BUILDING CONNECTIONS

TO CHANGE LIVES

Cohort 5 of the Digital Inclusion Fellowship

NTEN Digital Inclusion Fellows developed programs that benefited thousands of underserved Americans, helping them get online for work, health, and play.

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Digital Inclusion Fellowship
Austin, TX

Fellow: Gabryella Desporte
Host Organization: Latinitas

Latinitas
Empowering All Girls to Innovate
with Media and Technology

Digital Parents program participants receive their certificates of completion.

> **"**
>
> I feel like I learned a lot from this course because I was scared to use computers, but now I can
>
> — PADRES DIGITALES PARTICIPANT

During the year, Latinitas was able to launch its first series of adult computer literacy courses called Digital Parents/Padres Digitales. Participants explored concepts such as computer basics, social media and email safety and privacy, and using the local school system's online portal. Latinitas taught this course in partnership with the Community Tech Network (CTN) in both their office computer lab and at two local schools. Digital Parents touched the lives of a collective total of 301 unique participants, and the program has now become a staple of Latinitas' parent outreach and programming.

319 participants

1385 participant hours

43 volunteers trained

PROGRAM MILESTONES

- Taught an abridged computer literacy class to families at a distribution even with PCs for People
- Provided bilingual (English/Spanish) computer training

The yearlong Digital Inclusion Fellowship provides nonprofit professionals with the knowledge and training they need to expand digital equity and literacy in their communities.

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Digital Inclusion Fellowship
Josephine County, OR

Fellow: Ellie Avis
Host Organization: Josephine Community Library District

Josephine Community Library

Welcome to Computers class hosted by Josephine Community Library, in partnership with Free Geek.

Ellie developed basic digital literacy programming, including one-on-one Tech Help at all library branches, the library's first basic digital skills course, and training for existing and new library volunteers. Participants who attended all five sessions of the new digital skills course received a laptop. Her Fellowship led the library to evaluate its digital offerings, resulting in a complete website redesign. The library improved accessibility and now offers mobile hotspot lending, which has expanded internet access for patrons for whom broadband is unattainable due to cost or availability.

PROGRAM MILESTONES
- One-on-one tech help at all branches
- Partnership with Free Geek to provide devices
- Mobile hotspot lending program
- Website redesign to increase accessibility

> I learned more than I thought, plus the laptop will be a blessing! No more using the phone for everything.

— PARTICIPANT

1642 participants

530 participant hours

47 volunteers trained

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Digital Inclusion Fellowship
Salt Lake City, UT

Fellow: Krysti Nellermoe
Host Organization: International Rescue Committee

Refugee youths participating in a Digital Citizenship and Digital Safety workshop.

> I've never used an iPad before!

— Sarive Maisha, recent refugee from Democratic Republic of Congo in the 10th grade student at Hillcrest High, during a Digital Safety workshop in September, 2019.

Krysti Nellermoe integrated necessary digital literacy skills into core services offered to new arrivals, including vocational job readiness and financial literacy classes. The Digital Inclusion team trained key staff, developed curriculum, and shared data tracking tools. Additionally, IRC launched a series of Digital Citizenship and Digital Safety workshops for refugee youth and improved the existing Tech Mentor program.

PROGRAM MILESTONES

- Summer Computer Basics Class served 51 newly arrived refugees
- Social Media Marketing Workshops for entrepreneurs with IRC SLC's Spice Kitchen Incubator, New Roots SLC, and the Refugee Family Childcare (RFCC)
- Enrolled all new refugee families and individuals in affordable broadband program

229 participants

583 participant hours

107 volunteers trained

Training offered in 5 languages

Digital Inclusion Fellowship

East Cleveland, OH

Fellow: A'Sarah Green
Host Organization: East Cleveland Public Library

ECPL
East Cleveland Public Library

Ms. Veedah receiving a laptop as part of her participation in the Earn A Device Passport Program.

A'Sarah Green developed and implemented the ECPL Digital Literacy Earn A Device Passport Program. The classes taught hundreds of local community members digital skills and offered 17 of these dedicated participants a free computer. The program was an incredible community building activity, bringing seniors throughout the community together. Seniors learned digital skills in three senior living homes, one rehabilitation center, the Salvation Army, and an apartment complex. A'Sarah also recruited eight local students to help tutor and support patrons in learning to navigate their devices.

PROGRAM MILESTONES

- Actively participated in two community digital inclusion coalitions
- 470 families utilized library hotspot check outs

> Thank you so much for helping me find a job and teaching me the skills I needed to retain this job. So I just want to say thank you and thank you to the East Cleveland Public Library.
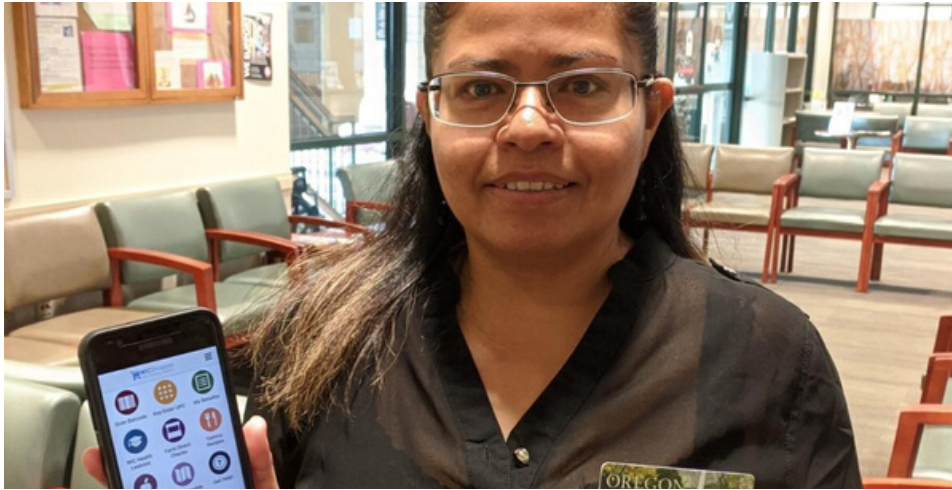>
> — Mr. Hill

213 participants

2291 participant hours

Digital Inclusion Fellowship
Deschutes County, OR

Fellow: Maddie McKinney
Host Organization: Deschutes County WIC

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WiC OREGON

Program participant using the WIC app on their phone.

Maddie's project increased digital equity within the WIC population by encouraging staff to discuss and provide support on WIC app usage with clients. Maddie prioritized learning for non-English speaking immigrants and older adults by walking them through downloading the WIC app, setting up a WIChealth.org account, and providing tips for recognizing the validity of online sources. The course Maddie developed for Spanish speakers has now been implemented by WIC offices in other counties, expanding the impact of her work.

PROGRAM MILESTONES
- Created Digital Literacy course in Spanish
- Distributed Digital Literacy course for use statewide
- Increased online nutrition education completion in Spanish by 2200%

> I feel more confident looking for nutrition information online, and when my kids try to argue with me about eating too much junk food I can find other options they might like.
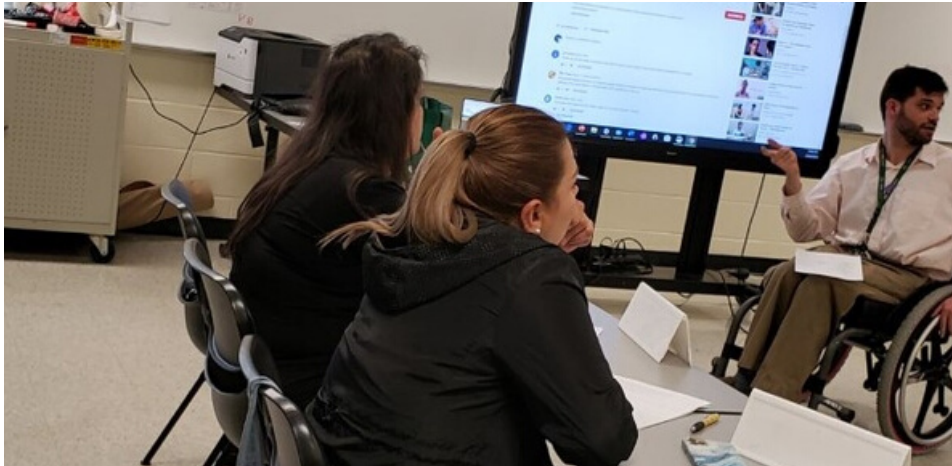
— PARTICIPANT

1679 participants

250 participant hours

494 Spanish speakers engaged

Digital Inclusion Fellowship
Charlotte, NC

Fellow: Kyra Gomez & Susana Jerez
Host Organization: Charlotte Bilingual Preschool

Charlotte Bilingual Preschool parents participating in a digital literacy class.

The Fellows at Charlotte Bilingual Preschool developed digital inclusion services for preschool parents in the Family Program to prepare them to support their child's education at home and in school. CBP launched a computer lab where parents were able to access the internet and receive support. They also trained parent volunteers in supporting other participants in addressing basic digital literacy. In partnership with the library, the Fellows organized monthly workshops on topics ranging from digital literacy basics to online safety and privacy.

PROGRAM MILESTONES
- Organized a Welcome Family Fair, distributing 24 laptops to families and sharing community resources
- Hosted a Family Night Out with a 2 hour training on online safety

> I'm very glad to be able to get the computer because my daughter is in middle school and most of her assignments are on the computer.

— PARTICIPANT

107 participants

111 participant hours
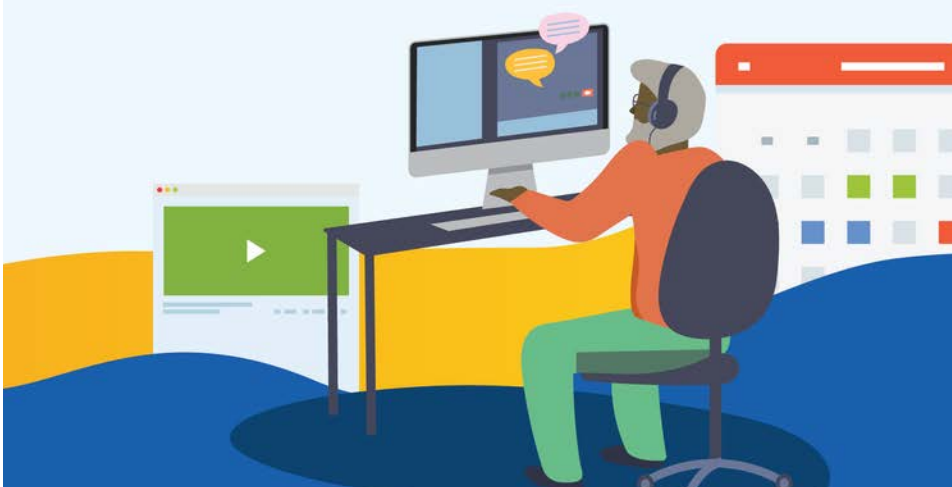
3 volunteers trained

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Digital Inclusion Fellowship
Cleveland, OH

Fellow: Shenee King
City Host: CHN Housing Partners

CHN Housing Partners
The Power of a Permanent Address.℠

Shenee King developed and implemented the Digital Citizenship Program. Shenee prioritized developing partnerships to serve low income, senior citizens, and families being threatened with eviction. Partners were: Fairhill Partners Kinship Group, National Black Caucus on Aging, West Side Catholic Center, Cleveland Clergy Alliance, Highland Hills Village Senior Program, PCs For People, and CHN residents. Training was provided one-on-one, in small groups, and a community lab drop-in format. Trainings covered basic skills, device and internet identification, and digital literacy adoption methods.

PROGRAM MILESTONES

- Key partnerships created to deliver training in the communities of most need
- Developed a Digital Literacy matrix that works as a classification system for levels of learners

> This training is very important for seniors. It will make sure we don't get left behind.

— Joseph Courts student
Highland Hills Village Senior Program

403 participants

1767 participant hours

Digital Inclusion Fellowship
San Antonio, TX

Fellow: Emily Flores
City Host: San Antonio Public Library

Leticia, library patron, posing with her Certificate of Completion for the Digital Inclusion Certificate Program.

Emily Flores designed and implemented a Digital Inclusion Certification program, offering training in four key areas: Computer Basics, Job Seeking Skills, Social Media, and Professional Administrative Skills. Training Officers provided digital literacy instruction in both English and Spanish while simultaneously offering drop-in assistance with Adult Basic Education needs. Additionally, Emily integrated digital literacy into English as a Second Language (ESL) and citizenship classes. Emily developed tools to support individuals to access library resources with greater independance.

PROGRAM MILESTONES

- 44 individuals earned the Digital Inclusion Certification
- Organized a Virtual Reality activity in partnership with the San Antonio Government and Google Fiber.

> This program helped me get a desk job after more than 30 years working in a factory. It gave me the skills I needed to be a better job candidate.
>
> — PARTICIPANT

1122 participants

2564 participant hours

16 volunteers trained

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Fellow: Samuel Maldonado
Host Organization: Orange County Literacy Council

> I am so thankful for this class, now I can help my children with their homework, and I understand more about the virtual world.
>
> — PARTICIPANT

Samuel opened a new computer lab open to both OCLC students and the general public. Samuel also launched a mobile computer lab that brought Chromebooks to groups that could not meet at the OCLC offices. He also started a family literacy program that convened parents and children to work on computer skills together, using online resources. Additionally, the staff at OCLC incorporated digital literacy training into their GED and citizenship classes, viewing online skills as key competencies needed for success in both areas.

PROGRAM MILESTONES

- Participated in Carrboro Community Dinner and Carrboro Day to provide information about OCLC services
- Onboarded and supported volunteers that provided 1:1 guidance to students

164 participants

420 participant hours

8 volunteers trained