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Latah County Library District	110 S. Jefferson St. Moscow, ID 83843  Ph: 208-882-3925  <a href="https://www.latahlibrary.org/">https://www.latahlibrary.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Latah County Library District - Bovill Branch	301 First Ave. Bovill, ID 83806  Ph: 208-826-3451  <a href="http://www.latahlibrary.org/branches/bovill">http://www.latahlibrary.org/branches/bovill</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Latah County Library District - Deary Branch	304 Second Ave. Deary, ID 83823  Ph: 208-877-1664  <a href="http://www.latahlibrary.org/branches/deary">http://www.latahlibrary.org/branches/deary</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Latah County Library District - Genesee Branch	140 E. Walnut St. Genesee, ID 83832  Ph: 208-285-1398  <a href="http://www.latahlibrary.org/branches/genesee">http://www.latahlibrary.org/branches/genesee</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Latah County Library District - Juliaetta Branch	205 Main St. Juliaetta, ID 83535  Ph: 208-276-7071  <a href="http://www.latahlibrary.org/branches/juliaetta">http://www.latahlibrary.org/branches/juliaetta</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Latah County Library District - Potlatch Branch	1010 Onaway Rd. Potlatch, ID 83855  Ph: 208-875-1036  <a href="http://www.latahlibrary.org/branches/potlatch">http://www.latahlibrary.org/branches/potlatch</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Latah County Library District - Troy Branch	402 S. Main Troy, ID 83871  Ph: 208-835-4311  <a href="http://www.latahlibrary.org/branches/troy">http://www.latahlibrary.org/branches/troy</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Learning Lab	308 E 36th St Garden City, ID 83714  Ph: 208-344-1335  <a href="https://learninglabinc.org/programs-2/">https://learninglabinc.org/programs-2/</a>	Local Nonprofit	households below 150% poverty level, individuals with a language barrier			X	X	

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Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Lemhi County District Library - Leadore (Community) Branch	202 S. Railroad Leadore, ID 83464  Ph: 208-768-2640  <a href="https://leadore.lili.org/">https://leadore.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Lewis-Clark State College - Adult Learning Center	Clearwater Hall 400 Main Street Lewiston, ID 83501  Ph: 208-792-2238  <a href="https://www.lcsc.edu/adult-learning-center">https://www.lcsc.edu/adult-learning-center</a>	Higher Education	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a language barrier, individuals who primarily reside in a rural area		X	X	X	X
Lewiston City Library	411 D St Lewiston, ID 83501  Ph: 208-792-1560  <a href="https://www.lewistonlibrary.org/">https://www.lewistonlibrary.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Lewisville Public Library	117 E. Main St. Lewisville, ID 83431  Ph: 208-754-8608  <a href="https://lewisville.lili.org/">https://lewisville.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

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Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Lifelong Education and Aging Resource Network (LEARN)	Dick Eardley Senior Center 690 Robbins Rd. Boise, ID 83702  Ph: 208-484-0864  <a href="https://learnidaho.org/">https://learnidaho.org/</a>	Local Nonprofit	aging individuals			X	X	
Literacy Project of North Idaho	N/A  Ph: 208-450-2669  <a href="https://theliteracy-projectni.org/">https://theliteracy-projectni.org/</a>	Local Nonprofit	individuals with a language barrier			X	X	
Little Wood River District Library	16 Panther Ave. Carey, ID 83320  Ph: 208-823-4510  N/A	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Lizard Butte District Library	111 Third Ave. W. Marsing, ID 83639  Ph: 208-896-4690  <a href="https://lizardbutte.lili.org/">https://lizardbutte.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

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Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Lost Rivers District Library	126 S. Front St. Arco, ID 83213  Ph: 208-527-8511  N/A	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Lost Rivers District Library - Howe Branch	3512 Little Lost River Hwy. Howe, ID 83244  Ph: 208-767-3018  N/A	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Mackay District Library	320 Capitol Ave. Mackay, ID 83251  Ph: 208-588-3333  <a href="http://mackay.lili.org/">http://mackay.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Madison Library District	73 N. Center Rexburg, ID 83440  Ph: 208-356-3461  <a href="https://www.madisonlib.org/">https://www.madisonlib.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

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Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Marshall Public Library	113 S. Garfield Pocatello, ID 83204  Ph: 208-232-1263  <a href="https://www.marshallpl.org/">https://www.marshallpl.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
McCall Public Library	218 E. Park St. McCall, ID 83638  Ph: 208-634-5522  <a href="https://www.mccall.id.us/library">https://www.mccall.id.us/library</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Meadows Valley Public Library	400 Virginia New Meadows, ID 83654  Ph: 208-347-3147  <a href="https://meadowsvalley.lili.org/">https://meadowsvalley.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Meridian Library District	1326 W. Cherry Ln. Meridian, ID 83642  Ph: 208-888-4451  <a href="https://www.mld.org/">https://www.mld.org/</a>	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

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Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Meridian Library District - Orchard Park	1268 W Orchard Park Drive Meridian, ID 83646  Ph: 208-888-4451  <a href="https://www.mld.org/locations/orchard-park">https://www.mld.org/locations/orchard-park</a>	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Meridian Library District - Silverstone Branch	3531 E. Overland Rd. Meridian, ID 83642  Ph: 208-884-2616  <a href="https://www.mld.org/silverstone">https://www.mld.org/silverstone</a>	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Meridian Library District - UnBound	722 NE 2nd St. Meridian, ID 83642  Ph: 208-888-4451  <a href="https://www.mld.org/unbound">https://www.mld.org/unbound</a>	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

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Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Middleton Public Library	307 Cornell St Middleton, ID 83644  Phone: 208-585-3931  <a href="https://mymidlib.org/">https://mymidlib.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Midvale District Library	70 Bridge St. Midvale, ID 83645  Ph: 208-355-2213  <a href="https://midvale.lili.org/">https://midvale.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Mountain Home Public Library	790 North 10th East Mountain Home, ID 83747  Ph: 208-587-4716  <a href="https://mhlibrary.org/">https://mhlibrary.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Mullan Public Library	117 Hunter St. Mullan, ID 83846  Ph: 208-744-1220  <a href="http://mullan.lili.org/">http://mullan.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

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Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Nampa Public Library	215 12th Ave. S. Nampa, ID 83651  Ph: 208-468-5800  <a href="https://www.nampalibrary.org/">https://www.nampalibrary.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Network of Idaho Academic Libraries (NIAL)	850 S Rayburn Street Moscow, ID 83844  Ph: 208-885-6559  <a href="https://idahoacademiclibraries.org/contact.html">https://idahoacademiclibraries.org/contact.html</a>	Library	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans			X	X	
Nez Perce Tribe	P.O. Box 305 Lapwai, ID 83540  Ph: 208-843-2253  <a href="https://nezperce.org/">https://nezperce.org/</a>	Tribal Government	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals who primarily reside in a rural area, veterans	X	X	X	X	X
NIC Adult Educaion Center	875 W. Garden Ave. Coeur d'Alene, ID 83814  Ph: 208-665-5099  <a href="https://www.nic.edu/aec">https://www.nic.edu/aec</a>	Higher Education	aging individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans			X		X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
North Bingham County District Library	197 W. Locust St. Shelley 83274  Ph: 208-357-7801  <a href="https://northbingham.lili.org/">https://northbingham.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Northwest Regional Telehealth Resource Center	101 Wasatch Dr Salt Lake City, UT 84112  Ph: 801-587-0349  <a href="https://nrtrc.org">https://nrtrc.org</a>	Regional Nonprofit	aging individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X		X
Notus Public Library	387 N. First St. Notus, ID 83656  Ph: 208-459-8247  <a href="https://notus.lili.org/">https://notus.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Oakley District Library	185 E. Main St. Oakley, ID 83346  Ph: 208-862-3434  <a href="https://www.oakley.lili.org/">https://www.oakley.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Office of Equity and Diversity, University of Idaho	875 Perimeter Dr., MS 3157 Moscow, ID 83844  Ph: 208-885-2468  <a href="https://www.uidaho.edu/diversity/edu">https://www.uidaho.edu/diversity/edu</a>	Higher Education	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, individuals who primarily reside in a rural area	X				
Ola District Library	11475 Ola School Rd. Ola, ID 83657  Ph: 208-584-3589  <a href="https://olalibrary.org/">https://olalibrary.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Onedia County District Library	31 N. 100 W. Malad, ID 83252  Ph: 208-766-2229  <a href="http://oneidacountylibrary.org/">http://oneidacountylibrary.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Osburn Public Library	921 Mullan Ave. Osburn, ID 83849  Ph: 208-752-9711  <a href="https://osburn.lili.org/">https://osburn.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Osher Lifelong Learning Institute	220 E. Parkcenter Blvd. Boise, ID 83706  Ph: 208-426-6554  <a href="https://www.boises-tate.edu/osher/">https://www.boises-tate.edu/osher/</a>	Higher Education	aging individuals			X	X	
Panhandle Area Council	11100 N. Airport Dr. Hayden, ID 83835  Ph: 208-772-0584  <a href="https://wcmedc.org">https://wcmedc.org</a>	Local Nonprofit	aging individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans	X	X			
Patricia Romanko Public Library	121 N 3rd Street Parma, ID 83660  Ph: 208-722-6605  <a href="https://parma.lili.org/">https://parma.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Payette Public Library	24 S. 10th Payette, ID 83661  Ph: 208-642-6029  <a href="https://payette.lili.org/">https://payette.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Pierce District Library	208 S. Main St. Pierce, ID 83546  Ph: 208-464-2823  <a href="https://piercelibrary.lili.org/">https://piercelibrary.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Plummer Public Library	849 D St. Plummer, ID 83851  Ph: 208-686-1812  <a href="http://plummer.lili.org/">http://plummer.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Portneuf District Library	5210 Stuart Ave Chubbuck, ID 83202  Ph: 208-637-9030  <a href="http://www.portneuflibrary.org/">http://www.portneuflibrary.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Prairie River Library District	103 N. Main St. Lapwai, ID 83540  Ph: 208-843-7254  <a href="http://www.prlid.org/">http://www.prlid.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Prairie River Library District - Craigmont Branch	112 W. Main St. Craigmont, ID 83523  Ph: 208-924-5510  <a href="http://www.prlid.org/craigmont.html">http://www.prlid.org/craigmont.html</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Prairie River Library District - Culdesac Branch	714 Main St. Culdesac, ID 83524  Ph: 208-843-5215  <a href="http://www.prlid.org/culdesac.html">http://www.prlid.org/culdesac.html</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Prairie River Library District - Kamiah Branch	505 Main St. Kamiah, ID 83536  Ph: 208-935-0428  <a href="http://www.prlid.org/kamiah.html">http://www.prlid.org/kamiah.html</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Prairie River Library District - Kooskia Branch	26 S. Main Kooskia, ID 83539  Ph: 208-926-4539  <a href="http://www.prlid.org/kooskia.html">http://www.prlid.org/kooskia.html</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Prairie River Library District - Nez Perce Branch	602 Fourth Ave. Nez Perce, ID 83543  Ph: 208-937-2458  <a href="http://www.prlid.org/nezperce.html">http://www.prlid.org/nezperce.html</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Prairie River Library District - Peck Branch	217 N. Main Peck, ID 83545  Ph: 208-486-6161  <a href="http://www.prlid.org/peck.html">http://www.prlid.org/peck.html</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Prairie River Library District - Winchester Branch	314 Nez Perce Winchester, ID 83555  Ph: 208-924-5164  <a href="http://www.prlid.org/winchester.html">http://www.prlid.org/winchester.html</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Priest Lake District Library	28769 N. Hwy 57 Priest Lake, ID 83856  Ph: 208-443-2454  <a href="https://priestlake.lili.org/">https://priestlake.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Regional IV Development	202 Falls Avenue Twin Falls, ID 83301  Ph: 208-732-5727  <a href="https://www.rivda.org">https://www.rivda.org</a>	Local Nonprofit	aging individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans	X	X			
Richfield District Library	205 S. Main Richfield, ID 83349  Ph: 208-487-1242  <a href="http://richfield.lili.org/">http://richfield.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Rigby Public Library	110 N. State St. Rigby, ID 83442  Ph: 208-745-8231  <a href="https://rigby.lili.org/">https://rigby.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Ririe Public Library	464 Main St. Ririe, ID 83443  Ph: 208-538-7974  <a href="https://rirelibrary.lili.org/">https://rirelibrary.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Roberts Public Library	650 N 2870 E. Roberts, ID 83444  Ph: 208-228-2210  <a href="http://roberts.lili.org/">http://roberts.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Rockland School/Community Library	321 E. Center Rockland, ID 83271  Ph: 208-548-2221 ext. 2  <a href="https://www.rocklandschoolcommunitylibrary.com/">https://www.rocklandschoolcommunitylibrary.com/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Salmon Public Library	300 Main St Salmon, ID 83467  Ph: 208-756-2311  <a href="https://www.salmon-library.org/">https://www.salmon-library.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Salmon River Public Library	126 North Main St. Riggins, ID 83549  Ph: 208-628-3394  <a href="http://www.rigginsidaho.org/library.html">http://www.rigginsidaho.org/library.html</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Shoshone Public Library	211 S. Rail St. W. Shoshone, ID 83352  Ph: 208-886-2843  <a href="https://shoshone.lili.org/">https://shoshone.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Shoshone-Bannock Tribes	Pima Dr Fort Hall, ID 83203  Ph: 208-478-3960  <a href="https://www.sbtribes.com/">https://www.sbtribes.com/</a>	Tribal Government	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals who primarily reside in a rural area, veterans	X	X	X	X	X
Shoshone-Paiute Tribes	1036 Idaho State Highway 51 Owyhee County, ID 83604  Ph: 208-759-3100  <a href="https://shopaitribes.org/spt/">https://shopaitribes.org/spt/</a>	Tribal Government	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals who primarily reside in a rural area, veterans	X	X	X	X	X
Snake River School/Community Library	924 W. Hwy 39 Blackfoot, ID 83221  Ph: 208-684-3063  <a href="https://snakeriver.lili.org/">https://snakeriver.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Soda Springs Public Library	149 S. Main St. Soda Springs, ID 83276  Ph: 208-547-2606  <a href="https://soda.lili.org/">https://soda.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
South Bannock District Library	18 N. Main Downey, ID 83234  Ph: 208-897-5270  <a href="https://www.southbannocklibrary.org/">https://www.southbannocklibrary.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
South Bannock District Library - Lava Hot Springs	33 Main St. Lava Hot Springs, ID 83246  Ph: 208-776-5301  <a href="https://www.southbannocklibrary.org/">https://www.southbannocklibrary.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
South Bannock District Library - McCammon Branch	808 Center St. McCammon, ID 83250  Ph: 208-254-9003  <a href="https://www.southbannocklibrary.org/">https://www.southbannocklibrary.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Southeast Idaho Council of Governments	214 E. Center Street, Suite 10 Pocatello, ID 83201  Ph: 208-233-4535  <a href="https://www.si-cog.org">https://www.si-cog.org</a>	Local Nonprofit	aging individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans	X	X			
Southeastern Idaho Public Health	1901 Alvin Ricken Dr. Pocatello, ID 83201  Ph: 208-233-9080  <a href="https://www.siphidaho.org/">https://www.siphidaho.org/</a>	Local Government	individuals who primarily reside in a rural area	X				
Sparklight	8400 Westpark St Boise, ID 83704  Ph: 208-375-8288  <a href="https://www.sparklight.com/locations/boise-id?utm_source=GBP&amp;utm_medium=organic&amp;utm_campaign=Boise">https://www.sparklight.com/locations/boise-id?utm_source=GBP&amp;utm_medium=organic&amp;utm_campaign=Boise</a>	Private Sector	households below 150% poverty level	X				
St. Maries Public Library	822 College St. St. Maries, ID 83861  Ph: 208-245-3732  <a href="https://stmarieslibrary.lili.org/">https://stmarieslibrary.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Stanley Community Library District	240 Niece Ave Stanley, ID 83278  Ph: 208-744-2470  <a href="https://stanley.lili.org/">https://stanley.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Sugar Salem School/Community Library	1 Digger Dr. Sugar City, ID 83448  Ph: 208-356-0271  <a href="https://www.sugarlib.org/">https://www.sugarlib.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
T-Mobile	3625 132nd Ave SE Bellevue 98006  Ph: 208-921-4535  <a href="https://www.t-mobile.com/">https://www.t-mobile.com/</a>	Private Sector	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans	X	X	X	X	X
The Community Library	415 Spruce Ave. N Ketchum, ID 83340  Ph: 208-726-3493  <a href="https://www.thecomunitylibrary.org/">https://www.thecomunitylibrary.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
The Idaho Food Bank	3630 E. Commercial Court Meridian Meridian, ID 83642  Ph: 208-336-9643  <a href="https://idahofood-bank.org/">https://idahofood-bank.org/</a>	Local Nonprofit	households below 150% poverty level, aging individuals, individuals who primarily reside in a rural area			X	X	
Twin Falls Public Library	201 Fourth Ave. E. Twin Falls, ID 83301  Ph: 208-733-2964  <a href="http://www.twinfalls-publiclibrary.org/">http://www.twinfalls-publiclibrary.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Unity Alliance of Southern Idaho	P.O. Box 5428 Twin Falls, ID 83301  Ph: 208-969-1766  <a href="https://unityalliance-si.org/">https://unityalliance-si.org/</a>	Local Nonprofit	individuals who are members of a racial or ethnic minority group, individuals with a language barrier			X	X	
University of Idaho Extension Digital Economy Program	322 E Front St, Suite 120 Boise, ID 83702  Ph: 208-885-6111  <a href="https://www.uidaho.edu/extension/digital-economy">https://www.uidaho.edu/extension/digital-economy</a>	Higher Education	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a language barrier, individuals who primarily reside in a rural area		X	X	X	X
Valley of the Tetons District Library	56 N. Main Victor, ID 83455  Ph: 208-787-2201  <a href="http://valleyofthetetonslibrary.org/">http://valleyofthetetonslibrary.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Valley of the Tetons District Library - Driggs Branch	79 North Main Driggs, ID 83422 Ph: 208-354-5522 <a href="http://valleyofthetonslibrary.org/">http://valleyofthetonslibrary.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Wallace Public Library	415 River St. Wallace, ID 83873 Ph: 208-752-4571 <a href="http://wallace.lili.org/">http://wallace.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
Wassmuth Center for Human Rights	777 S 8th St Boise, ID 83702 Ph: 208-345-0304 <a href="https://wassmuth-center.org/">https://wassmuth-center.org/</a>	Local Nonprofit	incarcerated individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans	X				
Weiser Public Library	628 E. First Weiser, ID 83672 Ph: 208-549-1243 <a href="https://cityofweiser.net/library/">https://cityofweiser.net/library/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Wendell Public Library	375 First Ave E. Wendell, ID 83355  Ph: 208-536-6195  <a href="https://wendell.id.gov/">https://wendell.id.gov/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
West Bonner Library District	118 Main St. Priest River, ID 83856  Ph: 208-448-2207  <a href="http://westbonner.lili.org/">http://westbonner.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
West Bonner Library District - Blanchard Branch	412 Railroad Ave. Blanchard, ID 83804  Ph: 208-437-0801  <a href="http://westbonner.lili.org/">http://westbonner.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X
West Central Mountains Economic Development Council	P.O. Box 2365 McCall, ID 83638  Ph: N/A  <a href="https://wcmedc.org">https://wcmedc.org</a>	Local Nonprofit	aging individuals, households below 150% poverty level, individuals who are members of a racial or ethnic minority group, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans	X	X			

**Table 3.1 Idaho Asset Inventory**

Name	Contact	Type	Covered Population	Broadband Adoption	Online Accessibility	Digital Skills	Cybersecurity	Devices/Tech. Support
Wilder District Library	111 2nd Street Wilder, ID 83676  Ph: 208-482-7880  <a href="http://wilder.lili.org/">http://wilder.lili.org/</a>	Library	households below 150% poverty level, individuals who are members of a racial or ethnic minority group, aging individuals, individuals with a disability, individuals with a language barrier, individuals who primarily reside in a rural area, veterans		X	X	X	X

### 3.1.1 Digital Inclusion Assets by Covered Population

In addition to the statewide digital asset inventory, this section identifies at least one digital asset that serves the covered populations for each of the five DAAI plan goals. This list is only a sample and is not exhaustive of all digital assets available to serve each covered population. This list will continue to be developed during the DAAI plan implementation as part of an ongoing effort to improve Idaho’s digital asset inventory. For more information on digital inclusion assets for covered populations, see section 3.1. Although many digital assets serving covered populations already exist in Idaho, the DAAI plan will increase the digital assets available through programs and subgrants during implementation.

#### 3.1.1.1 Individuals who live in households at or below 150% of the federal poverty level

<b>Table 3.1.1.1</b>	
<b>Goals</b>	<b>Assets</b>
Increase adoption and affordability of broadband technology	ACP, Idaho Housing & Finance Association (IHFA), University of Idaho Digital Economy Program (U of I DEP)
Improve online accessibility and inclusivity of public resources and services	Public libraries, Center for Hope
Increase digital skills	Learning Lab, Northwest Regional Telehealth Resource Center, U of I DEP
Spread awareness of cybersecurity and online privacy	IdahoDigitalSkills.org
Increase availability and affordability of devices and technical support	Public libraries, ACP, U of I DEP

#### 3.1.1.2 Aging individuals (aged 60 and over)

<b>Table 3.1.1.2</b>	
<b>Goals</b>	<b>Assets</b>
Increase adoption and affordability of broadband technology	ACP, IHFA, University of Idaho Digital Economy Program (U of I DEP)
Improve online accessibility and inclusivity of public resources and services	Public libraries, Idaho Assistive Technology Project (IATP)
Increase digital skills	IdahoDigitalSkills.org, Lifelong Education and Aging Resource Network (LEARN), AARP Idaho, Northwest Regional Telehealth Resource Center, U of I DEP
Spread awareness of cybersecurity and online privacy	IdahoDigitalSkills.org, AARP Idaho
Increase availability and affordability of devices and technical support	Public libraries, IATP, U of I DEP

### 3.1.1.3 Incarcerated individuals, other than individuals who are incarcerated in a federal correctional facility

<b>Table 3.1.1.3</b>	
<b>Goals</b>	<b>Assets</b>
Increase adoption and affordability of broadband technology	Idaho Department of Correction Education Program
Improve online accessibility and inclusivity of public resources and services	Idaho Department of Correction Education Program, Center for Hope
Increase digital skills	Idaho Department of Correction Education Program
Spread awareness of cybersecurity and online privacy	Idaho Department of Correction Education Program
Increase availability and affordability of devices and technical support	Idaho Department of Correction Education Program

### 3.1.1.4 Veterans

<b>Table 3.1.1.4</b>	
<b>Goals</b>	<b>Assets</b>
Increase adoption and affordability of broadband technology	ACP, Idaho Division of Veterans Services, University of Idaho Digital Economy Program (U of I DEP)
Improve online accessibility and inclusivity of public resources and services	Public libraries, Idaho Division of Veterans Services
Increase digital skills	Idaho Department of Labor, Boise State University Veterans Upward Bound, IdahoDigitalSkills.org, Northwest Regional Telehealth Resource Center, U of I DEP
Spread awareness of cybersecurity and online privacy	IdahoDigitalSkills.org
Increase availability and affordability of devices and technical support	Public libraries, Boise State University Veterans Upward Bound, U of I DEP

### 3.1.1.5 Individuals with a disability

<b>Table 3.1.1.5</b>	
<b>Goals</b>	<b>Assets</b>
Increase adoption and affordability of broadband technology	ACP, University of Idaho Digital Economy Program (U of I DEP)
Improve online accessibility and inclusivity of public resources and services	Public libraries, Idaho Commission for the Blind & Visually Impaired, Idaho Council for the Deaf and Hard of Hearing, Idaho Division of Vocational Rehabilitation
Increase digital skills	IdahoDigitalSkills.org, Idaho Assistive Technology Project (IATP), Northwest Regional Telehealth Resource Center, U of I DEP
Spread awareness of cybersecurity and online privacy	IdahoDigitalSkills.org
Increase availability and affordability of devices and technical support	Public libraries, Idaho Assistive Technology Project (IATP), U of I DEP

### 3.1.1.6 Individuals with a language barrier, including individuals who are English learners and those who have low levels of literacy

<b>Table 3.1.1.6</b>	
<b>Goals</b>	<b>Assets</b>
Increase adoption and affordability of broadband technology	ACP, University of Idaho Digital Economy Program (U of I DEP)
Improve online accessibility and inclusivity of public resources and services	Public libraries, Idaho Commission on Hispanic Affairs
Increase digital skills	Learning Lab, Unity Alliance of Southern Idaho, JANNUS-Idaho Office for Refugees, Northwest Regional Telehealth Resource Center, U of I DEP
Spread awareness of cybersecurity and online privacy	IdahoDigitalSkills.org
Increase availability and affordability of devices and technical support	Public libraries, Learning Lab, JANNUS-Idaho Office for Refugees, U of I DEP

### 3.1.1.7 Individuals who are members of a racial or ethnic minority group

<b>Table 3.1.1.7</b>	
<b>Goals</b>	<b>Assets</b>
Increase adoption and affordability of broadband technology	ACP, University of Idaho Digital Economy Program (U of I DEP)
Improve online accessibility and inclusivity of public resources and services	Public libraries, Idaho Commission on Hispanic Affairs
Increase digital skills	IdahoDigitalSkills.org, Northwest Regional Telehealth Resource Center, U of I DEP
Spread awareness of cybersecurity and online privacy	IdahoDigitalSkills.org
Increase availability and affordability of devices and technical support	Public libraries, U of I DEP

### 3.1.1.8 Individuals who primarily reside in a rural area

<b>Table 3.1.1.8</b>	
<b>Goals</b>	<b>Assets</b>
Increase adoption and affordability of broadband technology	ACP, IHFA, University of Idaho Digital Economy Program (U of I DEP)
Improve online accessibility and inclusivity of public resources and services	Public libraries
Increase digital skills	IdahoDigitalSkills.org, Northwest Regional Telehealth Resource Center, U of I DEP
Spread awareness of cybersecurity and online privacy	IdahoDigitalSkills.org
Increase availability and affordability of devices and technical support	Public libraries, U of I DEP

## 3.1.2 Existing Digital Equity Plans

This section includes a list of existing digital equity plans in Idaho. This list is not exhaustive and will continue to be developed throughout the DAAI plan implementation. For additional information and links to each plan, see section 2.2.1. There are only a few local or Tribal digital equity plans in Idaho. Many local governments have faced barriers such as lacking capacity and funding to create digital equity plans. However, due to the many challenges and lessons about digital access learned during the COVID-19 pandemic, many localities have begun directing resources to digital equity. The DAAI plan can act as a template for localities or other organizations to increase digital access planning in Idaho. Localities can utilize the Idaho Digital Access Workbook described in section 3.1.3.

**Table 3.1.2****Strategic plans addressing digital equity**

City of Boise and Ada County Digital Access Study
Computer Science State Plan
Governor’s Cybersecurity Task Force Report
Idaho Broadband Strategic Plan 2022-2027
Idaho Commission for the Blind & Visually Impaired Strategic Plan
Idaho Commission on Hispanic Affairs Strategic Plan 2023-2026
Idaho Council on Developmental Disabilities 2022-2026 Plan
Idaho Department of Commerce’s Office of Broadband Link Up Idaho Initiative Idaho Five-Year Action Plan
Idaho Department of Labor 2023-2026 Strategic Plan
Idaho Division of Career & Technical Education Strategic Plan
Idaho State Board of Education 2024-2029 Mission & Strategic Plan
Telehealth Task Force Report, Recommendations, and Action Plan

**3.1.3 Existing Digital Equity Programs**

This section includes a list of existing digital equity programs in Idaho. This list is not exhaustive and will continue to be developed throughout the DAAI plan implementation. For additional information, see section 3.1.

*Affordable Connectivity Program (ACP)*

Link: <https://libraries.idaho.gov/digital-inclusion/affordable-connectivity-program/>

The ACP will play an important role in increasing digital equity in Idaho. This program provides qualifying households up to \$30 per month discount on broadband services and up to \$75 per month for households on Tribal lands. The program also offers a one-time discount of \$100 on certain devices. Households eligible for the program include those below 200% poverty level, participants in other assistance programs, participation in Tribal specific programs, those receiving the free and reduced-price school lunch program, and pell grant recipients. Households can also qualify under participating providers who have existing low-income programs.

*Connecting Communities Digital Inclusion Program*

Link: <https://libraries.idaho.gov/grants-funding/monetary-grants/connecting-communities/>

The ICfL currently operates the Connecting Communities Digital Inclusion Program which provides libraries across the state resources to grow their capacity to address digital

equity barriers. Libraries can apply to get Chromebooks and other digital accessories for use by the public. Libraries are encouraged to partner with organizations representing covered populations. There is an opportunity to grow the Connecting Communities Digital Inclusion Program by matching organizations that receive funding for digital skills programs to also offer programs for learners to get refurbished devices.



### *IdahoDigitalSkills.org*

Link: <https://idahodigitalskills.org/>

The ICfL currently maintains IdahoDigitalSkills.org, a resource containing digital skills and cybersecurity training materials. Topics of instruction include basic computer skills, cybersecurity skills, job skills, connecting with others, and mobile devices. Materials are also available in Spanish. The site is also supported in collaboration with the Institute of Museum and Library Services.



### *Governor's Cybersecurity Task Force*

Link: <https://gov.idaho.gov/wp-content/uploads/2022/05/2022-cybersecurity-tf-recommendations.pdf>

The Governor's Cybersecurity Task Force's recommendations include activities that support the digital equity and cybersecurity goals of the DAAI plan. These recommendations are expanding and promoting Idaho's cybersecurity information website ([cybersecurity.idaho.gov](https://cybersecurity.idaho.gov)), publishing basic cybersecurity standards, public service announcements, a cybersecurity summit, and outreach to rural communities.

### *Idaho Digital Access Workbook*

Link: <https://libraries.idaho.gov/wp-content/uploads/Idaho-Digital-Access-Workbook-1.pdf>

The ICfL created the Idaho Digital Access workbook "intended to help communities throughout Idaho form action groups to start investigating and defining their local community needs related to digital inclusion" (p. 4). The workbook contains resources, action items, and strategies to enable Idaho's communities to set attainable goals, measure progress, and build relationships with potential funders.

## *Idaho College and Career Readiness Competencies - Digital Literacy Competency*

Link: <https://www.sde.idaho.gov/mastery-ed/files/competencies/Idaho-Competencies-Accessible.pdf>

The Idaho State Department of Education and the Idaho State Board of Education include digital literacy as a primary competency with Idaho's College and Career Readiness Competencies (p. 34-39). These standards include digital literacy subskills like choosing and evaluating online sources, developing and applying knowledge of cybersecurity skills, and communication and creation in a digital environment. These digital skills are necessary for Idaho's students to be successful in all areas of life, particularly postsecondary education and the workforce.

### **3.1.4 Broadband Adoption**

The *Link Up Idaho Initiative Five-Year Action Plan* completed by the Idaho Department of Commerce identifies nine active digital literacy and digital skills training programs conducted by Idaho public libraries,

Idaho public schools, and independent organizations. Additionally, the plan notes multiple marketing and awareness campaigns for digital inclusion throughout the state by the FCC, the Idaho Commission for Libraries, Verizon, Idaho Digital Learning Alliance, and National Digital Inclusion Alliances. The plan also identifies that over 50 internet service providers have programs promoting adoption and align

with the ICfL's efforts to foster and support digital equity and inclusion coalitions (p. 14).

**“Requiring people to go to the internet to get internet...can be difficult.”**

- Focus Group Participant



### **3.1.5 Broadband Affordability**

The *Link Up Idaho Initiative Five-Year Action Plan* completed by the Idaho Department of Commerce notes that within Idaho, 557,572 (31.3%) of Idahoans are eligible for the Affordable Connectivity Program (ACP), with 31,592 (5.7%) of Idahoans actively enrolled in ACP. The ACP helps low-income households offset internet service costs. The *Link Up Idaho* plan also notes that Idaho has more than 30 discount or subsidized broadband service and equipment programs and that more than 80 utility assistance programs exist within Idaho. Table 3.1.5 summarizes internet service providers participating in the ACP in Idaho.

**Table 3.1.5**

Idaho ISPs participating in the ACP	Organization website
AFNET, LLC	<a href="https://www.afnetconnect.com">https://www.afnetconnect.com</a>
Airbridge Broadband	<a href="https://www.airbridgebroadband.com">https://www.airbridgebroadband.com</a>
AirVoice Wireless, LLC	<a href="http://www.airvoicewireless.com/">www.airvoicewireless.com/</a>
Albion Telephone Company, Inc.	<a href="http://www.atcnet.net">www.atcnet.net</a>
Assurance Wireless	<a href="http://www.assurancewireless.com">www.assurancewireless.com</a>
AT&T Mobility LLC	<a href="http://www.att.com">www.att.com</a>
Boomerang Wireless, LLC	<a href="http://www.entouchwireless.com/">www.entouchwireless.com/</a>
Cambridge Telephone Company, Inc.	<a href="https://ctcweb.net/Cambridge">https://ctcweb.net/Cambridge</a>
Cathect Communications, Inc	<a href="http://www.cathectc.com">www.cathectc.com</a>
Cellco Partnership	<a href="http://www.verizon.com">www.verizon.com</a>
Cintex Wireless, LLC	<a href="https://www.cintexwireless.com">https://www.cintexwireless.com</a>
Citizens Telecommunications company of Idaho, LLC	<a href="http://www.ziply.com">www.ziply.com</a>
Clear Mobile, LLC	<a href="https://clearwireless.com">https://clearwireless.com</a>
Columbine Telephone Company, Inc.	<a href="http://www.silverstar.com">www.silverstar.com</a>
Comcast Cable Communications, LLC	<a href="http://www.internetessentials.com/EBB">http://www.internetessentials.com/EBB</a> and <a href="http://www.xfinity.com/EBB">http://www.xfinity.com/EBB</a>
Comlink Total Solutions Corp	<a href="https://www.comlinkinternet.com">https://www.comlinkinternet.com</a>
Concept Communications, LLC	<a href="https://www.mifiber.net/">https://www.mifiber.net/</a>
CoxCom, LLC	<a href="http://www.cox.com/residential/home.html">www.cox.com/residential/home.html</a>
CSC Holdings, LLC	<a href="http://www.optimum.net">www.optimum.net</a> or <a href="http://www.suddenlink.com">www.suddenlink.com</a>

**Table 3.1.5**

Idaho ISPs participating in the ACP	Organization website
CTC Telecom	<a href="https://ctcweb.net/Cambridge">https://ctcweb.net/Cambridge</a>
Culture Wireless Group, LLC	<a href="https://www.goculturewireless.com">https://www.goculturewireless.com</a>
Culture Wireless LLC	<a href="https://culturewireless.com">https://culturewireless.com</a>
Custer Telephone Broadband Services, LLC	<a href="http://www.custertel.net">www.custertel.net</a>
Custer Telephone Cooperative, Inc.	<a href="http://www.custertel.net">www.custertel.net</a>
Dailytel Inc.	<a href="http://www.dailytel.us">www.dailytel.us</a>
Direct Communications Rockland, Inc	<a href="http://www.directcom.com/idaho">http://www.directcom.com/idaho</a>
DIRECT DEALS CORP	U2CONNECTNOW.COM
Dish Wireless LLC	<a href="http://www.boostmobile.com/">www.boostmobile.com/</a>
E.L. Automation Inc.	<a href="http://www.elinternetnw.com">www.elinternetnw.com</a>
E.L. Automation, Inc.	<a href="https://elinternetnw.com/">https://elinternetnw.com/</a>
Earthlink, LLC	<a href="http://www.earthlink.net/internet/#/">www.earthlink.net/internet/#/</a>
Easy Telephone Service Company	<a href="http://www.MyEasyWireless.com">www.MyEasyWireless.com</a>
ETS Telecommunications LLC	<a href="http://etstelco.com">etstelco.com</a>
Excellus Communications, LLC	<a href="https://www.snapfon.com">https://www.snapfon.com</a>
Excess Telecom, Inc.	<a href="http://www.excesstelecom.com">www.excesstelecom.com</a>
Farmers Mutual Telephone Company	<a href="http://www.fmtc.com">www.fmtc.com</a>
Fatbeam, LLC	<a href="https://www.fatbeam.com">https://www.fatbeam.com</a>
Fidelity Cablevision, LLC	<a href="http://www.fidelitycommunications.com">www.fidelitycommunications.com</a>
Figgers Communication Inc.	<a href="https://www.figgers.com/">https://www.figgers.com/</a>

**Table 3.1.5**

Idaho ISPs participating in the ACP	Organization website
Filer Mutual Telephone Company	<a href="http://www.truleap.net">www.truleap.net</a>
First Step Internet	<a href="http://www.fsr.com">www.fsr.com</a>
Fremont Telcom Co.	<a href="http://www.blackfootcommunications.com">www.blackfootcommunications.com</a>
Frontier Communications Northwest, LLC	<a href="http://www.ziPLY.com">www.ziPLY.com</a>
FyberCom	<a href="http://www.fybercom.net">www.fybercom.net</a>
Galaxy Distribution LLC	<a href="https://galaxydistribution.com/">https://galaxydistribution.com/</a>
Gen Mobile, Inc	<a href="http://www.genmobile.com">www.genmobile.com</a>
Global Connection Inc. of America	<a href="http://www.standupwireless.com">www.standupwireless.com</a>
GO MD USA LLC	<a href="https://gomdusa.net">https://gomdusa.net</a>
Gold Star Communications, LLC	<a href="http://www.silverstar.com">www.silverstar.com</a>
Great Wireless, LLC	<a href="http://www.usconnect.llc">www.usconnect.llc</a>
Hello Mobile Telecom LLC	<a href="https://www.hellomobile.com">https://www.hellomobile.com</a>
Hoop Wireless, LLC	<a href="https://www.hoopwireless.com">https://www.hoopwireless.com</a>
Hughes Network Systems, LLC	<a href="http://www.hughesnet.com">www.hughesnet.com</a>
human-I-T	<a href="http://www.human-i-t.org/request-internet">www.human-i-t.org/request-internet</a>
IAMO Telephone Company	<a href="http://www.iamocommunications.com">www.iamocommunications.com</a>
IDT Domestic Telecom, Inc.	<a href="https://bosswireless.com/en-us/">https://bosswireless.com/en-us/</a>
IM Telecom, LLC	<a href="http://www.infinitimobile.com">www.infinitimobile.com</a>
Imcon International Inc. dba Rural 4G	<a href="http://www.rural4g.com">www.rural4g.com</a>
Inland Cellular LLC	<a href="http://www.inlandcellular.com">www.inlandcellular.com</a>

**Table 3.1.5**

Idaho ISPs participating in the ACP	Organization website
Inland Telephone Company	<a href="http://www.inlandnetworks.com">www.inlandnetworks.com</a>
Insight Mobile, Inc.	<a href="https://www.insightmobile.net">https://www.insightmobile.net</a>
Integrated Path Communications, LLC	<a href="http://www.ipc-llc.com/">http://www.ipc-llc.com/</a>
i-wireless, LLC	<a href="https://www.accesswireless.com">https://www.accesswireless.com</a>
K20 Wireless	<a href="http://k20wireless.com/">http://k20wireless.com/</a>
Kaniksu, LLC	<a href="https://www.kaniksu.com">https://www.kaniksu.com</a>
Loveis Corp	<a href="https://tabletmobile.com">https://tabletmobile.com</a>
LTE Wireless	<a href="http://www.ltewireless.com">www.ltewireless.com</a>
LUMEN Technologies, Inc.	<a href="http://www.centurylink.com">www.centurylink.com</a>
Matrix Telecom, LLC	<a href="http://www.lingo.com">www.lingo.com</a>
Maxsip Telecom Corporation	<a href="http://maxsiptel.com">maxsiptel.com</a>
Metro by T-Mobile	<a href="https://www.t-mobile.com/customers/emergency-broadband-benefit">https://www.t-mobile.com/customers/emergency-broadband-benefit</a>
Midvale Telephone Company	<a href="http://www.mtecom.net">www.mtecom.net</a>
Millennium Networks, LLC	<a href="http://www.silverstar.com">www.silverstar.com</a>
Mud Lake Telephone Cooperative Assn.,Inc.	<a href="http://www.mudlake.net">www.mudlake.net</a>
Newmax, LLC	<a href="http://www.intermaxnetworks.com">www.intermaxnetworks.com</a>
Nez Perce Network Systems	<a href="http://www.nezpercesystems.com">www.nezpercesystems.com</a>
North American Local, LLC	<a href="http://www.northamericanlocal.com">www.northamericanlocal.com</a>
Oregon-Idaho Utilities, Inc.	<a href="https://www.oitelecom.net">https://www.oitelecom.net</a>
PCs for People	<a href="http://www.pcsforpeople.org">www.pcsforpeople.org</a>

**Table 3.1.5**

Idaho ISPs participating in the ACP	Organization website
Project Mutual Telephone Coop Assn Inc	<a href="https://www.pmt.org">Https://www.pmt.org</a>
Prosper Wireless, LLC	<a href="https://www.prosperwireless.us/">https://www.prosperwireless.us/</a>
Ptera, Inc.	<a href="https://www.ptera.com">Https://www.ptera.com</a>
Q Link Wireless LLC	<a href="http://qlinkwireless.com/">http://qlinkwireless.com/</a>
Ready Wireless, LLC	<a href="http://www.readywireless.com/">www.readywireless.com/</a>
Red Spectrum Communications, LLC	<a href="http://www.red-spectrum.com">www.red-spectrum.com</a>
Rodeo Internet LLC	<a href="https://www.rodeonetworks.com">Https://www.rodeonetworks.com</a>
Rural Telephone	<a href="http://www.rtc.net">www.rtc.net</a>
Safelink Internet LLC	<a href="https://www.anthem broadband.com">Https://www.anthem broadband.com</a>
Sage Telecom Communications, LLC	<a href="http://www.truconnect.com/">www.truconnect.com/</a>
Sano Health LLC	<a href="http://www.sanohealth.com">www.sanohealth.com</a>
Sarver Corporation	<a href="https://www.sarverwireless.com">Https://www.sarverwireless.com</a>
Selectel, Inc.	<a href="http://www.selectelwireless.com">www.selectelwireless.com</a>
Skybeam, LLC	<a href="http://www.risebroadband.com">www.risebroadband.com</a>
Space Exploration Technologies Corp.	<a href="https://www.starlink.com/">https://www.starlink.com/</a>
Spectrum (Charter Communications Operating, LLC)	<a href="http://www.spectrum.com">www.spectrum.com</a>
SUMOFIBER LLC	<a href="https://sumofiber.com/">Https://sumofiber.com/</a>
SWA Connect, LLC	<a href="https://swaconnect.com">https://swaconnect.com</a>
TDS Metrocom, LLC	<a href="http://www.tdstelecom.com">www.tdstelecom.com</a>
TDS Telecommunications Corporation	<a href="http://www.tdstelecom.com">www.tdstelecom.com</a>

**Table 3.1.5**

Idaho ISPs participating in the ACP	Organization website
Telrite Holdings Inc	<a href="http://www.lifewireless.com">www.lifewireless.com</a>
Ting Fiber	<a href="https://internet.ting.com/acp">https://internet.ting.com/acp</a>
Tone Communication Services LLC	<a href="https://tonecomms.com/">https://tonecomms.com/</a>
Torch Wireless	<a href="http://www.torchwireless.com">www.torchwireless.com</a>
TracFone Wireless Inc.	<a href="http://www.broadbandbenefit.com">www.broadbandbenefit.com</a>
Unity Wireless, Inc.	<a href="http://www.gounitywireless.com">www.gounitywireless.com</a>
UVNV, Inc.	<a href="http://www.ultramobile.com/">www.ultramobile.com/</a>
Via Wireless, LLC	<a href="https://www.viawirelessllc.com/">https://www.viawirelessllc.com/</a>
Viasat, Inc.	<a href="http://www.viasat.com/acp">www.viasat.com/acp</a>
VOLT MOBILE INC.	<a href="https://www.govoltmobile.com">https://www.govoltmobile.com</a>
Vyve Broadband J, LLC	<a href="http://www.Vyvebroadband.com">www.Vyvebroadband.com</a>
White Cloud Technologies LLC	<a href="https://whitecloudcom.com/contact-us/">https://whitecloudcom.com/contact-us/</a>
Whoop Connect Inc.	<a href="https://whoopconnect-web.telgoo5.com/">https://whoopconnect-web.telgoo5.com/</a>
Wi-Fiber	<a href="https://wi-fiber.io">https://wi-fiber.io</a>
Wired or Wireless, Inc.	<a href="http://wow-tel.com/">http://wow-tel.com/</a>
Wrizzle, Inc.	<a href="https://www.wrizzle.com">https://www.wrizzle.com</a>
Zefcom, LLC	<a href="https://telispire.com">https://telispire.com</a>
ZiPLY Fiber	<a href="https://www.ziPLYfiber.com">https://www.ziPLYfiber.com</a>
Zito West Holding, LLC	<a href="http://zitomedia.net">zitomedia.net</a>
Ztar Mobile, Inc	<a href="http://www.good2gomobile.com">www.good2gomobile.com</a>

## 3.2 Needs Assessment

This section is a needs assessment analyzing the current state of digital inclusion in Idaho. The primary purpose is to identify barriers to digital inclusion faced by Idaho, with additional details about barriers faced by covered populations. Evidence of barriers to digital inclusion was collected through surveys, interviews, focus groups, and the ICfL stakeholder engagement activities. Talking directly with Idahoans facing digital inclusion challenges was a key component of the development of this needs assessment and revealed barriers to digital inclusion that would have otherwise gone unnoticed.

**Table 3.2: Proportion of Idaho county residents that are members of a DEA covered population**

County	% of county part of a covered population
Ada County	60.1%
Adams County	100%
Bannock County	66.7%
Bear Lake County	100%
Benewah County	100%
Bingham County	100%
Blaine County	100%
Boise County	100%
Bonner County	100%
Bonneville County	63.1%
Boundary County	100%
Butte County	100%
Camas County	100%
Canyon County	75.2%
Caribou County	100%
Cassia County	100%
Clark County	100%
Clearwater County	100%
Custer County	100%
Elmore County	100%
Franklin County	100%
Fremont County	100%
Gem County	100%

**Table 3.2: Proportion of Idaho county residents that are members of a DEA covered population**

County	% of county part of a covered population
Gooding County	100%
Idaho County	100%
Jefferson County	100%
Jerome County	100%
Kootenai County	70.3%
Latah County	71.2%
Lemhi County	100%
Lewis County	100%
Lincoln County	100%
Madison County	74.8%
Minidoka County	100%
Nez Perce County	64.4%
Oneida County	100%
Owyhee County	100%
Payette County	100%
Power County	99.9%
Shoshone County	100%
Teton County	100%
Twin Falls County	78.5%
Valley County	100%
Washington County	100%

Source: <https://www.census.gov/programs-surveys/community-resilience-estimates/partnerships/ntia/digital-equity.html>

### 3.2.1 Covered Population Needs Assessment

This section outlines the specific barriers to digital access experienced by each of the covered populations under the DAAI plan. The DAAI covered populations are households below 150% of poverty level, aging individuals, incarcerated individuals, veterans, individuals with disabilities, individuals with a language barrier, individuals who are members of a racial or ethnic minority group, and individuals who primarily reside in a rural area. These are all the covered populations required to be included in the digital equity plan by the Digital Equity Act of 2021. The DAAI plan does not identify any additional covered populations, because the ICfL determined that the required covered populations adequately represent the populations that face the most barriers to digital access in Idaho. Any other

populations that may be impacted by digital access issues would be included within the statewide general population survey and would be incorporated into the plan through analysis and consideration of that data collection method.

### 3.2.1.1 Individuals who live in households with income at or below 150% of the federal poverty level

Individuals who live in a household with income at or below 150% of the federal poverty level are the first covered population specified by the Digital Equity Act of 2021. Income can be a significant driver when it comes to digital access, with lower income households having fewer resources to obtain devices capable of accessing the internet and to then pay for broadband access. For this reason, lower income households are one of the covered populations that state digital access plans are required to address. Poverty level is determined by a combination of the household’s annual income and the number of people living there. As of 2023, the federal poverty level begins at \$14,580 for a single-person household and increases by \$5,140 for each additional person in a household. A household is considered low-income if it earns at or below 150% of the poverty level- \$21,870 for a single-person household. Table 3.2.1.1 summarizes federal poverty levels according to household size. According to the Digital Equity Act of 2021, 20.7% of households in Idaho qualify as low-income. A survey conducted in conjunction with this report supports this figure, finding that nearly a quarter (22.4%) of the state’s population come from low-income households.

Household size	Federal poverty level	150% of poverty level
1 person	\$14,580	\$21,870
2 persons	\$19,720	\$29,580
3 persons	\$24,860	\$37,290
4 persons	\$30,000	\$45,000
5 persons	\$35,140	\$52,710
6 persons	\$40,280	\$60,420
7 persons	\$45,420	\$68,130
8 persons	\$50,560	\$75,840

#### **Barriers encountered by low-income households**

Analysis of survey and focus group data identified the following digital access barriers encountered disproportionately by low-income households.

*Less consistent internet access.* While a majority of low-income households in Idaho report having internet access, it is less consistent. Low-income households are 14 points less likely to report having *both* home internet access and cell phone internet access (67.9%)

compared to other households (81.4%). Low-income households are also 10 points more likely to report having only cell phone access (13.8%) compared to other households (4.1%).

*Expense a larger barrier to access.* Among households in Idaho that do not have home internet access, the cost of internet access is cited as the top reason among low-income households. Among other households, a lack of need or desire for home internet is the top reason, suggesting internet costs are a larger barrier for lower income Idahoans. This is further supported by survey data, where low-income households are 25 points more likely to report difficulty paying their monthly internet bills (41.0%) compared to other income households (16.3%).

*Greater reliance on public internet access.* Low-income households in Idaho are more reliant upon public internet access and devices than other income-levels. Those who are economically disadvantaged reported a higher percentage of using computers to access the internet at a public location (33.9%) than those who are not (23.9%), a 10 point difference. Low-income households are far more likely to identify not having internet access at home or not having a computer at home as the reason for accessing the internet in a public location.

*Lower self-reported skill levels.* When asked how confident they are that they could complete certain online tasks, individuals from low-income households are consistently less confident than their higher-income counterparts. Individuals from low-income households are substantially less confident they can search and apply for a job online (66.1%, -13 points), take an online course or training (68.3%, -13 points) or shop and pay their bills online (76.3%, -12 points). They are moderately less confident they can protect their personal information online (66.5%, -7 points), find health information online (82.1%, -6 points), and use social media (78.6%, -5 points). They are only slightly less confident they can send an email (90.6%, -2 points).

### 3.2.1.2 Aging individuals

Aging individuals are the second covered population specified by the Digital Equity Act of 2021. With the speed at which technology and the internet advances, aging populations can face unique challenges related to digital access. Aging individuals, defined as those age 60 or older, are considered a digital access covered population for this reason. According to the Digital Equity Act of 2021, 22.6% of Idaho's population is age 60 or older. Once again, survey research conducted in conjunction with this report supports this estimate, with 20.4% of statewide respondents over 60 years old.

#### **Barriers encountered by aging individuals**

*Greater digital skill gaps.* Aging individuals report substantially lower confidence levels that they can complete certain online tasks

**“It’s not that the younger demographic is necessarily smarter, it’s just they’re growing up with the devices. The older demographic didn’t grow up with the devices.”**

- Focus Group Participant



compared to younger individuals. Searching and applying for jobs online had the largest gap compared to younger individuals (49%, -34 points), followed by taking an online course or training (57%, -27 points) and using social media (66%, -21 points). Aging individuals also reported less confidence in being able to protect their information online (57%, -19 points), shopping or paying their bills online (73%, -16 points), and using email (83%, -12 points). The digital skill set where they are closest to their younger counterparts is finding health information online (82%, -6 points).

*Tendency towards home internet.* Older respondents have a lower percentage of having both home internet and cell phone (68.6%) over younger ones (80.9%). Older respondents have a higher percentage of having only home internet (20.5%) over younger ones (10.9%).

*Less likely to seek out information online.* Older respondents are less likely to search for information about government services or resources via the internet (55.8%) than younger respondents (69.9%).

### 3.2.1.3 Incarcerated individuals, other than individuals who are incarcerated in a federal correctional facility

Incarcerated individuals, other than those who are incarcerated at a Federal correctional facility, are the third covered population specified by the Digital Equity Act of 2021. As incarcerated individuals complete their sentence and seek to reintegrate into society, it can be increasingly difficult to find a job upon their release without digital skills. According to the Digital Equity Act of 2021, 0.7% of Idaho's population is currently incarcerated.

Due to increased restrictions associated with directly surveying this population, identification of barriers and resources are derived from interviews with the Idaho Department of Corrections (IDOC) and organizations interacting with the recently incarcerated. Additionally, a member of IDOC served on the Digital Access for All Idahoans Steering Committee (see Section 4.1.2.1) and was able to provide feedback and insight throughout the process of creating the DAAI plan, further informing digital access needs as they relate to incarcerated individuals. As this plan is implemented and further updated, ongoing efforts should include additional outreach to members of IDOC and more systematic

**“I’d like to see if there’s options for any dummy tablets or dummy smartphones or Android phones that we can bring in. Students can’t go anywhere, but they can actually use it, manipulate it and pretend like they’re going to... look up something on YouTube or on Amazon. They can’t actually go to that site, but they would at least have some type of training module...Not so much probably the younger generation, because they’re probably used to that. But some of the older folks, maybe 35 plus, or some that technology’s more advanced. And they haven’t seen it for several years. I think that would be a huge plus for us if we can get something like that within our facilities.”**

- Interview Participant



study of digital access opportunities and barriers that may exist for this covered population.

### ***Barriers encountered by the incarcerated***

*Limitations in training device availability.* Existing inmate training offerings are oriented towards traditional digital devices such as desktop or laptop computers. With a large proportion of society's digital life now including smartphones and tablets, incarcerated individuals may find fewer job opportunities upon their release because they lack the digital skill set to operate these devices that have become necessary for numerous jobs.

*Prohibited internet access for security reasons.* As part of rehabilitation efforts, many individuals use their time while incarcerated to develop skill sets that will allow them to better reintegrate into society upon their release. This is not currently possible in the case of internet-based digital skill sets as, due to security considerations, inmates do not have internet access in Idaho's correctional facilities.

*Limitations in digital literacy training opportunities for rehabilitation.* Currently, incarcerated individuals in Idaho have limited digital training opportunities. This is due, in part, to not having enough instructors to accommodate needs. Currently, the Idaho Department of Corrections has three computer lab instructors across 11 prisons in Idaho. This results in less opportunity for incarcerated individuals to develop the digital skills that will help them better reintegrate into society upon release, even if they desired to and the necessary devices were available.

### **3.2.1.4 Veterans**

Veterans are the fourth covered population specified by the Digital Equity Act of 2021. As veterans transition from military service to civilian life, digital access can have a substantial effect impacting job prospects, housing, accessing their benefits, and other critical areas. According to the Digital Equity Act of 2021, 6.8% of Idaho's population is a veteran. Veterans are slightly overrepresented in the statewide survey done in conjunction with this report, representing 13.5% of all respondents, but this allows for greater confidence analyzing veteran-specific results. Additionally, approximately 10% of all focus group participants indicated that they were a U.S. Veteran and veteran organizations were engaged during the stakeholder interview process, ensuring that the experiences of veterans are well represented through the development of this plan.

### ***Barriers encountered by veterans***

*Veterans are demographically distinct.* Veteran populations are generally demographically distinct and are composed of higher concentrations of other Digital Equity Act covered populations than non-veterans. Veterans are more likely to be considered aging (43.0%, +26 points compared to non-veterans) and more likely to have a disability (11.9%, +7 points). This can compound the digital access barriers they face as a group. Additionally, veterans are far more likely to be retired (50.4%) than non-veterans (16.6%).

*Less likely to have both home and cell phone internet.* Veterans are less likely to report having both home internet and cell phone internet access (71.9%) compared to non-veterans (79.7%), Veterans who reported not having any internet access are more likely to say they "do not want" or "do not need" the internet.

*Greater dissatisfaction with government websites.* Veterans are more likely to report being dissatisfied with navigating government websites (17.9%) than non-veterans (10.9%). As more government processes and procedures move into the digital space, it is likely that veterans will interact with these spaces in the course of navigating their military benefits and other services. Additionally, with veterans having a greater proportion of individuals with a disability than non-veterans, accessibility issues are likely compounded, complicating their ability to use these services.

*Lower reported digital skills than non-veterans.* Veterans consistently expressed less confidence in their ability to complete certain digital tasks compared to non-veterans. The largest differences included using social media (72.6%, -12 points compared to non-veterans) and searching and applying for jobs online (66.0%, -12 points). This was followed by protecting their personal information online (64.4%, -9 points), taking an online course or training (71.8%, -8 points), and finding health information online (82.2%, -6 points). The smallest gaps relative to non-veterans are found in shopping and paying bills online (81.5%, -5 points) and using email (88.9%, -4 points).

### 3.2.1.5 Individuals with a disability

Individuals with a disability are the fifth covered population specified by the Digital Equity Act of 2021. Digital access for individuals with a disability can often require the aid of special devices or other assistive technology in order to ensure those individuals can access the same information or websites as other users. According to the Digital Equity Act of 2021, individuals with a disability account for 13.9% of Idaho's population. This population is underrepresented in survey results, accounting for only 5.7% of respondents, although 4.0% of respondents preferred not to answer, which given the sensitive nature of the question could account for some of the discrepancy.

#### **Barriers encountered by individuals with a disability**

*More reliant on home internet.* Individuals with a disability were 10 points less likely to report having both home internet and cell phone internet (68.4%) compared to those without a disability (78.9%), and 10 points more likely to report having only home internet (22.8%) than those without a disability (12.4%). This indicates a greater reliance upon home internet services, making those with a disability more susceptible to encounter digital access issues in areas where home internet service is inconsistent or unavailable. Underscoring this relationship, more individuals with a disability reported being dissatisfied with the quality of their home internet connection

**“People with disabilities are across a variety of languages and cultures and socioeconomic backgrounds...you would tend to multiply the barriers, there’s social barrier on top of barrier on top of barrier.”**

- Focus Group Participant



(21.1%) compared to those without a disability (14.5%), suggesting it has a substantial impact on this particular covered population.

*Internet affordability.* Nearly half (43.9%) of individuals with a disability report difficulty meeting their monthly internet expenses compared to one-fifth of those without a disability (19.8%). Additionally, almost half of the individuals with a disability who had heard about the Affordable Connectivity Program had enrolled in it, a much higher enrollment rate than among those without a disability. This suggests internet affordability is an area more acutely felt among this covered population.

*Website and content accessibility.* Individuals with a disability are more likely to encounter barriers to accessing content through traditional means or content not optimized for compatibility with their assistive technology of choice. This can compound with barriers encountered by other covered populations. For example, non-English speakers with a disability are far more likely to report encountering barriers with English-only website content (36.4%) than non-English speakers without a disability (3.9%).

*Substantial gaps in digital skill assessment.* When asked to describe their level of confidence that they could complete common digital tasks, individuals with a disability expressed substantially less confidence than those without a disability. Taking an online course or training (57.9%, -22 points) and protecting their personal information online (52.6%, -20 points) had the largest gaps. This was followed by using email (75.4%, -18 points), searching for and applying for jobs online (61.1%, -16 points), finding health information online (72.0%, -15 points), and using social media (70.2%, -13 points). The narrowest gap was shopping and paying bills online (80.7%, -6 points).

### **3.2.1.6 Individuals with a language barrier, including individuals who are English learners and those who have low levels of literacy**

Individuals with a language barrier are the sixth covered population specified by the Digital Equity Act of 2021, inclusive of two sub-groups including individuals who are English learners and those who have low levels of literacy. Individuals with a language barrier are likely to encounter additional barriers related to digital access, as language is fundamental to understanding and using public resources in the modern world. According to the Digital Equity Act of 2021, 13.5% of Idaho's population is composed of individuals with a language barrier, in addition to 3.6% who qualify as English learners and 16.4% who have low levels of literacy. In order to facilitate analysis of this covered population, survey respondents were asked to identify whether English was their native language (3.1%) and whether anyone in their household speaks Spanish (17.0%).

Per the US. Census Bureau's American Community Survey data, Hispanic/Latino individuals make up Idaho's largest ethnic minority group, at 12.6% of the population. In order to better understand the needs of this large demographic group, IPI conducted a second statewide survey using Spanish-speaking households as selection criteria (100% of respondents), providing a much larger sample size with which to analyze language barriers. Over a quarter (26.5%) of the respondents to this survey indicated that English was not their native language, yielding a more robust sample to identify barriers faced by English language learners. It should be noted that, generally, responses from Spanish-speaking households are very similar to those collected from Idaho as a whole, indicative of a shared statewide culture.

### **Barriers encountered by individuals with a language barrier**

*More likely to run into barriers related to English only content.* Given the predominance of English-only content in the United States, unsurprisingly individuals with a language barrier are most likely to be impacted or unable to use services that are only offered in English. Proportionally, almost twice as many respondents from Spanish-speaking households (10.1%) identified running into barriers accessing English-only website content compared to the state as a whole (5.9%). The impact was even greater among non-English natives (16.0%).

*More reliant on public access.* Individuals with language barriers are more reliant on accessing the internet or digital services from public locations, such as libraries or community centers, than their counterparts. Respondents from Spanish-speaking households report regularly accessing the internet from public locations at least once a month or more (26.3%) compared to the statewide population as a whole (16.3%). Spanish-speaking households are more likely to cite slow internet at home (11.4%) as the reason for this public access than the general population (4.6%).

*Higher confidence in digital skills.* When asked to assess their confidence in their ability to complete several digital tasks, respondents from Spanish-speaking households expressed higher confidence across all digital skills compared to the state as a whole. Protecting personal information online (79.8%, +8 points relative to the state as a whole), searching and applying for jobs online (83.3%, +7 points), are using social media (89.5%, +7 points) were the skills Spanish-speaking households had the most confidence in compared to Idahoans in general. This was followed by taking an online course or training (83.3%, +5 points), shopping and paying bills online (90.1%, +4 points), using email (94.8%, +2 points), and finding health information online (87.5%, 1 point).

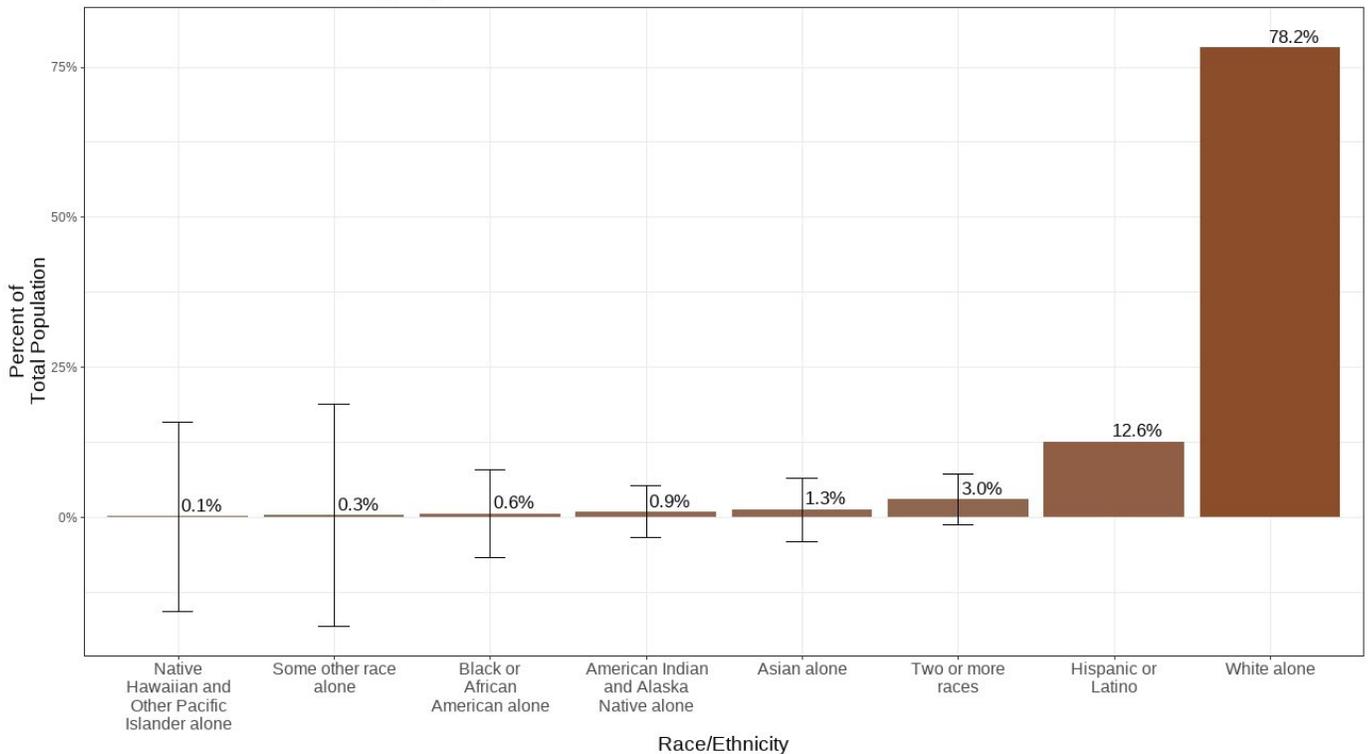
### **3.2.1.7 Individuals who are members of a racial or ethnic minority group**

Individuals who are members of a racial or ethnic minority group are the seventh covered population specified by the Digital Equity Act of 2021. Given the historical discrimination experienced by members of different racial or ethnic groups, it is important to examine digital access from the perspective of these groups to ensure that there are not systemic barriers impacting their ability to access and engage with Idaho's digital resources. According to the Digital Equity Act of 2021, racial or ethnic minority groups compose 18.4% of Idaho's population. Survey results confirm this breakdown. Idaho is predominantly white (79.0%), with 16.3% identifying as a non-white racial or ethnic minority group. Table 3.2.1.7 breaks down survey respondents according to racial or ethnic identity.

<b>Race or ethnicity</b>	<b>Proportion of statewide sample</b>
White	79.0%
Latino or Hispanic	11.9%
Native American	1.3%
Asian	0.7%
Black	0.4%
Other	0.5%
Multiple Races	1.5%
Prefer not to say	4.7%

Due to Idaho's demographic breakdown, the only minority group large enough to be analyzed under the employed methodologies

## Idaho's 2021 Demographic Breakdown



Source: U.S. Census Bureau, American Community Survey, 5 Year Estimates

is the Hispanic/Latino population; other minority group populations are too small, with statistical margins of error too large, to draw meaningful conclusions.

There are five federally-recognized Native American Tribes in Idaho: the Coeur d'Alene Tribe, the Kootenai Tribe, the Nez Perce Tribe, the Shoshone-Bannock Tribe, and the Shoshone-Paiute Tribe.

### ***Barriers encountered by individuals who are members of a racial or ethnic minority group***

*Likely to be members of other covered populations.* Members of racial and ethnic minorities are more likely to be members of other covered populations, this intersectionality increases the likelihood of the digital access barriers they face. Members of racial or ethnic minorities are more likely to not be a native English-speaker (11.7%) compared to non-members (1.5%). Similarly, members of a racial or ethnic minority are more likely to have a disability (11.0%) compared to non-members (4.8%). This increases the likelihood of members having to deal with multiple barriers to digital access.

*No major differences in digital skills confidence levels.* In contrast to several other covered populations, there is very little substantive difference between the digital skill confidence levels expressed by members of racial or ethnic minorities compared to non-members, with most of the differences falling within the margin of error. Racial or ethnic minority members are slightly more confident than non-members in being able to protect their personal information online (74.8%, +4 points compared to non-members), searching and applying for jobs online (78.6%, +3 points), and using social media (84.1%, +2 points). Conversely, members of racial or ethnic minorities have a slightly less favorable view of their skills related to shopping and paying bills online (85.9%, -0.4 points), taking an online course or training (84.1%, -2 points), using email (90.2%, -3 points), and finding health information online (83.4%, -4 points). Taken in total, there is little to suggest a race or

ethnicity-based effect on Idahoans' assessment of their digital skill levels.

*External trust is low among Tribal communities.* Tribal communities in Idaho are among those most in need of increased digital access. It was noted repeatedly by Tribal focus group participants that members of the Tribal communities have low levels of trust towards non-members and are unlikely to utilize resources offered unless it is through or in partnership with Tribal councils. This can impact the ability to address digital access issues among these communities, underscoring the need for collaborative solutions that involve representatives from the Tribes.

*Economic disparities can be disproportionately felt by Tribal communities.* Multiple Tribal focus group participants noted that many members of their communities experience substantial economic hardship, resulting in choices between having internet access or feeding their families. As a result, many members of Tribal communities go without internet access and must instead rely upon publicly available internet access, something that can adversely affect children seeking to complete school assignments or otherwise access digital resources.

**“Our entire Tribal government internet has gone down, and it’s detrimental. Our Tribal government cannot function. It’s millions of dollars that are lost.”**

- Focus Group Participant



### 3.2.1.8 Individuals who primarily reside in a rural area

Individuals who primarily reside in a rural area are the eighth and final covered population specified by the Digital Equity Act of 2021. Rural communities face many unique barriers related to digital access, in part due to low population densities increasing the cost of installing the necessary infrastructure to provide broadband internet service to all households within a community. As a result, many rural communities have few internet service providers to choose from and often are restricted to satellite internet access. According to the Digital Equity Act of 2021, 41.8% of Idaho’s population primarily reside within a rural area. This makes rural residents the single largest DEA covered population in the state of Idaho. Approximately 27.3% of survey respondents were collected from counties designated by the DEA as “rural.” Note that as the DEA rural classification is applied at the county level, random selection of a survey sample that is geographically distributed statewide can distort this measure somewhat.

Rural-Urban Commuting Area (RUCA) codes provide another way of analyzing geographic rurality by sorting counties into four major types: metropolitan, micropolitan, town, and rural, taking into account proximity to major urbanized areas. Using these designations, the population distribution of Idaho when applied to survey results is 68.3% metropolitan, 18.4% micropolitan, 6.5% small town, and 6.9% rural.

#### **Barriers encountered by individuals who primarily reside in a rural area**

*Rural residents are more likely to have no internet.* Idahoans from non-rural areas (81.9%) tend to have both home internet and cell phone to a greater extent than those from rural

areas (68.8%). Additionally, 17.9% of rural respondents report not having home internet, a higher proportion than non-rural areas (5.2%).

*Poorer perceived internet quality in rural areas.* Rural residents are more likely to report low satisfaction with the quality of their internet service (21.2%) compared to non-rural residents (12.7%), suggesting greater variability in the performance of digital access in these areas.

*Lower confidence in digital skill levels among rural residents.* Individuals who primarily reside in rural areas are once again likely to express less confidence in their ability to perform certain digital tasks when compared to non-rural residents. The largest gaps between rural residents and non-rural residents are found in their assessments of their ability to shop and pay their bills online (78.0%, -11 points), search and apply for jobs online (68.5%, -10 points), using email (85.8%, -9 points), and using social media (75.9%, -9 points). While still lower than their non-rural counterparts, rural residents still showed moderately less confidence when it came to protecting their personal information online (66.3%, -8 points), taking an online course or training (72.9%, -7 points), and finding health information online (82.5%, -6 points).

**“A lot of our residents live outside the city limits and are in the county space. There’s a lack of options for folks who aren’t directly in one of the cities.”**

- Focus Group Participant



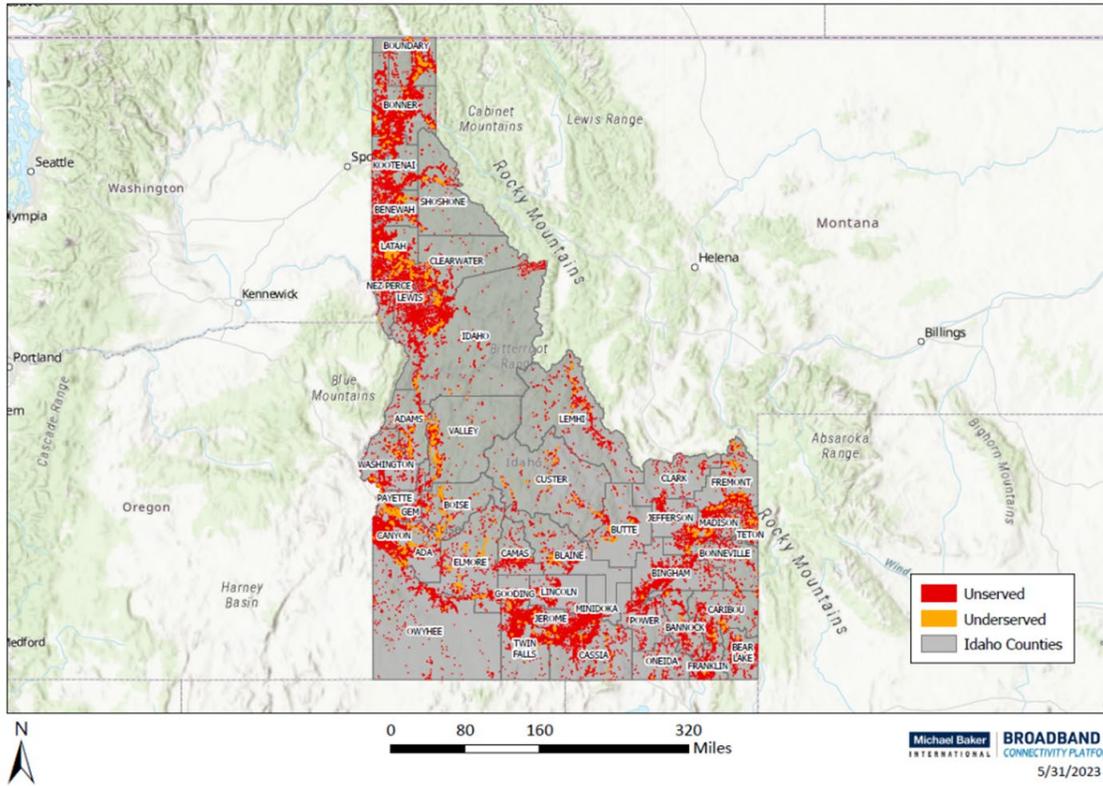
### 3.2.2 Broadband Adoption

When asked about their internet services, 97.6% of Idahoans report having some form of internet access, with 78.4% having home internet and cell service, 12.9% having only home internet, and 6.3% having only cell service. Only 1.4% remained as having no internet service of any kind. However, looking at high-speed internet options, such as broadband cable, fiber optic, or DSL, Idaho ranks 33rd in the nation, with only 69% of households subscribed (*US Census Data, 2021 ACS 5-Year Estimates*).

Speed may be a factor in some Idahoan’s satisfaction with their internet service - 79.6% of those with home internet said that they were satisfied with their connection (45.5% strongly satisfied, 34.1% somewhat satisfied), while 15% were not satisfied (11.5% not too satisfied, 3.5% not at all satisfied). As online services become more common and more developed, the internet speeds required for accessing these services reliably have increased.<sup>1</sup>

<sup>1</sup> Velazco, C. (2022, July 19). FCC calls 25 Mbps ‘broadband’ speed. The push is on to up it to 100. The Washington Post. <https://www.washingtonpost.com/technology/2022/07/19/fcc-broadband-new-definition-100mbps/>

## Idaho Unserved and Underserved

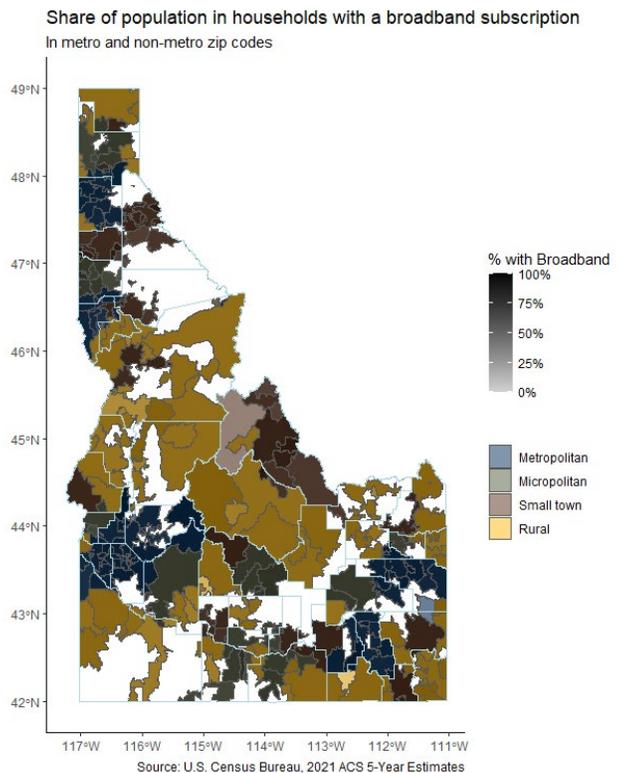


The NTIA defines an underserved area as having download/upload speeds of 100/20 Mbps or less. An unserved area receives download/upload speeds of 25/3 Mbps or less.<sup>2</sup>

The recent expansion of satellite internet options has brought the possibility of high-speed internet access to wide swaths of rural Idaho. Only 4.6% of Idahoans without internet reported that unavailability in their area was their reason for not having it. However, satellite is the only option in many rural areas. Satellite internet access can have its downsides - some focus group and interview respondents noted that it can be expensive to set up and maintain, and service can be slow or unreliable.

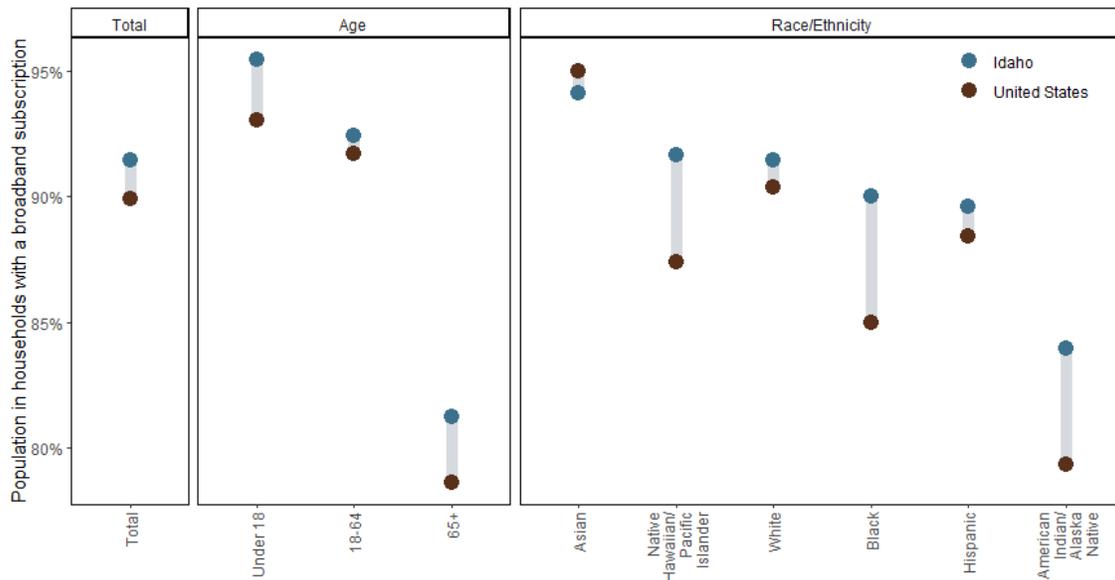
Idaho's major metropolitan centers (Boise and its metropolitan area in the southwest, Idaho Falls and Pocatello in the east, and Coeur d'Alene and Lewiston in the north) represent many, though not all, parts of Idaho with the highest percentages of households with a broadband subscription. Rural

<sup>2</sup> National Telecommunications and Information Administration (2023). High-speed internet. U.S. Department of Commerce, National Telecommunications and Information Administration. <https://www.ntia.gov/category/high-speed-internet>



and small town areas, in contrast, tend to have lower rates of broadband subscription.

### *Households with Broadband Internet Access*



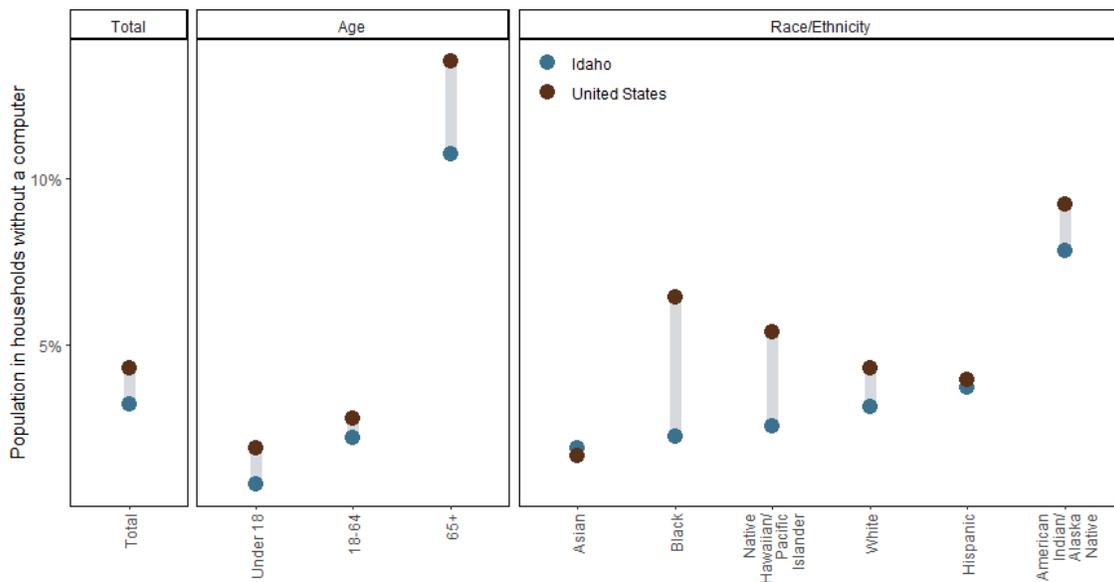
Source: U.S. Census Bureau, 2021 ACS 5-Year Estimates

Broadband adoption and its barriers across the state are impacted by the individual barriers discussed in the covered populations needs assessment (3.2.1) - the options available to an individual or a household will be shaped by their access to existing resources.

Examining internet usage by age, older Idahoans are less likely to have a broadband subscription than younger Idahoans - this difference is especially pronounced for adults over the age of 65, who are approximately 15% less likely to have broadband than younger Idahoans. Lack of digital and technical skills may factor in this disparity.

Breaking down subscription rates by race/ethnicity, American Indian/Alaska Native Idahoans are less likely than others to have high-speed internet, by about 5-10% - a notable disparity. Hispanic Idahoans are also less likely to have broadband subscriptions than most other ethnicities. Despite these disparities, Idaho does have higher rates of broadband subscription than the U.S. average among all groups, except for Asian households.

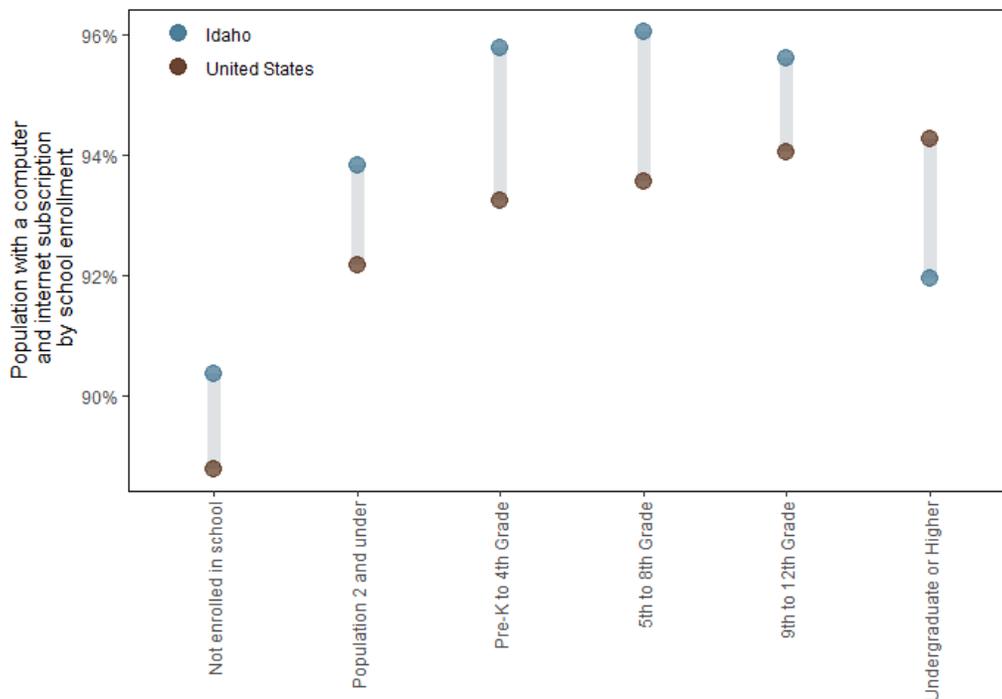
## Idaho Households without a Computer



Source: U.S. Census Bureau, 2021 ACS 5-Year Estimates

The distribution of Idahoans without a computer closely resembles that of Idahoans without a broadband subscription - American Indian/Alaska Native Idahoans are notably more likely to live in a household without a computer, as are older Idahoans (especially those over the age of 65).

## Percent of Population with Computer and Internet Subscription by Education Level



Source: U.S. Census Bureau, 2021 ACS 5-Year Estimates

Examining technology and internet usage by educational level, those enrolled in K-12 school are more likely than others to possess a computer and an internet subscription. This

divide may reflect differences in age which, as noted above, are also linked to differences in internet usage. Idaho falls above the national percentage for computer and internet usage among all groups except those enrolled in undergraduate programs or higher.

Resources that can help to address broadband adoption barriers for Idahoans include the development of affordable device and broadband options (also see section 3.2.3), digital literacy training, and community awareness campaigns. Further discussion of the barriers for broadband adoption facing Idahoans can be found in the Idaho Department of Commerce Office of Broadband Five-Year Action Plan.

### 3.2.3 Broadband Affordability

BroadbandNow ranks Idaho in 2023 as 40th in the nation in terms of internet coverage, speed and availability, and estimates that only 19.4% of Idahoans in 2023 are able to purchase broadband internet at a price of \$60 or less per month.<sup>3</sup> Comparing this to Idahoans' survey responses about the prices they would be willing to pay for high-speed internet, 18.8% said that anything more than \$50 a month would be too expensive. Another 21.8% said that they would be willing to pay \$51-\$75, leaving 40.6% remaining who would be willing to pay in excess of \$75 a month. These responses suggest that broadband costs in some areas are higher than many Idahoans are willing to pay. Along the same lines, 28.7% of Idahoans without internet service reported that they hadn't obtained it because it was too expensive.

**“My client is trying to go back to school to better herself and her life for her kids, but can’t because she can’t afford the internet.”**

- Focus Group Participant

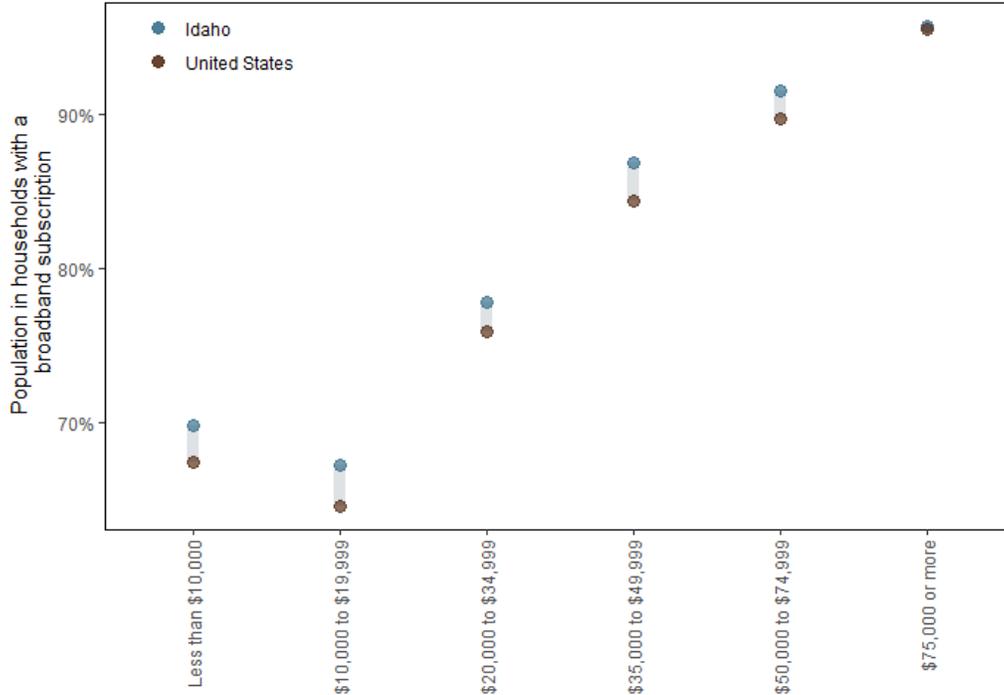


Other available data further demonstrates that the *cost of technology and broadband access* is a barrier for many Idahoans, as influenced by the individual/household barriers discussed above. For example, the likelihood that a household in Idaho will have a broadband subscription drops sharply as household income drops, falling below 80% for households with incomes below \$35,000 a year.

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3 BroadbandNow. (2023). Idaho internet coverage & availability in 2023. <https://broadbandnow.com/Idaho>

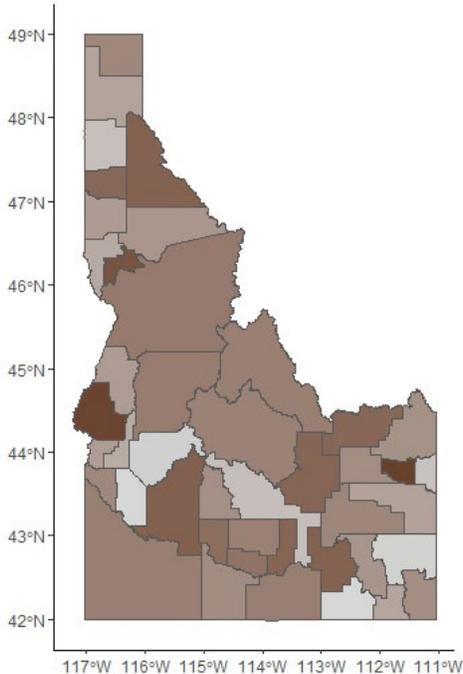
## Idaho Households with a Broadband Subscription by Income



Source: U.S. Census Bureau, 2021 ACS 5-Year Estimates

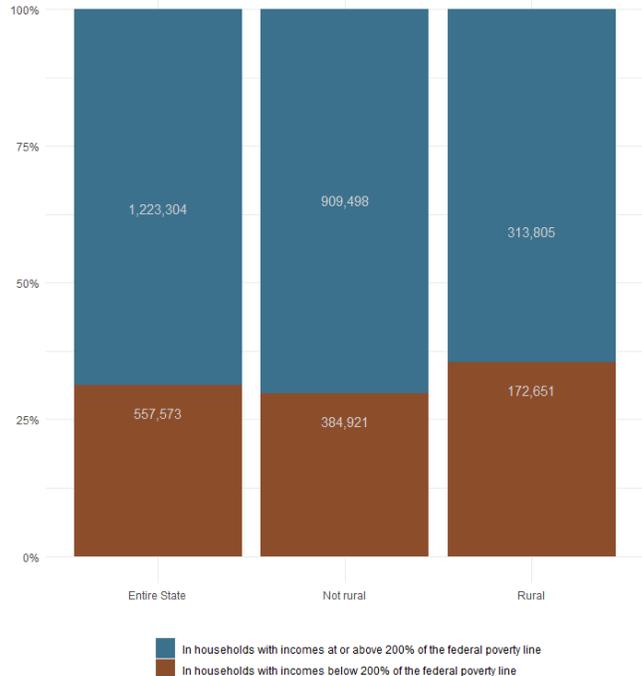
A lack of *access to affordable devices* (computers, tablets, smartphones, etc.) can also hinder a household’s ability to access broadband services. When asked if they had enough devices to meet the needs of their households, 7% of Idahoans said that they do not have the devices that they need. This percentage increases to approximately 10-12% across lower income households. Focus group and interview respondents also pointed to a lack of education about which devices are necessary for which purposes (such as education or access to online services).

% of the population eligible for the ACP  
(Household income below 200% of federal poverty level)



Source: U.S. Census Bureau, 2021 ACS 5-Year Estimates

% of the population eligible for the ACP  
(Household income below 200% of federal poverty level)



Source: U.S. Census Bureau, 2021 ACS 5-Year Estimates

*Racial/ethnic disparities also impact affordability:* Hispanic and American Indian/Alaska Native households in Idaho are more likely to have lower median incomes than white households, potentially influencing the lower levels of broadband subscription and computer ownership observed.<sup>4</sup>

Approximately 31% of Idahoans live in households with *incomes below 200% of the federal poverty level*, making them eligible for participation in the Affordable Connectivity Program (ACP). The ACP can help close broadband affordability gaps by providing financial support for monthly broadband payments, as well as one type assistance with a device purchase. ACP eligibility serves as a reliable proxy for the rate of low-income households in a county. Idahoans living in non-metropolitan counties are more likely to qualify for the ACP (37%) than those living in metropolitan counties (29%), highlighting the income disparities between rural and urban counties in Idaho. Individuals eligible for the ACP are also more likely to face other challenges with income and affordability.

*Many Idahoans have not taken advantage of the ACP.* Statewide, 5.7% of Idahoans reported enrolling in the program - far fewer than are eligible. However, only 23.5% of respondents reported hearing about the program, suggesting that awareness is an obstacle for enrollment (among those who had heard of the program, enrollment was 23.8%). Enrollment is slightly higher among Spanish-speaking populations, with 7.8% enrolling (35.2% among those who had heard of the program).

*Libraries, community centers, and other public spaces* can provide access to internet services, particularly for individuals with access barriers. More than a quarter (26.2%) of Idahoans reported using computers in public spaces to access the internet. Among those individuals, 16% used public computers to address accessibility challenges - slow or no internet at home, or no computer at home. Low-income respondents were more likely to report using public computers than others.

*Resources that can help* to address broadband affordability barriers for Idahoans include financial subsidization programs, such as the Affordability Connectivity Program (augmented by awareness campaigns about this and similar programs), development of affordable device and broadband options, and digital literacy training. Further discussion of the barriers for broadband adoption facing Idahoans can be found in the Idaho Department of Commerce Office of Broadband Five-Year Action Plan.

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4 U.S. Census Data, 2021 ACS 5-Year Estimates. <https://data.census.gov/table?q=median+household+income+by+race/ethnicity+-+in+idaho&tid=ACSS1Y2021.S1903>

# 4 Collaboration and Stakeholder Engagement

## 4.1 Coordination and Outreach Strategy

Stakeholder coordination and outreach is pivotal to the success of the DAAI plan. By engaging with key constituencies through the development of this plan, Idaho will pursue a holistic view of digital access, which includes metrics that ensure further development of outreach and collaboration throughout the implementation process. This section outlines the coordination and outreach strategy used by IPI and the ICfL in the development of this plan, as well as establishes ongoing coordination and outreach efforts. This multi-faceted research approach ensures that participants or stakeholders representing each covered population are heard and engaged in both planning and implementation stages.

### 4.1.1 Coordination and Outreach in Plan Development

In order to ensure the input and involvement of as many stakeholders as possible in the development of the DAAI plan, Idaho Policy Institute conducted robust outreach efforts employing multiple methodological approaches. These efforts included 1) ICfL partner interviews and stakeholder surveys, 2) 17 regional focus group sessions conducted in-person across the state, 3) a scientifically valid survey of 1,000 Idaho adults statewide, 4) a scientifically valid statewide survey of 400 Spanish-speaking households in Idaho, and 5) 15 stakeholder interviews with representatives that are either active in the digital industry or regularly engage with covered populations. All research methodologies were reviewed and approved by Boise State University’s Institutional Review Board Office for compliance with federal standards of informed consent and research ethics (refer to protocols #000-SB23-028 and #000-SB23-043).

The following table displays all the types of stakeholder engagement conducted for the development of the DAAI plan. The table contains information about each type of outreach, number of participants, and which covered populations were engaged.

**Table 4.1.1 Stakeholder Engagement Summary**

<b>Engagment Description</b>	<b>Type</b>	<b>Target Audience</b>	<b>Households below 150% poverty level</b>	<b>Aging individuals</b>	<b>Incarcerated Individuals</b>	<b>Veterans</b>	<b>Individuals with disabilities</b>	<b>Individuals with a language barrier</b>	<b>Individuals of a racial or ethnic minority group</b>	<b>Individuals who primarily reside in a rural area</b>
Digital Inclusion at Your Library	Survey	Community Anchor Institutions	X	X			X			X
Digital Access for All Idahoans: City Survey	Survey	Municipalities		X	X	X	X			X
Internet for All: Idaho Local Coordination Workshop	Meeting/Presentation	Open	X	X		X	X		X	X
Partner Interviews	Listening Session (Virtual)	Organizations that Represents Covered Populations	X	X	X	X	X	X	X	X
Digital Access Steering Committee Meeting #1	Meeting/Presentation	Steering Committee	X	X	X	X	X	X	X	X
Digital Access Community Coalition Call #1	Listening Session (Virtual)	Open	X	X		X	X	X	X	X
Idaho School Boards Association Day on the Hill	Meeting/Presentation	Open	X					X	X	X
Digital Access Focus Group: McCall	Listening Session (In-person)	Regional Listening Session	X	X						X
Digital Access Focus Group: Burley	Listening Session (In-person)	Regional Listening Session	X	X						X
Digital Access Focus Group: Twin Falls	Listening Session (In-person)	Regional Listening Session	X	X						X
Digital Access Focus Group: Idaho Falls	Listening Session (In-person)	Regional Listening Session	X	X						X
Digital Access Focus Group: Nampa	Listening Session (In-person)	Regional Listening Session	X	X						X
Digital Access Steering Committee Meeting #2	Meeting/Presentation	Steering Committee	X	X	X	X	X	X	X	X

**Table 4.1.1 Stakeholder Engagement Summary**

Engagement Description	Type	Target Audience	Households below 150% poverty level	Aging individuals	Incarcerated Individuals	Veterans	Individuals with disabilities	Individuals with a language barrier	Individuals of a racial or ethnic minority group	Individuals who primarily reside in a rural area
Digital Access Focus Group: Salmon	Listening Session (In-person)	Regional Listening Session	X	X						X
Digital Access Focus Group: Sandpoint	Listening Session (In-person)	Regional Listening Session	X	X						X
Digital Access Focus Group: Coeur d'Alene	Listening Session (In-person)	Regional Listening Session	X	X						X
Digital Access Focus Group: Hailey	Listening Session (In-person)	Regional Listening Session	X	X						X
Digital Access Focus Group: Grangeville	Listening Session (In-person)	Regional Listening Session	X	X						X
Digital Access Focus Group: Orofino	Listening Session (In-person)	Regional Listening Session	X	X					X	X
Digital Access Focus Group: Boise	Listening Session (In-person)	Regional Listening Session	X	X						
Digital Access Focus Group: Pocatello	Listening Session (In-person)	Regional Listening Session	X	X					X	X
Digital Access Focus Group: Preston	Listening Session (In-person)	Regional Listening Session	X	X						X
Idaho EcosySTEM Spring Convening: Broadband, Digital Equity, STEM, and You	Meeting/Presentation	Open	X					X	X	X
Reading Idaho's Rural Communities to Capture the Benefits of Digitalization: Sun Valley	Meeting/Presentation	Open	X	X	X	X	X	X	X	X

**Table 4.1.1 Stakeholder Engagement Summary**

Engagement Description	Type	Target Audience	Households below 150% poverty level	Aging individuals	Incarcerated Individuals	Veterans	Individuals with disabilities	Individuals with a language barrier	Individuals of a racial or ethnic minority group	Individuals who primarily reside in a rural area
Midyear Convention 2023 - Affiliated Tribes of Northwest Indians	Listening Session (In-person)	Covered Populations	X	X					X	X
Digital Access Community Coalition Call #2	Listening Session (Virtual)	Open	X	X		X	X		X	X
Digital Access Steering Committee Meeting #3	Meeting/Presentation	Steering Committee	X	X	X	X	X	X	X	X
Statewide Survey	Survey	Open	X	X		X	X		X	X
Spanish Speaking Survey	Survey	Open	X	X		X	X	X	X	X
Readying Idaho's Rural Communities to Capture the Benefits of Digitalization: Moscow	Meeting/Presentation	Open	X	X			X		X	X
Idaho Hispanic/American Indian Healthcare Conference	Event	Open	X	X				X	X	X
Idaho Indian Education Summit	Event	Open	X					X	X	X

#### 4.1.1.1 ICfL outreach activities

The ICfL conducted a number of stakeholder engagement activities during the development of the DAAI plan. The ICfL conducted surveys with two key stakeholder groups: city governments and public libraries. Interviews with 41 stakeholders were conducted. An analysis of the ICfL outreach efforts revealed that the top barriers reported by respondents were lack of digital skills, broadband affordability, and online accessibility of public services. The most commonly reported assets were interorganizational partnerships, staff capacity, and availability of internet at libraries and schools.

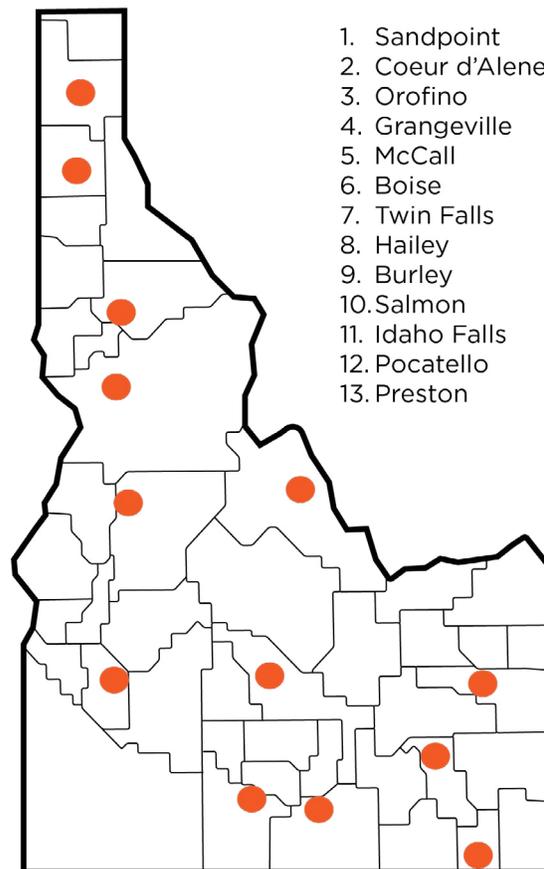
#### 4.1.1.2 Focus group methodology

As part of its focus group efforts, IPI identified 2-3 cities in each of the six ICfL regions across the state in consultation with the ICfL staff, with a goal of conducting at least two focus group sessions in each region. Public libraries were chosen as the primary venue for each focus group, as they would be well-known within their respective communities and library staff would be able to help promote the focus group opportunity to their constituencies.

Once a focus group session was scheduled and confirmed with the local library, the host library would be provided with advertisement flyers to distribute and members of the IPI research team would reach out to local governments, community organizations, chambers of commerce, veterans groups, tribal representatives, and other entities active in the community in order to notify them about the forthcoming focus group and to ask for their help in spreading the word.

For each focus group session, 2-3 members of the IPI research team would travel to the host city in order to conduct the focus group session. During each session, one team member would facilitate the discussion while the others would take notes. To view the focus group question protocol, see Appendix C.

**Figure 4.1.1.2: Map of Focus Group Sessions**



In total, IPI conducted 17 regional focus group sessions across 13 Idaho cities with 93 total participants. Focus group sessions were conducted from March 2023 through May 2023. Figure 4.1.1.2 depicts the locations of these focus group sessions.

#### 4.1.1.3 Statewide survey of Idaho's population

A digital access statewide survey of Idaho adults was conducted May 17-24, 2023, and surveyed 1,000 adults who currently live in Idaho. The sample is representative of the state's population, both geographically and demographically, with a margin of error of +/- 3.1%. The survey instrument was crafted in consultation with the ICfL to assess

Idahoans level of internet access, digital skills, reliance on public access, and approaches to problem solving technical issues. The survey instrument was translated into Spanish and respondents were able to select the language they would prefer to respond to the survey in: English (99.9%) or Spanish (0.1%). GS Strategy Group fielded the survey by landline phone (6.7%), cell phone (33.3%), text message (29.7%), and online distribution (30.3%). To view both the English and Spanish-language versions of the survey instrument, see Appendices A & B.

#### **4.1.1.4 Statewide survey of Spanish speaking households in Idaho**

Per the US. Census Bureau's American Community Survey data, Hispanic/Latino individuals make up Idaho's largest ethnic minority group, at 12.6% of the population. In order to hone in on the particular needs of this large demographic group, a statewide digital access survey of Spanish speaking households was conducted May 17 - June 8, 2023, and surveyed 400 adults who currently live in Idaho. The sample targeted only Spanish speaking households and has a margin of error of +/- 4.9%. The same survey instrument used for the statewide survey of the general population was repeated with only the sample selection criteria altered. Once again, the survey instrument was crafted in consultation with the ICfL to assess Idahoans level of internet access, digital skills, reliance on public access, and approaches to problem solving technical issues. The survey instrument was translated into Spanish and respondents were able to select the language they would prefer to respond to the survey in: English (98.5%) or Spanish (1.5%). GS Strategy Group fielded the survey by landline phone (4.8%), cell phone (45.5%), text message (24.8%), and online distribution (25.0%).

As this survey was targeted at a specific covered population to identify digital access needs, a minimum threshold of 50% phone collection (inclusive of both landline and cell phones) was used to ensure results were not biased towards respondents with existing digital access. To view both the English and Spanish-language versions of the survey instrument, see Appendices A & B.

#### **4.1.1.5 Digital access stakeholder interviews**

Following the completion of digital access focus groups and both statewide surveys, IPI researchers performed a preliminary analysis to identify any covered population groups or organizations that were not adequately represented in these data collection methods. While stakeholders from covered populations were prioritized, additional groups that primarily interacted with adjacent populations (such as refugees) were also included.

Invitations to participate in a remote stakeholder interview were emailed to potential participants. Those that accepted were interviewed by project team members via telephone or the Zoom platform, depending on the stakeholder's preference. In total, 15 stakeholder interviews were conducted and used to supplement other data collection methods. To view the stakeholder interview question protocol, see Appendix D.

#### **4.1.1.6 Thirty-day public comment period**

A draft version of this DAAI plan was published on the ICfL website on August 8th, 2023 alongside an electronic comment form. The comment form covered the major sections of the DAAI plan and asked individuals to provide any suggestions or feedback that they felt would improve the plan. A printable version of the comment form was also available for those who preferred to physically mail in their comments.

The comment period was open for 30-days and closed on September 8th, 2023. A total of nine public comment submissions were received. The feedback and suggestions received during this period were integrated into the final DAAI plan. For a summary of comments received and how they were integrated into the revised plan, see Appendix E (Section 7.5).

Additional plan feedback was also received from the DAAI Steering Committee during their August 2023 meeting.

#### **4.1.2 List of Organizations Collaborated With**

The ICfL and IPI engaged with many organizations during the development of the DAAI plan. Engagement occurred through different methods, including surveying, presentations, and in-person and virtual listening sessions. Listed below are members of the DAAI Steering Committee and all organizations that were engaged in planning activities.



### 4.1.2.1 Digital Access for All Idahoans Steering Committee

The DAAI Steering Committee was created to guide the creation of the DAAI plan. Steering committee members engaged in quarterly sessions designed to share digital access challenges faced by their constituents and provide feedback on planning efforts. This section includes information about each DAAI Steering Committee member.



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### 4.1.2.2 Organizations collaborated with

This section contains a list of all organizations that the ICfL and IPI collaborated with during the development of this plan. This list represents the initial stage of stakeholder collaboration, which will continue during the implementation of the plan. Outreach efforts prioritized collaboration with stakeholders serving covered populations and this list includes multiple forms of outreach to engage each covered population.

**Table 4.1.2.2 Organizations collaborated with**

<b>Organization Name</b>	<b>Organization Type</b>	<b>Engagement Purpose</b>	<b>Organization's Website Link</b>
AARP Idaho	Organization that Represents Covered Populations	Community Outreach	<a href="https://states.aarp.org/idaho/">https://states.aarp.org/idaho/</a>
Ada Community Library	Community Anchor Institution	Community Outreach	<a href="http://www.adalib.org/">http://www.adalib.org/</a>
Ada County	County or Municipal Government	Community Outreach	<a href="https://adacounty.id.gov/">https://adacounty.id.gov/</a>
AirBridge Broadband	Internet Service Provider	Community Outreach	<a href="https://www.airbridgebroadband.com/">https://www.airbridgebroadband.com/</a>
Association of Idaho Cities	County or Municipal Government	Community Outreach	<a href="https://idahocities.org/">https://idahocities.org/</a>
ATC Communications	Internet Service Provider	Community Outreach	<a href="https://www.atcnet.net/">https://www.atcnet.net/</a>
Boise Public Library	Community Anchor Institution	Community Outreach	<a href="https://www.boisepubliclibrary.org/">https://www.boisepubliclibrary.org/</a>
Boise State University Idaho Policy Institute	Institutions of Higher Education	Data Collection	<a href="https://www.boisestate.edu/sps-ipi/">https://www.boisestate.edu/sps-ipi/</a>
Boundary Economic Development Council	Economic Development	Community Outreach	<a href="https://boundaryedc.com/">https://boundaryedc.com/</a>
Brigham Young University - Idaho	Institutions of Higher Education	Community Outreach	<a href="https://www.byui.edu/">https://www.byui.edu/</a>
Burley Public Library	Community Anchor Institution	Community Outreach	<a href="https://bplibrary.org/">https://bplibrary.org/</a>
Business Leaders United: for Workforce Partnerships	Nonprofit Organization (501c3)	Community Outreach	<a href="https://businessleadersunited.org/">https://businessleadersunited.org/</a>
Camas County Public Library	Community Anchor Institution	Community Outreach	<a href="https://camas.lili.org/">https://camas.lili.org/</a>
Cambridge Telephone Company	Internet Service Provider	Community Outreach	<a href="https://ctcweb.net/cambridge">https://ctcweb.net/cambridge</a>
Cascade Public Library	Community Anchor Institution	Community Outreach	<a href="https://cascade.lili.org/">https://cascade.lili.org/</a>
CATCH	Nonprofit Organization (501c3)	Community Outreach	<a href="https://www.catchidaho.org/">https://www.catchidaho.org/</a>

**Table 4.1.2.2 Organizations collaborated with**

<b>Organization Name</b>	<b>Organization Type</b>	<b>Engagement Purpose</b>	<b>Organization's Website Link</b>
Center for Hope	Nonprofit Organization (501c3)	Community Outreach	<a href="https://www.centerforhopeif.org/">https://www.centerforhopeif.org/</a>
City of Boise	County or Municipal Government	Community Outreach	<a href="https://www.cityofboise.org/">https://www.cityofboise.org/</a>
City of Bovill	County or Municipal Government	Community Outreach	<a href="https://www.cityofbovill.net/">https://www.cityofbovill.net/</a>
City of Caldwell	County or Municipal Government	Community Outreach	<a href="https://www.cityofcaldwell.org/">https://www.cityofcaldwell.org/</a>
Clearwater Co. Free Library District	Community Anchor Institution	Community Outreach	<a href="https://ccfldatweippe.lili.org/">https://ccfldatweippe.lili.org/</a>
Clearwater Economic Development Association	Economic Development	Community Outreach	<a href="https://clearwater-eda.org/">https://clearwater-eda.org/</a>
Coeur d'Alene Tribe	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization	Plan Development	<a href="https://www.cdatribe-nsn.gov/">https://www.cdatribe-nsn.gov/</a>
College of Southern Idaho	Institutions of Higher Education	Community Outreach	<a href="https://www.csi.edu/">https://www.csi.edu/</a>
College of Western Idaho Adult Education	Institutions of Higher Education	Plan Development	<a href="https://cwi.edu/programs-degrees/adult-education">https://cwi.edu/programs-degrees/adult-education</a>
Comcast	Internet Service Provider	Community Outreach	<a href="https://business.comcast.com/">https://business.comcast.com/</a>
Communication Workers of America	Industry Representative or Association (501c6)	Community Outreach	<a href="https://cwa-union.org/">https://cwa-union.org/</a>
Cox	Internet Service Provider	Community Outreach	<a href="https://www.cox.com/residential/home.html">https://www.cox.com/residential/home.html</a>
CusterTel	Internet Service Provider	Community Outreach	<a href="https://custertel.net/">https://custertel.net/</a>
Desert Creative Group	Marketing Company	Community Outreach	<a href="https://www.desertcreativegroup.com/">https://www.desertcreativegroup.com/</a>

**Table 4.1.2.2 Organizations collaborated with**

<b>Organization Name</b>	<b>Organization Type</b>	<b>Engagement Purpose</b>	<b>Organization's Website Link</b>
Digitunity	Nonprofit Organization (501c3)	Community Outreach	<a href="https://digitunity.org/">https://digitunity.org/</a>
Direct Communications	Internet Service Provider	Community Outreach	<a href="https://directcom.com/idaho/">https://directcom.com/idaho/</a>
Eminent Technical Solutions	IT Company	Community Outreach	<a href="https://etscorp.com/">https://etscorp.com/</a>
EverGem	Internet Service Provider	Community Outreach	<a href="https://evergem.com/">https://evergem.com/</a>
Framing Our Community	Nonprofit Organization (501c3)	Community Outreach	<a href="https://www.framingourcommunity.org/">https://www.framingourcommunity.org/</a>
Fybercom	Internet Service Provider	Community Outreach	<a href="https://fybercom.net/">https://fybercom.net/</a>
Gooding Public Library	Community Anchor Institution	Community Outreach	<a href="https://gooding.lili.org/">https://gooding.lili.org/</a>
Great Rift Business Development	Economic Development	Community Outreach	<a href="https://www.greatriftbusinessdevelopment.com/">https://www.greatriftbusinessdevelopment.com/</a>
Hailey Public Library	Community Anchor Institution	Community Outreach	<a href="https://haileypubliclibrary.org/">https://haileypubliclibrary.org/</a>
Hamilton Relay	Organization that Represents Covered Populations	Community Outreach	<a href="https://hamiltonrelay.com/">https://hamiltonrelay.com/</a>
Idaho Assistive Technology Project	Organization that Represents Covered Populations	Plan Development	<a href="https://idahoat.org/">https://idahoat.org/</a>
Idaho Association of Counties	County or Municipal Government	Community Outreach	<a href="https://idcounties.org/">https://idcounties.org/</a>
Idaho Cable Broadband Association	Industry Representative or Association (501c6)	Community Outreach	<a href="https://idahocable.com/">https://idahocable.com/</a>
Idaho Commission for the Blind & Visually Impaired	Organization that Represents Covered Populations	Plan Development	<a href="https://icbvi.idaho.gov/">https://icbvi.idaho.gov/</a>

**Table 4.1.2.2 Organizations collaborated with**

<b>Organization Name</b>	<b>Organization Type</b>	<b>Engagement Purpose</b>	<b>Organization's Website Link</b>
Idaho Commission on Aging	Organization that Represents Covered Populations	Plan Development	<a href="https://aging.idaho.gov/">https://aging.idaho.gov/</a>
Idaho Commission on Hispanic Affairs	Organization that Represents Covered Populations	Plan Development	<a href="https://icha.idaho.gov/">https://icha.idaho.gov/</a>
Idaho Council for the Deaf and Hard of Hearing	Organization that Represents Covered Populations	Plan Development	<a href="https://cdhh.idaho.gov/">https://cdhh.idaho.gov/</a>
Idaho Council on Developmental Disabilities	Organization that Represents Covered Populations	Plan Development	<a href="https://icdd.idaho.gov/">https://icdd.idaho.gov/</a>
Idaho Department of Commerce	Economic Development	Plan Development	<a href="https://commerce.idaho.gov/">https://commerce.idaho.gov/</a>
Idaho Department of Correction	Organization that Represents Covered Populations	Plan Development	<a href="https://www.idoc.idaho.gov/">https://www.idoc.idaho.gov/</a>
Idaho Department of Health & Welfare	Health or Telehealth Organization (Direct Service and Policy focus)	Community Outreach	<a href="https://healthandwelfare.idaho.gov/">https://healthandwelfare.idaho.gov/</a>
Idaho Department of Labor	Economic Development	Community Outreach	<a href="https://www.labor.idaho.gov/">https://www.labor.idaho.gov/</a>
Idaho Division of Veteran Services	Organization that Represents Covered Populations	Plan Development	<a href="https://veterans.idaho.gov/">https://veterans.idaho.gov/</a>
Idaho Education Technology Association	Local Education Agency	Plan Development	<a href="https://www.idahoedtech.org/">https://www.idahoedtech.org/</a>
Idaho Falls Public Library	Community Anchor Institution	Community Outreach	<a href="https://www.ifpl.org/">https://www.ifpl.org/</a>
Idaho Office of the Governor, Information Technology Services	State Government Agency	Community Outreach	<a href="https://its.idaho.gov/">https://its.idaho.gov/</a>

**Table 4.1.2.2 Organizations collaborated with**

<b>Organization Name</b>	<b>Organization Type</b>	<b>Engagement Purpose</b>	<b>Organization's Website Link</b>
Idaho Regional Optical Network	Internet Service Provider	Community Outreach	<a href="https://www.ironforidaho.net/">https://www.ironforidaho.net/</a>
Idaho School Boards Association	Industry Representative or Association (501c6)	Community Outreach	<a href="https://www.idsba.org/">https://www.idsba.org/</a>
Idaho State Department of Education	State Government Agency	Community Outreach	<a href="https://sde.idaho.gov/">https://sde.idaho.gov/</a>
Idaho State Historical Society	State Government Agency	Community Outreach	<a href="https://history.idaho.gov/">https://history.idaho.gov/</a>
Idaho State Independent Living Council	Organization that Represents Covered Populations	Plan Development	<a href="https://silc.idaho.gov/">https://silc.idaho.gov/</a>
Idaho State University	Institutions of Higher Education	Community Outreach	<a href="https://www.isu.edu/">https://www.isu.edu/</a>
Idaho STEM Action Center	Workforce Development Organization	Community Outreach	<a href="https://stem.idaho.gov/">https://stem.idaho.gov/</a>
Idaho Technology Council	Industry Representative or Association (501c6)	Community Outreach	<a href="https://www.idahotechcouncil.org/">https://www.idahotechcouncil.org/</a>
Idaho Transportation Department	State Government Agency	Community Outreach	<a href="https://itd.idaho.gov/">https://itd.idaho.gov/</a>
Idaho Veterans Chamber of Commerce	Nonprofit Organization (501c3)	Community Outreach	<a href="https://www.idahoveterans.org/">https://www.idahoveterans.org/</a>
Idaho Women's Business Center	Economic Development	Plan Development	<a href="https://www.idahowomen.org/">https://www.idahowomen.org/</a>
Idaho Workforce Development Council	Workforce Development Organization	Community Outreach	<a href="https://wdc.idaho.gov/">https://wdc.idaho.gov/</a>
Imagine Idaho	Nonprofit Organization (501c3)	Community Outreach	<a href="https://www.imagineidaho.org/">https://www.imagineidaho.org/</a>
Intermax Networks	Internet Service Provider	Community Outreach	<a href="https://intermaxnetworks.com/">https://intermaxnetworks.com/</a>
J-U-B Engineers	Engineering Firm	Community Outreach	<a href="https://web.jub.com/">https://web.jub.com/</a>

**Table 4.1.2.2 Organizations collaborated with**

<b>Organization Name</b>	<b>Organization Type</b>	<b>Engagement Purpose</b>	<b>Organization's Website Link</b>
Kendrick Joint School District	Local Education Agency	Community Outreach	<a href="https://www.sd283.org/">https://www.sd283.org/</a>
Latah County	County or Municipal Government	Community Outreach	<a href="https://latahcountyid.gov/">https://latahcountyid.gov/</a>
Latah County Library District	Community Anchor Institution	Community Outreach	<a href="https://www.latahlibrary.org/">https://www.latahlibrary.org/</a>
Learning Lab	Literacy Education Center	Community Outreach	<a href="https://learninglabinc.org/">https://learninglabinc.org/</a>
Lewiston City Library	Community Anchor Institution	Community Outreach	<a href="https://www.lewistonlibrary.org/">https://www.lewistonlibrary.org/</a>
Lifelong Education and Aging Resource Network (LEARN)	Nonprofit Organization (501c3)	Community Outreach	<a href="https://learnidaho.org/">https://learnidaho.org/</a>
Low Income Support Inc.	Organization that Represents Covered Populations	Plan Development	<a href="https://lowincomesupport.org/">https://lowincomesupport.org/</a>
Madison County	County or Municipal Government	Community Outreach	<a href="https://www.co.madison.id.us/">https://www.co.madison.id.us/</a>
McCall Public Library	Community Anchor Institution	Community Outreach	<a href="https://www.mccall.id.us/library">https://www.mccall.id.us/library</a>
Meridian Library District	Community Anchor Institution	Community Outreach	<a href="https://www.mld.org/">https://www.mld.org/</a>
Michael Baker International	Strategic Planning Organization	Community Outreach	<a href="https://mbakerintl.com/en/">https://mbakerintl.com/en/</a>
MTE Communications	Internet Service Provider	Community Outreach	<a href="https://mtecom.net/">https://mtecom.net/</a>
Mud Lake Community Cooperative	Internet Service Provider	Community Outreach	<a href="https://www.mudlake.us/">https://www.mudlake.us/</a>
Nampa Public Library	Community Anchor Institution	Community Outreach	<a href="https://nampalibrary.org/">https://nampalibrary.org/</a>
National Digital Inclusion Alliance	Nonprofit Organization (501c3)	Community Outreach	<a href="https://www.digitalinclusion.org/">https://www.digitalinclusion.org/</a>
National Skills Coalition	Nonprofit Organization (501c3)	Community Outreach	<a href="https://nationalskillscoalition.org/">https://nationalskillscoalition.org/</a>

**Table 4.1.2.2 Organizations collaborated with**

<b>Organization Name</b>	<b>Organization Type</b>	<b>Engagement Purpose</b>	<b>Organization's Website Link</b>
Nez Perce County, City of Lewiston, Emergency Communications	County or Municipal Government	Community Outreach	<a href="http://npc911.org/">http://npc911.org/</a>
Nez Perce Tribe	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization	Plan Development	<a href="https://nezperce.org/">https://nezperce.org/</a>
Office of the Governor	State Government Agency	Community Outreach	<a href="https://gov.idaho.gov/">https://gov.idaho.gov/</a>
Oneida County Library District	Community Anchor Institution	Community Outreach	<a href="https://www.oneidacountylibrary.org/">https://www.oneidacountylibrary.org/</a>
Pan.uciation	Nonprofit Organization (501c3)	Community Outreach	<a href="https://panucation.org/">https://panucation.org/</a>
Portneuf District Library	Community Anchor Institution	Community Outreach	<a href="http://www.portneuflibrary.org/">http://www.portneuflibrary.org/</a>
Public Solutions Northwest	Strategic Planning Organization	Community Outreach	<a href="https://publicsolutionsnw.com/">https://publicsolutionsnw.com/</a>
Rucon Engineers	Engineering Firm	Community Outreach	<a href="https://ruconengineers.com/">https://ruconengineers.com/</a>
Shoshone County	County or Municipal Government	Community Outreach	<a href="https://shoshonecounty.id.gov/">https://shoshonecounty.id.gov/</a>
Shoshone-Bannock Tribes	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization	Community Outreach	<a href="https://www.sbtribes.com/">https://www.sbtribes.com/</a>
Silver Gig	Digital Service Platform	Community Outreach	<a href="https://www.linkedin.com/company/mysilvergig/about/">https://www.linkedin.com/company/mysilvergig/about/</a>
Silver Star	Internet Service Provider	Community Outreach	<a href="https://www.silverstar.com/">https://www.silverstar.com/</a>
Solarity: A Health Tech Solutions Company	Health or Telehealth Organization (Direct Service and Policy focus)	Community Outreach	<a href="https://solarity.com/">https://solarity.com/</a>
South Bannock Library District	Community Anchor Institution	Community Outreach	<a href="https://www.southbannocklibrary.org/">https://www.southbannocklibrary.org/</a>

**Table 4.1.2.2 Organizations collaborated with**

<b>Organization Name</b>	<b>Organization Type</b>	<b>Engagement Purpose</b>	<b>Organization's Website Link</b>
Stanley Community Library	Community Anchor Institution	Community Outreach	<a href="https://stanley.lili.org/">https://stanley.lili.org/</a>
Syringa Networks	Internet Service Provider	Community Outreach	<a href="https://www.syringanetworks.net/">https://www.syringanetworks.net/</a>
The Community Library	Community Anchor Institution	Community Outreach	<a href="https://comlib.org/">https://comlib.org/</a>
Timber Plus - Greater St. Joe Development Foundation	Nonprofit Organization (501c3)	Community Outreach	<a href="https://www.facebook.com/timberplus3b/">https://www.facebook.com/timberplus3b/</a>
Twin Falls Public Library	Community Anchor Institution	Community Outreach	<a href="https://www.twinfallspubliclibrary.org/">https://www.twinfallspubliclibrary.org/</a>
U.S. Department of Agriculture	Organization that Represents Covered Populations	Community Outreach	<a href="https://www.usda.gov/">https://www.usda.gov/</a>
University of Idaho Extension Digital Economy Program	Institutions of Higher Education	Plan Development	<a href="https://www.uidaho.edu/extension/digital-economy">https://www.uidaho.edu/extension/digital-economy</a>
US Department of Education	Organization that Represents Covered Populations	Community Outreach	<a href="https://www.ed.gov/">https://www.ed.gov/</a>
Utah Telehealth Network	Health or Telehealth Organization (Direct Service and Policy focus)	Community Outreach	<a href="https://utn.org/">https://utn.org/</a>
Verizon	Internet Service Provider	Community Outreach	<a href="https://www.verizon.com/">https://www.verizon.com/</a>
West Central Mountains Economic Development Council	Economic Development	Community Outreach	<a href="https://wcmedc.org/">https://wcmedc.org/</a>

### 4.1.3 Ongoing Coordination and Outreach Efforts

Continued coordination and outreach efforts are vital to the success of the DAAI plan's implementation and future revisions of the DAAI plan. This section describes ongoing outreach efforts, including stakeholder engagement and research efforts. Through stakeholder engagement, collaboration efforts will continue to grow and unite the community of organizations working toward digital equity in Idaho, particularly for the covered populations. Through continued research efforts, progress toward goals, objectives, and goal metrics can be measured and provide up-to-date data to utilize for future DAAI plan revisions.

#### 4.1.3.1 Ongoing stakeholder engagement

Sustained stakeholder engagement will be extensive, including continued engagement with current partners and stakeholders, further development of the digital asset inventory, establishing programs and subgrant opportunities, and convening working groups to address specific digital access challenges.

##### *Continued engagement with current partners and stakeholders*

The ICfL will continue engagement with stakeholders that were involved in the DAAI plan's development. The ICfL will continue to convene the DAAI Steering Committee a minimum of twice annually to monitor the progress and metrics outlined in the plan. In addition, the Community Coalition Calls will continue as an opportunity for stakeholders/constituencies to sustain engagement with digital access efforts to ensure that they continue to influence and impact the development of Idaho's digital goals and strategies. Digital Access Community Coalition Calls will be held a minimum of twice annually.

##### *Further development of digital asset inventory*

The implementation of the DAAI plan will include further development of strong partnerships and resources that address digital equity in Idaho, with emphasis on building relationships within the communities of covered populations (see objective 2.3.2.4). The ICfL will continue and update the digital asset inventory regularly by adding more organizations to the inventory as new partnerships are forged. This will also assist with identifying other gaps in digital assets that may emerge during implementation.

##### *Establish programs and subgrant opportunities*

Creating programs and subgrant opportunities will contribute to the development of new partnerships and resources. The DAAI plan's goals and objectives include many of the partnerships that will be formed during implementation. For example, building relationships with K-12 local education agencies and institutions of higher education is required to establish digital education internship programs (see objective 2.3.3.2). Partnering with public libraries will enable DAAI implementation funds to increase the number of devices available at public libraries. Furthermore, outreach efforts will include partnerships that capitalize upon an existing resource network and aid delivery of digital skill resources statewide, such as the University of Idaho Extension's Digital Economy Program.

##### *Convening working groups to address specific digital access challenges*

The complexity of certain digital access issues will require ongoing planning and coalition building to address on a statewide level for each of the covered populations. As part of the DAAI plan implementation, working groups will be convened to foster interagency

coordination and build relationships. The working groups will address three major digital access challenges facing Idaho: digital skills training, household broadband affordability, and cybersecurity awareness. The ICfL will host annual digital access working groups to develop partnerships and strategies to address these specific digital access issues. The working groups will also contribute to the expansion of the digital asset inventory, as more organizations across Idaho are engaged throughout the implementation phase.

#### **4.1.3.2 Ongoing research efforts**

Additional research efforts are required to track progress and refine statewide metrics, achieve specific DAAI plan goals and objectives, and submit annual reports. Ongoing research will aid with implementation of the DAAI plan due to continued data collection from the general public and covered populations. Certain studies are required to meet the goals and objectives of the DAAI plan. Through this research, the DAAI plan's implementation progress will be monitored and revised based on reliable evidence.

##### *Track progress and refine statewide metrics*

The DAAI plan implementation will include an annual survey that replicates the survey conducted during the planning process, as well as adds additional questions that are required to measure progress on goal metrics. Any changes in Idahoans' broadband access and affordability, use of public services, digital skills, concern for cybersecurity, or needed devices and technical support will be monitored to track the DAAI plans progress and to direct additional resources to any objectives not seeing progress. New survey questions will be added to the survey, such as asking Idahoans about monthly broadband costs and instances where necessary services were unavailable. In addition, to measure the reach and impact of objectives with marketing components, questions will be added to annual surveys that ask Idahoans if they saw any of the marketing campaign materials.

##### *Achieve specific DAAI plan goals and objectives*

Some DAAI plan objectives will require additional research because more information is needed to address many of the digital access challenges within the DAAI plan. Additional studies must be completed to analyze the difference between reported and actual internet speeds throughout Idaho and to determine rural areas that are at-risk of losing services due to poor internet connection. Additional research is necessary to audit the State of Idaho's websites for accessibility features and compatibility with mobile devices. This effort will be coupled with extensive outreach and support to state agencies to encourage them to make improvements to their websites and online resources, as well as support them through the process. In addition, deploying customer satisfaction surveys for the digital navigator program will provide ample evidence to make continuous improvement to service delivery.

##### *Submit annual reports to the public, stakeholders, and funding sources*

The ICfL will create annual reports on the progress of the DAAI plan implementation. Annual reports will be shared with the public, stakeholders, and funding sources. This ongoing reporting will enable those across Idaho to learn about digital access efforts statewide and provide feedback throughout implementation. Annual survey results will be included in each annual report. Annual reports will include updates on DAAI plan goals, objectives, and metrics, as well as details about ongoing stakeholder collaboration and outreach.

# 5 Implementation

## 5.1 Implementation Strategy and Key Activities

In order to achieve the vision set forth in the DAAI plan and support all Idaho residents in thriving online, it will take a concerted effort on the part of as many partners as possible and include a range of statewide and local initiatives. Primary implementation strategies include planning stakeholder outreach events, creating or expanding statewide programs and initiatives, creating and awarding subgrants, conducting marketing campaigns, and carrying out additional research to measure progress. This section outlines each implementation strategy that is composed of key activities to achieve the DAAI goals and objectives in Section 2.3.

### 5.1.1 Implementation Partners

The ICfL is dedicated to forging partnerships with key partners, including workforce entities, labor and community-based organizations, and higher education institutions. This collaborative approach will be instrumental in achieving the ICfL's goals.

#### 5.1.1.1 Workforce

**See DAAI Objectives 2.3.3.1, 2.3.4.2, 2.3.5.1, 2.3.5.2, & 2.3.5.3**

In workforce development, the ICfL is committed to addressing the evolving demands of the digital age. To this end, the ICfL will allocate subgrants to facilitate in-person or accessible online training programs that impart essential digital skills and cybersecurity expertise. By investing in these training initiatives, the ICfL aims to empower individuals within the community to thrive in an increasingly technology-driven landscape.

Furthermore, the ICfL recognizes the importance of establishing local and regional technical support hubs and device refurbishing programs. Subgrants will be awarded to support the creation and operation of these centers, fostering a supportive environment where community members can access the technical assistance needed to navigate the digital sphere.

#### 5.1.1.2 Labor and Community-Based Organizations

**See DAAI Objectives 2.3.3.1, 2.3.3.2, 2.3.4.1, 2.3.4.2, 2.3.5.1, 2.3.5.2, 2.3.5.3, & 2.3.5.4**

The ICfL recognizes the significance of addressing the technical support needs of covered populations, and to this end, it is committed to establishing a digital navigator program. This program will be implemented in collaboration with public libraries, nonprofits, and other organizations, providing dedicated space for digital navigators to offer technical support and deliver digital skills training to those in need.

The ICfL is actively working to elevate public libraries as anchor institutions within local communities. To achieve this, the ICfL aims to increase the number of devices available at public libraries, making them more accessible and affordable. Through targeted funding, public libraries will have the opportunity to purchase additional new or refurbished devices, including hotspot-enabled devices. Public libraries will also be eligible for subgrant

funding to support the acquisition of devices for loaning and in-library community use, further reinforcing their role as hubs for technology access.

The ICfL will establish programs and subgrant opportunities to ensure ongoing coordination and outreach. These initiatives will facilitate seamless collaboration with potential grantees, such as libraries, United Way, disability centers, and other relevant organizations listed in the comprehensive plan.

### 5.1.1.3 Higher-Education

**See DAAI Objectives 2.3.3.1, 2.3.3.2, 2.3.5.1, 2.3.5.2, & 2.3.5.3**

The ICfL’s commitment to Goal 3, which focuses on increasing digital skills, involves partnerships with higher education institutions to enhance digital skills training. The ICfL will collaborate with adult education programs at Idaho’s higher education institutions to augment existing digital skills training initiatives. By leveraging the expertise of these institutions, the ICfL aims to provide robust and human-centered support for individuals seeking to enhance their digital skills.

Additionally, the ICfL will engage Idaho’s youth in digital skills education. Collaborative efforts with the University of Idaho Extension, school districts, and other higher education institutions are underway to offer programming opportunities, including the Digital Economy Program and 4-H. Partnerships with these entities also include exploring opportunities to provide academic credit for participating in digital skills programs.

As the ICfL progresses in its initiatives, ongoing research to measure progress is vital. The ICfL has identified higher education as a potential subgrantee for research activities, further reinforcing a commitment to evidence-based decision-making and continuous improvement.

### 5.1.2 Plan Stakeholder Outreach Events and Initiatives

A portion of the State Digital Equity Capacity Grant will be used to plan and host stakeholder outreach events that are required within the DAAI plan objectives. Ongoing stakeholder engagement is crucial to the success of the DAAI plan’s implementation and ongoing feedback from organizations serving covered populations. The following events are the core strategy to maintaining current and building new partnerships.

**Table 5.1.2**

#### **Key Implementation Activities**

Convene the DAAI Steering Committee a minimum of twice annually.

Convene Digital Access Community Coalition Calls a minimum of twice annually.

Convene working group to address digital skills training.

**Table 5.1.2**

Convene working group to address household broadband affordability.

Convene working group to address cybersecurity awareness.

Collaborate with Tribal nations located in Idaho to increase digital equity for indigenous communities.

Coordinate between State Digital Access Capacity Grant and programs funded through BEAD.

Collaborate with the Federal Communications Commission on a data-sharing agreement to enable faster verification of ACP eligibility.

**Covered Populations**

Households below 150% poverty level, aging individuals, incarcerated individuals, veterans, individuals with disabilities, individuals with a language barrier, individuals who are members of a racial or ethnic minority group, and individuals who primarily reside in a rural area.

**Barriers Addressed**

Digital skills gaps

External trust is low among Tribal communities

Economic disparities can be disproportionately felt by Tribal communities

Internet affordability

Limitations in digital literacy training opportunities

**Measurable Objectives**

Double the number of households enrolled in the ACP or other broadband affordability programs starting with the baseline of 5.7% of eligible households and covered populations.

Increase the number of Idahoans and covered populations having heard of the ACP or other broadband affordability programs starting with the baseline of 23.5%.

Reach a significant number of Idahoans with marketing and outreach materials on how to compare internet plans based on a household's location and digital needs.

Decrease the number of Idahoans and covered populations reporting unsatisfactory experiences accessing government services online starting with the baseline of 8.0%.

Increase the number of digital assets in Idaho's digital asset inventory.

Decrease the number of Idahoans who say they are not confident with basic digital skills including the seven skills mentioned in Figure 2.3.3.1.

**Table 5.1.2**

Increase the number of visits to IdahoDigitalSkills.org. (Baseline will be the total number of site visits in the first year of the DAAI plan implementation).

**Measurable Objectives**

Decrease the number of Idahoans and covered populations that report they are not confident they are able to protect their information online starting with the baseline of 24.1%

**5.1.3 Create or Expand Statewide Programs and Initiatives**

Several recommendations in this report will require statewide implementation strategies. One implementation barrier to digital access is the lack of coordination of efforts. Creation or expansion of digital access programs on a statewide level will aid in uniting a statewide community dedicated to improving digital access. This will reduce redundant activities and build pipelines for resources to flow to areas in Idaho with the most need. The Idaho Commission for Libraries, working in partnership with several entities and the statewide DAAI Steering Committee, will coordinate these efforts.

**Table 5.1.3**

**Key implementation activities**

Encourage ISPs to promote the ACP to current and future customers (See also Link Up Idaho Initiative Five-Year Action Plan, p. 40).

Partner with state agencies to improve website accessibility and compatibility with mobile devices.

Develop a toolkit of accessibility best practices for state and local government websites.

Refine the asset inventory and identify other gaps in service.

Create an online clearinghouse of digital skills and cybersecurity curriculum and resources, best practices.

Build a statewide “device pipeline” by partnering with refurbishing organizations, state agencies, and Idaho colleges and universities.

Create and expand digital education internship programs with Idaho’s local education agencies and institutions of higher education.

Create a digital navigator program across the state to provide in-person or accessible online technical support.

**Covered Populations**

Households below 150% poverty level, aging individuals, incarcerated individuals, veterans, individuals with disabilities, individuals with a language barrier, individuals who are members of a racial or ethnic minority group, and individuals who primarily reside in a rural area.

**Table 5.1.3**

**Barriers Addressed**

Device affordability

Digital skills gaps

English only content

**Barriers Addressed**

Greater dissatisfaction with government websites

Greater reliance on public internet access

Internet affordability

Less likely to seek information online

Limitations in digital literacy and device training opportunities

Website and content accessibility

**Measurable Objectives**

Double the number of households enrolled in the ACP or other broadband affordability programs starting with the baseline of 5.7% of eligible households and covered populations.

Increase the number of Idahoans and covered populations having heard of the ACP or other broadband affordability programs starting with the baseline of 23.5%.

Decrease the number of Idahoans and covered populations reporting unsatisfactory experiences accessing government services online starting with the baseline of 8.0%.

Increase the number of digital assets in Idaho's digital asset inventory.

Decrease the number of Idahoans who say they are not confident with basic digital skills including the seven skills mentioned in Figure 2.3.3.1.

Increase the number of visits to IdahoDigitalSkills.org. (Baseline will be the total number of site visits in the first year of the DAAI plan implementation).

Decrease the number of Idahoans and covered populations that report they are not confident they are able to protect their information online starting with the baseline of 24.1%

**Table 5.1.3**

Reach a significant number of Idahoans with marketing and outreach materials that increase awareness of cybersecurity.

Decrease the number of Idahoans having a device they couldn't fix starting with the baseline of 7.3%.

Achieve digital navigators serving 7,000 customers statewide annually.

Maintain a high level customer satisfaction rating for digital navigators.

**Measurable Objectives**

Decrease the numbers of Idahoans reporting not having enough devices starting with the baseline of 7.0%.

Decrease the number of Idahoans reporting not having enough devices by 2% from baseline for each covered population.

Provide refurbished devices to members of covered populations.

Reach a significant number of Idahoans with marketing and outreach materials that increase awareness of device affordability programs.

**5.1.4 Create and Award Subgrants**

A portion of the capacity funds will be used for subgrants over the five initial years of capacity funding availability. All organizations that can fulfill the goals set forward in this plan will be eligible to receive subgrants. Potential grantees include: community colleges and other institutions of higher education, school districts, workforce development organizations, tribal nations, public libraries, city and county governments, extension programs, United Way organizations, healthcare and emergency response systems, disability and assistive technology centers, state agencies, and other non-profit and philanthropic entities. Subgrants will allow organizations to build on existing efforts and possibly scale some of those efforts statewide as well as launch and refine pilot programs to address critical needs. An early step of implementation will be to create a subgrant process. Those rubrics and scoring mechanisms, success metrics, and interim and final report formats will be in compliance with the Notice of Funding Opportunities Guidelines yet to be published by the National Telecommunications and Information Agency (NTIA).

**Table 5.1.4**

**Key Implementation Activities**

Award subgrants for in-person or accessible online digital skills and cybersecurity training.

Award subgrants for creation of local and regional technical support and device refurbishing centers and programs.

Award subgrants to provide refurbished devices to covered populations.

Award public libraries subgrants to purchase new or refurbished devices and mobile hotspots for loaning and in-library community use.

**Covered Populations**

Households below 150% poverty level, aging individuals, incarcerated individuals, veterans, individuals with disabilities, individuals with a language barrier, individuals who are members of a racial or ethnic minority group, and individuals who primarily reside in a rural area.

**Barriers Addressed**

Device affordability

Digital skills gaps

Greater reliance on public internet access

Limitations in digital literacy and device training opportunities

**Measurable Objectives**

Increase the number of digital skills certifications earned by incarcerated individuals during a 3-year span.

Decrease the number of Idahoans who say they are not confident with basic digital skills including the seven skills mentioned in Figure 2.3.3.1.

Decrease scores on the self-reported fear of internet assessment (metrics will be updated using the results of future surveys).

Decrease the number of Idahoans and covered populations that report they are not confident they are able to protect their information online starting with the baseline of 24.1%

**Table 5.1.4**

Decrease the number of Idahoans having a device they couldn't fix starting with the baseline of 7.3%.

Achieve digital navigators serving 7,000 customers statewide annually.

Maintain a high level customer satisfaction rating for digital navigators.

Decrease the numbers of Idahoans reporting not having enough devices starting with the baseline of 7.0%.

Decrease the number of Idahoans reporting not having enough devices by 2% from baseline for each covered population.

Provide refurbished devices to members of covered populations.

**Measurable Objectives**

Reach a significant number of Idahoans with marketing and outreach materials that increase awareness of device affordability programs.

Provide new devices to public libraries.

**5.1.5 Conduct Marketing Campaigns**

Many Idahoans are unaware of resources that exist to aid in digital access, such as only 23.5% of Idahoans having knowledge of the ACP. Marketing will play a role in the implementation of the DAAI plan. A portion of the capacity grant will be used to conduct general marketing campaigns that include a range of communication media. In addition, targeted outreach will occur for each of the media campaigns in order to effectively reach covered populations. All marketing campaigns will include materials translated into Spanish and other languages of need. The ICfL may conduct the media campaigns or contract with organizations with marketing expertise.

**“You can never go wrong with more cybersecurity, or letting people become aware, because it is scary.”**

**- Focus Group Participant**



**Table 5.1.5**

**Key Implementation Activities**

Conduct advertising campaigns to promote the ACP.

Create marketing and outreach materials on how to compare internet plans based on a household's location and digital needs.

Create advertising materials and promote the Idaho digital asset inventory.

Establish marketing campaigns designed to help increase digital skill levels targeting covered populations.

Create a marketing campaign to decrease social stigma surrounding digital confidence.

Create a marketing campaign to raise awareness of cybersecurity best practices about password security and scam detection.

Advertise new and existing technical support resources.

Create a marketing campaign to raise awareness of device program options in that region targeting covered populations.

**Covered Populations**

Households below 150% poverty level, aging individuals, incarcerated individuals, veterans, individuals with disabilities, individuals with a language barrier, individuals who are members of a racial or ethnic minority group, and individuals who primarily reside in a rural area.

**Barriers Addressed**

Device affordability

Digital skills gaps

Greater reliance on public internet access

Internet affordability

Less likely to seek out information online

Limitations in digital literacy and device training opportunities

**Table 5.1.5****Measurable Objectives**

Increase the number of Idahoans and covered populations having heard of the ACP or other broadband affordability programs starting with the baseline of 23.5%.

Reach a significant number of Idahoans with marketing and outreach materials on how to compare internet plans based on a household's location and digital needs.

Reach a significant number of Idaho households with marketing and outreach materials that address social stigma surrounding digital literacy.

Reach a significant number of Idahoans with marketing and outreach materials that increase awareness of cybersecurity.

Reach a significant number of Idahoans with marketing and outreach materials that increase awareness of device affordability programs.

**5.1.6 Carry out Additional Research to Measure Progress**

Ensuring the sustained effectiveness of the DAAI plan is paramount, requiring a robust framework for continuous improvement and adaptation. A multifaceted approach to research and updates will be implemented to guarantee the plan's relevance and alignment with evolving needs. Up to 20% of the capacity grant will be used to conduct the necessary research to update and revise the DAAI plan throughout implementation. This funding will facilitate comprehensive assessments, ensuring the DAAI plan remains attuned to Idaho's changing landscape of digital access. The ICfL will conduct additional surveys to measure progress toward many of the objectives outlined in Section 2.3. The data gathered from these surveys will serve as a crucial foundation for evidence-based decision-making and continuous improvement. The ICfL will also conduct several additional research studies and customer service surveys that will aid in meeting specific DAAI plan objectives. The ICfL may conduct the following research or subgrant to Idaho public institutions of higher education to conduct the research. Securing funding beyond the capacity grant is also paramount to the success of the DAAI plan. The ICfL will seek to diversify funding sources, exploring opportunities from state and federal funds, private sector partnerships, philanthropic organizations, and grants.

**Table 5.1.6****Key Implementation Activities**

Conduct three additional surveys that replicate the DAAI planning survey, in order to compare with baseline findings.

Conduct one study using available data to compare advertised versus actual broadband availability and speeds with an emphasis on rural areas and user experience.

Conduct studies of state and local government websites for compatibility with accessibility features and compatibility with mobile devices.

**Table 5.1.6**

Conduct one study to identify the number of Idahoans living in rural areas with limited access to essential state services.

Create and deploy customer service surveys for digital navigators program.

Publish annual evaluation reports and plan revisions.

Seek sustainable funding to continue statewide programs and initiatives beyond capacity grant funding. Potential funding will be from state general funds and federal programs under the Computers for Veterans and Students Act, the Institute of Museum and Library Services, and the Workforce Innovation and Opportunity Act.

**Covered Populations**

Households below 150% poverty level, aging individuals, incarcerated individuals, veterans, individuals with disabilities, individuals with a language barrier, individuals who are members of a racial or ethnic minority group, and individuals who primarily reside in a rural area.

**Barriers Addressed**

Digital skills gaps

English online content

**Barriers Addressed**

Greater dissatisfaction with government websites

Less likely to seek out information online

Limitation in digital literacy training opportunities

Poorer perceived internet quality in rural areas

Rural residents are more likely to have no internet

Website and content accessibility

**Table 5.1.6**

**Measurable Objectives**

Double the number of households enrolled in the ACP or other broadband affordability programs starting with the baseline of 5.7% of eligible households and covered populations.

Increase the number of Idahoans and covered populations having heard of the ACP or other broadband affordability programs starting with the baseline of 23.5%.

Decrease the number of Idahoans and covered populations reporting unsatisfactory experiences accessing government services online starting with the baseline of 8.0%.

Decrease the number of reported instances where necessary services could not be accessed (baseline data to be determined in future research).

Maintain a high level customer satisfaction rating for digital navigators.

## 5.2 Implementation Timeline

The DAAI plan implementation strategy will take place over a five-year period beginning with Idaho’s Digital Equity Capacity Building Grant Program award date. This section includes details about primary implementation activities and a yearly timeline for completion of each activity. This timeline will be adjusted as needed with regular, annual DAAI plan updates.

**Table 5.2 Implementation timeline**

Implementation Activity	2024				2025				2026				2027				2028			
	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4
<b>Plan stakeholder outreach events</b>																				
Convene DAAI Steering Committee (spring/fall)		█		█		█		█		█		█		█		█		█		█
Convene Community Coalition Calls twice (spring/fall)		█		█		█		█		█		█		█		█		█		█
Convene working groups to address digital skills training			█				█				█				█				█	
Convene working group to address household broadband affordability			█				█				█				█				█	

**Table 5.2 Implementation timeline**

Implementation Activity	2024				2025				2026				2027				2028			
	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4
Convene working group to address cybersecurity awareness																				
Coordinate between State Digital Access Capacity Grant and programs funded through BEAD																				
Collaborate with the Federal Communications Commission on a data-sharing agreement to enable faster verification of ACP eligibility																				
<b>Create or expand statewide programs and initiatives</b>																				
Encourage ISPs to promote the ACP to current and future customers (See also Link Up Idaho Initiative Five-Year Action Plan, p. 40)																				
<b>Goal metric:</b> Knowledge of and enrollment in ACP or other broadband affordability program																				
<b>Goal metric:</b> Idahoans that say it is difficult to pay their monthly internet bill (21.9% baseline)																				
Refine the asset inventory and identify other gaps in service																				
<b>Goal metric:</b> Increase the number of digital assets in Idaho’s digital asset inventory (220 baseline)																				

**Table 5.2 Implementation timeline**

Implementation Activity	2024				2025				2026				2027				2028			
	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4
Create an online clearinghouse of digital skills and cybersecurity curriculum, resources and best practices																				
<b>Goal metric:</b> Idahoans that are not confident with basic digital skills																				
<b>Goal metric:</b> Visits to IdahoDigitalSkills.org																				
Create a digital navigator program across the state to provide in-person or accessible online technical support																				
<b>Goal metric:</b> Customers served statewide by digital navigators annually																				
<b>Goal metric:</b> Customer satisfaction rating for digital navigators																				
Build a statewide “device pipeline”																				
<b>Goal metric:</b> Idahoans that don’t have enough devices																				
<b>Goal metric:</b> Provide devices to covered populations																				
<b>Goal metric:</b> Provide devices to public libraries																				
Create and expand digital education internship programs																				
Develop a toolkit of website accessibility best practices																				

**Table 5.2 Implementation timeline**

Implementation Activity	2024				2025				2026				2027				2028			
	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4
Partner with state agencies to improve website accessibility best practices																				
<b>Goal metric:</b> Idahoans that report unsatisfactory experiences accessing government services online																				
Seek sustainable funding opportunities																				
<b>Create and award subgrants</b>																				
Develop subgrant processes (including subgrant programs listed in Section 5.1.3)																				
Develop notices of funding opportunities																				
Award subgrants																				
Evaluate subgrantee success																				
<b>Goal metric:</b> Digital skills certifications earned by incarcerated individuals during a 3-year span																				
<b>Goal metric:</b> Scores on self-reported fear of internet assessment																				
<b>Goal metric:</b> Idahoans that are not confident they are able to protect their information online																				
<b>Goal metric:</b> Idahoans that have a device they couldn't fix (7.3% baseline)																				
<b>Conduct marketing campaigns</b>																				

**Table 5.2 Implementation timeline**

Implementation Activity	2024				2025				2026				2027				2028					
	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4		
Develop notices of funding opportunities (including all the marketing campaigns listed in Section 5.1.4)	█	█	█	█																		
Create marketing campaign materials			█	█	█	█																
Deploy marketing campaigns					█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█		
<b>Goal metric:</b> Reach Idahoans with marketing and outreach materials											20% of Idahoans								33% of Idahoans			
Evaluate marketing campaigns reach and effectiveness									█	█	█	█	█	█	█	█	█	█	█	█		
<b>Carry out additional research to measure progress</b>																						
Develop notices of funding opportunities for statewide surveys and additional research studies	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█		
Conduct statewide surveys and check progress on short-term or long-term metrics		█	█	█																		
Conduct one study using available data comparing advertised versus actual broadband availability and speeds with an emphasis on rural areas and user experience (See also Link Up Idaho Initiative Five-Year Action Plan, p. 30)						█	█	█														

**Table 5.2 Implementation timeline**

Implementation Activity	2024				2025				2026				2027				2028			
	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4
Conduct studies of state and local government websites for compatibility with accessibility features and compatibility with mobile devices																				
Conduct one study to identify the number of Idahoans living in rural areas with limited access to essential state services																				
<b>Goal metric:</b> Reported instances where necessary services could not be accessed									33% decrease								50% decrease			
Create customer service surveys and data tracking process																				
Deploy customer service surveys and collect data on number of customers																				
Publish annual evaluation reports and plan revisions																				

## 6 Conclusion

The Digital Access for All Idahoans (DAAI) plan outlines a strategy to improve digital access and achieve specific objectives addressing broadband availability and affordability, online accessibility of public services, digital skills, cybersecurity awareness, and availability and affordability of devices and technical support. A digital access needs assessment of each covered population revealed barriers to digital access and illuminated the need for increased efforts to address these barriers. The Idaho digital asset inventory showed that there are many valuable digital assets already present in Idaho and the DAAI plan proposed strategies for uniting those within Idaho working toward digital equity. Ongoing stakeholder collaboration and engagement will lead to more digital assets being identified and foster alignment with the Idaho Department of Commerce's Office of Broadband Link Up Idaho Initiative Five-Year Action Plan and other efforts in Idaho that address issues of digital access. Successful implementation of the DAAI plan over the next five years will provide more access to digital resources for members of covered populations and the digital access every Idahoan requires to thrive.

# 7 Appendices

## 7.1 Appendix A: Statewide Survey Questionnaire - English



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Digital Access Survey  
SCHEDULED May 2023  
N = 1,000 Adults in Idaho  
Margin of Error: +/- 3.1%

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Good evening. My name is \_\_\_\_\_ and I'm calling from RTB Research, a national public opinion firm. This evening we're conducting a survey on issues in Idaho for research purposes and we'd like to get your opinions on internet access in the State of Idaho. Your answers will help inform the State's digital access plan and should take less than 15 minutes of your time. Participation is voluntary, all answers are anonymous, and you can skip questions or end the interview at any time. If you have questions or concerns about this survey, or would like a copy of this consent language, you can contact Matthew May at matthewmay1@boisestate.edu or 208-426-3715, or the Boise State University Institutional Review Board at Humansubjects@boisestate.edu or (208) 426-5401. **(DO NOT PAUSE)**

1. Do you currently live in the state of Idaho?
  1. Yes (**CONT.**)
  2. No (**TERM.**)
2. And what county do you live in? **DROP DOWN OF COUNTIES**
3. What is your age? **RECORD EXACT AGE**
  1. Under 18 (**TERM.**)
  2. 18-19
  3. 20-34
  4. 35-44
  5. 45-59
  6. Over 60+
4. What is your gender? **DO NOT READ**
  1. Male
  2. Female
  3. Non-binary
5. Are you Latino, Hispanic or of Latino, Hispanic or Spanish descent?
  1. Yes
  2. No

**IF YES IN Q5, MARK 3 in Q6**

6. What is your race? **CODED OPEN END**
  1. White
  2. Black
  3. Latino or Hispanic
  4. Asian

5. Native American

6. Other

7. Multiple races

8. Prefer not to say

**CONTINUE ASKING ALL:**

7. Is English your native language?

1. Yes
2. No
3. Not sure

8. Do you or does anyone in your household speak Spanish?

1. Yes
2. No
3. Not sure

9. Which of the following describes your household's internet service?

1. Both home internet and cell phone
2. Only home internet
3. Only cell phone
4. No internet service of any kind
5. Not sure

**IF 1-2 IN Q9 ASK Q10-11:**

10. Which company currently provides your home internet service? **CODED OPEN END/DO NOT READ**

1. Cable One
2. CenturyLink
3. HughesNet
4. Rise Broadband
5. Sparklight
6. Spectrum
7. T-Mobile
8. Viasat
9. Zply
10. Other (**SPECIFY**)
11. Not sure

11. Is the service bundled with other services such as telephone or television?

1. Yes
2. No
3. Not sure

**IF 3-5 IN Q9 ASK Q12:**

12. What is the main reason you don't have internet access at home?

1. Too expensive
2. Not available in my area
3. Do not need or want it
4. Other

5. Not sure

**CONTINUE ASKING ALL:**

13. In thinking about purchasing internet service for your home, what would you consider to be too expensive? **CODED OPEN END / DO NOT READ**

1. Anything is too expensive
2. \$25 or less
3. \$26 to \$50
4. \$51 to \$75
5. \$76 to \$100
6. \$101 to \$150
7. More than \$150
8. Not sure

14. The Affordable Connectivity Program is a federal program offering internet service discounts for eligible households. Have you heard about this program?

1. Yes
2. No
3. Not sure

**IF YES IN Q14 ASK Q15:**

15. Have you participated in the Affordable Connectivity Program?

1. Yes
2. No
3. Not sure

**CONTINUE ASKING ALL:**

16. How difficult is it for you to pay your monthly internet bill? **READ 1-4 AND 4-1**

1. Very difficult
2. Somewhat difficult
3. Not too difficult
4. Not at all difficult
5. Not sure

17. How satisfied are you with the quality of your home internet connection? **READ 1-4 AND 4-1**

1. Very satisfied
2. Somewhat satisfied
3. Not too satisfied
4. Not at all satisfied
5. Not sure

18. In the past year, have you used the internet to search for information about government services or resources, such as voter registration, DMV, or managing government benefits?
1. Yes
  2. No
  3. Not sure

**IF YES IN Q18 ASK Q19:**

19. How satisfied were you with your experience searching for information about those government services? **READ 1-4 AND 4-1**
1. Very satisfied
  2. Somewhat satisfied
  3. Not too satisfied
  4. Not at all satisfied
  5. Not sure

**CONTINUE ASKING ALL:**

20. Do you have any disabilities or other physical limitations that impact your ability to access the internet?  
**(IF YES ASK, WHAT ARE THEY OPEN END)**
- 

**ASK IF YES IN Q8:**

21. Do you run into barriers with English only website content?
1. Yes
  2. No
  3. Not sure

**CONTINUE ASKING ALL:**

22. How often, if ever, do you personally use computers to access the internet at a public location, like the library or a community center? **READ 1-5 AND 5-1**
1. Daily
  2. Weekly
  3. Monthly
  4. Yearly
  5. Never
  6. Not sure

**IF 1-4 IN Q22 ASK Q23:**

23. Do you use your own computer, tablet or smartphone to access the internet at these locations?
1. Yes
  2. No
  3. Not sure

**IF 1-4 IN Q22 ASK Q24:**

24. What is the main reason you access the internet at public locations? **READ/ROTATE**
1. Internet too slow at home
  2. No Internet at home
  3. No computer at home
  4. More privacy
  5. Change of scenery
  6. Other (**SPECIFY**)
  7. Not sure

**CONTINUE ASKING ALL:**

25. Have you visited your public library (excluding school and college libraries) within the past 12 months?
1. Yes
  2. No
  3. Not sure

**IF YES IN Q25 ASK Q26-29:**

Please tell me if you were very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with each part of your experience at the library. If you aren't sure, just say so.

		<b>Very Satisfied</b>	<b>S'What Satisfied</b>	<b>S'What Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Not Sure</b>
26.	The overall level of service provided by the public library on site.	1	2	3	4	5
27.	The speed of the internet offered by the public library.	1	2	3	4	5
28.	The availability of electronic information and resources provided by the public library.	1	2	3	4	5

29. Please tell me whether you agree or disagree with the following statement: The public library website was easy to navigate for services such as finding a book you would like or the return date of a book that you checked out. **PROBE IF AGREE/DISAGREE: Is that strongly or just somewhat?**
1. Strongly agree
  2. Somewhat agree
  3. Somewhat disagree
  4. Strongly disagree
  5. Not sure

**CONTINUE ASKING ALL:**

How confident are you that you could successfully complete the following tasks? Very confident, somewhat confident, not very confident, or not at all confident?

**READ/ROTATE**

		<b>Very Confident</b>	<b>S'What Confident</b>	<b>Not Very Confident</b>	<b>Not At All Confident</b>	<b>Not Sure</b>
30.	Searching and applying for jobs online, including creating and submitting a résumé	1	2	3	4	5
31.	Taking an online course or training materials to improve your job skills	1	2	3	4	5
32.	Finding health information online	1	2	3	4	5
33.	Shopping and paying bills online	1	2	3	4	5
34.	Using email	1	2	3	4	5
35.	Using social media	1	2	3	4	5
36.	Protecting your personal information online	1	2	3	4	5

37. Does your household have enough computers, tablets, and smartphones to meet the needs of those living there?

- 1. Yes
- 2. No
- 3. Not sure

38. In the past 6 months, have any of the following devices failed to function properly for you?

**READ/ROTATE: Mark all that apply**

- 1. Smart phone
- 2. Desktop computer
- 3. Laptop computer
- 4. Tablet
- 5. Other type of internet connected device
- 6. None (**LOCK OUT OTHER ANSWERS**)
- 7. Not sure

**IF 1-5 IN Q38 ASK Q39:**

39. How did you deal with the problem you encountered? **READ/ROTATE**

1. Fixed the problem alone
2. Fixed the problem with help from friends or family
3. Fixed the problem with help from a professional
4. Unable to fix one or more of the devices
5. Not sure

**CONTINUE ASKING ALL:**

40. In thinking about purchasing a desktop or laptop computer, what would you consider to be too expensive? **CODED OPEN END / DO NOT READ**

1. Anything is too expensive
2. Less than \$200
3. \$201-\$400
4. \$401-\$600
5. \$601-\$800
6. \$801-\$1,000
7. More than \$1,000
8. Not sure

Now some questions for statistical purposes.

41. What is your current household income?

- |                          |                         |                         |
|--------------------------|-------------------------|-------------------------|
| 1. Less than \$15,000    | 2. \$15,000 to \$20,000 | 3. \$20,001 to \$30,000 |
| 4. \$30,001 to \$45,000  | 5. \$45,001 to \$60,000 | 6. \$60,001 to \$75,000 |
| 7. \$75,001 to \$100,000 | 8. Over \$100,000       | 9. Prefer not to answer |

42. What is your current zip code? (**OPEN-END**)

---

43. How many people, regardless of age and including yourself, currently live in your household? **CODED OPEN END**
1. 1
  2. 2
  3. 3
  4. 4
  5. 5
  6. 6
  7. 7
  8. 8
  9. More than 8
44. What is your current employment status? **READ**
1. Working now
  2. Retired
  3. Student
  4. Homemaker
  5. Unemployed
  6. Permanently disabled
  7. Temporarily laid off
  8. Other (Don't Read)
  9. Not sure
45. Are you a veteran of the United States Military?
1. Yes
  2. No
  3. Not sure
46. What is the highest level of school you have completed? **READ**
1. Less than high school
  2. High school graduate
  3. Some college, no degree
  4. Two-year associate degree
  5. Four-year college degree
  6. Postgraduate degree
  7. Not sure
47. Survey Mode: **CODED FROM LIST**

## 7.2 Appendix B: Statewide Survey Questionnaire - Spanish



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**Encuesta de acceso digital**  
PROGRAMADO Mayo 2023  
N = 1,000 adultos en Idaho  
Margen de error: +/- 3.1%

---

Buenas noches. Mi nombre es \_\_\_. Esta noche estamos llevando a cabo una encuesta sobre temas en Idaho con fines de investigación y nos gustaría obtener sus opiniones, sobre acceso al internet en el estado de Idaho. Sus respuestas ayudaran a informar el plan de acceso digital del estado y deberían de tomar menos de 15 minutos de su tiempo. La participación es voluntaria, todas las respuestas son anónimas y puede omitir preguntas o finalizar la entrevista en cualquier momento. Si tiene preguntas o inquietudes sobre esta encuesta, o desea una copia de este consentimiento, puede comunicarse con Matthew May en [matthewmay1@boisestate.edu](mailto:matthewmay1@boisestate.edu) o 208-426-3715, o a la Universidad Estatal de Boise en [Humansubjects@boisestate.edu](mailto:Humansubjects@boisestate.edu) o al (208) 426-5401. **(NO HACER PAUSA)**

1. ¿Actualmente vive en el estado de Idaho?
  1. Sí **(CONT.)**
  2. No **(TÉRMINO)**
  
2. ¿Y en qué condado vive? **DESPLIEGUE DE CONDADOS**
  
3. ¿Cuántos años tiene? **REGISTRE LA EDAD EXACTA**
  1. Menor de 18 años **(TÉRMINO)**.
  2. 18-19
  3. 20-34
  4. 35-44
  5. 45-59
  6. Más de 60+
  
4. ¿Cuál es su género? **NO LEER**
  1. Masculino
  2. Hembra
  3. No binario
  
5. ¿Es usted latino(a), hispano(a) o de ascendencia latina, hispana o española?
  1. Sí 2. No

**SI ES AFIRMATIVO EN Q5, MARQUE 3 en Q6**

6. ¿Cuál es su raza?
  1. Blanco
  2. Negro
  3. Latino o hispano
  4. Asiático

5. Nativo americano 6. Otros 7. Múltiples razas 8. Prefiero no decir

**CONTINUAR PREGUNTANDO A TODOS:**

7. ¿Es el inglés su lengua materna?

1. Sí
2. No
3. No estoy seguro

8. ¿Usted o alguien en su hogar habla español?

1. Sí
2. No
3. No estoy seguro

9. ¿Cuál de las siguientes opciones describe el servicio de Internet de su hogar?

1. Tengo internet en casa y teléfono celular
2. Tengo solo internet en casa
3. Tengo sólo teléfono celular
4. No hay servicio de Internet de ningún tipo
5. No estoy seguro

**SI 1-2 EN Q9 PREGUNTE A Q10-11:**

10. ¿Cuál es el nombre de la compañía que le provee su servicio de Internet en el hogar? **FINAL ABIERTO CODIFICADO/NO LEER**

1. Cable One
2. CenturyLink
3. HughesNet
4. Rise Broadband
5. Sparklight
6. Spectrum
7. T-Mobile
8. Viasat
9. Ziplly
10. Otros (**ESPECIFICAR**)
11. No estoy seguro

11. ¿El servicio de internet está combinado con otros servicios como teléfono o televisión?

1. Sí
2. No
3. No estoy seguro

**SI 3-5 EN Q9 PREGUNTE Q1 2:**

12. ¿Cuál es la razón principal por la que usted no tiene acceso a Internet en casa?

1. Demasiado caro
2. No está disponible en mi área
3. No lo necesito ni lo quiero

4. Otro
5. No estoy seguro

**CONTINUAR PREGUNTANDO A TODOS:**

13. Al pensar en obtener servicio de Internet en su hogar, ¿qué valor consideraría demasiado caro?  
**FINAL ABIERTO CODIFICADO / NO LEER**

1. Cualquier cosa es demasiado cara
2. \$25 o menos
3. \$26 a \$50
4. \$51 a \$75
5. \$76 a \$100
6. \$101 a \$150
7. Más de \$150
8. No estoy seguro

14. El Programa de Conectividad Asequible (The Affordable Connectivity Program) es un programa federal que ofrece descuentos en el servicio de Internet para hogares que califiquen. ¿Ha oído hablar de este programa?

1. Sí
2. No
3. No estoy seguro

**EN CASO AFIRMATIVO EN Q14 PREGUNTE Q15:**

15. ¿Ha participado en el Programa de Conectividad Asequible?

1. Sí
2. No
3. No estoy seguro

**CONTINUAR PREGUNTANDO A TODOS:**

16. ¿Qué tan difícil es para usted pagar su factura mensual de Internet? LEER 1-4 Y 4-1

1. Muy difícil
2. Algo difícil
3. No es demasiado difícil
4. Nada difícil
5. No estoy seguro

17. ¿Qué tan satisfecho está con la calidad de la conexión del Internet de su hogar? LEER 1-4 Y 4-1

1. Muy satisfecho
2. Algo satisfecho
3. No demasiado satisfecho
4. Nada satisfecho
5. No estoy seguro

18. En el último año, ¿ha utilizado el Internet para buscar información sobre servicios o recursos gubernamentales, como el registro de votantes, el DMV o para la administración de beneficios gubernamentales?

1. Sí
2. No
3. No estoy seguro

**EN CASO AFIRMATIVO EN Q1 8, PREGUNTE Q19:**

19. ¿Qué tan satisfecho estuvo con la experiencia de buscar información sobre esos servicios gubernamentales? LEER 1-4 Y 4-1

1. Muy satisfecho
2. Algo satisfecho
3. No demasiado satisfecho
4. Nada satisfecho
5. No estoy seguro

**CONTINUAR PREGUNTANDO A TODOS:**

20. ¿Tiene usted alguna discapacidad u otra limitación física que afecta su capacidad para acceder al Internet? **(EN CASO AFIRMATIVO, PREGUNTE, ¿CUÁLES SON LOS ABIERTOS)**

---

**PREGUNTE SI ES AFIRMATIVO EN LA PREGUNTA 8:**

21. ¿Se le hace un problema entrar a sitios web cuyo contenido está disponible solo en inglés?

1. Sí
2. No
3. No estoy seguro

**CONTINUAR PREGUNTANDO A TODOS:**

22. ¿Con qué frecuencia usa usted las computadoras en un lugar público, como la biblioteca o un centro comunitario, para acceder al internet? LEA 1-5 Y 5-1

1. Diario
2. Semanal
3. Mensual
4. Anual
5. Nunca
6. No estoy seguro

**SI 1-4 EN Q22 PREGUNTE Q23:**

23. ¿Utiliza su propia computadora, tableta o teléfono celular para acceder al Internet en estos lugares?

1. Sí
2. No
3. No estoy seguro

**SI 1-4 EN Q22 PREGUNTE Q2 4:**

24. ¿Cuál es la razón principal por la que accede al Internet en lugares públicos? **LEER/ROTAR**

1. Internet demasiado lento en casa
2. No hay Internet en casa
3. No hay computadora en casa
4. Más privacidad
5. Cambio de escenario
6. Otros (**ESPECIFICAR**)
7. No estoy seguro

**CONTINUAR PREGUNTANDO A TODOS:**

25. ¿Ha visitado su biblioteca pública (excluyendo bibliotecas escolares y universitarias) en los últimos 12 meses?

1. Sí
2. No
3. No estoy seguro

**EN CASO AFIRMATIVO EN Q25 PREGUNTE Q2 6-29:**

Por favor, dígame si estuvo muy satisfecho, algo satisfecho, algo insatisfecho o muy insatisfecho con cada una de las siguientes experiencias en la biblioteca. Si no está seguro, solo digalo.

	Muy Satisfecho	S'What Sábisfied	S'What Dissatisfec ho	Muy Dissatisfecho	No Seguro
26. El nivel general de servicio proporcionado por la biblioteca.	1	2	3	4	5
27. La velocidad del Internet ofrecida por la biblioteca pública.	1	2	3	4	5
28. La disponibilidad de información electrónica y recursos proporcionados por la biblioteca pública.	1	2	3	4	5

29. Por favor, dígame si está de acuerdo o en desacuerdo con la siguiente declaración: El sitio web de la biblioteca pública fue fácil de navegar para servicios tales como encontrar un libro que le gustaría o la fecha de devolución de un libro que sacó. **SONDEA SI ESTÁS DE ACUERDO / EN DESACUERDO: ¿Es eso fuerte o solo algo?**

1. Totalmente de acuerdo
2. Algo de acuerdo
3. Algo disagree

4. Totalmente en desacuerdo
5. No estoy seguro

**CONTINUAR PREGUNTANDO A TODOS:**

¿Qué tan seguro está de que podría completar con éxito las siguientes tareas? ¿Muy seguro, algo seguro, no muy seguro, o nada seguro?

**LEER/ROTAR**

		Muy Confident	S'What Confident	No muy competente	No estoy nada seguro	No Seguro
30.	Buscar y solicitar empleos online, incluida la creación y presentación de una hoja de vida	1	2	3	4	5
31.	Tomar un curso en línea o materiales de capacitación para mejorar sus habilidades laborales	1	2	3	4	5
32.	Encontrar información de salud en línea	1	2	3	4	5
33.	Comprar y pagar facturas en línea	1	2	3	4	5
34.	Uso del correo electrónico	1	2	3	4	5
35.	Uso de las redes sociales	1	2	3	4	5
36.	Protección de su información personal en línea	1	2	3	4	5
37.	¿Su hogar tiene suficientes computadoras, tabletas y teléfonos celulares para satisfacer las necesidades de quienes viven allí?  1. Sí 2. No 3. No estoy seguro					
38.	En los últimos 6 meses, ¿alguno de los siguientes dispositivos ha dejado de funcionar correctamente para usted? <b>LEER/ROTAR: Marque todo lo que corresponda</b>  1. Teléfono celular 2. Computadora de escritorio 3. Computador portátil (laptop)					

4. Tableta
5. Otro tipo de dispositivo conectado a Internet
6. Ninguno (**BLOQUEAR OTRAS RESPUESTAS**)
7. No estoy seguro

**SI 1-5 EN Q38 PREGUNTE Q3 9:**

39. ¿Cómo lidió con el problema? **LEER/ROTAR**

1. Arregló usted el problema solo
2. Se solucionó el problema con la ayuda de amigos o familiares
3. Se solucionó el problema con la ayuda de un profesional
4. No se pudo reparar uno o más de los dispositivos
5. No estoy seguro

**CONTINUAR PREGUNTANDO A TODOS:**

40. Al pensar en comprar una computadora de escritorio o un laptop ¿qué precio consideraría ser demasiado caro? **FINAL ABIERTO CODIFICADO / NO LEER**

1. Cualquier cosa es demasiado cara
2. Menos de \$200
3. \$201-\$400
4. \$401-\$600
5. \$601-\$800
6. \$801-\$1,000
7. Más de \$1,000
8. No estoy seguro

Ahora algunas preguntas con fines estadísticos.

41. ¿Cuál es el ingreso anual de su familia?

1. Menos de \$15,000
2. \$15,000 a \$20,000
3. \$20,001 a \$25,000
4. \$25,001 a \$30,000
5. \$30,001 a \$45,000
6. \$45,001 a \$60,000
7. \$60,001 a \$75,000
8. \$75,001 a \$100,000
9. Más de \$100,000
9. Prefiero no responder

42. ¿Cuál es su código postal? (**ABIERTO**)

---

43. ¿Cuántas personas, independientemente de su edad e incluyéndose a usted mismo, viven actualmente en su hogar? **EXTREMO ABIERTO CODIFICADO**

1. 1
2. 2
3. 3
4. 4
5. 5
6. 6
7. 7
8. 8
9. Más de 8

44. ¿Cuál es su situación laboral actual? **LEER**

1. Actualmente tiene trabajo
2. Jubilado
3. Estudiante
4. Ama de casa
5. Desempleado
6. Permanentemente deshabilitado
7. Temporalmente despedido
8. Otro (No leer)
9. No estoy seguro

45. ¿Es usted un veterano de las Fuerzas Armadas de los Estados Unidos?

1. Sí
2. No
3. No estoy seguro

46. ¿Cuál es el nivel más alto de escuela que ha completado? **LEER**

1. No se graduó de la escuela secundaria
2. Graduado de la escuela secundaria
3. Algo de universidad, sin título
4. Título asociado de dos años
5. Título universitario de cuatro años

- 6. Postgrado
- 7. No estoy seguro

47. Modo de encuesta: **CODIFICADO DE LA LISTA**

## 7.3 Appendix C: Focus Group Questionnaire



### DAAI Focus Groups - Protocol with Script

Good morning/afternoon/evening,

My name is \_\_\_\_\_ and I am a researcher with Boise State University. First off, I want to thank you for sharing your time and thoughts with us today. The general purpose of our project is to better understand digital inclusion and internet access throughout Idaho. As part of this plan, we want to hear from community members like you, and learn about your experiences with the internet and digital devices.

I'd also like to confirm that you all received a copy of the informed consent form and were able to review and sign it. As a reminder, all your answers are voluntary and confidential, and you are free to decline to answer any question or exit the focus group at any time. With your permission, we'd also like to record this conversation. This helps us not miss any responses, and the recording will be deleted before the end of our study. Please keep in mind that direct quotes may be used in our report, but will be kept anonymous. If you agree to participate, please return your signed consent forms and optional demographic questionnaire.

As a focus group participant, we ask that you please respect the views of other participants and respect the confidentiality of this session. While the research team will make every effort to ensure the confidentiality of everyone's participation, please be aware we cannot guarantee the actions of other participants.

We are happy to address any concerns you may have. Are there any questions before we begin?

\*Start recording\*

## **Broadband availability/affordability/access - BA**

1. What are your main reasons for using the internet?
  - a. If you do not use the internet, why not?
2. Tell us all the places you access the internet?
3. Have you heard of the federal Affordable Connectivity Program?
  - a. If so, have you participated in it?
4. How much would you be comfortable paying for internet service?
5. How are you impacted when your internet connection is not working?
6. Do you have family or friends who access the internet for you?
  - a. If so, how do they access the internet?

## **Online accessibility/inclusivity - OA**

1. Do you access devices or internet services in public spaces, such as libraries or coffee shops?
  - a. What has your experience been like?
  - b. Do you feel safe and welcomed/trusted in these spaces?
2. What services or resources would you like to be able to access using the internet?
3. Have you accessed public resources or services online, such as voter registration, DMV, or managing government benefits?
  - a. If so, how was your experience?

## **Digital Skills - DS**

1. Have you had any training or classes to increase your digital skills?
  - a. If so, what were they? If not, why not?
2. Do you look for information online?
  - a. If so, what kind of information?
3. What digital skills would you like to learn or develop further?
4. If you have a question about accessing information online or using your device, where do you generally go for answers?

## **Cybersecurity and privacy awareness/use/measures - CS**

1. Do you have concerns about the safety of your personal data? If so, what are they?
2. How important is digital privacy to you?
3. Have you ever had any training around keeping your data safe?

## Technical Support -TS

1. If any assistance for using the internet were provided, what kind of assistance would you want?
2. Describe your experience seeking technical support for using the internet or your devices.
3. What's the number one change that would make using the internet better or more enjoyable?

## Device availability/affordability - DA

1. What devices do you use to access the internet?
  - a. In what ways do you use these devices? (e.g., work, school, news, shopping, etc.)
2. What devices would improve your internet experience?
  - a. What barriers prevent you from getting these devices?

## Exit Question - EX

1. Is there anything else you would like to say about using the internet or your online experience?

## General Probing Questions (to be used if needed to stimulate additional information about the questions above)

2. Can you tell me more?
3. How?
4. When?
5. Why?
6. I don't quite understand. Can you say more?
7. Do you have an example of that?
8. What did/does that look like?

Those are all the questions I have for today. We also have these informational cards about the Affordable Connectivity Program, if you're interested in learning more about it. Thank you so much for your participation and time, and I hope you have a great rest of your day!

## 7.4 Appendix D: Stakeholder Interview Questionnaire



**BOISE STATE UNIVERSITY**  
IDAHO POLICY INSTITUTE

### DAAI Interview Protocol

Good morning/afternoon/evening,

My name is \_\_\_\_\_ and I am a researcher with Boise State University. First off, I want to thank you for sharing your time and thoughts with us today. The general purpose of our project is to better understand digital inclusion and internet access throughout Idaho. As part of this plan, we want to hear from Idaho stakeholders like you, and learn about your experiences with the internet and digital devices.

I'd also like to confirm that you all received a copy of the informed consent form and were able to review and sign it. As a reminder, all your answers are voluntary and confidential, and you are free to decline to answer any question or exit the focus group at any time. With your permission, we'd also like to record this conversation. This helps us not miss any responses, and the recording will be deleted before the end of our study.

Are there any questions before we begin?

### **Covered Population(s)**

1. Do you or your organization typically work with any of the following populations in Idaho?
  - a. Low income households
  - b. Age 60 or older
  - c. The incarcerated
  - d. Veterans
  - e. Those with a disability
  - f. Those with language barriers
  - g. English learners
  - h. Those with low literacy
  - i. Specific racial or ethnic minorities
  - j. Rural populations

[After determination of covered population(s)] For the rest of our time, we'd like to ask about how you serve your clients and their barriers to digital access.

**Broadband availability/affordability/access**

1. What are the main barriers for your clients while using the internet?
  - a. If they do not use the internet, why not?
2. Tell us all the places your clients are likely to access the internet?
3. Have you heard of the federal Affordable Connectivity Program?
  - a. If so, do you know of any clients that participated in it?
4. Do your clients have challenges paying for internet service?

### **Online accessibility/inclusivity**

1. What services or resources would you like to see provided or improved to increase access to the internet?
2. What public resources or services online do your clients face barriers to accessing, such as voter registration, DMV, or managing government benefits?

### **Digital Skills**

1. What training or classes could help increase your client's digital skills?
2. If your clients have a question about accessing information online or using a device, where do they generally go for answers?

### **Cybersecurity and privacy awareness/use/measures**

1. What data privacy challenge do your clients face?
2. Have you ever had any training around keeping data safe?

### **Technical Support**

1. If any assistance for using the internet were provided to your clients, what kind of assistance would you want?
2. What's the number one change that would make using the internet better or more enjoyable for your clients?

### **Device availability/affordability**

1. What devices would improve your client's internet experience?
  - a. What barriers prevent them from getting these devices?

### **Exit Question**

1. Is there anything else you would like to say about your clients' digital access?

### **General Probing Questions (to be used if needed to stimulate additional information about the questions above)**

2. Can you tell me more?

3. How?
4. When?
5. Why?
6. I don't quite understand. Can you say more?
7. Do you have an example of that?
8. What did/does that look like?

## 7.5 Appendix E: Record of Revisions from Public Comment Period

ID	Commenter	Comment	Relevant Section	How It Was Addressed
1	1	Thank you for the tremendous amount of work that went into this plan. I appreciate the serious efforts to engage and inform stakeholders in this important opportunity for our state.	General Comment	No action needed.
2	1	Consider explicitly stating a few specific ways that digital access and internet use are "vital to the ability to thrive." (Healthcare, education, commerce, entrepreneurship, access to government services - local and regional.	1 Executive Summary	Added these examples at the beginning on the Executive Summary.
3	1	Digital access and internet use are mentioned right away in the Executive Summary. Consider calling out digital skills as well? Not everyone will envision skills being a critical element of access.	1 Executive Summary	No action needed. Digital skills are included at the beginning of Executive Summary.
4	1	Looks great! On the first bullet point "curated tools and resources" are mentioned. You could consider adding something that speaks to the human-centered interactions that will also be provided. For example, in-person supports/training.	2.1 Vision	Added suggested language to Section 2.1
5	1	Looks thoroughly considered.	2.2 Alignment with Existing Efforts	No action needed.

ID	Commenter	Comment	Relevant Section	How It Was Addressed
6	1	Objective 2.3.1.2 Increase awareness of Affordable Connectivity Program Adult Education centers could co-locate digital navigators who can help individuals register for ACP. Example: have sign-up happen in digital literacy classes or as part of intake for AE. Include this in core activities. Education on broadband - comparisons and choices can happen in AE digital skills classes.	2.3 Strategies and Objectives	Added to core activities for objective 2.3.1.2
7	1	Objective 2.3.2.1 Ensure the State of Idaho’s digital content remains accessible to Idahoans with an emphasis on covered populations. Core activity could include evaluate of linguistic accessibility of websites and other media assets. Rely on expertise of stakeholders such as ESL teachers and staff within AE programs. Also rely upon refugee serving agencies for feedback on linguistic accessibility of these materials. Currently the core activities do not indicate discrete types of accessibility.	2.3 Strategies and Objectives	Added to core activities for objective 2.3.2.1
8	1	Objective 2.3.3.1 Increase digital skill levels particularly among Idaho’s covered populations Adult Ed programs need to be specifically mentioned in core activities - many already have well-developed digital skills training and 1:1 supports embedded in programs	2.3 Strategies and Objectives	Added to core activities for objective 2.3.3.1

ID	Commenter	Comment	Relevant Section	How It Was Addressed
9	1	Objective 2.3.3.3 Promote the image of all Idahoans receiving training on how to use computers and the internet CWI offers in-person digital skills classes to adults of all ages and to speakers of many diverse languages. Marketing campaigns could highlight this community of learners.	2.3 Strategies and Objectives	Added to core activities for objective 2.3.3.3
10	1	"Adult Education programs are listed in the main inventory but should also be listed on table 3.1.1.6. CWI's Adult Ed program in particular has a robust program for teaching digital skills in language learning contexts, with hundreds of students participating each year. Courses include very early digital literacy instruction integrated with low English proficiency and early literacy adult learners, a course on using social media as an entrepreneur multiple courses on applications (Apple and Google based) and a pathway to computer science. All of these courses are delivered in ELL contexts and are adaptable to other learner contexts as well. CWI's robust digital skills program should also be listed in section 3.1.3 ""Existing Digital Equity Programs.""	3.1 Asset Inventory	Added CWI's and other higher ed adult education programs to asset inventory
11	1	CWI also has rural outreach programs that should be noted on table 3.1.1.8.	3.1 Asset Inventory	Added CWI's and other higher ed adult education programs to asset inventory

ID	Commenter	Comment	Relevant Section	How It Was Addressed
12	1	I suggest working with Adult Education programming to inquire about needs of adult learners. There are unique challenges, for example, with digital access for Boise's refugee population that are very different from adult education needs in rural northern Idaho.	3.2 Needs Assessment	Added CWI's and other higher ed adult education programs to asset inventory
13	1	I am impressed with ICfL's extensive efforts to engage local stakeholders. As the new state director for Adult Education, I would like to coordinate with ICfL on DAAI planning and implementation.	4.1 Coordination & Outreach	No action needed.
14	1	Looks comprehensive.	5.1 Implementation Strategy & Key Activities	No action needed.
15	2	Big plan. I believe we need to equate data access and broadband sharing to the utility status of electricity. Decades of effort and major inter-agency/inter-governmental (e.g. municipal, county, region, state, federal) cooperation were the only way power was and continues to be delivered to all residences and businesses in Idaho. Push forward for the long haul.	General Comment	Suggestion considered. No action taken.

ID	Commenter	Comment	Relevant Section	How It Was Addressed
16	2	Are we taking advantage of all available federal programs and funding for access build-out and availability? So much of past federal efforts focus on rural community needs. Cities the size of Mountain Home were left out of that focus, with our municipal leadership focusing on forming and capitalizing on a local utility. We live in a community lacking funds to complete the destruction of an old swimming pool while lacking adequate funding/support to complete construction of a new one.	2.2 Alignment with Existing Efforts	Comment taken under advisement. Relevant known federal opportunities are reflected in the plan draft and additional/future opportunities will be considered in plan updates.
17	2	Please include any and all public and private providers in plans. Need to be as financially wise as is possible to assure access for everyone.	3.1 Asset Inventory	Providers participating in ACP are listed in 3.1.5. All known organizations engaging in the Digital Equity space are included in Table 3.1. This table is envisioned to be updated regularly during plan implementation and additional public and/or private organizations will be added as warranted.
18	2	Funding and technical support across all bands and providers are as necessary as providing electricity to every and all residents.	3.2 Needs Assessment	No action needed.
19	3	Everything looks great, but, I thought we should add the Idaho Commission on Aging 2020-2024 Senior Services State Plan (although we are in the process of updating it).	General Comment	Senior State Services Plan added to section 2.3.1.5

ID	Commenter	Comment	Relevant Section	How It Was Addressed
20	3	"Yes, Idaho Commission on Aging State Plan is missing from this section. <a href="https://aging.idaho.gov/wp-content/uploads/2020/09/Rolled-up-Idaho-2020-2024-Senior-Services-State-Plan-Sept-4-2020.pdf">https://aging.idaho.gov/wp-content/uploads/2020/09/Rolled-up-Idaho-2020-2024-Senior-Services-State-Plan-Sept-4-2020.pdf</a> "	2.2 Alignment with Existing Efforts	Idaho Commission on Aging State Plan added to section 2.3.1.5
21	4	You have done an amazing job so far, keep it up!	General Comment	No action needed.
22	4	Under Goal 2: Improve on-line accessibility and inclusivity, another worthy goal might be to 'simplify sign up and verification procedures for those eligible for these public resources and services.	1 Executive Summary	No action needed. Already included under core activities in objective 2.3.1.1
23	4	Goal 3: Increase digital skills might also have something about 'partner with established educational institutions throughout Idaho that can deliver free digital skills courses or certificates.	1 Executive Summary	No action needed. Already addressed in previous comment, Comment 9.
24	4	Goal 5: Increase availability and affordability of devices might include 'increase devices available for use and checkout at established educational institutions.'	1 Executive Summary	No action needed.
25	4	The vision is great. Comprehensive and practical.	2.1 Vision	No action needed.

ID	Commenter	Comment	Relevant Section	How It Was Addressed
26	4	The College of Western Idaho is gathering a team to attend the American Association of Colleges and Universities (AAC&U) Institute on Digital Equity with a goal of helping support DAll goals and initiatives especially around underserved communities in our educational region. So, this is not a Statewide effort, but by the close of the institute in April 2024, it could be a model plan for Idaho community college support of the DAll that could lead to a statewide initiative (of course, this is aspirational right now).	2.2 Alignment with Existing Efforts	No action needed.
27	4	Under 2.3 Strategy and Objectives, I might again mention another goal (or perhaps an expansion of one of the 5) as 'simplifying the sign up and participation process (i.e. lower barriers to access sign up) for these services.'	2.3 Strategies and Objectives	No action needed. Already included under core activities in objective 2.3.1.1
28	4	Under goal 2.3.1 Goal 1 this is admitted as such when you note that the ACP was seen as an underused resources, partly because of 'administrative barriers'	2.3 Strategies and Objectives	No action needed. Already included under core activities in objective 2.3.1.1
29	4	Goal 2.3.2.2 increasing mobile device and tablet compatibility is a great goal. Subsidizing the 'upgrade' cost to tablets from just a phone for households may be a good supporting step.	2.3 Strategies and Objectives	Added as a core activity in objective 2.3.2.2

ID	Commenter	Comment	Relevant Section	How It Was Addressed
30	4	Objective 2.3.3.2 mentions digital skills education but does not mention one of the most important in my opinion, training in information literacy. How to discriminate and judge the accuracy of online information. I would love to see this as part of the official digital skills curriculum offered. There are objective and teachable (and necessary!) processes that one can use to determine the accuracy of online information.	2.3 Strategies and Objectives	Added to description of objective 2.3.3.1, rather than objective 2.3.3.2
31	4	Objective 2.3.5.1 digital navigators reminds me of a lot of the work that college help desks, teachers, and advisors and others already do. If digital navigators were centered at these schools in sufficient numbers it might be a way to help both the student and public populations as well as reduce the technology burden from teachers and advisors. Plus that could be a (hopefully) positive contact point between schools and the public helping with go on rates and other important state initiatives.	2.3 Strategies and Objectives	No action needed, already addressed by various educational internship supports and subgrant opportunities throughout Section 2.3
32	4	Objective 2.3.5.3 I'm going to say it again...reduce paperwork and other barriers necessary to receive a refurbished device (where possible and appropriate).	2.3 Strategies and Objectives	No action needed. Already addressed under core activities in objective 2.3.1.1

ID	Commenter	Comment	Relevant Section	How It Was Addressed
33	4	Objective 2.3.5.4 I know this is a library initiative (which I'm so thankful for), but educational institutions more specifically are also in every community and could serve a similar function if this part of the DAll needs expanding.	2.3 Strategies and Objectives	No action needed.
34	4	3.1.1.1 assets under improve online accessibility for students at institutions of higher learning, there are digital assets available for use and checkout (accessible hotspots etc too)	3.1 Asset Inventory	No action needed. Already addressed in objective 2.3.2.4
35	4	3.1.1.6 College of Western Idaho's Bridge program offers free help as adult education to English Language Learners for digital literacy skills: <a href="https://cwi.edu/file/esl-digital-skills-classes">https://cwi.edu/file/esl-digital-skills-classes</a>	3.1 Asset Inventory	CWI ESL Digital Skills classes added to Table 3.1 Asset Inventory.
36	4	Thorough	3.2 Needs Assessment	No action needed.

ID	Commenter	Comment	Relevant Section	How It Was Addressed
37	4	<p>"This is a question specifically about the possibility of ICfL working with the College of Western Idaho as we hope to participate in the AAC&amp;U Institute on Digital Equity: <a href="https://www.aacu.org/event/2023-institute-on-digital-equity">https://www.aacu.org/event/2023-institute-on-digital-equity</a></p> <p>This involves us developing an action plan by April 2024 around reducing the digital equity gaps as we work together as an institution. We may not be able to attend this institute because of the cost (that we were not aware of on applying for it). We have 11 interested team members gathered including heads of English language learners Tutoring, the Library, computer science software development, adult education, Hispanic serving staff, and more from CWI. This list also includes the Idaho community partner LEARN that supports older adults digital literacy and the new director for adult education at the Idaho Division of CTE. I know this is not the correct space to bring this up, but I am putting it here as a question on whether the ICfL would want to add us to a partner list if we find the funding to attend (our team has been officially accepted). The issue would be not with the action plan that we create which would be integrated fully into the DAII but whether we are able to attend the institute at all. "</p>	4.1 Coordination & Outreach	No action needed.

ID	Commenter	Comment	Relevant Section	How It Was Addressed
38	4	5.1.3 Award subgrants. As a community college committed to reducing digital equity (and see above answer to #12), I think that prioritizing digital skills including information literacy, and simplified user interfaces with onboarding through the state or library funded resources can be areas where we can help in the implementation of this plan, especially as it relates to underserved communities of older adults, our hispanic population in Southwest Idaho, and English Language Learners.	5.1 Implementation Strategy & Key Activities	No action needed. Comment considered. ICfL will partner with institutions of higher education in multiple ways.

ID	Commenter	Comment	Relevant Section	How It Was Addressed
39	5	<p>"The NRTRC is a HRSA and OAT-funded non-profit entity and serves a seven-state region (AK, WA, OR, MT, ID, WY, UT). We work to advance the development, implementation, and integration of telehealth through sharing information, leveraging resources, and creating a synergistic telehealth community. The NRTRC draws on the experience of the Utah Telehealth Network, NRTRC Board Members, and us to provide technical assistance, telehealth tools, and resources along with telehealth training throughout our region. Our resources and technical assistance are free and open to the public.</p> <p>If you would like to know more about the NRTRC and our digital equity initiatives, please visit our website listed above, or feel free to reach out to us for more information or to set up a brief introductory meeting.</p> <p>In conclusion, the robust digital access plan could emphasize and increase collaboration among healthcare and telehealth entities. It is essential to increase the public's awareness of how broadband access and digital skills affect their health and well-being. By prioritizing health in the plans for infrastructure development, education, and community partnerships, we can make significant progress toward achieving a more equitable healthcare system for all."</p>	General Comment	NRTRC added to Table 3.1 Asset Inventory.

ID	Commenter	Comment	Relevant Section	How It Was Addressed
40	5	To truly bridge the digital divide and expand access and utilization, we recommend increased collaboration between healthcare and telehealth entities for these plans. Particularly in goals 2 and 3. By joining forces, these entities can pool their expertise and resources to develop innovative solutions that leverage broadband technology.	1 Executive Summary	No action needed. ICfL will strive to include health care and telehealth partners.
41	5	Perhaps it would be good to also draw comparisons between healthcare disparities and broadband access here. There are many resources that call out the connection between solid broadband access and the overall health of the community. NRTRC would be happy to provide some examples.	2.1 Vision	Suggestion taken under advisement. As the vision statement was the result of a months-long collaborative process involving many stakeholders, determination was made to retain the end result of that process.
42	5	The health resource listed in 2.2.1.3 is great, however, it is outdated (2020), and The NRTRC is unsure if this telehealth task force still exists. Consider new partners within Idaho for this initiative including but not limited to The NRTRC as the telehealth resource center that supports Idaho and the upcoming Idaho Telehealth Alliance that is being developed in partnership with Cornerstone Whole Healthcare Organization (C-WHO). We are happy to discuss further if needed.	2.2 Alignment with Existing Efforts	Suggestion taken under advisement. Telehealth Task Force Report, Recommendations, and Action Plan still included as a relevant Existing Effort for DAAI plan to align with. Future efforts will be considered for inclusion in future DAAI plan updates.

ID	Commenter	Comment	Relevant Section	How It Was Addressed
43	5	<p>"The NRTRC -stands behind the objective to create a digital navigator program for the Idaho in this section as we fully support the digital navigation model. Consider ways to sustain this program past the BEAD funding and creating tools for training navigators to stay current.</p> <p>We think it would also be great to create a back-up plan to the ACP in the event that there is no longer funding for this. The Tax credit/subsidies idea is a great initiative for this goal, but should also take into account how "affordable" internet plans will be defined for Idaho residents. Please also include programs to help increase digital health literacy in Goal 3, the NRTRC can help with this."</p>	2.3 Strategies and Objectives	ACP specific goals have been expanded to refer to/call for ACP-like programs in recognition of the expiration of funding at this point, thereby broadening the applicability of the goals.
44	5	<p>From through this section, we only noted 2 healthcare entities. Consider adding more healthcare and telehealth partners to this inventory. The NRTRC would be open to partnering with Idaho on these initiatives. We could also help involve the upcoming Idaho Telehealth Alliance in partnership with C-WHO.</p>	3.1 Asset Inventory	NRTRC added to asset inventory. Also, ongoing development of Idaho's digital asset inventory will occur under objective 2.3.2.4

ID	Commenter	Comment	Relevant Section	How It Was Addressed
45	5	The NRTRC would like to note that we have a free virtual training for digital health skills that could be outlined in 3.1.1.1. Many individuals from different backgrounds have limited technology experience and may face challenges in navigating telehealth platforms and utilizing digital health-care resources. By providing training programs, and user-friendly resources, we can empower individuals to confidently engage in telehealth services, online patient portals and other tools for managing their own health.	3.2 Needs Assessment	NRTRC included as asset under "Increasing digital skills" for covered populations.
46	5	Again, we would love to help coordinate these activities as the telehealth resource center designated to the state of Idaho.	4.1 Coordination & Outreach	NRTRC's interest in being involved with ongoing efforts has been noted.
47	5	For 5.1.1 it would be great include health care and telehealth partners in coalition calls and digital skills work group to ensure their involvement.	5.1 Implementation Strategy & Key Activities	No action needed. ICfL will strive to include health care and telehealth partners in Community Coalition Calls and the digital skills working group.

ID	Commenter	Comment	Relevant Section	How It Was Addressed
48	6	<p>"Leveraging the support of outside entities, such as Digitunity or other national actors engaged in this work, could help speed and inform the implementation process and enhance the capacity investments made in Idaho's local practitioners, stakeholders and government departments. We firmly believe that with a shared vision, engagement of non-traditional partnerships, and creative approaches, there are ample resources available to significantly increase device ownership, both now and in the years beyond this federal investment.</p> <p>We wish you great success in this important endeavor."</p>	General Comment	Comment has been noted. No action needed.
49	6	<p>As a national nonprofit organization focused on the device ownership aspect of digital equity, we are delighted to see the inclusion of devices and technical support goals within Idaho's plan. This is a watershed moment for advancing digital equity. We offer this feedback as a means to share our unique perspective, leveraging nearly 40 years of work on the issue of device ownership, a national lens into how states are approaching the issue, and our role in administering a nationwide practitioner network. We are truly and sincerely vested in your success. We would like to emphasize four overarching points:</p>	2.1 Vision	Comment has been noted. No action needed.

ID	Commenter	Comment	Relevant Section	How It Was Addressed
50	6	<p>Large screen device ownership: Owning a computer is crucial for thriving in the modern economy. Those without a computer are unable to harness the vast opportunities that the internet provides, such as employment, education, telehealth, commerce, finance, communication, and much more. Everyone who needs a computer should have one. Personal device ownership provides a unique computing experience that cannot be replicated through public use of computers or shared devices. Large screen devices such as laptops, desktops, Chromebooks, and tablets, are critical for a full and equitable computing experience. While smartphones are often more affordable than the upfront cost of a computer, evidence shows the use of smartphones alone may limit the range of one’s online activity and depth of overall digital skills.</p>	2.1 Vision	Addressed in previous comment, emphasis on large screen devices added to objective 2.3.2.2 core activities.

ID	Commenter	Comment	Relevant Section	How It Was Addressed
51	6	Ecosystem approach: To ensure that all residents of Idaho are able to obtain a free or low cost computer, establishing a robust supply of applicable devices through accessible, resilient, community-level distribution systems is critical. Systems thinking is required, with active involvement from a diverse range of actors and stakeholders. Digitunity's Methodology for a Sustainable Device Ecosystem provides a framework for addressing this issue on a large scale.	2.1 Vision	No action needed. Already addressed in objective 2.3.5.3
52	6	Sustainability: While short-term gains are possible, our collective efforts must aim for sustainable solutions that far outlast this five-year federal investment. Building a plan around merely making grants to procure devices would be shortsighted, missing this landmark opportunity to create comprehensive change. Instead, we must develop solutions that transform the way corporate, government, and institutional IT assets are managed at scale. Repurposing previously used technology for community support can make computer ownership more accessible. Technology reuse is a practical and environmentally friendly solution for expanding device ownership.	2.1 Vision	No action needed. Already addressed in objective 2.3.5.3

ID	Commenter	Comment	Relevant Section	How It Was Addressed
53	6	Device quality and intended use: Affordable devices must be reliable; quantity cannot replace quality. It is also critical that the choice of device matches a recipient's intended use and context. While less expensive devices may be a quick win within a limited budget, a healthy device ecosystem will provide economical solutions that meet the full range of recipients' needs.	2.1 Vision	Added to description of objective 2.3.5.3
54	6	Regarding Idaho's plan, we offer the following specific feedback and recommendations: Kudos!: The plan's inclusion of increasing the "availability and affordability of devices and technical support" is excellent. We are impressed with the amount of attention that support for devices received in the plan and a clear commitment to addressing this need. We're also thrilled to see the interest in refurbished computers.	2.3 Strategies and Objectives	No action needed.

ID	Commenter	Comment	Relevant Section	How It Was Addressed
55	6	<p>Aim high: Providing funding for 10,000 refurbished devices for Covered Populations is to be commended. However, there are 156,000 individuals households in Idaho without a large screen computer and aiming to ensure that all Idahoans are able to own one is an achievable target. The Digital Equity Act will provide funds to be used over a defined timeframe, and those funds will be exhausted in five years. However, the device needs of residents is, and will be, an ongoing expense. By building a sustainable device ecosystem that braids in a variety of funding sources that can support device purchases on an ongoing basis, especially for Covered Populations, and activating business, philanthropy, and government to invest in the ecosystem, achieving device ownership for all residents can be realized.</p>	2.3 Strategies and Objectives	No action needed. Already addressed in objective 2.3.5.3

ID	Commenter	Comment	Relevant Section	How It Was Addressed
56	6	<p>Loaning vs. owning: While intermediate steps of loaning programs and computer labs through schools and libraries may be necessary, true equity is when residents have full access to devices that meet their needs. While most focus group participants “agreed that devices offered by public libraries were a valuable resource that is well used by their respective communities, including computers, printers, and mobile hotspots” it requires transportation to a library, limited access on certain days and times, and restricted time on the device. We highly recommend a measurable objective based on device ownership, not short-term or periodic access to a device.</p>	2.3 Strategies and Objectives	No action needed. Already addressed in objective 2.3.5.3

ID	Commenter	Comment	Relevant Section	How It Was Addressed
57	6	<p>Role of libraries: While public libraries are often asked to play a central role “to improve device availability and affordability”, many who played this role during the pandemic (via federal Emergency Connectivity Funds) found that they were ill-equipped, insufficiently trained, and inadequately staffed to effectively serve in that capacity. As a result, many libraries are not interested in further serving as deployment partners in the future. While the plan recommends “funding for public libraries to purchase additional new or refurbished devices”, this puts a large demand on library staff and infrastructure. Again, while loaning of devices can be a stop gap, short term fix, libraries need the training and resources to play a significant role in a device ecosystem. It is also important to ensure that they are indeed interested in this role.</p>	2.3 Strategies and Objectives	No action needed. Already addressed in objective 2.3.5.4

ID	Commenter	Comment	Relevant Section	How It Was Addressed
58	6	<p>Technical support: Idaho can certainly be a leader in the nation for community technical support solutions. While some states may be successful in addressing the device ownership aspect of digital equity, the effort will come to a halt, and the federal investment made for naught, if free and affordable technical support is not readily available. Engaging device repair shops is an excellent idea and Digitunity has had discussions with a national association of repair shops for this very purpose. It is important to note that Digital Navigators and public library staff are typically not equipped to provide in-depth technical support and should not be assumed to be able to do so. Idaho's strong interest in refurbished devices can also mean that the refurbishing organization that provides the devices can also provide the technical support, along with a warranty.</p>	2.3 Strategies and Objectives	No action needed. Already addressed in objective 2.3.5.2

ID	Commenter	Comment	Relevant Section	How It Was Addressed
59	6	<p>Supply is critical: We commend Idaho for recognizing that a “device pipeline” is needed. This supply can be generated through donations from individuals, businesses, government, and other organizations. We are especially encouraged by the idea of a state tax credit for device donation. In December 2022, Digitunity helped to pass the federal Computers for Veterans and Students Act which will soon direct repairable, out of service federal computers to nonprofit technology refurbishers. Idaho can be a potential beneficiary of this program. Efforts, as suggested, for a statewide marketing campaign for donations will be extremely helpful to the state’s efforts. Digitunity has deep knowledge on generating supply with businesses and individuals including marketing campaigns.</p>	5.1 Implementation Strategy & Key Activities	Added to Section 5.1.2

ID	Commenter	Comment	Relevant Section	How It Was Addressed
60	6	<p>Support for device deployment: Digitunity is interested in learning more about the state's six region approach for technical support and device refurbishing along with the 25 sub grants to organizations to provide devices to the Covered Populations. Device deployment to Covered Populations involves a multi-step, multifaceted process. Specific training and support should be provided to entities that are tasked with providing devices to Covered Populations. Intentional effort should be placed on developing a deployment network through community-based organizations, with formalized connections made between device sources in populated hubs and rural deployment points. It will be important to ensure that deployment partners are interested, have the capacity, are well trained, and are supported in this role. Digitunity's approach in advising states on this topic is based on deep subject matter knowledge regarding best practices related to refurbishing and deployment. We would be happy to lend our expertise by advising on the design of this regional approach and connecting supply to deployment including refurbishing support. We'd welcome the opportunity to talk with the Idaho planning team about what an advisory engagement could look like.</p>	5.1 Implementation Strategy & Key Activities	No action needed. Already addressed in Section 5.1.3

ID	Commenter	Comment	Relevant Section	How It Was Addressed
61	6	Other recommendations and ideas of note to support Idaho's Digital Equity Plan's success include: Technology platform for managing supply and deployment: Digitunity has developed and utilized a longstanding online technology donation matching platform that connects the supply of new and refurbished devices to vetted community organizations for deployment. We'd be happy to share more about this with the state and how it can be used to connect various parts of your ecosystem, gather data, and make the process efficient.	5.1 Implementation Strategy & Key Activities	No action needed. Already addressed in Section 5.1.4
62	6	Workforce opportunity: Refurbishing is also a viable workforce development program with a low entry point for staff and a robust career ladder to family sustaining wages, and may come with its own set of funding sources such as the Workforce Innovation and Opportunity Act (WIOA) to support the work on an ongoing basis. Developing a new program or integrating into an existing refurbishing program that is designed to train personnel in technical skills and refurbishment would not only increase the State's capacity but also create a pipeline of technology talent for future initiatives.	5.1 Implementation Strategy & Key Activities	Added to Section 5.1.2

ID	Commenter	Comment	Relevant Section	How It Was Addressed
63	6	Evaluation: We strongly recommend that performance indicators be expanded beyond tracking the number of devices distributed to also include measures regarding the establishment and performance of elements within the device ecosystem, and the ecosystem itself.	5.1 Implementation Strategy & Key Activities	Additional goal metrics added to objective 2.3.5.3

ID	Commenter	Comment	Relevant Section	How It Was Addressed
64	7	<p>"The state of Idaho should consider implementing an ACP State Cohort as part of its Digital Equity Plan. We will send model language regarding an Affordable Connectivity Program (ACP) State Cohort for Idaho's Digital Equity Plan to the email address provided. The model language includes specific content related to a State Cohort of trusted local organizations that would raise awareness of and support enrollment in the Affordable Connectivity Program (ACP). This State Cohort model would:</p> <ul style="list-style-type: none"> <li>-Ensure alignment with the state's vision for digital equity</li> <li>-Provide a forum for states to involve and engage community stakeholders, a requirement of the Digital Equity Plans</li> <li>-Help create a sustainable ecosystem of stakeholders working on digital equity, with a particular focus on the ACP</li> <li>-Mobilize digital equity-minded organizations who can share knowledge, address common barriers and leverage resources</li> <li>-Implement and establish a pipeline for future capacity or competitive grant-funded recipients in alignment with its Digital Equity Plan</li> </ul> <p>We would very much appreciate the opportunity to discuss the model language provide so that you might include it in your Digital Equity Plan. Please let us know when would work for your schedule to arrange this meeting, and we'll do our best to accommodate!"</p>	4.1 Coordination & Outreach	No action needed. Already addressed in objective 2.3.1.2
65	8	Main ideas are fine in the summary.	1 Executive Summary	No action needed.

ID	Commenter	Comment	Relevant Section	How It Was Addressed
66	8	Stressing accessibility is important and not just from a poverty standpoint. I think more emphasis on rural access should be part of the vision. Companies such as Zply have likely received grants to extend fiber lines, however those lines have not been extended to subdivisions that are adjacent to those main lines. This leaves many of us with only satellite options which are excessively expensive regardless of income.	2.1 Vision	No action needed. Already addressed in objective 2.3.2.3 and is not applicable the DAAI plan. These issues are addressed in the BEAD plan.
67	8	Not that I'm aware of.	2.2 Alignment with Existing Efforts	No action needed.
68	8	See answer to question 7.	General Comment	No action needed.
69	8	Again, I think it needs to be emphasized that existing fiber or other wired high speed deliver mechanisms should be extended into nearby neighborhoods where that is currently not done. Requirements for new residential development should include high speed wired connectivity where main lines already exist.	2.3 Strategies and Objectives	No action needed. Already addressed in objective 2.3.2.3 and is not applicable the DAAI plan. These issues are addressed in the BEAD plan.
70	8	No comment.	3.1 Asset Inventory	No action needed.
71	8	Access is critical for those of us in rural areas. Please work with local wired providers to extend services to subdivisions that are adjacent to their existing infrastructure.	3.2 Needs Assessment	No action needed. Already addressed in objective 2.3.2.3 and is not applicable the DAAI plan. These issues are addressed in the BEAD plan.
72	8	No comment.	4.1 Coordination & Outreach	No action needed.

ID	Commenter	Comment	Relevant Section	How It Was Addressed
73	8	See answer to question 11.	5.1 Implementation Strategy & Key Activities	No action needed.
74	9	<p>"We suggest including the Economic Development Districts of Idaho Comprehensive Economic Development Strategies. CEDA's is located at <a href="http://clearwater-eda.org/wp-content/uploads/2023/02/combined.pdf">clearwater-eda.org/wp-content/uploads/2023/02/combined.pdf</a> on its website. We address broadband in our strategy. There are 4 other Districts. They may be involved in various degrees in broadband.</p> <ul style="list-style-type: none"> <li>• Panhandle Area Council</li> <li>• Region IV Development</li> <li>• Southeast Idaho Council of Governments</li> <li>• Altura Community Consulting &amp; Business Finance</li> </ul> <p>All the Districts provide grant writing services. That is a resource.</p> <p>"</p>	2.2 Alignment with Existing Efforts	Added these and the other Idaho regional economic development districts to the asset inventory. Plan specifically discussed in section 2.2.1.1

ID	Commenter	Comment	Relevant Section	How It Was Addressed
75	9	<p>"The Workforce Development Council should be identified as a key partner. There is a Talent Pipeline Management program, and we are working on workforce in broadband because of the huge infusion of funding and workforce needs. This involves connecting with educational/training partners in the state such at the regional state and community colleges. There is industry data about the Information Technology jobs and workforce gaps, that will only be exacerbated as broadband projects come on line (with the infusion of funding) and an inadequate pipeline for fill positions.</p> <p>"</p>	2.2 Alignment with Existing Efforts	Added these and the other Idaho regional economic development districts to the asset inventory.

ID	Commenter	Comment	Relevant Section	How It Was Addressed
76	9	<p>"Section 2.2.1.1 seems a tad vague, when defining how the DAAI plan "helps job seekers better meet the challenges of working in an increasingly connected world". We would suggest a little more 'meat' added to this paragraph. The questions that coming to mind reading this area:</p> <ul style="list-style-type: none"> <li>• How is this plan going to accomplish this?</li> <li>• Will there be Excel classes taught at the libraries?</li> <li>• Word document development? CRM management software?</li> <li>• Maybe this is outlined somewhere else in this document, but it would be helpful to add this detail into this specific section.</li> <li>• How is teaching job-seekers digital skills going to help them in their careers?</li> <li>• Where are these skills going to be taught? At DOL? Or will DOL give references to send people to the library to teach them these skills?</li> </ul> <p>"</p>	2.2 Alignment with Existing Efforts	Section 2.2.1.1 has been revised to address some of the concerns raised in this comment. Remaining areas are addressed in other sections of the report, including section 2.3 and section 4.1.

# Acknowledgements

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