Massachusetts State Digital Equity Plan

Massachusetts Broadband Institute

MBI | MASSACHUSETTS BROADBAND INSTITUTE | at the MassTech Collaborative

Who We Are

About the Massachusetts Broadband Institute (MBI)

The Massachusetts Broadband Institute is the State Broadband Office for the Commonwealth of Massachusetts. MBI's mission is to make affordable high-speed Internet available to all homes, businesses, schools, libraries, medical facilities, government offices, and other public places across the Commonwealth.

MBI works closely with the Administration, the state legislature, municipalities, broadband service providers, and other key stakeholders to bridge the digital divide in Massachusetts. The Commonwealth created the MBI as a division of the MassTech Collaborative when signing the Broadband Act into law in August 2008.

Broadband is critical to strengthening our economy, improving educational opportunities, and enhancing the delivery of health care, public safety and other government services. MBI's investments center around the MassBroadband 123 network deployed in the western and central regions of the state, but also include support for communities, organizations, and providers statewide. MBI built the MassBroadband 123 network to connect over 120 communities and serve as a building block for the region. MBI is providing grants and technical support to design and deploy new Last Mile networks in these communities.

MBI led the development of this Plan.

About the Massachusetts Technology Collaborative

The Massachusetts Technology Collaborative is a quasi-governmental agency established by legislative statute. The mission of the Massachusetts Technology Collaborative (MassTech) is to strengthen the competitiveness of the tech and innovation economy by driving strategic investments, partnerships, and insights that harness the talent of Massachusetts.

As a unique public agency, MassTech supports business formation and growth in the state's technology sector, helping Massachusetts lead in the global digital economy. To achieve that goal, MassTech:

- Builds strategies, strengthen connections, assist companies, make investments, and lead programs;
- Develops meaningful collaborations across industry, academia, and government, turning shared challenges into economic opportunity; and
- Supports the Commonwealth's tech sector with a strategic focus on talent, ecosystems, and innovation infrastructure across key divisions and programs.

MassTech's divisions are the MassCyberCenter, Massachusetts Broadband Institute, Massachusetts eHealth Institute, the Innovation Institute, and the Massachusetts Center for Advanced Manufacturing.

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NTIA Statutory Requirements Checklist

This table indicates where in the State Digital Equity Plan MBI fulfills each of the Notice of Funding Opportunity's statutory requirements. This list is adapted from the NTIA's Digital Equity Model Plan Guidance, which in turn is based on NOFO Section IV.C.b.[1]

Statutory Requirement	Plan Section That Fulfills Requirement
Requirement 1: Identification of barriers to digital equity faced by Covered Populations in the State: 1. Individuals who live in covered households (i.e., low-income households); 2. Aging individuals; 3. Incarcerated individuals, other than individuals who are incarcerated in a federal correctional facility; 4. Veterans; 5. Individuals with disabilities; 6. Individuals with a language barrier, including individuals who: Are English learners; and; Have low levels of literacy; 7. Individuals who are members of a racial or ethnic minority group; and 8. Individuals who primarily reside in a rural area"	Section 3.2.4. Needs and Barriers by Covered Population
Requirement 2: Measurable objectives for documenting and promoting, among each Covered Population located in that State: a. The availability of, and affordability of access to, fixed and wireless broadband technology b. The online accessibility and inclusivity of public resources and services c. Digital literacy d. Awareness of, and the use of, measures to secure the online privacy of, and cybersecurity with respect to, an individual; and	Section 2.3. Measurable Objectives and Section 5.2.3 Proposed Program Key Performance Indicators and Timeline

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[1] See here for the NTIA's Digital Equity Model Plan Guidance: https://broadbandusa.ntia.doc.gov/sites/default/files/2023-08/Digital_Equity_Model_Plan_Guidance.pdf.

e. The availability and affordability of consumer devices and technical support for those devices	
Requirement 3: An assessment of how the measurable objectives identified in Statutory Requirement 2 above will impact and interact with the State's: a. Economic and workforce development goals, plans, and outcomes b. Educational outcomes c. Health outcomes d. Civic and social engagement; and e. Delivery of other essential services	Section 2.2.3 Advancing Statewide Goals through Digital Equity Section 3.2.4. Needs and Barriers by Covered Population
Requirement 4: In order to achieve the measurable objectives identified in Statutory Requirement 2, a description of how the State plans to collaborate with key stakeholders in the State.	Section 5.2. Strategy and Program Details
Requirement 5: A list of organizations with which the Administering Entity for the State collaborated in developing the Plan.	Section 4. Collaboration and Stakeholder Engagement Appendix 7.5
Requirement 6: A stated vision for digital equity.	Section 2.1. Unified Vision for Digital Equity in Massachusetts
Requirement 7: A digital equity needs assessment, including a comprehensive assessment of the baseline from which the State is working and the State's identification of the barriers to digital equity faced generally and by each of the Covered Populations in the State.	Section 3. Digital Equity in Massachusetts Today
Requirement 8: An asset inventory, including current resources, programs, and strategies that promote digital equity for each of the Covered Populations, whether publicly or privately funded, as well as existing digital equity plans and programs already in place among municipal, regional, and Tribal governments.	Section 3.2.6 Findings from Municipal Digital Equity Planning Section 3.4. Assets Supporting Digital Equity in Massachusetts
Requirement 9: To the extent not addressed in connection with Statutory Requirement 4 above, a coordination and outreach strategy, including opportunities for public comment by, collaboration with, and ongoing engagement with representatives of each category of Covered Populations within the State and with the full range of stakeholders within the State.	Section 4. Collaboration and Stakeholder Engagement Section 5. Implementation

Requirement 10: A description of how municipal, regional, and/or Tribal digital equity plans will be incorporated into the State Digital Equity Plan	Section 2.2. Existing Programs Administered by MBI
	Section 3.2.6 Findings from Municipal Digital Equity Planning
	Section 4. Collaboration and Stakeholder Engagement
Requirement 11: An implementation strategy that is holistic and addresses the barriers to participation in the digital world, including affordability, devices, digital skills, technical support, and digital navigation. The strategy should: • Establish measurable goals, objectives, and proposed core activities to address the needs of Covered Populations; • Set out measures ensuring the plan's sustainability and effectiveness across State communities, and • Adopt mechanisms to ensure that the plan is regularly evaluated and updated.	Section 2.3. Measurable Objectives Section 4.3. Looking Ahead: Ongoing Engagement Strategy Section 5. Implementation
Requirement 12: An explanation of how the implementation strategy addresses gaps in existing state, local, and private efforts to address the barriers identified in Statutory Requirement 1 above.	Section 5.2.3 Implementation
Requirement 13: A description of how the State intends to accomplish the implementation strategy described above by engaging or partnering with: a. Workforce agencies such as state workforce agencies and state/local workforce boards and workforce organizations; b. Labor organizations and community-based organizations; and c. Institutions of higher learning, including but not limited to 4-year colleges and universities, community colleges, education and training providers, and educational service agencies.	Section 5.3.3 Implementation
Requirement 14: A timeline for implementation of the plan.	Section 5.2.3 Implementation
Requirement 15: A description of how the State will coordinate its use of State Digital Equity Capacity Grant funding and its use of any funds it receives in connection with the Broadband Equity, Access, and Deployment Program, or other federal or private digital equity funding.	Section 5.1 Implementation

Requirement 16: A description of any changes made to the Digital Equity Plan in response to comments received and inclusion of a written response to each comment received.	Appendix

Glossary of Key Terms

Acronyms and Key Terms

ACC	The American Connection Corps, an initiative of Lead for America, is the nation's largest service program focused on bridging the digital divide.
ACP	The FCC's Affordable Connectivity Program, which provides subsidies for low-income and Tribal households to access home broadband subscriptions and/or internet-enabled devices.
ACS	The American Community Survey is an annual demographic survey conducted by the U.S. Census Bureau.
BEAD	NTIA's Broadband Equity, Access, and Deployment Program, which will provide $42.45 billion nationally for broadband infrastructure planning and implementation.
CAI	Community Anchor Institution, defined by NTIA in the BEAD NOFO "an entity such as a school, library, health clinic, health center, hospital or other medical provider, public safety entity, institution of higher education, public housing organization, or community support organization that facilitates greater use of broadband service by vulnerable populations."
CBO	Community-based organization, an organization that is driven by community residents in all aspects of its existence (including governance, operations, and programming).
CDC	Community development corporation, a nonprofit organization that supports and revitalizes communities, especially those that are lower income or face other significant challenges.
CPF	The Capital Projects Fund is an initiative of the U.S. Department of the Treasury to fund critical capital projects that enable work, education, and health monitoring in states, territories, freely associated states, and Tribal governments.
DEA	The Digital Equity Act is a federal initiative established as part of 2021's Infrastructure Investment and Jobs Act (IIJA) that provides $2.75 billion to establish grant programs that promote digital equity and inclusion nationwide.
DEAPV	Digital Equity Act Population Viewer is an interactive collection of maps that demonstrate the distribution of covered populations and broadband internet availability and adoption statistics by state and small geographies.
DEC	Digital Equity Coalitions are organizations or coalitions of organizations operating in each state region that coordinate efforts across the government, nonprofit, private, and education sectors to end the digital divide.
Devices	Devices refers to smartphones, desktop computers, laptop computers, tablets, smart appliances, and other technologies used by individuals to connect to the internet.

Digital Equity	Digital equity is a condition in which all individuals and communities have the information technology capacity needed for full participation in our society, democracy, and economy. Digital equity is necessary for civic and cultural participation, employment, lifelong learning, and access to essential services.[2]
FCC	The Federal Communications Commission, administrator of the ACP and developer of the National Broadband Map.
Gaps or Barriers	Existing obstacles that prevent state residents from achieving digital equity, as evidenced through the various components of the needs assessment of chapter 3 of this Plan.
Gateway City	Gateway Cities are midsize urban centers that anchor regional economies around the state. The Massachusetts Legislature defines 26 Gateway Cities in the Commonwealth: Attleboro, Barnstable, Brockton, Chelsea, Chicopee, Everett, Fall River, Fitchburg, Haverhill, Holyoke, Lawrence, Leominster, Lowell, Lynn, Malden, Methuen, New Bedford, Peabody, Pittsfield, Quincy, Revere, Salem, Springfield, Taunton, Westfield, and Worcester.[3]
Goal	A broad aspiration of a positive change that the state seeks to make.
IIJA	The 2021 Infrastructure Investment and Jobs Act included the Digital Equity Act.
Internet	The worldwide system of computers, networks, and technologies that supports digital communication between people, devices, and data.
ISP	Internet service provider.
KPI	Key performance indicator.
LFA	Lead for America, with runs the American Connection Corps, is a national nonprofit that recruits, trains, and places young leaders back into their hometowns to tackle the challenges facing their communities.
MBI	The Massachusetts Broadband Institute, the organization that led the development of this Plan.
Measurable Objective	A future-focused target that is linked to a quantifiable result like a key performance indicator.[4] Goals and Measurable Objectives describe where Massachusetts wants to be; strategies and activities describe what Massachusetts will do to get there.
NOFO	Notice of Funding Opportunity; specifically, NTIA's Notices of Funding Opportunity for the BEAD and State Digital Equity Planning Grant Programs.

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[2] National Digital Inclusion Alliance, "Definitions": https://www.digitalinclusion.org/definitions.
[3] See MassINC, "About the Gateway Cities": https://massinc.org/our-work/policy-center/gateway-cities/about-the-gateway-cities/.
[4] NTIA, Digital Equity Model Plan Guidance, p. 5

NTIA	The National Telecommunications and Information Administration, administrator of the BEAD Program and State Digital Equity Planning Grant Program.
Program	Specific action, initiative, or policy that takes place within each strategy.
SDEP	A State Digital Equity Plan must include specific elements outlined in the statute and the Notice of Funding Opportunity and be submitted to enable a state to access the State Digital Equity Capacity Grant Program.
Strategy	A broad approach to achieving goals and Measurable Objectives. A strategy could cut across multiple goals or Measurable Objectives.
Working Group	The Broadband and Digital Equity Working Group, an interagency group co-convened by the Massachusetts Broadband Institute. See Appendix for a list of members.

NTIA Covered Populations

Covered Population	Definition
Individuals who live in covered households (or, low-income household)	A household whose income in the most recent year was equal to or less than 150 percent (1.5 times) of the U.S. Census Bureau's poverty threshold. Note that the poverty threshold depends on household size. For example, the Census Bureau's poverty threshold for a family of 4 in 2022 was $29,678.[5] In this case, families of 4 would qualify as covered households if their incomes were equal to or less than $44,517 ($29,678 times 1.5).
Aging individuals	Persons 60 years or older.
Incarcerated individuals, other than individuals who are incarcerated in a Federal correctional facility	An incarcerated individual is an inmate confined in a prison or a jail. This may also include halfway houses, boot camps, weekend programs, and other facilities.[6]
Veterans	The U.S. Census Bureau defines veterans as individuals who served in the past or were on active duty in the U.S. Army, Navy, Air Force, Marine

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[5] See U.S. Census Bureau, Income, Poverty and Health Insurance Coverage in the United States: 2022: https://www.census.gov/newsroom/press-releases/2023/income-poverty-health-insurance-coverage.html and a breakdown of ratio to income levels: https://aspe.hhs.gov/sites/default/files/documents/1c92a9207f3ed5915ca020d58fe77696/detailed-guidelines-2023.pdf

[6] Bureau of Justice Statistics. "Bureau of Justice Statistics (BJS) Glossary." Accessed November 2, 2023. https://bjs.ojp.gov/glossary.

	Corps, or the Coast Guard, or who served in the U.S. Merchant Marine during World War II. [7]
Individuals with disabilities	The U.S. Census Bureau defines people with disabilities as those with serious difficulty with four basic areas of functioning: hearing, vision, cognition, and ambulation (movement).[8]
Individuals with a language barrier	This includes, but is not limited to, individuals who are English learners (e.g., English is not their first language) and/or who have low levels of literacy.
Racial and ethnic minorities	People who identify as American Indian (including Alaska Native, Eskimo, and Aleut); Asian American; Native Hawaiian and other Pacific Islander; Black; and/or Hispanic.[9]
Rural inhabitants	MBI used the Massachusetts State Office of Rural Health definition, which considers a municipality to be rural if it meets one of the following criteria: • Meets at least one of three federal rural definitions at the sub-county level (Census Bureau, Office of Management and Budget, or Rural-Urban Commuting Area Codes), and/or • Has a population less than 10,000 people and a population density below 500 people per square mile, and/or • Has an acute care hospital in the town that meets the state hospital licensure definition of a small rural hospital, or is a certified Critical Access Hospital.[10]

[7] "American Community Survey and Puerto Rico Community Survey 2021 Subject Definitions," n.d. https://www2.census.gov/programs-surveys/acs/tech_docs/subject_definitions/2021_ACSSubjectDefinitions.pdf.
[8] "American Community Survey and Puerto Rico Community Survey 2021 Subject Definitions," n.d. https://www2.census.gov/programs-surveys/acs/tech_docs/subject_definitions/2021_ACSSubjectDefinitions.pdf.
[9] See Cornell Law School, Legal Information Institute: https://www.law.cornell.edu/definitions/uscode.php?width=840&height=800&iframe=true&def_id=42-USC-591738112-1708089047&term_occur=4&term_src=title:42:chapter:6A:subchapter:XV:section:300u%E2%80%936.
[10] See Mass.gov, State Office of Rural Health Rural Definition: https://www.mass.gov/info-details/state-office-of-rural-health-rural-definition. This is consistent with the NTIA's NOFO definition, which defines rural areas as ones other than: a city or town that has a population of greater than 50,000 inhabitants; any urbanized area contiguous and adjacent to a city or town that has a population of greater than 50,000 inhabitants; and in the case of a grant or direct loan, a city, town, or incorporated area that has a population of greater than 20,000 inhabitants.

These definitions have been adapted from the NTIA's "Frequently Asked Questions" guide for Digital Equity Act programs.[11]

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[11] See NTIA, Digital Equity Act: State Capacity Grant Program, Planning Grants, and Competitive Grant – Frequently Asked Questions: https://broadbandusa.ntia.doc.gov/sites/default/files/2022-06/DE-FAQs.pdf.

NTIA Measurable Objective Categories

Label Used in This Plan	Description (as defined in the NTIA State Digital Equity Planning Grant Program Notice of Funding Opportunity)
Broadband Availability and Affordability	The availability of, and affordability of access to, fixed and wireless broadband technology.
Device Availability and Affordability	The availability and affordability of consumer devices and technical support for those devices.
Digital Literacy	Digital literacy.
Online Privacy and Cybersecurity	Awareness of, and the use of, measures to secure the online privacy of, and cybersecurity with respect to, an individual.
Online Accessibility and Inclusivity	The online accessibility & inclusivity of public resources & services.

Regions of Massachusetts

This Plan breaks Massachusetts into 7 regions for analysis to track regional differences in digital equity today. MBI used the regional definition from MassHire's Super Workforce Regions.[12]

Regions of Massachusetts
1. Berkshire
2. Connecticut River Valley
3. Central Mass
4. Northeast
5. Greater Boston
6. Southeast
7. Cape Cod and Islands

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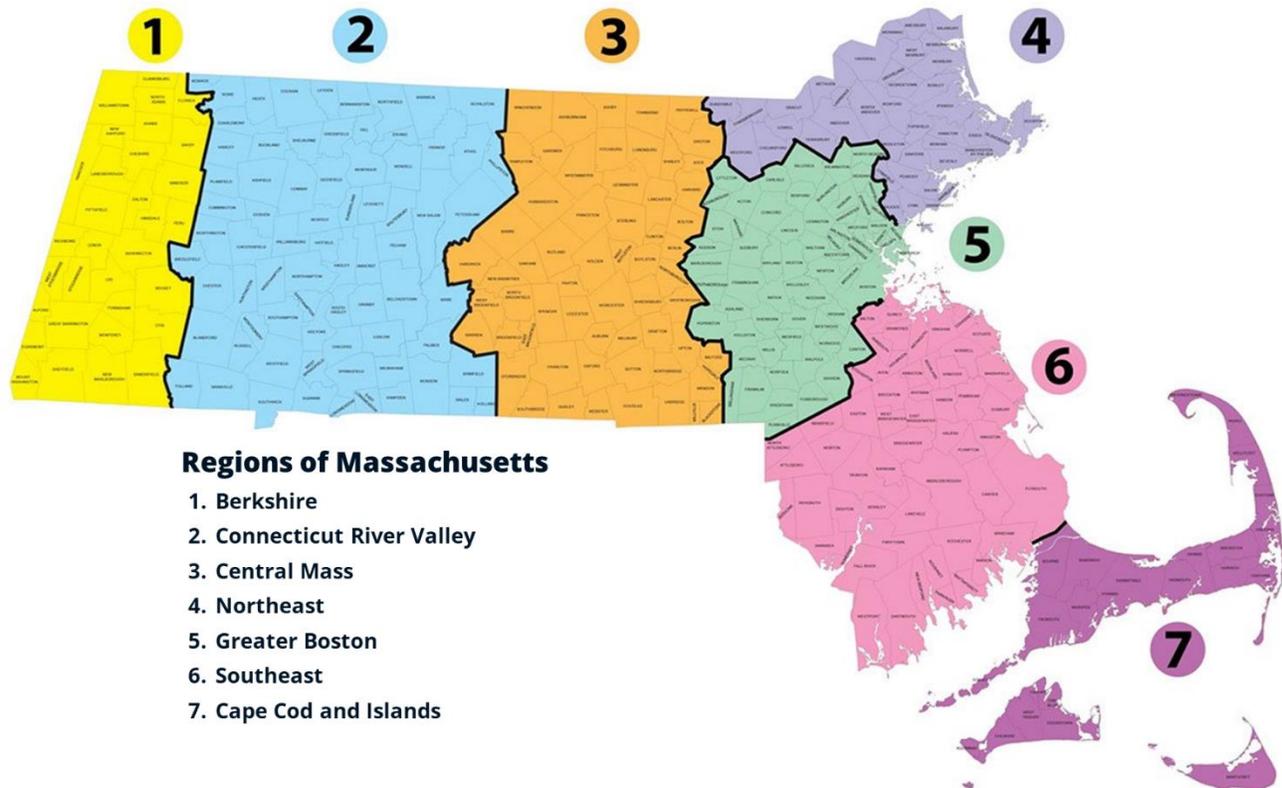
[12]MassHire Super Workforce Regions, https://masshiregreaternewbedford.com/wp-content/uploads/cc_wb_map-1.jpg. MBI has changed the name of Region 2 from "Pioneer Valley" to "Connecticut River Valley".

1. Executive Summary

Digital Equity in Massachusetts: A Transformational Opportunity

Massachusetts is at a pivotal moment with a unique opportunity to drive transformative change in digital equity. The Massachusetts Broadband Institute (MBI) is the central broadband office for the Commonwealth of Massachusetts. MBI is one of five primary divisions of the Massachusetts Technology Collaborative (MassTech), a quasi-public economic development agency that works closely with the state Executive Office of Economic Development.

MBI has made significant investments to expand internet access across the state because of its vital role in society. MBI has funded last mile projects, established a middle mile network, and facilitated public-private partnerships to extend high-speed internet access to underserved and remote areas. These efforts have included grants, technical assistance, and collaborations between public entities and private service providers, all aimed at bridging the digital divide and ensuring better connectivity. With these investments, Massachusetts has achieved an availability rate that exceeds 99%, measured by the number of locations with high-speed internet infrastructure. This leaves a limited number of locations lacking high speed connections. Through a once-in-a generation federal funding investment), Massachusetts has an unprecedented opportunity to achieve its strategic goals and unlock meaningful economic potential for all residents.

In chapter 2 of the SDEP, MBI describes the unique and transformational opportunity present through federal funding sources in greater detail.

Vision for Digital Equity

The vision for broadband and digital equity in the Commonwealth is that:

> Every resident in Massachusetts has high-speed, high-quality internet availability and can confidently adopt and use the internet regardless of who they are or where they live. This universal connectivity will ensure that everyone has the support they need to enjoy full personal, civic, and economic digital participation throughout their lives with safety and security.

Availability	Adoption	Quality of Service
Every location has high-speed internet **available**.	Every resident can **utilize** and **afford** the internet.	Every location has **reliable** service.

Shaping the BEAD and DEA Planning Processes

MBI's planning process for Broadband Equity Access and Deployment (BEAD) and Digital Equity Act (DEA) prioritized alignment. While the BEAD and DEA plans seek unique goals - with BEAD investing in statewide infrastructure, and DEA focusing on digital equity investments - MBI aligned the efforts to ensure coordinated

stakeholder engagement and visioning activities. This allowed MBI to develop a shared strategy to bridge the digital divide across the Commonwealth.

MBI's historic investments in middle mile and last mile infrastructure have set the stage for the Commonwealth to achieve universal broadband availability in the coming years. The sequencing of MBI's infrastructure grant funds will begin with the Broadband Infrastructure Gap Networks Grant Program[1] which aims to fill the remaining gaps in Massachusetts broadband coverage, adding last mile connections in areas of the state lacking service. Any remaining coverage gaps that remain after the Gap Networks Program or that are identified through the BEAD Challenge Process will be addressed with BEAD Deployment funds.

Following the guidance provided by the National Telecommunications and Information Administration (NTIA), we conducted a large-scale engagement process to understand the state of digital equity in Massachusetts and where gaps exist. MBI established a Broadband & Digital Equity Working Group to bring together practitioners across the Commonwealth to inform every step of this work; conducted stakeholder interviews; hosted statewide listening sessions and focus groups; distributed a statewide Digital Equity survey in nine languages; and conducted data analysis involving publicly available data.

This Plan is made possible by our robust network of partners, including existing MBI grantees advancing local, regional, and municipal digital equity planning efforts across the Commonwealth. Throughout the planning process, we deliberately created opportunities to invite these partners to inform both the BEAD and DEA Plans and ensure these Plans reflected their expertise and understanding of digital equity. This exercise helped to strengthen the community of digital equity practitioners across the Commonwealth and positions Massachusetts well to effectively allocate and execute on the Plan with BEAD funds and Digital Equity Capacity grants when available.

In chapter 2 of the SDEP, MBI describes the existing programs and initiatives that have situated the Commonwealth for greater investment in digital equity.

Main Findings

Based upon learnings from this process, MBI established digital equity gaps, sourced from the State's major digital equity needs. From these gaps, MBI generated correlating actions, linked to future programs to implement throughout Massachusetts. We categorized gaps by the NTIA's Measurable Objectives and are connected to forward-looking strategies established in the Statewide Digital Equity Plan. High-level findings from each Measurable Objective area include:

Broadband Affordability & Availability

- High internet subscription costs are the largest identified barrier that prevent Massachusetts residents from having broadband at home.

- Residents report concerns about low quality service, and many of these same residents also expressed concerns about a lack of competition in their area.

Accessibility of Devices and Device Support

- Residents identify a need for low-cost devices.

- Residents need devices that are easy to use.

- Residents need sustainable devices that keep up with changes in technology and limit the need for individuals to frequently purchase new devices, update software, or make hardware repairs. Easy to understand, stable and sustainable devices are a high priority for groups with limited digital literacy.

Digital Literacy

- Residents need greater digital literacy support, especially support that is linguistically and culturally accessible across different demographic groups.

- Residents need holistic digital navigation support using the internet to conduct essential day-to-day activities, including accessing job opportunities and healthcare.

- Institutions offering digital literacy programs, including libraries, community centers, and Adult Basic Education facilities, need support in building capacity, staffing, and funding.

Privacy & Cybersecurity

- Residents are concerned about internet safety, especially with regard to protecting themselves from having their data stolen, from online scams, and from digital surveillance.

- Individuals with disabilities are particularly concerned about medical data breaches.

- Residents are concerned about youth safety online.

Accessibility & Inclusivity of Public Resources

- Residents, particularly those with language and accessibility barriers, identify difficulty accessing public resources online.

- Residents need more information about how to access online public resources such as government subsidy programs like the Affordable Connectivity Program (ACP), and desire support programs tailored to their needs.

MBI's assessment of needs found that greater affordability, higher quality of service, and increased internet safety are top priorities for residents across Covered and Underrepresented Populations and regions of the state. These consistent themes underlie the diverse needs across different regions and demographic groups. As a result, MBI is committed to being responsive to the diversity of resident needs, recognizing the unique differences in needs across regions and demographic groups and avoiding a one-size-fits-all approach. MBI used this understanding of needs to recommend programs to improve digital equity in the Commonwealth.

In chapter 3 of the SDEP, MBI outlines existing conditions in the Commonwealth today and provides a detailed review of needs and assets by geography and population.

Implementation Plan

MBI developed an implementation strategy to organize our efforts to achieve digital equity in Massachusetts. We designed the framework to rely on extensive collaboration with our local and statewide partners and to make the Plan effective and sustainable over the long term. MBI's implementation strategy is structured to achieve the vision through 3 sets of activities: build on existing programs, develop new programs, and create foundations for success. The list of recommended programs below provides examples that MBI may want to prioritize from the full list of programs.

Build on Existing Programs

Digital Equity Partnerships Program. MBI will scale its existing Partnerships program with a focus on 3 objectives: expand geographical coverage to regions with gaps in support, expand coverage by target populations

regardless of geographic location, and expand initiatives supported through past grants where these have proven to be successful.

Municipal Digital Equity Planning Program: Building on the 70 municipalities that have participated in this program to date, MBI's future investments will focus on two initiatives: provide participating municipalities with easily accessible funding to implement priority initiatives based on their plans and create meaningful funding options to implement larger, longer-term projects.

Develop New Programs

State-Supported Technical Assistance. MBI will develop a Front Door program to support quality of service through a consumer-facing web portal dedicated to addressing quality-of-service concerns, including issues related to a lack of competition, for the residents through education, troubleshooting tools, and escalation options.

Statewide Digital Navigator Corps. MBI will support organizations throughout Massachusetts to hire, train, and staff digital navigators who can provide local support with technology troubleshooting, education, completing government forms online, program access, and more. MBI will aim to develop standardized digital navigator training that is culturally sensitive, multilingual, and empowering to those it serves. We will prioritize increasing the number of navigators in regions and among populations where this resource is currently unavailable. MBI will also build upon Telehealth navigators programming to cover online safety, with direct support for individuals with disabilities.

Statewide Device Network: MBI will establish a single point of support for device procurement and refurbishment to assist partners statewide in getting devices to residents. While several organizations currently provide device availability and affordability assistance in Massachusetts, MBI will support partners obtaining devices and software at a lower cost and assist with local distribution hubs to expand access to regions and populations without current coverage in device support.

Improve Affordable Internet Options. MBI will continue to support access to affordable connectivity options through the ACP and/or other solutions. We will coordinate with Commonwealth government agencies to develop ACP enrollment support through multiple channels with the goal of increasing program take-up. MBI will also seek solutions that complement the ACP as the program may not reduce costs sufficiently for residents with the lowest incomes in regions with the least affordable options for high-speed internet.

Create Foundations for Success

Foster Regional and Topic-Specific Digital Equity Coalitions: MBI will facilitate the creation of coalitions that promote digital equity across Massachusetts and support existing coalitions. MBI envisions that coalitions could be structured by region, Covered Population or other socioeconomic or demographic characteristics, priority outcome areas (economic and workforce development, education, healthcare, housing, and infrastructure), or other dimensions.

Establish a Best Practices Catalogue: MBI will strengthen the ability of all organizations to support digital equity objectives by educating practitioners and developing a catalogue of best practices. This support will be available both to organizations that focus on digital equity and to those that do not.

Provide Resource Support and Education: MBI will expand the network of digital equity practitioners and organizations. MBI will use the materials it creates through its Statewide Training Network to establish a capacity-building workshop series that educates participants from a range of organizations about digital equity, equipping them to provide their customers with support in this area, and increasing their organizational capacity to potentially develop digital equity programs and apply for digital equity funding through MBI grant programs.

MBI will track the outputs and outcomes of its programs in multiple ways. Existing MBI programs already have in place methods to track KPIs and overall progress. Building on these structures and KPIs, MBI will set program evaluation measures with its partners for all programs—based on the Measurable Objectives and key performance indicators—that allow it to assess whether programs are producing results and, if not, where they should improve. MBI will also establish mechanisms for lessons learned to be shared statewide so that successful programs can be expanded more broadly.

In chapter 5 of the SDEP, MBI expands on the implementation framework, strategies, and key performance indicators that will ensure the success of the investment in digital equity.

The Way Forward

Completing the Massachusetts Internet for All Broadband and Digital Equity Plans is the first step. As we move towards putting the Plans into action, we understand the need to ensure Plans remain as "living documents" that will continue to reflect the realities of diverse communities in the Commonwealth and can guide investments and partnerships where it meets the need and the moment. To do so, MBI will continue ongoing connections with stakeholders and communities across the Commonwealth to have an up-to-date understanding of needs and barriers.

This will be an all-hands-on-deck effort over the coming years, and we look forward to joining hands with major stakeholders in and outside of government—including Commonwealth and local government agencies, nonprofit leaders, and private industry partners—to meet this pivotal moment and ensure universal connectivity and its benefits for all.

2. Digital Equity Vision and Background

The Massachusetts State Digital Equity Plan is guided by a unified vision for digital equity in the state and is supported by the precedent work in the field, both conducted by MBI as well as by longstanding partners and practitioners working to close the digital divide across the state.

This chapter is organized into three parts to reflect the vision and background that underscores the Plan:

- **Unified Vision:** MBI conducted comprehensive stakeholder and community engagement to source input on a unifying vision for digital equity in Massachusetts that will underscore all future investments in existing and new programming throughout the state.

- **Existing Programs Administered by MBI:** MBI has conducted foundational work that will support future programming, by administering grants, convening stakeholders, and funding partners in the digital equity ecosystem to advance digital equity across all demographics and geographic areas. This section details those programs, and where they stand today.

- **Measurable Objectives:** This section introduces the NTIA's Measurable Objectives as indicators of achievement in digital equity areas, addressing gaps defined in Chapter 3 of the Plan. It organizes key performance indicators (KPIs) around these objectives, which will align with individual programs proposed by MBI to address these gaps.

2.1. Unified Vision for Digital Equity in Massachusetts

A unified vision serves to provide a clear, overall objective for digital equity in Massachusetts that MBI and all other organizations across the state will work to achieve. The unified vision sets the target for this Plan and its recommendations as well as for future activities that will follow the Plan.

MBI developed the Plan's unified vision with input from key partners representing different regions, Covered Populations, and organizations across Massachusetts. MBI convened the Massachusetts Broadband and Digital Equity Working Group and hosted regional listening sessions to gather perspectives and ambitions for a unified vision. The Working Group consists of leaders from across the state who offered expertise in digital equity and other areas, while the listening sessions brought together residents who shared their needs. MBI organized visioning activities with each of these groups, asking what "Internet for All" means to them in Massachusetts.

Based on the input of all of these stakeholders, MBI crafted the following unified vision for digital equity in Massachusetts:

> Every resident in Massachusetts has high-speed, high-quality internet availability and can confidently adopt and use the internet regardless of who they are or where they live. This universal connectivity will ensure that everyone has the support they need to enjoy full personal, civic, and economic digital participation throughout their lives with safety and security.

2.2. Existing Programs Administered by MBI

MBI seeks to achieve this vision through the Plan by building on the existing programming that it and its partners manage throughout the state. MBI administers grant programs and convenes practitioners and

subject-matter experts to develop and implement digital equity best practices. Alongside MBI, partners lead initiatives that focus on different places, populations, and objectives. This section describes the work to date by MBI and its partners across Covered Populations, the NTIA's 5 Measurable Objectives,[13] and 5 priority outcome areas through which improvements in digital equity will benefit the lives of all in Massachusetts.[14] All of these programs provide a strong foundation on which Massachusetts will fulfill the vision and achieve digital equity. In partnership with existing programs, MBI will also utilize the asset inventory developed in the statewide planning process to understand and support existing programs throughout the state. Lessons learned from the State Digital Equity Planning process will inform future planning and implementation of these programs, while also building out new programming.

2.2.1. Grant Programs

MBI administers a range of grant programs to support stakeholders across the Commonwealth advance digital equity. Existing programs are mainly funded by American Rescue Plan Act (ARPA) funding and funds from the Capital Projects Fund (CPF).

Municipal Digital Equity Planning Program

MBI launched the Municipal Digital Equity Planning Program to enable municipalities and other local government bodies to develop plans for digital equity and bridging the digital divide. At the outset of the program, MBI worked to pre-qualify a group of planning consultants, to provide municipalities with a streamlined choice for their planning process. Participating municipalities can choose to work with a consultant to conduct a Charrette or Digital Equity Planning option. Both options are intended to yield similar outcomes, but will differ in process, duration of the planning activities and level of detail and nuanced information provided to the municipality:

- Digital Equity Charrette: As part of a Charrette, municipalities select pre-qualified consultants to organize and facilitate an intensive workshop engaging municipal officials, community groups, and other stakeholders to gather information on the residents' digital equity needs and barriers, focusing on the populations most impacted by the COVID-19 pandemic. With guidance from the municipality's chosen consultant, digital equity stakeholders work together to identify priorities, challenges, and solutions to address the digital equity divide in the municipality. The Charrette process is intended to have a lower barrier to entry for municipalities with limited staff capacity and limited existing knowledge or activities on digital equity.

- Digital Equity Planning: Municipalities that pursue this program receive support to conduct a comprehensive planning exercise. Municipalities select pre-qualified consultants to conduct data collection and analysis, lead extensive outreach and engagement with digital equity stakeholders, and produce a detailed report on the municipality's current situation and recommendations on improving digital equity. In contrast with the short term Charrette, the digital equity planning process occurs over a

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[13] The NTIA's 5 Measurable Objective categories are: Broadband Availability and Affordability, Device Availability and Affordability, Digital Literacy, Online Privacy and Cybersecurity, and Online Accessibility and Inclusivity.

[14] These 5 priority outcome areas are: Economic and Workforce Development, Education, Healthcare, Housing, and Infrastructure. These subgroups adhere closely to the Measurable Objectives identified in the Statutory Requirement 2. Members of each outcome area subgroup were self-selected by Working Group members.

longer period of time and includes an in-depth analysis of existing publicly available data, statewide digital equity survey data, an engagement plan, and a final report.

As of October 31, 2023, 70 municipalities have applied to for either the Charrette or Planning options, including 12 Gateway Cities and the City of Boston, Massachusetts' largest municipality. MBI incorporated findings from these activities into chapter 3. Digital Equity in Massachusetts Today.

Lead for America Digital Services Program

MBI supported Lead for America (LFA) to bring its program to Massachusetts. LFA's American Connection Corps (ACC) is the nation's largest service program focused on bridging the digital divide. ACC supports broadband development and digital inclusion while reinforcing civic leadership in places where people are often encouraged to "leave and never come back." ACC places members in a paid, full-time service position addressing local connectivity needs in communities in their hometown or home state. MBI invested $350,000—alongside other funding from AmeriCorps and philanthropic resources—in a capacity-building pilot program with LFA to support hiring 15 members in Massachusetts. This created the largest concentration of LFA members in any one state since the program's inception.

Members conduct activities across host organizations to provide speed testing, device distribution, ACP outreach and registration, adoption support, rural broadband infrastructure action development, and digital skill building.

Digital Equity Partnership Program

MBI has committed approximately $39.1 million dollars to support partners implementing a variety of digital equity programs and initiatives. Partners are qualified organizations chosen by MBI to implement digital equity projects (e.g., philanthropies, community colleges, public housing authorities) with organizations such as community development corporations (CDCs), community-based organizations (CBOs), municipalities and municipal agencies, public housing authorities, community colleges, local and regional school districts, healthcare and telehealth organizations (including federally qualified community health centers), and other entities to implement digital equity projects. MBI's Partnership Program align with the legislative goals of the Broadband Innovation Fund and meet federal requirements established by the U.S. Treasury for the use of Coronavirus State and Local Fiscal Recovery Funds (SLRF).[15]

Through its partnerships program, MBI funded 9 new partnerships in 2023 and has committed $39.1 million to partners with $13 million going to digital literacy programs and nearly $11 million going to education, outreach, and adoption programs. Awardees include health center consortiums, municipal governments, and colleges. Program initiatives, including the Connectivity for Economic Hardship and Public Space Internet Modernization initiatives, ensure that funding supports diverse groups including unhoused individuals and other covered populations.

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[15] "Digital Equity Partnerships Program | MBI." Accessed October 27, 2023. https://broadband.masstech.org/partnerships.

Partnership Program Funding (2023)

Program Area	Total funding
Connectivity for Economic Hardship	$1,113,000
Education, Outreach, Adoption	$10,564,000
Public Space	$3,894,000
Apartment WiFI	$7,038,000
Device Distribution & Refurbishment	$7,442,000
Digital Literacy	$13,810,000

■ Total funding
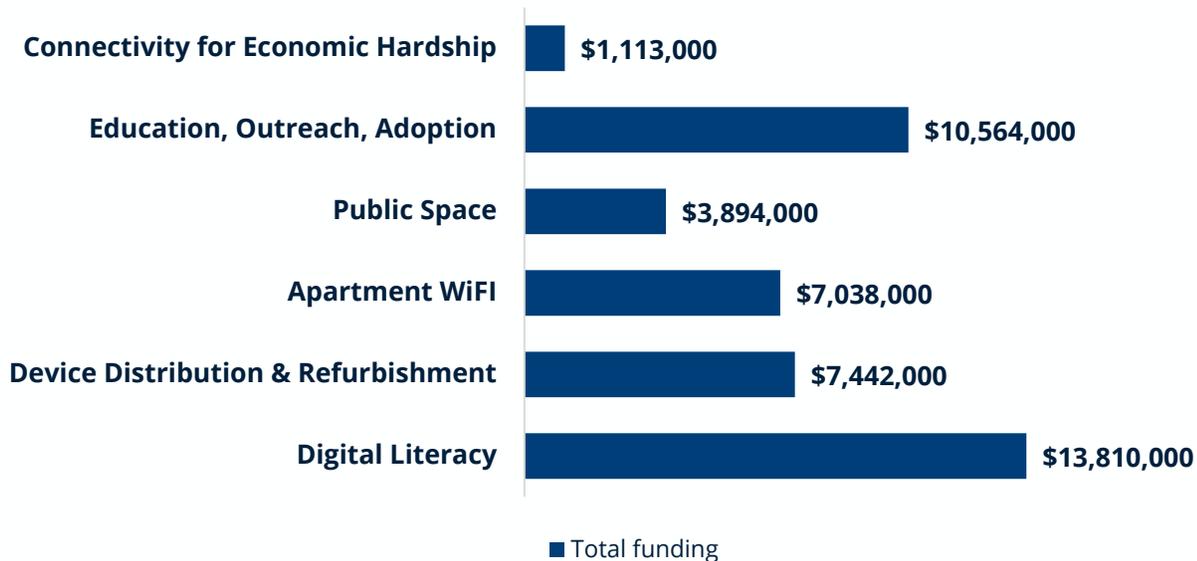
The Partnership Program areas are as follows:

- Affordable Connectivity Program (ACP) Outreach and Adoption: Partners work with sub-awardees that provide direct assistance to ACP-eligible target populations to ensure that effective outreach, education, and adoption assistance is available. This happens alongside the other programs described in this section to ensure their maximum impact and reduce the barriers that internet affordability poses.

- Connectivity Initiative for Economic Hardship: Partners work with organizations that provide social services to homeless or transitional individuals and families to deploy cellular hotspots to ensure that this population has access to the internet. Beneficiary organizations include anti-poverty agencies, homeless shelters, social service providers, healthcare providers, food distribution entities, libraries, and more.

- Digital Literacy Initiative: Partners work with sub-awardees to establish and implement digital literacy training programs to ensure that target populations have skills to use devices, online resources, and digital tools. Partners and sub-awardees collaborate to determine the appropriate scale of digital literacy training that meets the needs of end users, which might range from basic computer schools to digital navigator and digital stewardship models. Partners either directly provide digital literacy training or assist sub-awardees to hire digital literacy providers, implement digital literacy services, obtain assistance for devices access, and offer wraparound services like childcare and transportation.

- Device Distribution, Refurbishment Program, Education: Partners work with organizations or groups of organizations to obtain new or used internet-connected devices that can be distributed to their target populations. Partners also work with sub-awardees to receive donations of used devices to meet the specific needs of the community the program aims to serve. Beneficiary organizations include community-based organizations, workforce training providers, educational entities, nonprofits, and private businesses.

- Public Space Internet Modernization Initiative: Partners provide grants that allow locations to install publicly available internet as a service to their users. This program serves libraries, community centers,

senior centers, educational facilities, workforce training locations, commercial corridors, and other locations that serve target populations.

- Wi-Fi Access Initiative: Partners work with affordable housing developers, public housing officials, and other property owners to identify properties whose residents face either an affordability or adoption barrier to a household broadband subscription. Partners then provide assistance in obtaining technical assistance and work with the housing owner(s) and/or developer(s) to ensure the effective installation and maintenance of Wi-Fi for residents.

MBI Gateway City Wi-Fi Grants

The Gateway Cities Program was an effort to promote economic and community development in the 26 Gateway Cities in Massachusetts. The Massachusetts Broadband Institute directly awarded grants to Gateway Cities and organizations that developed and implemented wireless access projects in Gateway Cities. For example, MBI funded MAPC using the Gateway City Wi-Fi grant to pilot their Apartment Wi-Fi program, connecting Chelsea, Quincy, and Revere Housing Authority properties.

Community-Based Organization Awardees

MBI collaborates with and funds CBOs to assist it in larger planning efforts. MBI funded CBOs to conduct a human-centered outreach and engagement process to inform statewide DEA and BEAD planning efforts and to assist with future implementation activities under these programs. MBI awarded funding to 14 CBOs to host regional- and Covered Population-specific focus groups to inform plan development, and to 12 CBOs to host focus groups to provide feedback on draft plans.

U.S. Treasury Department Capital Projects Fund Programs

Working as the Executive Office of Economic Development's subgrantee, MBI will use the U.S. Treasury Department's Capital Projects Fund to remove barriers to reliable home broadband service. This will provide greater internet access for eligible households, including for essential activities that are often conducted from home, such as for remote work, education, and healthcare. MBI has allocated $22 million to a new Residential Retrofit Program that will provide an initial set of approximately 22,000 affordable housing units across the state with future-proof infrastructure and state-of-the-art wiring. MBI aims to expand this program to serve a total of 77,000 units in the long term. The program is planned to launch in the first quarter of 2024.

2.2.2. Convening Practitioners and Subject Matter Experts

Broadband and Digital Equity Working Group

MBI established the Broadband and Digital Equity Working Group to guide and advise the SDEP effort, including through statewide stakeholder engagement. The Working Group consists of leaders from across Massachusetts who offer specific topic area expertise and represent target populations as defined by federal guidelines and MBI's programs (see a full list of members in The Appendix). MBI organized 4 full meetings with the Working Group in the summer and fall of 2023, and continuously consulted (and consults) with members individually and in smaller groups to inform Plan development. The Working Group has supported MBI through the following activities:

- Work with members' networks to promote survey completion, asset inventory development, and participation in listening sessions and focus groups.

- Review and inform the Plan's existing conditions analysis to set baselines for digital equity in Massachusetts and a draft implementation framework to ensure that proposed investment strategies align with the needs of members' constituencies.

- Inform the unified vision, Measurable Objectives, activities, and other Plan components through a series of workshops involving the entire Working Group and breakout groups. Additionally, members of the

Working Group formed 5 Outcome Area Subgroups for Massachusetts' priority outcome areas[16] to develop Measurable Objectives and activities specific to these areas.

- Facilitate coordination and engagement between MBI and other organizations in the state, with an emphasis on collaboration with Commonwealth government agencies, community institutions, and private partners. Supported intergovernmental collaboration on digital equity and development of strategies for Plan implementation across agencies, departments, and initiatives.

Statewide Digital Equity Coalition

MBI convenes a group of digital equity practitioners to learn from their work on the ground throughout Massachusetts. The Coalition meets monthly to discuss notes from the field, programmatic updates, and best practices with the goal of learning from each other's experiences and finding solutions to common problems; attendance ranges from 15-45 members per meeting. The Coalition is a flexible association of people and organizations brought together by a common interest in organizing for collective impact in digital equity.

Tribal Engagement

MBI collaborates with recognized tribes in the state. There are two federally recognized tribes within Massachusetts: the Wampanoag Tribe of Gay Head (Aquinnah) and the Mashpee Wampanoag Tribe. MBI worked with the Mashpee Wampanoag Tribe to distribute the Statewide Digital Equity Survey to its members and to conduct 2 focus groups. MBI continues to engage the Tribe on supporting infrastructure development on Tribal territories and future workforce issues.

2.2.3. Advancing Statewide Goals through Digital Equity

Greater digital equity benefits people across various areas of life, including economic and workforce development, education, healthcare, housing, and infrastructure. These 5 constitute Massachusetts' priority outcome areas. Ensuring equitable access to digital resources can help bridge socioeconomic gaps and strengthen other statewide and regional initiatives that seek to improve quality of life of Massachusetts residents. All eight covered populations are positively impacted by these priority outcome areas. This section provides examples of statewide plans in each priority outcome area and highlights opportunities to connect those initiatives to the Plan and other programs supporting digital equity.

Economic and Workforce Development

Digital equity is a necessary element of economic and workforce development. Digital access and skills are essential to provide residents with information on available jobs, access to online training and education programs, the possibility of working remotely, receiving communications from workforce training providers and other organizations, and more. Achieving economic and workforce goals supports all Covered Populations, ncluding veterans, low-income individuals, individuals with disabilities, individuals with a language barrier, individuals who are members of a racial or ethnic minority group, and rural residents.

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[16] Economic and Workforce Development, Education, Healthcare, Housing, and Infrastructure.

The 2020-2024 Workforce Innovation and Opportunity Act Massachusetts Combined State Plan identifies that the state's challenge is matching economic opportunity with economic prosperity for its individuals and families.[17] In order to address this challenge, the Commonwealth has set the following goals:

- <u>Adult Employment:</u> Expand employment opportunities for adults facing challenges such as low incomes, limited English proficiency, and disabilities.

- <u>Youth Career Paths:</u> Improve career paths and job placement for youth aged 16 to 24.

- <u>Business Growth:</u> Help businesses grow by providing them with a diverse and skilled talent pool.

- <u>System Modernization:</u> Modernize the workforce system by leveraging technology for more efficient and effective services.

Statewide economic and workforce goals are supported by the following digital equity solutions produced in partnership with the Economic & Workforce Development Subgroup of the Working Group:

- Provide digital training and affordable access to technology to help adults facing employment challenges acquire essential skills needed in today's job market.

- Improving equitable access to the internet, internet-enabled devices, and digital training to equip youth with digital skills that are almost universally required in modern career paths.

- Making digital training and technology accessible and inclusive so that businesses benefit from a talent pool with a wider set of digital skills.

- Increased access to tech-enabled workforce systems such as virtual services (e.g., job searching, job fairs) improves accessibility and employment opportunities for populations lacking access.

- Upgrade assistive technology equipment and review end user feedback on supportive devices to empower individuals with disabilities in the workforce.

Education

As highlighted by the COVID-19 pandemic, digital equity is central to educational equity as students and teachers were forced to continue schooling online. As students participate in virtual and hybrid classroom settings, access to a stable internet connection, devices, and digital literacy are essential to academic participation and success. Focusing on digital equity can foster greater civic and social engagement for both students and families, by creating more robust educational programs that support learners from all ages and skills and backgrounds. Overall, these practices can produce a culture of engagement through education on community issues and awareness of opportunities for involvement in civic and social life. Achieving State civic and social engagement goals will support residents of all Covered Populations. Outcomes that come from meeting State education goals will be especially beneficial for individuals with a language barrier and rural residents.

Multiple Commonwealth agencies are supporting initiatives to improve education in the state. The Department of Higher Education's Strategic Plan for Racial Equity defines an overarching goal of eliminating racial disparities in the Massachusetts' public higher education system.[18] Separately, in May 2021, the Department of Elementary and

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[17] Commonwealth of Massachusetts. "Workforce Innovation and Opportunity Act (WIOA) Massachusetts Combined State Plan, 2023. https://www.mass.gov/doc/fy2020-workforce-innovation-and-opportunity-act-wioa-massachusetts-combined-state-plan/download

[18] "Effective Uses of EdTech - Office of Educational Technology (EdTech)." Accessed September 29, 2023. https://www.doe.mass.edu/edtech/uses/default.html.

Secondary Education released a guide on educational technology to advise education leaders and schools on sustaining progress in access and equity through intentional and strategic educational technology (edtech) planning and resource allocation.[19] Additional Statewide goals for education that overlap with digital equity include:

- Develop connections to broad policy efforts focused on science, technology, engineering and mathematics (STEM) education from kindergarten through higher education.[20]

- Identify, evaluate, and promote effective uses of edtech that serve to enhance student learning.[21]

- Develop educational technology leaders throughout the Commonwealth.[22]

Therefore, statewide education goals are supported by the following digital equity solutions produced in partnership with the Education Subgroup of the Working Group:

- Work with existing partners and expand educational partnerships to assess current curriculum and update to include digital skills.

- Provide trainings to equip teachers with the digital skills they will need to assist their students.

Healthcare

Massachusetts is a national leader in healthcare provision and innovation. Digital equity plays a central role in its progress. Residents' ability to access doctors, care providers, their electronic health records, prescriptions, and other services and information digitally through telehealth are essential to health outcomes in the state. A home broadband connection, devices, and digital skills are a prerequisite to benefit from these tools. Achieving State healthcare goals will support all Covered Populations, including aging individuals and members of racial and ethnic minorities.

According to the Massachusetts State Health Improvement Plan (SHIP), the Commonwealth should pursue an integrated public health and healthcare system. This includes goals like facilitating public health systems' transformation to achieve equity and accountability; preventing and reducing environmental risk factors (or hazards) in homes, schools, workplaces, and community environments to achieve better health and wellbeing; and improving health outcomes and reducing disparities in health outcomes across population groups[23]

These statewide goals are supported by the following digital equity solutions produced in partnership with the Health Subgroup of the Working Group:

- Work with partners to establish a digital literacy question on the social determinants of health form and equip organizations to then address needs indicated on the form.

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[19] "Effective Uses of EdTech - Office of Educational Technology (EdTech)." Accessed September 29, 2023. https://www.doe.mass.edu/edtech/uses/default.html.

[20] "Technology Talent Initiative Workforce Plan." Massachusetts Department of Higher Education, 2014. https://www.mass.edu/bhe/lib/reports/2014-05-05DHETechnologyWorkforcePlan.pdf.

[21] "Office of Educational Technology (EdTech) - Massachusetts Department of Elementary and Secondary Education." Accessed October 27, 2023. https://www.doe.mass.edu/edtech/.

[22] "Effective Uses of EdTech - Office of Educational Technology (EdTech)." Accessed August 30, 2023. https://www.doe.mass.edu/edtech/uses/default.html.

[23] Massachusetts State Health Improvement Plan (SHIP).

- Develop a culturally competent digital skills training program for community health and direct-care workers after they are hired.

- Access to telehealth and related technology with digital navigators supporting those with challenges accessing patient information such as aging individuals.

Housing

The home is the default access point for broadband for a majority of people. As a result, MBI targets serving all broadband serviceable locations in the state and is close to meeting this target. The goal goes beyond ensuring that the *location* has access to ensuring that all *units* and *residents* do as well. This is especially important for residents of affordable housing. Affordable housing residents are more likely than others to also be members of one or more Covered Populations. Reliable, affordable, quality service for all homes, paired with digital devices, skills, and support for all residents, is crucial to supporting outcomes across all priority areas, and especially for affordable housing residents. This also applies to homeless shelters, transitional housing, and other residences that serve people experiencing housing instability. Lastly, home internet is a primary means for civic and social engagement – including video conferencing with family members, loved ones, educators, local elected officials, etc – and delivery of essential services including emergency services, healthcare, educational opportunities, and other supportive programs. Achieving State housing goals will support all Covered Populations, including low-income individuals.

Governor Healey's 2023 Annual Consolidated Plan sets the Commonwealth's overarching goal for all its housing and community development efforts as providing economic opportunity and a high quality of life for all Massachusetts residents.[24] The Healey-Driscoll Administration has focused on increasing economic growth and improving housing stability by funding neighborhood stabilization and transit-oriented development, climate-resilient housing, revitalization, regional assistance, and rural- and small-town development. The Commonwealth's additional goals include:

- Promote Strong, Sustainable Communities: Strengthen communities throughout the Commonwealth through activities such as climate-resilient housing improvements and revitalization.

- Affordable Rental Housing: Preserve and create affordable rental housing options for low- and moderate-income residents.

- Reduce Homelessness: Target chronic and family homelessness through a housing-based approach, with a goal of completely eradicating homelessness.

- Fair Housing Access: Ensure full and fair access to housing for all Commonwealth residents.

The Commonwealth's housing goals are supported by the following digital equity solutions produced in partnership with the Housing Subgroup of the Working Group:

- Ensuring that affordable housing units are well-connected ensures that residents are not digitally isolated and can fully participate in the digital space.

- Creating public internet access in community centers, libraries, and public spaces can make sure that even those who cannot afford a private connection can access essential online services.

- Develop a comprehensive strategy for dealing with network operating costs in affordable housing

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[24] Commonwealth of Massachusetts. "Annual Consolidated Plan." Department of Housing and Community Development, 2023. https://www.mass.gov/doc/draft-ffy-2023-hud-one-year-action-plan/download.

- Incorporate ACP into family self-sufficiency programs and other social services

Infrastructure

The 2022 Massachusetts Broadband Strategic Plan sets the stage for ongoing broadband infrastructure goals developed throughout the 2023 State Digital Equity planning process. The 2022 plan state's the Commonwealth's goal to identify and address remaining coverage gaps in areas with low density and along town edges, acknowledging the inadequacy of current federal coverage data and the challenge of undisclosed unserved areas by service providers. To facilitate infrastructure investments using federal broadband funds, the Executive Office of Housing and Economic Development (EOED) and MBI planned a comprehensive data collection initiative, supported by a grant from the U.S. Economic Development Administration.[25] Achieving State infrastructure goals will support all Covered Populations, including rural residents.

These goals are supported by the following digital equity solutions produced in partnership with the Infrastructure Subgroup of the Working Group:

- Understand and fulfill infrastructure needs in rural areas.
- Develop resiliency plans with municipalities to be prepared in the case of catastrophic events.

Overall, the state's current state of infrastructure and ongoing supportive actions are listed in the Broadband Equity Access and Deployment (BEAD) Program's Five-Year Action Plan and Initial Proposal, both posted on MBI's website.

2.3. Measurable Objectives

MBI is designing digital equity activities and grant programs around Measurable Objective areas defined in the Digital Equity Act. These include the following, among each Covered Population located in that state:

1. Improve availability and affordability of broadband
2. Ensure access to affordable devices and tech support for those devices
3. Ensure access to digital skills and support
4. Help residents stay safe online
5. Improve access to government resources and programs online

While these are Measurable Objective areas, Measurable Objectives are the achievements within these digital equity areas by which the state will measure progress.

Below, the Plan introduces Measurable Objectives in each of these areas in response to gaps defined in Chapter 3 of the Plan. The activities laid out in Chapter 5 of this Plan are oriented around these same areas. This section groups key performance indicators (KPIs) by Measurable Outcome area and gap; Section 5.2.3 presents how the same KPIs correspond to each individual program that MBI proposes to address these gaps.

This Plan applies these categories to its organization of identified assets and needs, as laid out in Chapter 3, and further analyzes the experiences, needs, and assets serving the eight Covered Populations identified in the Digital Equity Act.

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[25] Massachusetts Broadband Strategic Plan, 2022

2.3.1. Broadband Availability and Affordability: Measurable Objectives

These strategies, in sum, support all Covered Populations across Massachusetts.

Table 1: Broadband Affordability and Availability: Measurable Objectives

	Gap Defined in 3.2 Needs Assessment	Key Performance Indicators	Notes	Long-Term Intended Outcomes
1	While 99% of Massachusetts residents have high-speed internet, gaps remain, especially in rural areas.	• Over 99% of residents that have availability of high-speed internet (all Covered Populations)	To be accomplished through MBI's Gap Networks Program.	• 100% of residents across the state have access to affordable, future-proof, high-speed internet with consistent quality of service
2	Cost is the most commonly cited reason for not having home internet service. Statewide, one in two survey respondents found it difficult to pay their internet bill.	• Increase the percentage residents who state they can afford the internet plan they need, prioritizing low-income residents • Increase the percentage of residents enrolled in ACP or similar program, prioritizing low-income residents	As of 2/7/2024 the FCC has stopped enrollment for the ACP program. MBI will establish a baseline quantifiable measure when either ACP is reauthorized by Congress or an alternative option is developed.	• 100% of affordable housing residents across the state have access to free or low-cost, future-proof, high speed internet with consistent quality of service
3	Only 72% of survey respondents statewide expressed that their home internet subscriptions met their needs. Focus group participants across the state shared their experiences of poor or inconsistent internet quality, particularly multi-family households, residents in rural communities, or in the Cape and Islands region.	• Over 72% of residents that report their internet meeting quality of service needs (all Covered Populations) • 22,000 units of existing affordable housing stock that have availability of	To be accomplished through MBI's BEAD Challenge Process/Deployment Program, Residential Retrofit Program and Front Door Program.	

		reliable internet service, prioritizing low-income residents		

2.3.2. Accessible Devices & Device Support: Measurable Objectives

Table 2: Accessible Devices & Device Support Measurable Objectives

	Gap Defined in 3.2 Needs Assessment	Key Performance Indicators Medium-Term Outcomes	Notes	Long-Term Intended Outcomes
1	Residents express a need for low-cost laptops or desktop computers (15% of survey respondents shared that they do not have sufficient devices to meet their households' needs). Low-income residents, individuals with a language barrier and residents that identify as racial and ethnic minorities expressed being able to pay less for a device.	• Increase the number of devices distributed (all Covered Populations) to ensure less than 15% of residents feel they do not have sufficient devices to meet their household needs. • Over 85% of residents have the devices they need, specifically residents with a language barrier and residents that identify as racial and ethnic minorities	To be accomplished through MBI's Digital Equity Partnership Program and Municipal Digital Equity Implementation Program.	• Over 85% of residents have consistent access to low-cost, high-quality, updated, accessible devices
2	Residents need accessible devices, technical support using their devices, along with information about how to access these resources. This need was named among focus group participants with disabilities.	• Increase the number of accessible devices distributed (all Covered Populations) and accessible devices to individuals with disabilities to reach over 85% of residents. • Increase the number of	To be accomplished through MBI's Digital Equity Partnership Program.	

		residents engaging with device support services (all Covered Populations) [MBI to include percentage once comprehensive device support service data has been collected at the State level]		
3	Residents express a need for device sustainability over time, specifically Aging individuals who expressed being concerned with upgrading technology and not being able to use the devices they were already familiar with.	• Invest more than $1M in the device refurbishment ecosystem to ensure sustained device access over time • Increase the number of Aging individuals comfortable with adopting new versions of technology [MBI to include percentage once comprehensive device adoption data has been collected at the State level]	To be accomplished through MBI's Digital Equity Partnership Program and Municipal Digital Equity Implementation Program.	

2.3.3. Digital Literacy: Measurable Objectives

Table 3: Digital Literacy Measurable Objectives

	Gap Defined in 3.2 Needs Assessment	Key Performance Indicators Medium-Term Outcomes	Notes	Long-Term Intended Outcomes
1	Residents express a need for more digital literacy training that is designed for their needs. [90% of survey respondents statewide	• Over 90% of residents who say they are confident in using the internet.	To be accomplished through MBI's Digital Equity Partnership Program	• 100% of residents are comfortable navigating digital spaces to meet their needs

	reported being able to regularly use the internet for online activities]		and Municipal Digital Equity Implementation Program.	
2	Residents express a need for more access to digital literacy training and job skills, specifically for those interested in joining or participating in the Massachusetts job market, and those seeking healthcare, telehealth, or medical records.	• Increase the percentage of Federally Qualified Health Centers offering digital navigation services . • Increase the percentage of residents participating in the Massachusetts workforce	To be accomplished through MBI's Digital Equity Partnership Program.	• Improvement in health outcomes • Higher percentage of employment in Massachusetts [98.1% employment as of November 2023].
3	Residents express a need for consistent and sustainable resources and capacity building for digital literacy programs in public and community spaces, particularly libraries.	• Provide more than $3M for public and community spaces, particularly libraries	To be accomplished through MBI's Digital Equity Partnership Program and Municipal Digital Equity Implementation Program.	• Libraries and public and community spaces function as accessible hubs for digital literacy learning

2.3.4. Privacy & Cybersecurity: Measurable Objectives

Table 4: Privacy & Cybersecurity: Measurable Objectives

	Gap Defined in 3.2 Needs Assessment	Key Performance Indicators Medium-Term Outcomes	Notes	Long-Term Intended Outcomes
1	Residents from all backgrounds and regions report concerns about Internet safety, with 85% of survey respondents statewide citing this concern. Aging individuals across the state	• Less than 85% of residents concerned about internet safety	To be accomplished through MBI's Digital Equity Partnership Program and Municipal Digital Equity Implementation Program.	• 100% of residents feel safer online and understand internet safety guidance

	are highly concerned with Internet safety, specifically citing concerns about online scams or online hacking. Individuals with a Language Barrier were least likely to be aware of resources to protect their safety online.			
2	Individuals with disabilities highlighted concerns about medical data breaches.			
3	Residents expressed concerns about youth safety online			

2.3.5. Accessibility of Essential Resources & Services: Measurable Objectives

Table 5: Accessibility of Essential Resources & Services: Measurable Objectives

	Gap Defined in 3.2 Needs Assessment	Key Performance Indicators Medium-Term Outcomes	Notes	Long-Term Intended Outcomes
1	Individuals with a language barrier and people with disabilities were less likely to find online government services to be accessible. [87% of survey respondents statewide found online government services to be somewhat or very accessible. During focus groups, residents with limited English express a need for more translation and language support for online public resources.	• Over 87% of residents who report using the internet to conduct job searches, access healthcare, engage civically, etc.	To be accomplished through MBI's Digital Equity Partnership Program and Municipal Digital Equity Implementation Program.	• 100% of residents feel comfortable accessing essential resources and services • 100% of residents have the support they need to easily navigate safety net websites (Social Security, Medicare, Medicaid, Unemployment, and Welfare Programs)
2	Residents with disabilities express a need for greater accessibility of online public resources			

3. Digital Equity in Massachusetts Today

3.1. Summary

The Digital Equity Act of 2021 presents an opportunity for the Massachusetts Broadband Institute to establish a robust understanding of the state of digital equity in the Commonwealth today and thoughtfully design future efforts to meet the need and the moment.

To do this, MBI built on publicly available data on broadband and digital equity and conducted a large-scale community engagement process that included a statewide survey, focus groups, and listening sessions in every region in the Commonwealth. MBI's community engagement approach and data analysis methodologies were informed by two engagement pillars: regional coverage and community-based engagement. Throughout, MBI conducted analysis by region and by each of the Covered Population categories to gain an in-depth understanding of the needs and barriers experienced in each subgroup within the Commonwealth.

This chapter is organized into three parts:

- **Assets supporting digital equity:** A summary of assets supporting digital equity in Massachusetts today and illustrating the contents of the Asset Inventory, an archive of plans, programs, organizations, and other efforts. The asset inventory will be essential in identifying ongoing programming and building organizational capacity for services supported by MBI.

- **Needs and barriers to achieving digital equity**: A synthesis of findings from the Statewide Digital Equity Survey, U.S. Census Bureau's data baseline, community-led focus groups with Covered Populations, and regional listening sessions across the state. Findings are organized statewide, then by Covered Population, then by region. There is intentional overlap across sections to ensure readers who wish to review findings for a specific Covered Population or region can access this information without referencing multiple sections within this chapter.

- **Digital equity gaps:** Based on the previous two sections, a synthesis of gaps sourced from the state's major digital equity needs, existing assets serving each need, and the activities to fill the remaining gaps. The identified gaps will drive the implementation of the Plan and inform Chapter 5. Implementation.

3.1.1. Summary of Findings

Availability

- **Massachusetts has one of the highest levels of broadband** availability in the nation**, with 99% of locations, having the availability to connect via cable, fiber, or DSL service that meets broadband speed standards.**[26]

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[26] See MBI's website, https://broadband.masstech.org/map-gallery.

- **Rural towns have lower levels of broadband availability than other regions of the state**, particularly in the northern reaches of the **Berkshires**, **Connecticut River Valley**, **and the eastern** Cape Cod and Islands **regions.**

Quality of Service

- **Residents who do have internet subscriptions experience poor internet quality.** Only 72% of survey respondents statewide expressed that their home internet subscriptions met their needs. Focus group participants across the state shared their experiences of poor or inconsistent internet quality, particularly multi-family households, residents in rural communities, or in public housing.

- In listening sessions throughout the state, **residents reported a lack of reliable internet quality**. Residents of the Cape & Islands and the Berkshires regions highlighted the impact of weather on service reliability, particularly for households connecting to the internet via satellite technologies.

Adoption

- **Statewide, 93% of survey respondents have a home internet subscription**. Adoption was lower for some Covered Populations, with less than 90% of individuals with a language barrier, low-income individuals, racial and ethnic minorities, and individuals with disabilities having internet subscriptions.

- **High internet subscription costs are the largest barrier that prevents MA residents from having broadband at home**. Statewide, one in two survey respondents found it difficult to pay their internet bill.

- **In listening sessions, residents shared concerns over installation costs, add-on fees, or the end of sign-up promotions** that obscure the true cost of internet subscriptions and create anxiety about the long-term affordability of internet plans.

- **Device access was the second largest barrier to having internet at home, with 15% of survey respondents sharing that they do not have sufficient devices to meet their households' needs.** Statewide, one in four respondents shared that they could afford to pay less than $50 for a laptop or desktop computer. Residents expressed a need for low-cost laptops or desktop computers, especially for low-income residents, individuals with a language barrier and residents that identify as racial and ethnic minorities. Additionally, residents need devices that are easy to use, technical support to use their existing devices, and devices they can use over a longer period.

- **Residents expressed a need for digital literacy training that is catered to their learning preferences.** Statewide, survey respondents reported interest in a broad range of digital skills support, with do-it-yourself (DIY) training modules and online classes being the two most popular options. Libraries and community centers, the most popular location for accessing the internet for those without a home internet subscription, play a critical role in filling this gap. The state's Adult Basic Education programs also serve as robust resources for those needing tailored digital literacy training.

- **Residents are concerned about internet safety, especially with regard to protecting themselves from having their data stolen, being scammed, or being the target of online surveillance.** Statewide, 86% of survey respondents are concerned about internet safety. Aging individuals across the State are highly concerned with internet safety, specifically citing concerns about online scams or online hacking; low-income residents shared concerns with safely conducting online transactions and online banking.

- **Online public resources are not accessible to all, especially those with language barriers and people with disabilities.** 87% of survey respondents statewide found online government services to be somewhat or very accessible. Individuals with disabilities, low-income individuals, racial and ethnic minorities, and individuals with a language barrier were more likely to find them inaccessible.

- **Over 592,000 residents in urban areas of the state are experiencing high barriers to broadband use compared to 231,000 residents in rural areas**. However, adjusting for population density, urban residents were more likely to be well served by broadband, with 53% of residents in urban areas having low levels of barriers to broadband[27] compared to 38% of rural residents.

Figure 1: Percentage of Urban vs. Rural Residents by Availability, Affordability, and Adoption Need
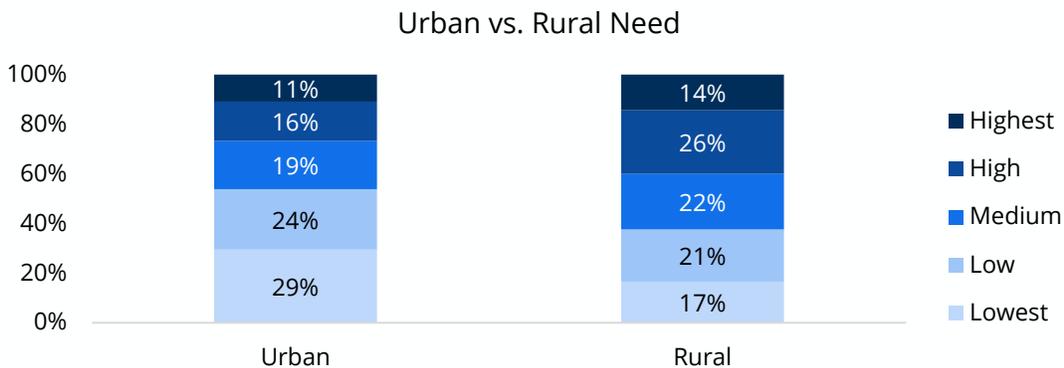
3.2. Needs and Barriers to Achieving Digital Equity

3.2.1. Introduction

As the COVID-19 pandemic highlighted, Massachusetts continues to experience a digital divide disproportionately impacting some populations more than others. As residents sheltered in place and a range of everyday activities moved online, students in some communities struggled to keep up with coursework remotely due to not having sufficient devices; parents were faced with unreliable internet services, and low-income residents were pressured by the unaffordable costs of high-speed internet. In stakeholder engagement sessions, MBI heard detailed accounts of how residents across the Commonwealth struggled to keep up as many services went digital during the pandemic.

Historically marginalized communities felt these challenges more acutely in the Commonwealth due to residents' race, ethnicity, immigration status, ability, and access to resources, among other factors. Poorer communities have poorer technology infrastructure and are often forced to continue relying on copper wires from legacy phone lines that deliver lower quality of service[28]. This "digital redlining" mirrors historical redlining in housing that denied communities of color and low-income households equal opportunities.

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[27] Levels of barriers refer to scores on MBI's Availability, Affordability, and Adoption Index. Each level, from lowest to highest, is a quintile classification of this index score ranging from 0-100. For more information on how the scores are calculated, please refer to the methodology in section 3.2.5. and in the Appendix.
[28] Leon Yin and Aaron Sankin, "Dollars to Megabits, You May Be Paying 400 Times As Much As Your Neighbor for Internet Service", https://themarkup.org/still-loading/2022/10/19/dollars-to-megabits-you-may-be-paying-400-times-as-much-as-your-neighbor-for-internet-service.

As more aspects of everyday life depend on the internet and as online activity grows more sophisticated and demands higher speeds for full participation, the availability of broadband has a greater impact on quality of life than ever before. Listening session and focus group participants use the internet daily to access important needs such as healthcare, work, banking, and social connection. Additionally, gaps in programs providing skills training, affordable devices, and technical support have created an inequitable status quo with some communities feeling confident and able to navigate the internet while others are excluded from the benefits of participating in the digital world. Many historically marginalized communities that do not have internet access rely on public libraries and community centers to connect them.

This section summarizes findings from MBI's analysis of the current state of digital equity, with a special focus on communities that have been marginalized in previous investments and policy decisions and are experiencing the digital divide most acutely. Combined with findings from Section 3.1 Assets Supporting Digital Equity in Massachusetts, MBI then identified gaps – areas where there are barriers to digital equity that are not being met by existing assets. These gaps informed the recommendations in the following chapter.

3.2.2. Methodology

Understanding unique needs by Region

To gain a granular understanding of local conditions in the Commonwealth, MBI analyzed the state of digital equity by geographic regions that divide the state into seven distinct areas. To define these regions, MBI used the MassHire Super Workforce Regions, currently used to conduct targeted programming by MassHire and other organizations. The regions are as follows: Berkshires, Connecticut River Valley, Central Mass, Northeast, Greater Boston, Southeast, Cape Cod and Islands.

Figure 2: Map of the seven regions of Massachusetts

Regions of Massachusetts
1. Berkshire
2. Connecticut River Valley
3. Central Mass
4. Northeast
5. Greater Boston
6. Southeast
7. Cape Cod and Islands
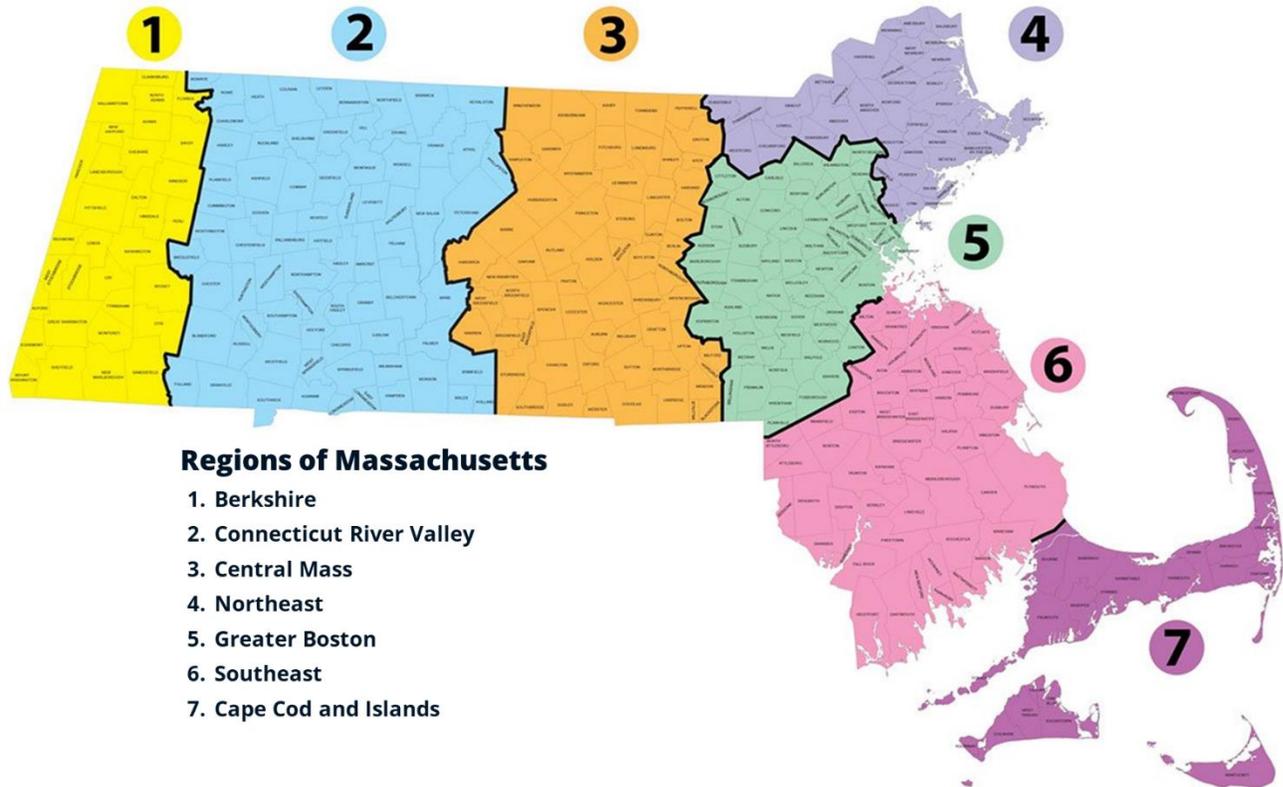
Understanding unique needs by Covered Populations

To design effective strategies to advance digital equity for every resident in Massachusetts, MBI began by establishing an understanding of who is currently being most excluded from the benefits of high-speed internet. MBI focused on the following groups of residents, which includes NTIA-defined Covered Populations as well as other groups of residents, to examine specific barriers they face:

- Aging individuals: 60 and older
- Low-income residents[29]
- Veterans
- Individuals with disabilities
- Residents with language barriers (limited English or low levels of literacy)
- Racial and ethnic minorities
- Incarcerated individuals

- Residents of rural areas
- Indigenous and Native American persons
- Religious minorities
- Women
- LGBTQI+ individuals
- Residents adversely affected by persistent poverty or inequality, including unhoused individuals

Data Collection Methods

MBI used publicly available datasets, a public survey, focus groups, and listening sessions to understand the current conditions of digital equity in Massachusetts.

Publicly Available Datasets

MBI used data from the American Community Survey (ACS), the Federal Communications Commission (FCC), and BroadbandNow to measure the extent to which residents can use high-quality, high-speed internet. A more detailed methodology is included in Section 3.2.5 Regional Snapshots.

Statewide Digital Equity Survey

To hear from residents across the Commonwealth directly on their experience with high-speed internet, MBI launched a 41-question survey that mirrored the five Measurable Objectives defined by the Digital Equity Act statute and gathered demographic information to identify response from Covered Populations. MBI offered the survey in nine languages (English, Spanish, Portuguese, Chinese, Haitian Creole, Vietnamese, Russian, Arabic, and Khmer) and distributed via an online link and paper surveys over a period of three months. MBI partnered with community-based organizations, municipal consultants, regional planning agencies, and other local groups including educational institutions to distribute the survey across the Commonwealth. MBI received a total of 7,754 valid responses from residents. This large volume of responses enabled MBI to draw statistically significant conclusions for specific Covered Populations and regions. These findings informed subsequent sections of this chapter.

Appendix 3.2.8.1 includes the survey instrument, the number of survey responses collected by region and by covered population, and details on the data cleaning, weighting, and analysis methodology.

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[29] Low income refers to 150% of the Federal Poverty level, which corresponds to an annual income of $45,000 dollars per year for a family of four. See the 2023 Poverty Guidelines from the U.S. Department of Health and Human Services https://aspe.hhs.gov/sites/default/files/documents/1c92a9207f3ed5915ca020d58fe77696/detailed-guidelines-2023.pdf.

Focus Groups

MBI also engaged residents and community leaders across Massachusetts through in-depth conversations to gather their perspectives. MBI contracted with 14 community-based organizations to host small-group conversations. Vinfen and MA Healthy Aging Collaborative also participated as Focus Group hosts outside of the CBO grant program. Hosted focus groups provided intimate settings for representatives from Covered Populations to share experiences specific to their communities. The information shared in these events was processed through a qualitative coding process that generated summary findings from each region and each covered population.

Covered Population	Number of Focus Groups	Number of Participants
Aging Individuals	2	20
Individuals who Live in Low-Income Households	5	68
Individual with Disabilities	5	46
Indigenous & Native American	2	23
Racial and Ethnic Minorites	1	13
Veterans	1	3
Justice-Involved Individuals	3	33
Individuals with a Language Barrier	3	43
LGBTQIA+ *	2	23
Women*	1	9
Rural Inhabitants	8	66

Listening Sessions

MBI conducted eight regional listening sessions to hear from the residents of each region of the Commonwealth. Each listening session included a presentation of the current state of digital equity in each region, then a combination of in-person and virtual breakout groups where a facilitator provided up to 25 residents with the opportunity to share how they think their digital and internet needs should be addressed. Listening sessions totaled around 317 participants.

Region	In-Person Listening Session Participants	Online Listening Session Participants
Berkshires	20	38
Connecticut River Valley	28	37

Central Mass	N/A	10
Northeast	17	8
Greater Boston	15	6
Southeast	50	20
Cape Cod and Islands	40	20
Rural Communities (all regions)	17	11

3.2.3. Statewide Digital Equity Overview

This section summarizes statewide findings from the data collection efforts described above. Findings are organized by the NTIA's five Measurable Objective categories.

Understanding unique needs by location

MBI used the existing State Office of Rural Health's definition of rural areas to designate municipalities as rural or urban.[30] We then analyzed availability, affordability, and adoption factors by municipality using the methodology detailed above and compared rural and urban towns across the Commonwealth.

Statewide, 592,000 residents in urban areas of the state are classified as experiencing the highest barriers to broadband compared to 230,800 residents in rural areas. Adjusting for the difference in population density, urban residents were more likely to be well-served by broadband, with 53% of residents in urban areas having low levels of barriers to broadband compared to 38% of rural residents.[31] However, the total number of urban residents experiencing barriers to affordability and adoption is more than twice that of rural communities.

Figure 3: Percentage of Urban vs. Rural Residents by Availability, Affordability, and Adoption Need

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[30] See the Massachusetts State Office of Rural Health's website, https://www.mass.gov/info-details/state-office-of-rural-health-rural-definition.

[31] Levels of barriers refer to scores on MBI's Availability, Affordability, and Adoption Index. Each level, from lowest to highest, is a quintile classification of this index score ranging from 0-100. For more information on how the scores are calculated, please refer to the methodology in section 3.2.2.

Urban vs. Rural Need

Urban:
- Highest: 11%
- High: 16%
- Medium: 19%
- Low: 24%
- Lowest: 29%

Rural:
- Highest: 14%
- High: 26%
- Medium: 22%
- Low: 21%
- Lowest: 17%

Legend:
- Highest
- High
- Medium
- Low
- Lowest
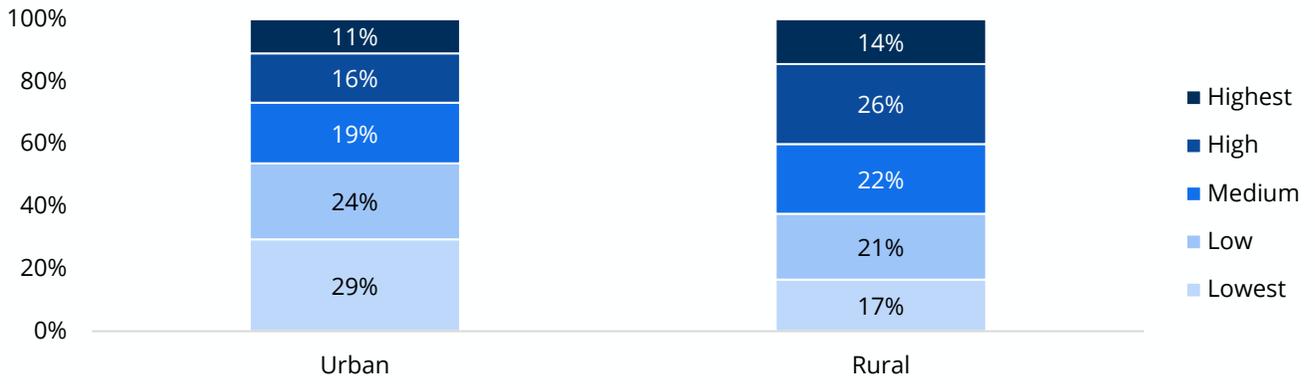
Broadband Affordability & Availability

Availability

- **Massachusetts has one of the highest levels of broadband availability in the nation,** with 99% of locations having access to cable, fiber, or DSL service that meets broadband speed standards.[32]

- While internet adoption is high at 93% for surveyed respondents statewide, 61% of those without internet subscriptions **cited cost as a reason for not having an internet subscription at home.** 33% of respondents cited a lack of devices as a reason for not having an internet subscription at home.

- **Residents with no internet at home cited libraries or community centers as their main location for accessing the internet** with 45% of respondents statewide selecting this option. 43% of respondents cited accessing the internet from a friend or family member's home.

- Despite the high adoption rates statewide, **only 72% of survey respondents with internet subscriptions shared that their home internet service is good enough to meet their households' needs**.

- **Listening session participants described that many faced issues with internet reliability**, particularly in regions with higher usage of satellite technologies for connectivity. In focus groups, participants highlighted the **negative effects that unreliability can have on their ability to attend online meetings, access telehealth, and otherwise participate in digital activities.**

Figure 4: Reasons for Lacking Home Internet Subscription
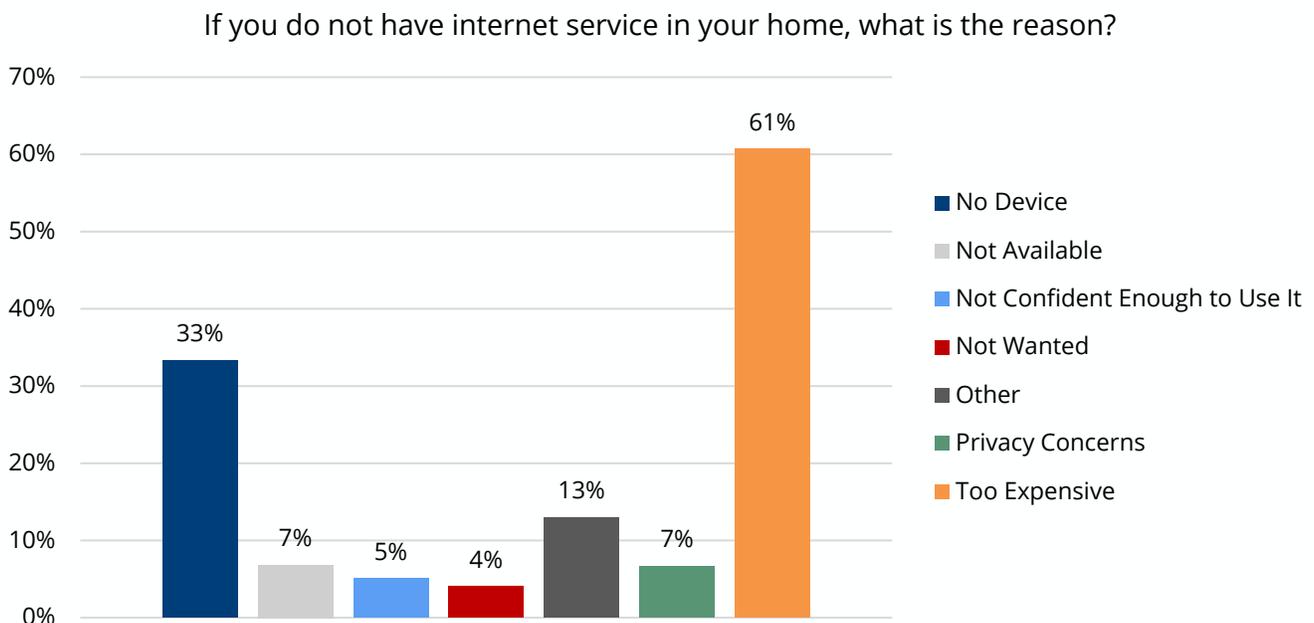
If you do not have internet service in your home, what is the reason?

Legend:
- No Device
- Not Available
- Not Confident Enough to Use It
- Not Wanted
- Other
- Privacy Concerns
- Too Expensive

Values: No Device 33%, Not Available 7%, Not Confident Enough to Use It 5%, Not Wanted 4%, Other 13%, Privacy Concerns 7%, Too Expensive 61%

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[32] See: https://mapping.massbroadband.org/map/, Massachusetts Broadband Institute.

If you do not have internet at home, where do you go to use the internet?
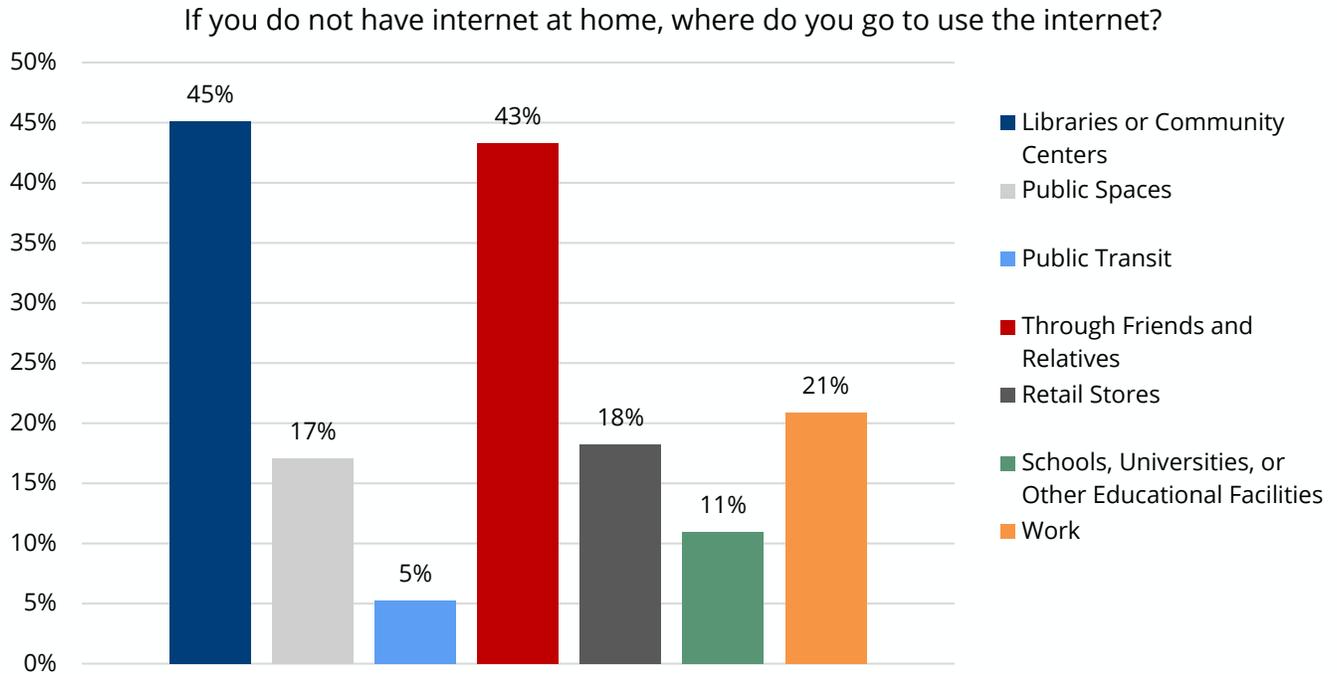
Affordability

- **Statewide, the median price for monthly internet service among survey respondents is $75.** Additional pricing information is available at the regional level in Section 3.2.5. Regional Snapshots.

- **Statewide, higher-income households were more likely to have internet subscriptions**. For households earning less than $20,000 a year, only 68% have broadband subscriptions, while for households earning greater than $75,000 a year, 97% of households subscribe to broadband service[33].

- **52% of survey respondents shared that it was either somewhat hard or very hard to pay their internet bill.**

- Despite cost being the largest barrier statewide for households without home internet subscriptions, **only 50% of statewide respondents were aware of the Affordable Connectivity Program (ACP).**

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[33] American Community Survey (ACS) 2017-2021 5-Year Estimates

- **Residents who are aware of the ACP still face challenges navigating this program successfully.** Many focus group participants shared that they were either unaware of ACP or looking for further information and support navigating the program.

Affordability and Market Competition in Massachusetts
Residents perceive that a lack of competition in parts of Massachusetts contributes to higher service costs and lower service quality. MBI has heard consistently from residents across the state who live in areas with limited or no competition that they face challenges affording a high-speed internet subscription and that they experience quality issues in their service. A case in point is the Cape and Islands region. In this area, the vast majority of residents only have one option for internet service. In the listening sessions and focus groups we held in the region, we heard that "in the Cape there is a monopoly problem."[34] Residents expressed difficulty in having ISPs address internet service issues due to the lack of available alternative providers. MBI also heard that due to local and environmental conditions service can be unreliable, with few or no backup or alternative solutions.[35] Residents report that a potential cause of this unreliability is disruptive weather, while another is an annual influx of visitors to the region in the summer months that places a strain on network infrastructure, and that the lack of competition in the region limits alternatives and results in individuals experiencing slower speeds for the entirety of the high tourism season. This is consistent with what we heard elsewhere in the state. For example, residents from the Connecticut River Valley cited challenges with the ISP monopoly in the region, which residents believe keeps prices high.[36] The Southeast Regional listening session participants named similar concerns with experiencing only one expensive option for service.[37]

Region	Average Lowest Broadband Price
Berkshire	$68.50
Connecticut River Valley	$72.00
Central Mass	$58.50
Northeast	$50.00
Greater Boston	$42.00
Southeast	$58.00
Cape Cod and Islands	$79.50

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[34] Cape and Islands Listening Session, September 28, 20223
[35] Cape and Islands Listening Session, September 28, 20223
[36] Connecticut River Valley Listening Session, September 14, 2023
[37] Southeast Listening Session, September 7, 2023

Source: BroadbandNow: https://github.com/BroadbandNow/Open-Data.

The evidence MBI found in Massachusetts is consistent with findings from national analyses on the relationship between competition and prices.[38] MBI is committed to increasing competition to drive down service costs in Massachusetts to ensure that every resident has the speed and service they deserve. One of the steps that we will take after this Plan is published is to encourage competition among ISP where it is possible and economically feasible. We have 2 programs to accomplish this. The first is the Broadband Infrastructure Gap Networks Grant Program, a $145 million allocation from the U.S. Department of the Treasury's Capital Projects Funds. MBI will direct these resources to address the critical digital needs of towns and cities, with a particular focus on communities with substantial low-income households and disadvantaged populations. MBI will fund the deployment of broadband infrastructure in areas that currently lack access to sufficient broadband internet service.[39] (MBI expects to allocate BEAD funding to close gaps as well.) This program will open opportunities for ISPs that are new to the market or growing to expand their service area to un- and underserved locations across the state. The second is our Residential Retrofit program, which will install fiber-to-the-unit connections in public and affordable housing units that facilitate wireless connectivity. This program will create a marketplace for both ISPs and housing owners to meet connection goals, encouraging incumbent and emergent ISPs to expand their service areas to affordable housing developments.

Accessibility of Devices & Device Support

- **Overall, 15% of survey respondents reported having insufficient devices at home to meet all the needs of their households**. In listening sessions, participants highlighted the challenges with keeping up with device developments and expressed concerns about the ability of all members of their community to match the pace of technological change.

- **Statewide, smartphones were the most popular device for accessing the internet, followed by laptops.** According to census data, 6% of households statewide rely solely on smartphones to connect to the internet.[40]

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[38] See, for example: Jonathan Schwantes. "Broadband Pricing: What Consumer Reports Learned From 22,000 Internet Bills." November 2022: https://advocacy.consumerreports.org/wp-content/uploads/2022/11/FINAL.report-broadband.november-17-2022-2.pdf. Dan Mahoney and Greg Rafert. "Broadband Competition Helps to Drive Lower Prices and Faster Download Speeds for U.S. Residential Consumers." November 2016: https://www.analysisgroup.com/globalassets/content/insights/publishing/broadband_competition_report_november_2016.pdf. Kevin Taglang. "Broadband Prices are Soaring. Competition is the Answer." April 2021: https://www.benton.org/blog/broadband-prices-are-soaring-competition-answer.

[39] See Massachusetts Broadband Institute, Broadband Infrastructure Gap Networks Grant Program: https://broadband.masstech.org/broadband-infrastructure-gap-networks-grant-program.

[40] American Community Survey (ACS) 2017-2021 5-Year Estimates

- **One in four survey respondents shared that they could only afford to pay up to $50 for a laptop or desktop computer.** 57% of respondents can pay for a laptop or desktop computer that costs at least $250, while only 14% of respondents can afford a device exceeding $1,000 in cost.
- **For residents who own devices, there is a need for technical support to support them with their use of devices.** In focus groups, participants noted a lack of device support programming and a desire for more training resources.

Figure 6: Percent of Respondents By Device Used to Connect to the Internet
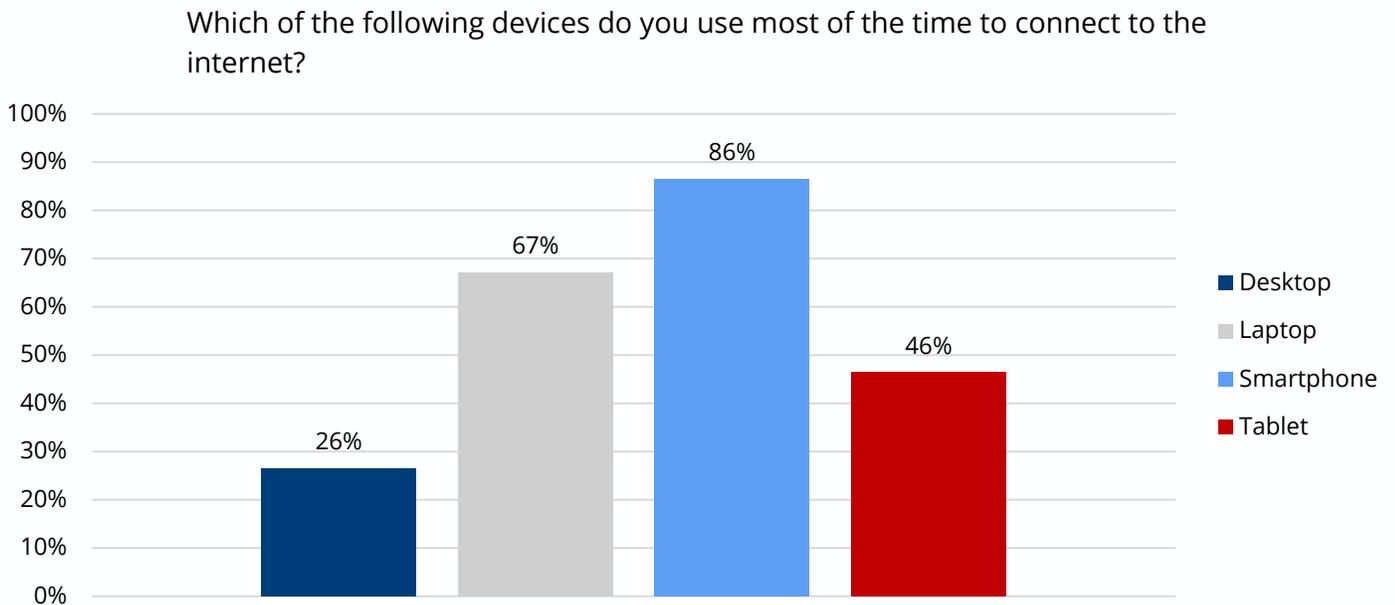
Which of the following devices do you use most of the time to connect to the internet?

Desktop: 26%
Laptop: 67%
Smartphone: 86%
Tablet: 46%

How much would you be able to pay for a laptop or desktop computer?
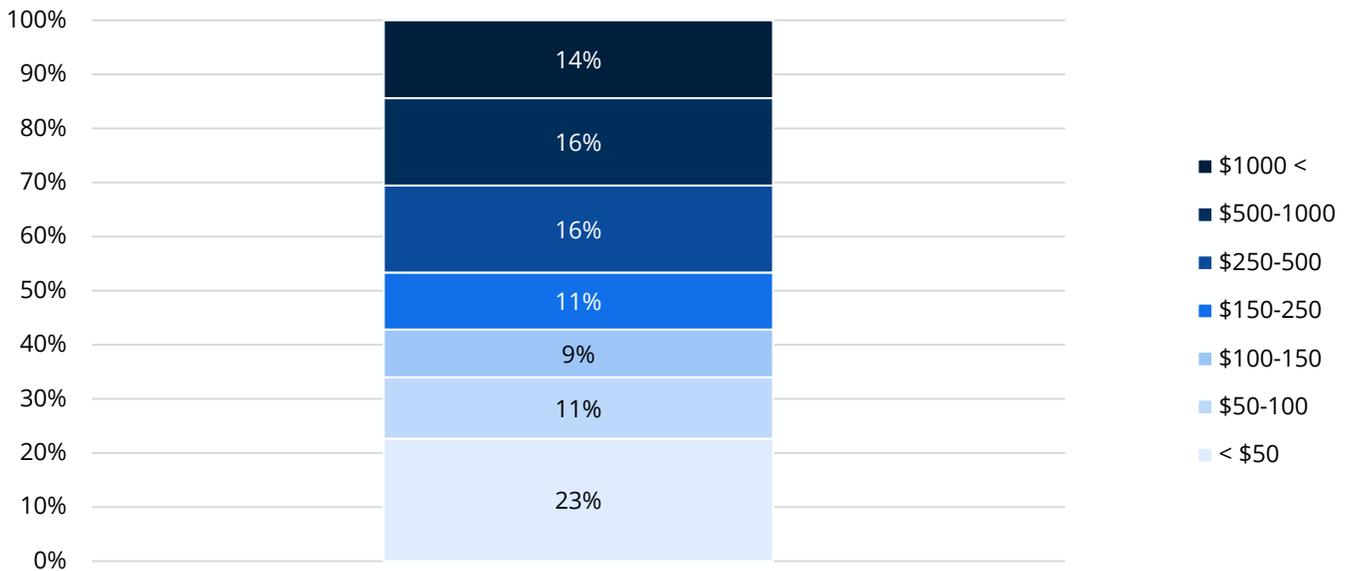
Digital Literacy

- **90% of survey respondents statewide reported being able to regularly use the internet for online activities.**

- Statewide, survey respondents reported interest in a broad range of digital skills support, **with do-it-yourself (DIY) training modules and online classes being the two most popular options**.

- **Focus group participants expressed frustration with a lack of digital skills and many relied on family and friends for help**, especially aging individuals. Participants called for more classes and opportunities to learn digital skills and effectively use the internet, including in formats appropriate to different groups.

Figure 8: Percent of Respondents By Interest in Digital Skills Programming

What kind of digital skills support would you be most interested in?

- DIY Training Module
- In-person class
- In-person support
- Online class

DIY Training Module: 38%
In-person class: 19%
In-person support: 13%
Online class: 30%
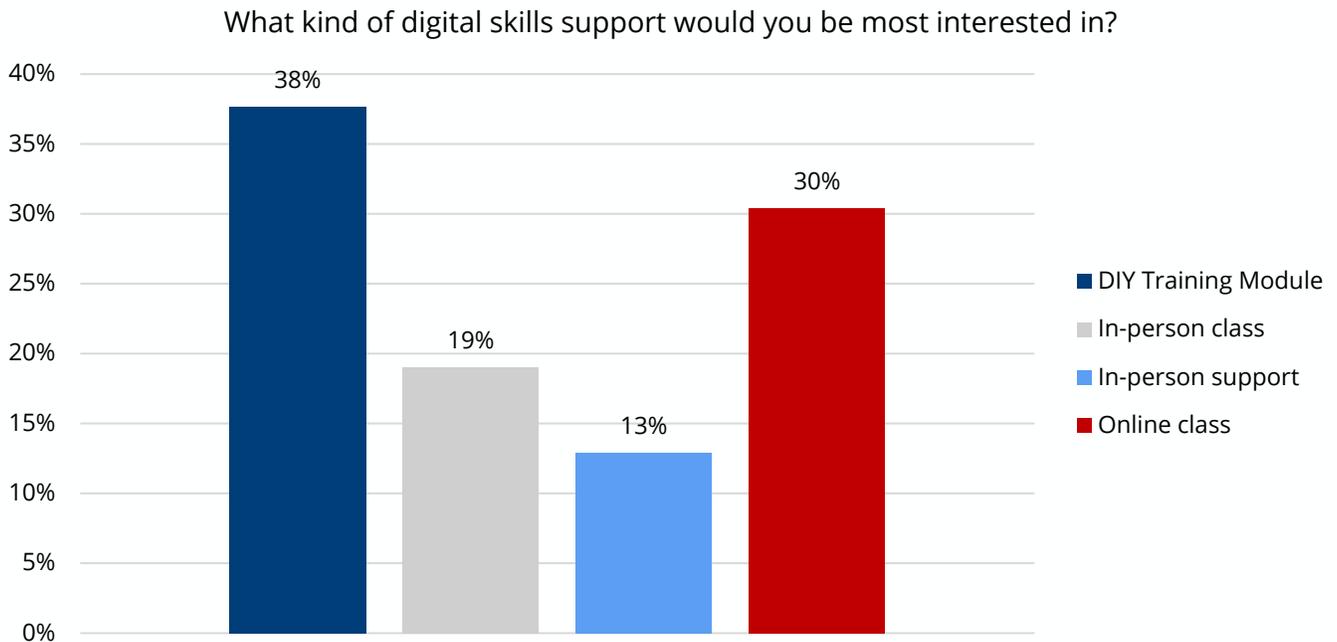
Privacy & Cybersecurity

- **Statewide, 86% of survey respondents were somewhat or very concerned about internet safety.** Focus group participants shared their concerns with privacy and being targeted by online scams.
- **Fear of stolen data ranks highest in the causes for concern over internet safety statewide, with 91% of respondents citing this concern**. 70% of respondents are likewise concerned over online scams.[41]
- **Statewide, 27% of respondents reported that they are unaware of ways to stay safe online**. An additional 5% citing that the tools or resources they know of are insufficient for their needs.

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[41] Approximately 1,000 more people responded to the survey question "How concerned are you about internet safety?" than "What are you most concerned about?" This may indicate that residents are concerned but may not know what exactly to be concerned about. There may be a need for awareness training and support in order to avoid non-adoption based on general fears about being online.

Figure 9: Percent of Respondents By What Concerns Them Relating to Internet Safety

What are you most concerned about?

Concern	Percent
Surveillance	61%
Scams	70%
Other Concerns	5%
Harassment	38%
Data Stolen	91%
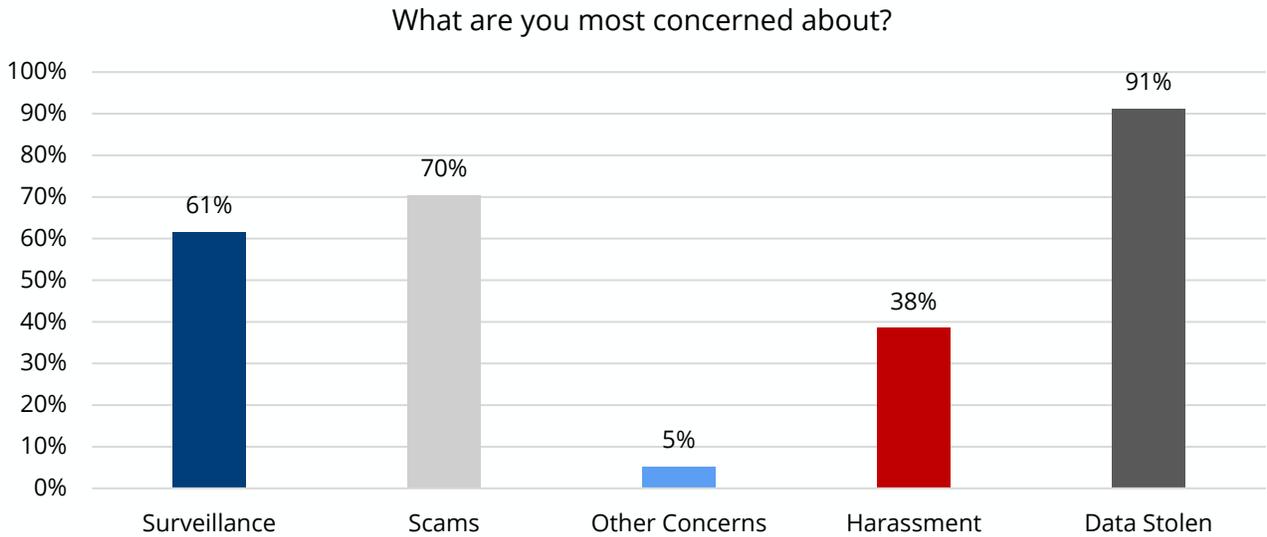
Figure 10: Percent of Respondents By Awareness of Tools and Resources Needed to Stay Safe Online

Are you aware of tools or resources you can use to stay safe online?

Legend:
- I know of tools, but they don't work for me
- No
- Other
- Yes

Response	Percent
Yes	65%
Other	3%
No	27%
I know of tools, but they don't work for me	5%
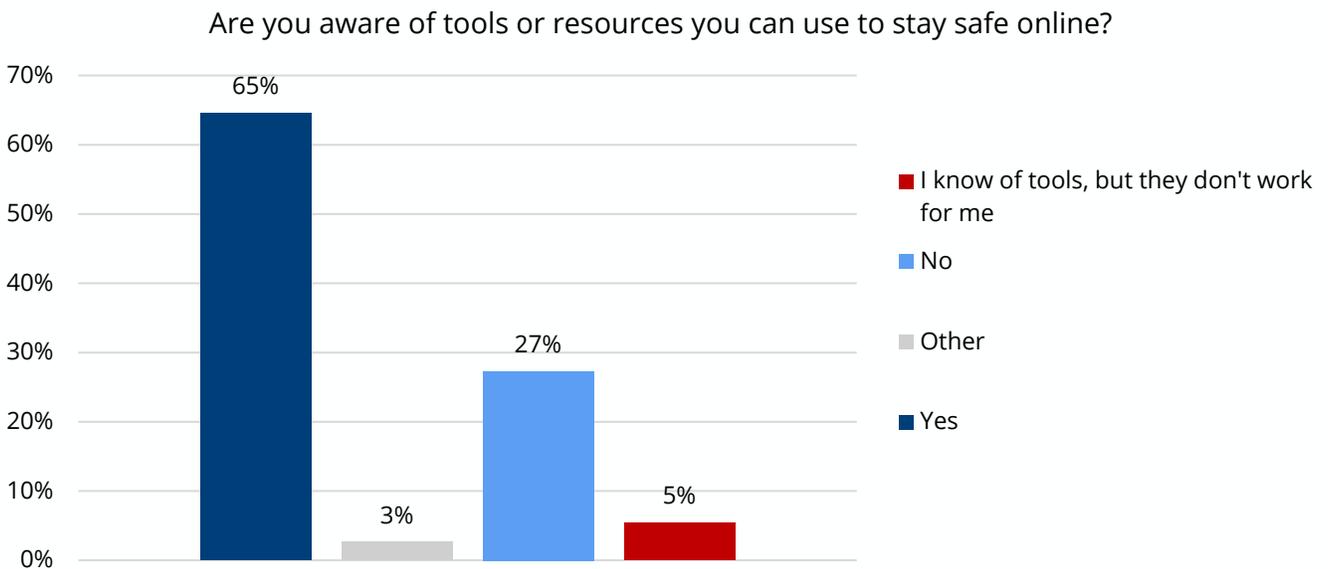
Accessibility & Inclusivity of Public Resources

- **87% of survey respondents statewide found online government services to be somewhat or very accessible.**
- Additionally, **85% of survey respondents reported poor performance while accessing online government services**.

- Focus group participants and survey respondents found it very difficult to navigate public resources online, citing difficulties with accessing health care and benefits online such as MassHealth.

3.2.4. Needs and Barriers by Covered Population

The following section illustrates population specific experiences of each Covered Population, highlighting their unique needs and barriers. We informed the needs and barriers through a range of data collected through the statewide survey, regional listening sessions, and small focus groups. Our survey findings show significant patterns and differences when comparing a given covered population's responses to all other respondents.[42] We use the terms "more likely" and "less likely" when describing statistically significant findings for covered populations compared to all other respondents.

The following table shows the covered population percentage for each region in Massachusetts and the statewide percentage highlighted in the bottom row.

Table 1: Covered Population Groups by Region (American Community Survey, 5-year estimates, 2017-2021)

Region	Low-Income Households	Aging Individuals	Veterans	Individuals with Disabilities	Households with Language Barriers	Racial and Ethnic Minorities	Incarcerated Individuals	Rural Residents
Greater Boston	36%	20%	3%	10%	9%	33%	0.39%	1%
Southeast	36%	24%	5%	12%	5.0%	22%	0.36%	5%
Connecticut River Valley	54%	25%	5%	15%	5.6%	21%	0.26%	27%
Northeast	42%	23%	4%	12%	6.8%	25%	0.18%	3%
Cape Cod and Islands	29%	39%	7%	13%	1.7%	12%	0.05%	28%
Berkshires	40%	32%	6%	15%	0.7%	11%	0.15%	66%
Central Mass	39%	23%	5%	12%	4.9%	20%	0.00%	24%
State Total	**39%**	**23%**	**4%**	**11%**	**6%**	**25%**	**<0%**	**10%**

Aging Individuals

Aging individuals are defined as individuals 60 years or older. Statewide, **23% of Massachusetts residents fall into this category**, with Cape Cod and Islands region (39%) and Berkshire region (32%) having higher shares of aging individuals compared to the rest of the state.

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[42] All other respondents refers to respondents who are not part of a given covered population. For example, we compare aging individuals to non-aging individuals.

Figure 11: Map of Aging Individuals by municipality in Massachusetts (ACS, 5-year estimates, 2017-2021)
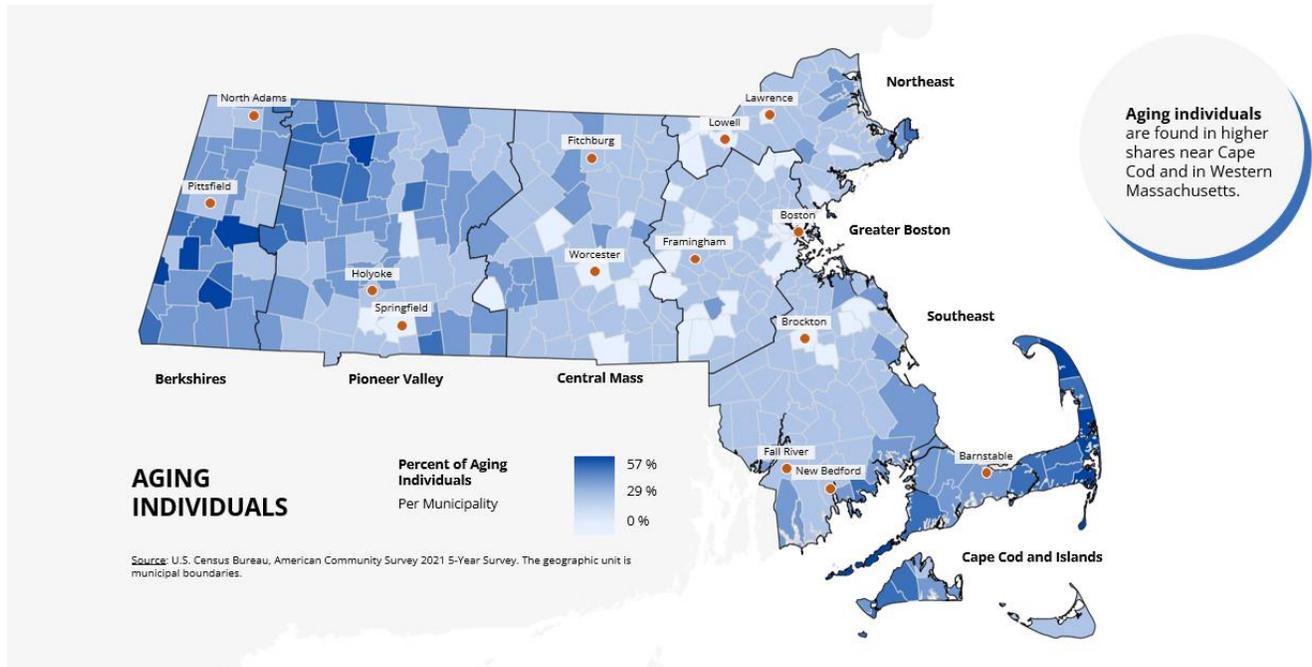
Broadband Availability & Affordability

83% Have broadband at home

50% Think it is hard to pay for internet.

On average, aging indviduals pay **between $75 to $90** dollars per month for internet.

Cost for unbundled plans
- Statewide: $75
- Aging individuals: $75

Cost for bundled plans (with phone)
- Statewide: $100
- Aging individuals: $90

■ Statewide ■ Aging individuals
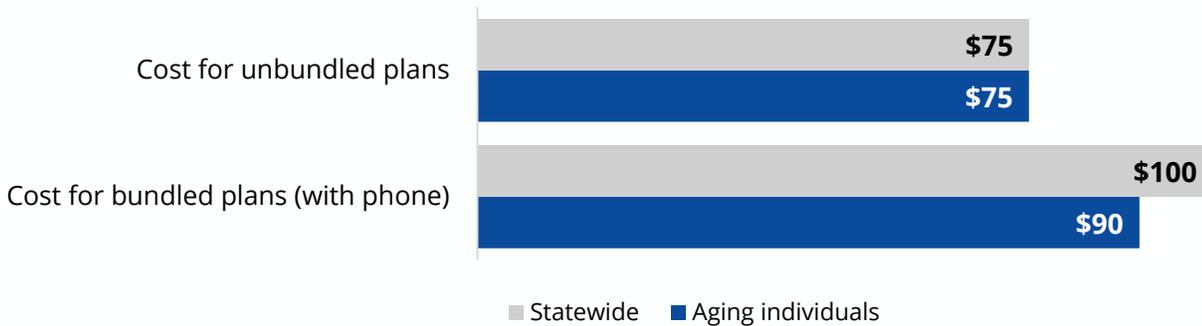
- Aging individuals surveyed were just as likely as the rest of the state to have internet service in their homes and **more likely to report that their home internet service met their households' needs**.

- On the other hand, among respondents who do not have internet service at home, aging individuals were also slightly **more likely to report not wanting to use the internet**. Focus group participants in the Northeast and Connecticut River Valley region shared that they had **difficulty with internet service being unpredictable and slow at times**, creating challenges to being online.

- Aging individuals were **less likely to have trouble paying their internet bill**, and those who do not have home internet subscriptions were less likely to cite internet cost as a barrier to subscribing. They were **more likely to be aware of the Affordable Connectivity Program (ACP)** compared to all other respondents and, in focus groups, some reported receiving subsidies through ACP and senior discounts through their service provider.

Device Availability and Affordability

73% Often use a smartphone   **63%** Often use a laptop

- Aging individuals surveyed were **more likely to have access to devices** that meet their everyday needs than all other respondents. They were **less likely to use a smartphone** than all other respondents.

- **While device availability was not a significant barrier for aging individuals who seek to be online, aging individuals' devices may be older** - focus group participants expressed concern over upgrading technology they are already familiar with. One participant shared that she turned down a tablet when offered because the devices she already owns can be overwhelming.

Digital Literacy
- Compared to all other respondents, aging individuals surveyed were **more likely to have difficulty searching or applying for benefits online and finding transportation information online**. Focus group participants in the Berkshires expressed difficulties finding jobs and other necessary resources through online platforms.

- **While many participants depend on family and friends for help with digital tasks, focus group participants expressed a desire to learn on their own**. Participants expressed that people helping them with a task are often "so busy" and "the world goes so fast now," which leads to others doing the task for the aging individuals, instead of explaining how to do it. Participants want to learn tasks themselves, are frustrated, and need more opportunities to practice their skills.

Online Privacy & Cybersecurity
- Aging individuals surveyed were **more likely to be concerned with internet safety** than all other respondents. Aging individuals surveyed were most likely to be concerned specifically about having their data stolen, online scams, and surveillance, compared to all other respondents.

- Focus group participants mentioned how **people often target aging individuals in online scams, particularly on websites like Facebook**. Participants expressed concern about online scams, sharing stories of account hacks and scams targeting them, highlighting the prevalence of scams related to home repairs or computer support targeting aging individuals.

- While tools like two-factor authentication are important to keeping people safe online, some aging individuals found them **so difficult to navigate that they gave up using their devices or could not finish tasks.**

Online Accessibility & Inclusivity
- Aging individuals surveyed were **more likely to report having difficulty navigating online government services** like benefits portals, RMV services, or paying for permits or tickets. Focus group participants

expressed the need for more technical support when navigating public resources and services online such as RMV, vaccinations, telehealth, and the Medicare website.

Individuals Who Live in Low-Income Households

We define low-income households as households with incomes equal to or less than 150 percent (1.5 times) of the U.S. Census Bureau's poverty threshold.[43] **Statewide, 39% of households in Massachusetts are low-income. In the Connecticut River Valley region, 54% of the region's households are low-income and 42% of households in the Northeast region are low-income**. Since the decline of manufacturing jobs, Gateway Cities are facing social and economic challenges with specific challenges rebuilding the economy and attracting investment. These cities are now regional centers where many low-income individuals live and work.

Low-income households are historically more likely than those with higher incomes to struggle with internet access, affordability, and device access. **Adults with lower incomes are less likely to have broadband services, desktop or laptop computers, and many are not tablet owners**. By comparison, each of these technologies is nearly universal among adults in households earning $100,000 or more a year.[44] **Disparities in online access contribute to problems such as the "homework gap"** – the gap between children in households without internet access and children who have internet access. Additionally, **individuals living in low-income households are more likely to rely on smartphones for internet access** compared to those with higher incomes, which forces them to do difficult tasks like searching and applying for jobs on a smartphone rather than a traditionally larger screen device. [45]

Figure 12: Map of Low-income households by municipality in Massachusetts (ACS, 5-year estimates, 2017-2021)

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[43] Low income corresponds to an annual income of $45,000 dollars per year for a family of four. See the 2023 Poverty Guidelines from the U.S. Department of Health and Human Services for a detailed breakdown https://aspe.hhs.gov/sites/default/files/documents/1c92a9207f3ed5915ca020d58fe77696/detailed-guidelines-2023.pdf.

[44] Vogels, Emily a. "Digital Divide Persists Even as Americans with Lower Incomes Make Gains in Tech Adoption." Pew Research Center (blog). Accessed November 2, 2023. https://www.pewresearch.org/short-reads/2021/06/22/digital-divide-persists-even-as-americans-with-lower-incomes-make-gains-in-tech-adoption/.

[45] Ibid.

LOW-INCOME HOUSEHOLDS

Percent of Low-Income Households Per Municipality

82 %
41 %
0 %

Source: U.S. Census Bureau, American Community Survey 2021 5-Year Survey. The geographic unit is municipal boundaries.

Large cities statewide and small towns in Western Massachusetts have higher shares of **low-income households.**

Broadband Availability & Affordability

70% Have broadband at home

71% Think it is hard to pay for internet.

On average, indviduals in low-income households pay **between $60 to $84** dollars per month for internet.

Cost for unbundled plans
$60
$75

Cost for bundled plans (with phone)
$84
$100

■ Individuals in low-income households   ▢ Statewide
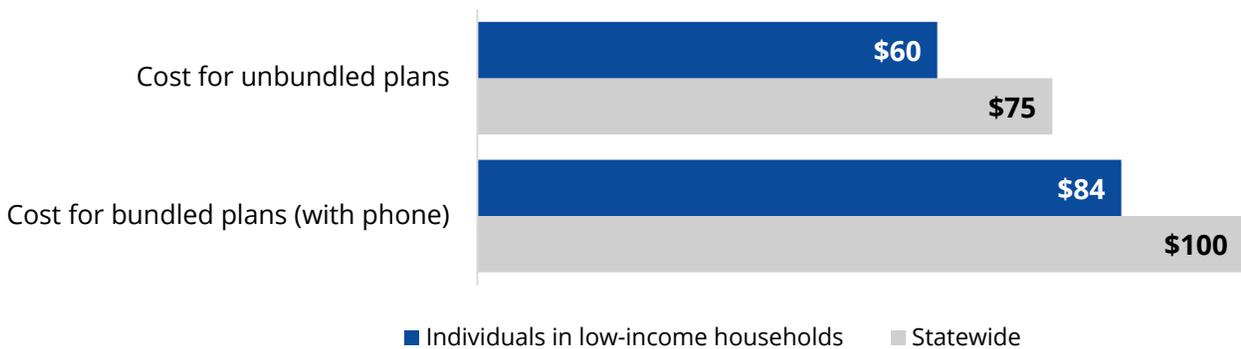
- Low-income individuals surveyed were **less likely to have high speed broadband internet at home** than all other respondents.
- Among those who do not have internet service at home, low-income individuals were **more likely to cite internet cost as a barrier to subscribing.** 71% of low-income individuals surveyed reported they had difficulty paying for their internet bill compared to 52% statewide.
- To keep costs low, **low-income focus group participants reported choosing more basic plans** and sharing costs. One woman shared how her unlimited data plan is now $65 when it used to be less, and companies are price-gouging. She said better internet or data plans correlate to higher-speed internet.

Another young woman said that her roommate has the internet service under her name and so she just pays part of the bill.

Device Availability and Affordability

86%   Often use a smartphone   **55%**   Often use a laptop

- Low-income individuals surveyed were **less likely to have sufficient devices** than all other respondents and **less likely to have a desktop or laptop computer**.

- For low-income individuals, **cost is a major barrier to device access.** 41% of low-income individuals surveyed said they would be able to pay $0 to $50 for a laptop or desktop computer - focus group participants primarily used smartphones but reported that **relying on smartphones for internet access can be expensive and limiting because of data plans and data caps**.

- Focus group participants shared how **smartphones limited their ability to complete more complex activities online, such as uploading documents to healthcare portals**.

- In some regions, focus group participants highlighted that initial hook-up fees, installation expenses, and the price of equipment contributed to the prohibitive cost of internet service, in addition to the monthly cost of subscription.

Digital Literacy
- Low-income individuals surveyed were **more likely to have difficulty with digital skills of all types,** including general internet searching, accessing healthcare online, and searching or applying for benefits online**.** Low-income individuals had **the most difficulty with searching and applying for jobs online**.

- Focus group participants shared how they **relied on family or friends who were more tech savvy** when they had challenges using the internet. Many participants expressed that tech guides, educational brochures, or other materials assisting device use are needed for distribution.

Online Privacy & Cybersecurity
- Low-income individuals surveyed were just as likely as other respondents to be concerned with their safety online. However, when asked what they were most concerned about, low-income individuals were **more likely to report being specifically concerned about online harassment and online scams.**

- In focus groups, online shopping and online banking were large sources of concern. Focus group participants shared **experiences with unauthorized transactions through debit and credit cards** causing them to be nervous about buying products online and online banking. One woman shared how mother, who is not "internet savvy," fell for a scam for a vacation, gave her card information to the scammer, and her account was cleared out.

Online Accessibility & Inclusivity
- Low-income individuals surveyed were **less likely to find public services accessible** and **more likely to have difficulty with government services** such as benefits portals and RMV services, compared to all other respondents.

- Focus group participants were **frustrated with public benefit websites, which can be difficult to navigate if you do not have sufficient devices, information, or access to the internet.** For instance, one woman recalled needing to send a doctor's note to her work so she could excuse a sick day but **could not access or upload her healthcare documents online because she did not have internet access.**

Individuals with Disabilities

The U.S. Census Bureau defines people with disabilities as those with serious difficulty with four basic areas of functioning: hearing, vision, cognition, and ambulation (movement).[46] **Statewide, individuals with disabilities account for 11% of the population.** In both the Connecticut River Valley region and Berkshire region, individuals with disabilities make up 15% of the region's population.

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[46] "American Community Survey and Puerto Rico Community Survey 2021 Subject Definitions," n.d. https://www2.census.gov/programs-surveys/acs/tech_docs/subject_definitions/2021_ACSSubjectDefinitions.pdf.

Figure 13: Map of individuals with disabilities by municipality in Massachusetts (ACS, 5-year estimates, 2017-2021)
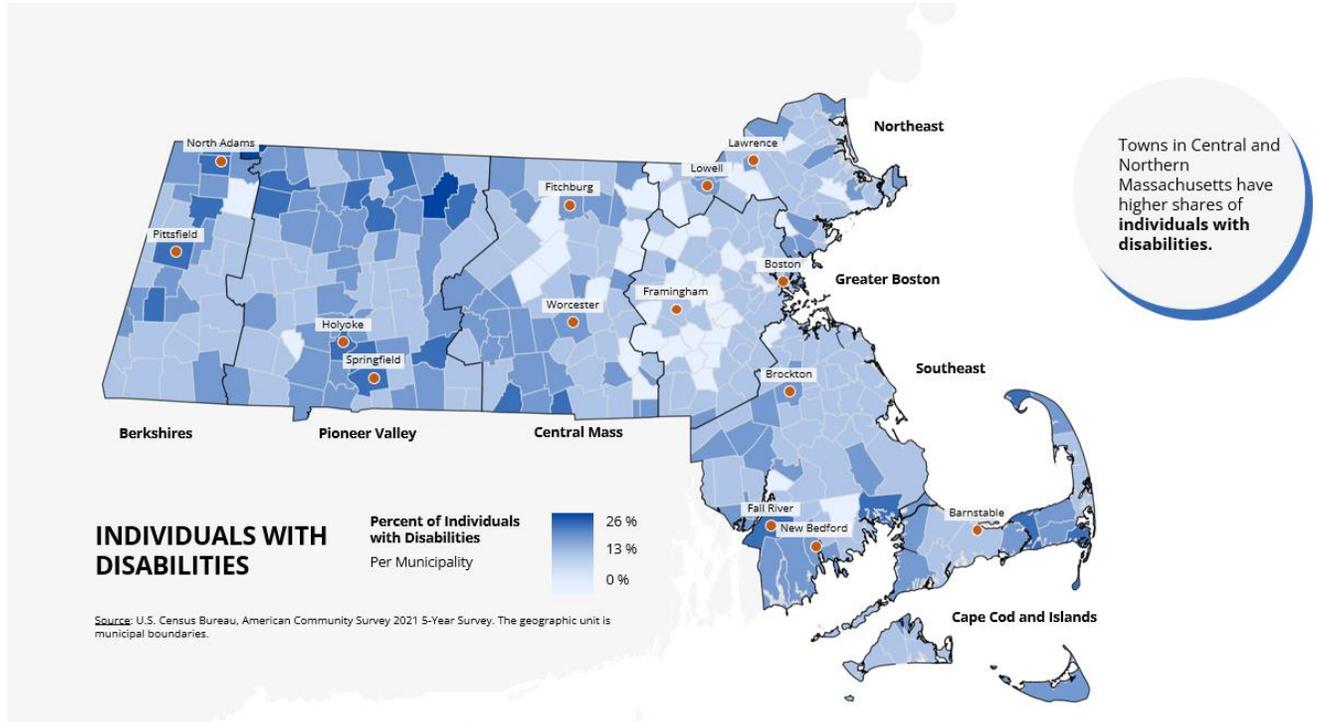
Broadband Availability & Affordability

81%   Have broadband at home

66%   Think it is hard to pay for internet.

On average, indviduals with disabilities pay **between $60 to $85** dollars per month for internet.
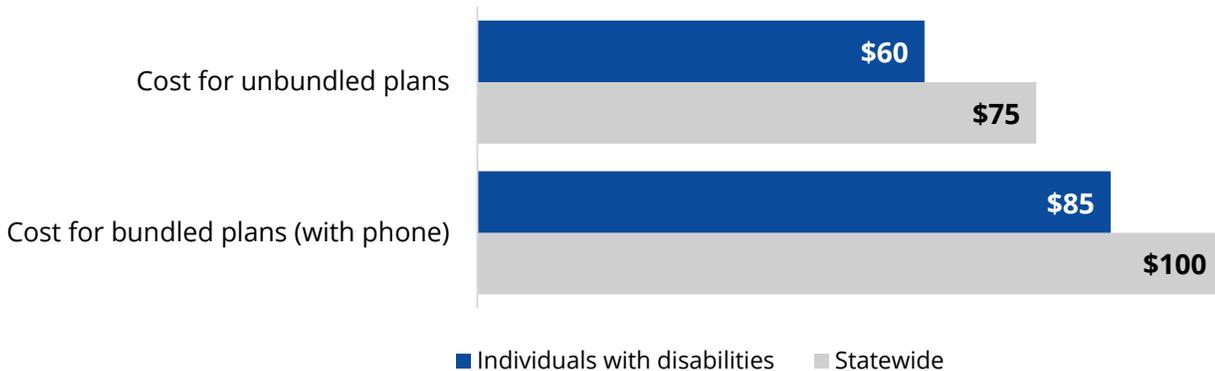
- Individuals with disabilities surveyed were **less likely to have internet at home** when compared all other respondents.

- Among those without internet service, individuals with disabilities were **more likely to cite a lack of devices and internet cost as barriers to subscribing.** Affordability is a major barrier as individuals also need to pay for assistive technology.

- 66% of individuals with disabilities surveyed said it was difficult to pay for their internet bill vs 52% statewide - focus group participants reported **sharing internet plans with neighbors and choosing basic or limited packages to save money.** One participant said residents in a multi-family building take turns getting internet and then sharing log-in information with each other to make the internet more affordable.

- Compared to all other respondents, individuals with disabilities surveyed were the **most likely to be aware of the ACP program.** 66% of individuals with disabilities surveyed said they were aware of ACP.

Device Availability and Affordability

85%   Often use a smartphone   **56%**   Often use a laptop

- Compared to all other respondents, individuals with disabilities surveyed were **less likely to have sufficient devices that meet their needs** - focus group participants reported **difficulty finding information about device services**.

- Individuals with disabilities surveyed were **more likely to have a lower budget for buying devices.** 38% of individuals with disabilities surveyed said they would be able to pay up to $50 for a laptop or desktop - focus group participants highlighted the **extra cost of assistive technology when using the internet.**

- Additionally, participants reported that help for newer technology is not always available or accessible for languages and disability needs. For example, one participant said that **cellphones are almost impossible for typing for people with hand tremors and hand eye coordination difficulty**. They said that having the ability to use speech to text feature helps but is not perfect.

Digital Literacy
- Individuals with disabilities surveyed were **more likely to have difficulty across all categories of digital skills** besides general internet searching. One focus group participant **said "it is hard to be confident" using the internet when "most of the internet is inaccessible"** to those with disabilities like vision and hearing impairment, tremors and other hand-eye coordination challenges, and cognitive processing challenges.

- Among those without regular access to the internet, individuals with disabilities surveyed were **more likely to want the internet for healthcare services** and **more likely to want to search and apply for benefits**.

- Focus group participants shared a desire for more digital literacy materials, noting that tech guides, educational brochures, or other training materials are needed.

Online Privacy & Cybersecurity
- Individuals with disabilities surveyed were **more likely to be concerned about internet safety**. When asked what they were most concerned about, individuals with disabilities were **more likely to be concerned about having their data stolen and online surveillance**, compared to all other respondents.

- All participants in one focus group voiced concern over their safety on the internet. Participants specifically highlighted how **incidents of medical data breaches caused concern over privacy and**

safety. For instance, a participant shared how hackers **stole medical records and data from hospitals**, which caused concern over the security of their data.

- Participants also expressed **concern with financial scams, including unauthorized bank transactions**, and using debit cards online. One participant said a scammer had made thousands of dollars' worth of unauthorized purchases from his bank account and it took him weeks to get the money back. He said he will not save his debit cards online because he believes scammers got access to his card through a retailer's website.

Online Accessibility & Inclusivity

- Like low-income individuals, individuals with disabilities were **less likely to find public services accessible** than all other respondents and **most likely to have difficulty with online government services**. Focus group participants highlighted website inaccessibility, especially for the visually impaired. For instance, a blind woman could not access online healthcare resources. The blind woman reported that the local hospital has an online portal for personal health care information, but she is **unable to access the portal because of her visual limitations.**

Individuals with Language Barriers

Individuals with language barriers refers to individuals who are English learners (e.g., English is not their first language) and/or who have low levels of literacy. **Statewide, limited English households account for 2% of the population.** In the Greater Boston region, limited English households compose 8% of the region and in the Northeast region, limited English households account for 7% of the region. Massachusetts is also home to many immigrants and refugees who are clustered in Gateway cities. For instance, Chelsea Massachusetts saw an influx of hundreds of immigrants from Haiti, Central and South America just this year.[47] **Immigrants and refugees can struggle to access vital information and services due to barriers around language accessibility, internet access, and device access.**[48]

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[47] Rojo, Carla. "Hundreds of Immigrants Arriving in Chelsea." NBC Boston (blog), July 7, 2023. https://www.nbcboston.com/news/local/hundreds-of-immigrants-arriving-in-chelsea/3084621/.
[48] MassINC. "Closing Language Barriers and the Digital Divide in Gateway Cities." MassINC, May 7, 2020. https://massinc.org/2020/05/07/closing-language-barriers-and-the-digital-divide-in-gateway-cities/.

Figure 14: Map of households who reported they have limited English language ability (ACS, 5-year estimates, 2017-2021)
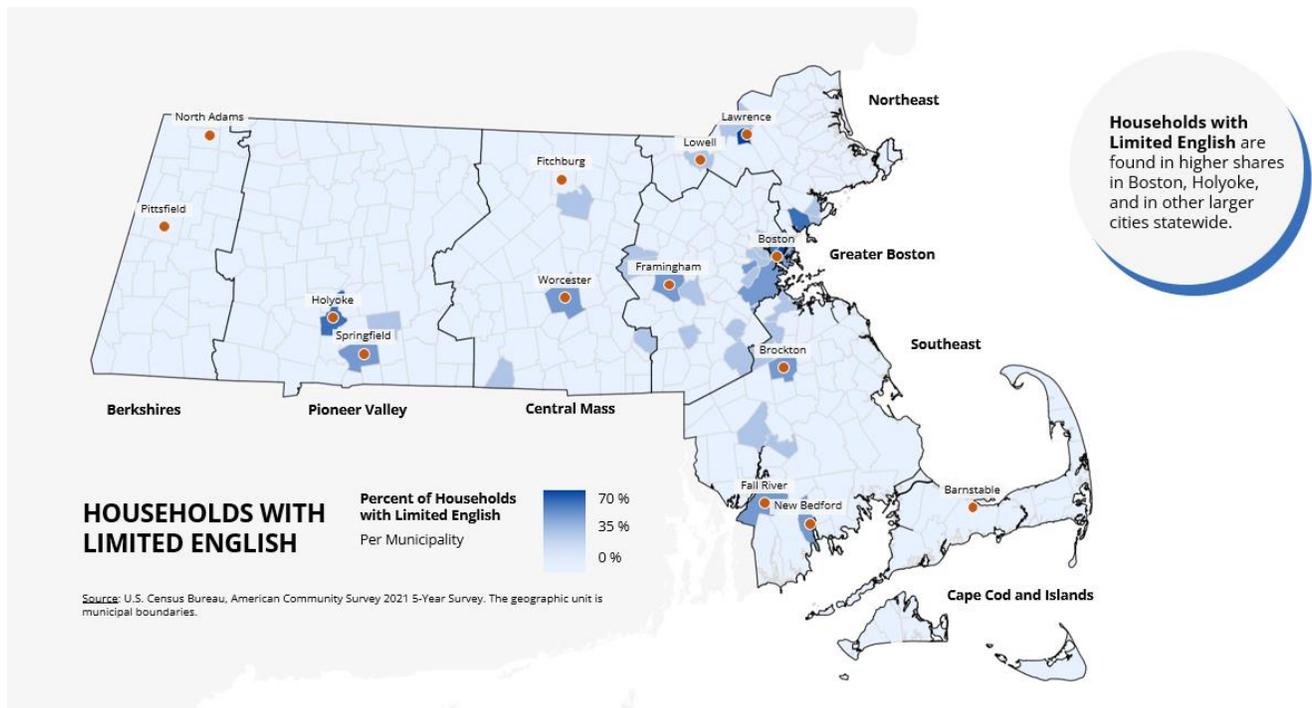
Broadband Availability & Affordability

40% Have broadband at home

56% Think it is hard to pay for internet.

On average, indviduals with language barriers pay **between $45 to $50** dollars per month for internet.

■ Individuals with language barriers   ▢ Statewide
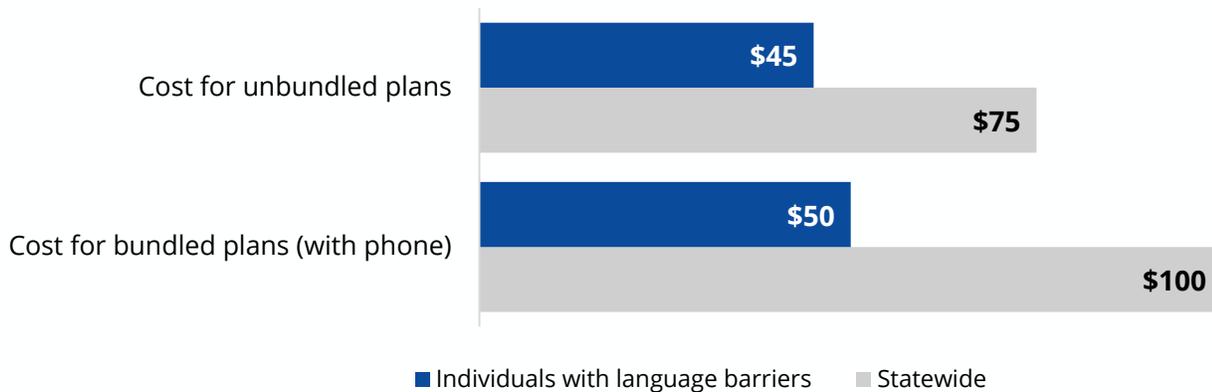
- Individuals with language barriers surveyed were **least likely to have broadband internet at home** than all other respondents and **less likely to be able to regularly use the internet**. One focus group

participant who struggled with regular internet access shared how they **use resources like the Center for New Americans to access quality internet**.

- Among those who do not have internet service, individuals with language barriers were **more likely to say internet service reliability was a barrier to subscribing**.

- According to the survey, cost was not a significant barrier for individuals with language barriers. In fact, individuals with language barriers were **less likely to say cost is a barrier to subscribing to the internet** and their internet costs are also comparatively lower. One reason for this may be due to reliance on smartphones and data plans, which can be cheaper than home internet service.

- Individuals with language barriers were the **least likely group to be aware of ACP.**

Device Availability and Affordability

86% Often use a smartphone   **32%** Often use a laptop

- Individuals with language barriers surveyed were **least likely to have sufficient devices.** They were also **least likely to have a desktop, laptop, or tablet** compared to all other respondents - focus group participants noted that smartphones and tablets were not sufficient to meet family needs. For instance, the majority of focus group participants primarily used smartphones, but specifically said it **was not sufficient for their family who had to complete daily tasks like doing homework.**

- Individuals with language barriers surveyed were **less likely to have a large budget for buying devices.** 46% of individuals with language barriers surveyed said they would pay up to $50 dollars for a laptop or desktop computer - focus group participants also cited cost as a barrier to devices. One participant said it was hard to afford internet on his phone and wished he could apply ACP benefits to his phone.

Digital Literacy

- Individuals with language barriers surveyed were **more likely to have difficulty across all categories of digital skills.** Compared to all other respondents, individuals with language barriers were most likely to have **difficulty searching and applying for jobs online, accessing healthcare or telehealth, and participating in the local community.**

- Focus group participants called for access to more classes—particularly classes given in their native languages—and some participants cited trouble with job searching, applying for benefits online, and scheduling doctors' appointments.

Online Privacy & Cybersecurity

- Individuals with language barriers surveyed were on par with the rest of the state in their concerns over internet safety. However, focus group participants were specifically **concerned about online scams**. Participants shared experiences and anecdotes about scams and how people have their credit card information stolen. One participant shared how **they receive online messages daily asking specifically for their phone number, banking information, and credit card number.**

Online Accessibility & Inclusivity

- Individuals with language barriers surveyed were **more likely to say that public services are inaccessible** - focus group participants were frustrated navigating government websites. One participant

wanted a **centralized document about where to get help for lawyers, how to get documents (statewide or federal), how to pay bills, what organizations can help people**.

- Focus group participants also **cited language barriers when calling for technical support or accessing digital services**. Some participants turned to community centers or family members for support navigating government services. For instance, one **participant struggled understanding translations for a driver's license test**, saying that it "ends up being easier to study and take [the] driver's license test in English."

Racial and Ethnic Minorities

Individuals who are racial and ethnic minorities refers to people who identify as American Indian (including Alaska Native, Eskimo, and Aleut); Asian American; Native Hawaiian and other Pacific Islander; Black; and/or Hispanic.[49] **Statewide, racial and ethnic minorities account for 25% of the population.** In the Greater Boston region, racial and ethnic minorities account for 32% of the region and in the Northeast region, racial and ethnic minorities account for 25% of the region. Gateway cities have a high proportion of non-white individuals (41%) and immigrant communities.[50] For instance, Lowell has the nation's second largest Cambodian community and Lawrence is home to Dominican and Puerto Rican communities.[51]

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[49] See Cornell Law School, Legal Information Institute: https://www.law.cornell.edu/definitions/uscode.php?width=840&height=800&iframe=true&def_id=42-USC-591738112-1708089047&term_occur=4&term_src=title:42:chapter:6A:subchapter:XV:section:300u%E2%80%936.

[50] Forman, Ben, Angelia Heimsoth, Priya Lane, Miles Roper, and Oren Sellstrom. "Empowering Cities to Accelerate Equitable Growth." MassINC, July 12, 2022. https://massinc.org/research/empowering-cities-to-accelerate-equitable-growth/.

[51] MassINC. "About the Gateway Cities." Accessed November 2, 2023. https://massinc.org/our-work/policy-center/gateway-cities/about-the-gateway-cities/.

Figure 15: Map of racial and ethnic minorities by municipality in Massachusetts (ACS, 5-year estimates, 2017-2021)

INDIVIDUALS WHO ARE RACIAL AND ETHNIC MINORITIES

Percent of Racial and ethnic Individuals
Per Municipality

70 %
35 %
0 %

Source: U.S. Census Bureau, American Community Survey 2021 5-Year Survey. The geographic unit is municipal boundaries.

*Greater Boston and other large cities have higher shares of **individuals who are racial and ethnic minorities** across the Commonwealth.*
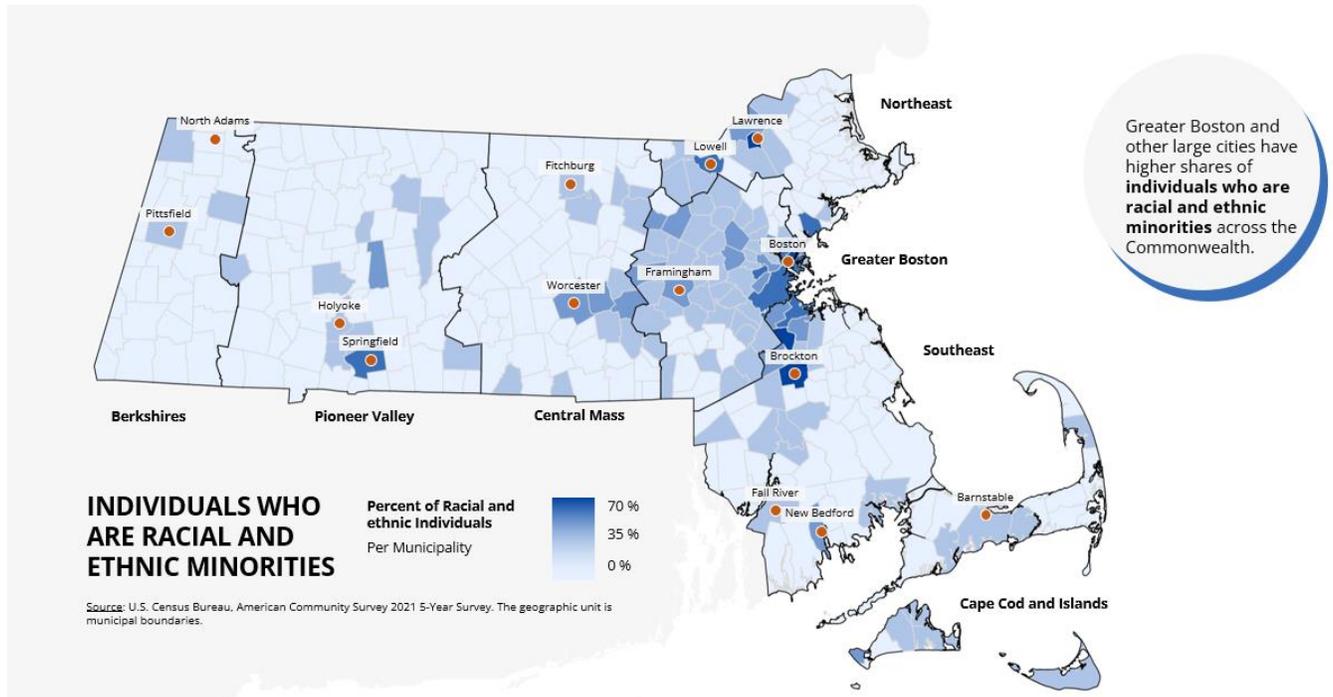
Broadband Availability & Affordability

66% Have broadband at home

67% Think it is hard to pay for internet.

On average, racial and ethnic minorities pay **between $60 to $80** dollars per month for internet.

Cost for unbundled plans — $60 / $75

Cost for bundled plans (with phone) — $80 / $100

■ Racial and ethnic minorities   ■ Statewide
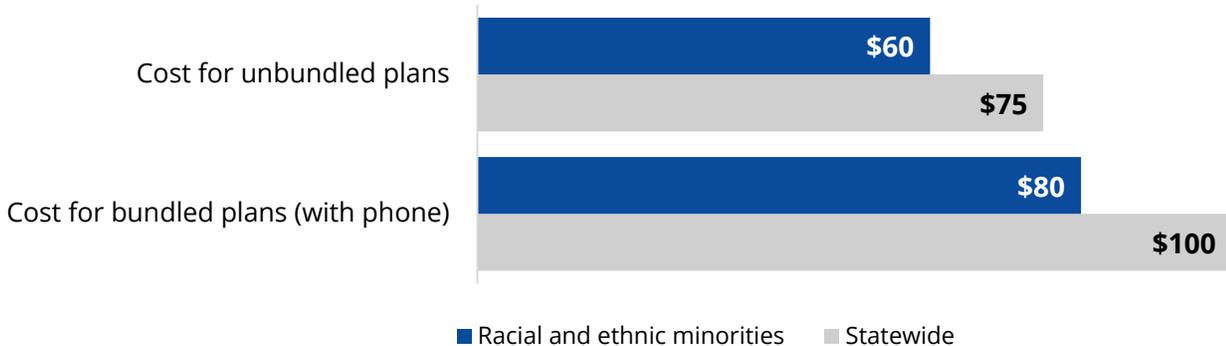
- Racial and ethnic minorities surveyed were **less likely to have internet at home and less likely to have broadband internet at home.**

- Among those who do not have internet service at home, racial and ethnic minorities **were more likely to say internet service is too expensive to subscribe**. Focus group participants reported having to use internet outside the home because they do not have access, but public spaces have limited hours and less privacy for activities like telehealth appointment. For instance, one participant's home internet quality

hindered her daughter's schoolwork and **using the library internet was challenging due to limited hours,** which led them to use its parking lot for internet. However, security often expelled them, further affecting her daughter's grades.

Device Availability and Affordability

87% Often use a smartphone   **59%** Often use a laptop

- Compared to all other respondents, racial and ethnic minorities surveyed **were less likely to have sufficient devices** and **more likely to use a smartphone** to connect to the internet.

- Focus group participants shared challenging experiences using a smartphone only - one participant struggled to take part in online Zoom appointments and another struggled logging onto a virtual court case. Another participant reported **challenges saving and storing documents on her phone** due to not having a computer.

Digital Literacy
- Among those who do not have internet service at home, racial and ethnic minorities surveyed **more likely to want to use the internet to search and apply for jobs or benefits than all other respondents.**

- Compared to all other respondents, racial and ethnic minorities surveyed were **slightly more likely have difficulty with participating in the local community, accessing healthcare, and applying for jobs** - focus group participants expressed the need for more training so they can understand how best to use the internet. One participant noted how "after the pandemic, everything is online" and she relies on her son for help.

Online Privacy & Cybersecurity
- Racial and ethnic minorities surveyed were on par with the rest of the state in their concern over internet safety. However, when asked what they were most concerned about, racial and ethnic minorities were **more likely to report being concerned about online scams and about online harassment** compared to all other respondents.

- Focus group participants cited **particular concern about online safety and privacy, especially for young people who might be vulnerable to communicating with online predators**. They expressed a desire for training on how to interact safely online, with some already helping younger family members recognize potential threats.

Online Accessibility & Inclusivity
- Racial and ethnic minorities surveyed were **more likely to say that public services are inaccessible** - one focus group participant said there was not adequate support for non-English speakers. The participant mentioned often coming across **inaccurate translations and misunderstandings** of region-specific Spanish terminology.

Incarcerated Individuals

An incarcerated individual is an inmate confined in a prison or a jail. This may also include halfway houses, boot camps, weekend programs, and other facilities.[52] **There are approximately 20,000 incarcerated people and 24 prisons and jails in Massachusetts**.[53] Incarcerated individuals live in higher shares in Carlisle, Southampton, and other small towns that have prisons. In December 2023, Massachusetts is poised to become the fifth state nationwide to make it free for incarcerated people to call, video call, and e-message.[54] However, unique digital equity challenges remain for incarcerated people in the Commonwealth.

While we did not survey actively incarcerated individuals, we held focus groups with justice-involved individuals in the Connecticut River Valley and Northeast regions to identify needs and barriers. These conversations included individuals currently incarcerated, those leaving jail or prison within six months, individuals who have recently left jail or prison within a year, those on parole, or those on probation. The term "justice-involved individuals" encompasses a spectrum of experiences within the criminal justice system, including individuals that fall within the incarcerated individuals Covered Population group.[55]

Some of the findings in this section will also apply to returning citizens. According to the Massachusetts Department of Corrections, Suffolk, Bristol, and Hampden Counties have a higher share of residents released within the County than the percentage of residents living in each county,[56] and may have a higher share of residents who would benefit from digital equity supports catered to the unique challenges of incarcerated individuals.

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[52] Bureau of Justice Statistics. "Bureau of Justice Statistics (BJS) Glossary." Accessed November 2, 2023. https://bjs.ojp.gov/glossary.
[53] Bureau, US Census. "Digital Equity Act of 2021." Census.gov. Accessed November 2, 2023. https://www.census.gov/programs-surveys/community-resilience-estimates/partnerships/ntia/digital-equity.html.
[54] National Consumer Law Center. Accessed November 3, 2023. https://www.nclc.org/massachusetts-governor-signs-new-budget-legislature-must-act/

[55] "MassHealth Behavioral Health Supports for Justice Involved Individuals (BH-JI) | Mass.Gov." Accessed November 2, 2023. https://www.mass.gov/masshealth-behavioral-health-supports-for-justice-involved-individuals-bh-ji.
[56] Massachusetts Department of Corrections, 2022. https://www.mass.gov/doc/prison-population-trends-2022/download

Figure 16: Map of incarcerated individuals by municipality in Massachusetts (ACS, 5-year estimates, 2017-2021)
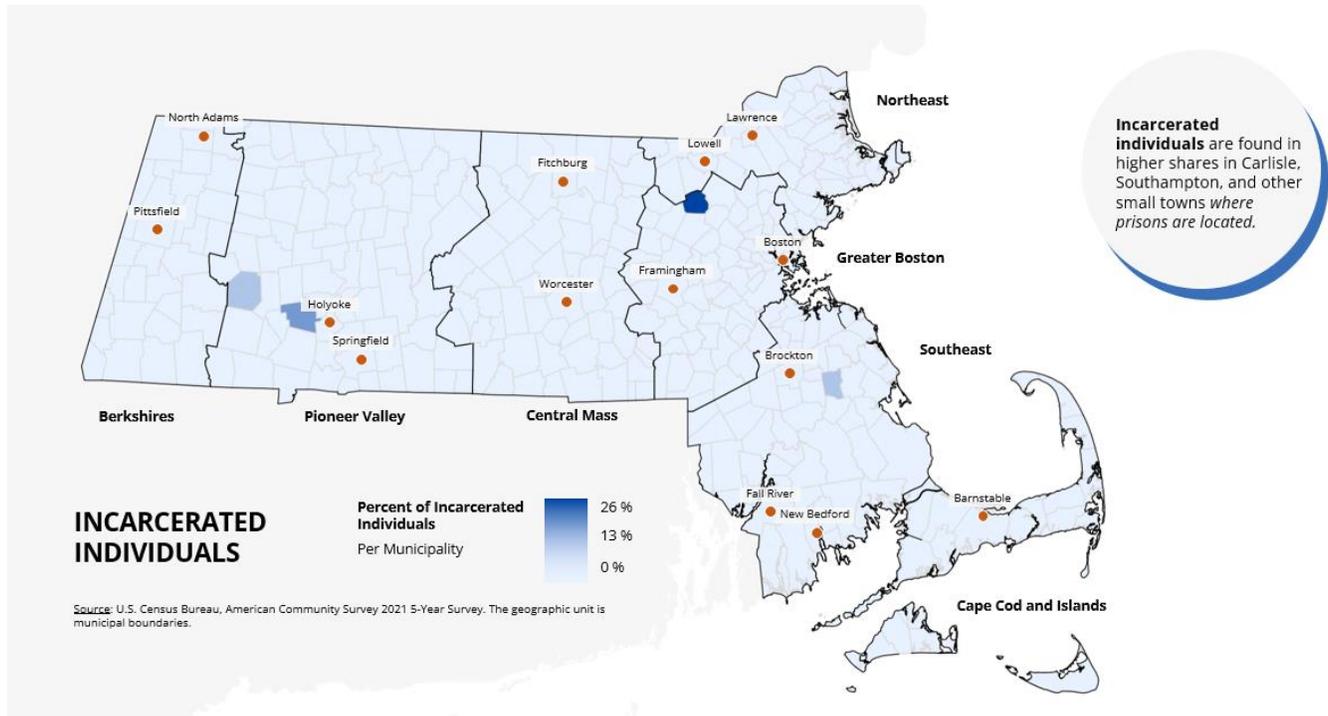
Broadband Availability & Affordability

- While in prison or jail, **individuals have no choice over network providers, which affects their internet speed, quality, and availability**.[57]

- Many **justice-involved individuals expressed concerns about internet affordability** in focus groups. Focus group participants noted that it can be difficult to prioritize and pay for the internet. One participant said "**I need food more than I need Wi-Fi**. I need housing, "while another agreed stating how it is important to have Wi-Fi, but **"there are so many other priorities that we have to survive."**

- Participants also cited accessing professional development, jobs and job boards, telehealth and attending remote classes as **challenges they face with inconsistent internet access.**

Device Availability and Affordability

- Justice-involved focus group participants highlighted the need for sufficient devices and cited cost as a device barrier**.** ~80% of incarcerated persons had no income the year preceding incarceration. **Costs for internet and data plans can force many justice-involved individuals to choose between social connection and essential services,** such as medicine, household items and food.[58]

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[57] Advancing Digital Equity for the Incarcerated People by Ameelio.
[58] Ibid.

- Participants also discussed **challenges that come with reliance on inadequate quality devices** as well as their reliance on smartphones as their only device. For instance, one person struggled with taking a class due to a disconnected phone and lacking Wi-Fi, which affected their ability to access emails and the class itself.

Digital Literacy

- Justice-involved focus group participants expressed **anxiety around digital skills** and felt society was leaving them behind. One participant said "I'm nervous to ask how to use Excel and Microsoft. I feel like I'm just not mentally up to date with everyone" and expressed how his **lack of digital skills training in prison left him unprepared for the world he entered upon being released.** Another said: "I'm from an era where applying to a job is me calling the hiring manager, but I guess now you have to do all the signing stuff and do the application online."

- Additionally, participants felt discomfort with digital skills and devices, noting a desire to attend more classes. **One participant notes that she could not use her email on her iPhone and lost out on job opportunities and doctors appointments.** Some participants expressed a desire to step away from the internet due to a lack of technical support and/or society's dependence on technology.

Online Privacy & Cybersecurity

- Justice-involved focus group participants were very **concerned about internet safety, specifically getting scam calls looking for personal information**. They also expressed concerns about data privacy when online, especially with online shopping. One participant said they were the target of so many scam calls "to the point where people were calling me telling me that you've won $2,000".

Online Accessibility & Inclusivity

- Justice-involved focus group participants **cited a lack of comfort with state and government websites**. For instance, one person said they needed to learn "how to set up appointments" specifically through the Registry of Motor Vehicles.

Residents of Rural Areas

Rural residents are defined as individuals who live in any municipality that the Massachusetts State Office of Rural Health defines as rural.[59] Residents of rural areas primarily live in Western Massachusetts and on Cape Cod and the Islands. **Statewide, rural residents account for 10% of the population.** In the Cape Cod & Islands region, rural residents are 27% of the region's population and 66% of the Berkshire region are rural residents.

While rural residents overall did not have major barriers besides internet quality and availability, there are important intersections with rural and other high need population groups. For instance, **49% of rural respondents were 60 years and above and 31% of rural respondents were low-income**. Therefore, the experiences of aging individuals and low-income individuals may also apply to rural residents.

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[59] See Mass.gov, State Office of Rural Health Rural Definition: https://www.mass.gov/info-details/state-office-of-rural-health-rural-definition. This is consistent with the NTIA's NOFO definition, which defines rural areas as ones other than: a city or town that has a population of greater than 50,000 inhabitants; any urbanized area contiguous and adjacent to a city or town that has a population of greater than 50,000 inhabitants; and in the case of a grant or direct loan, a city, town, or incorporated area that has a population of greater than 20,000 inhabitants.

Figure 17: Map of rural residents by municipality in Massachusetts (ACS, 5-year estimates, 2017-2021)
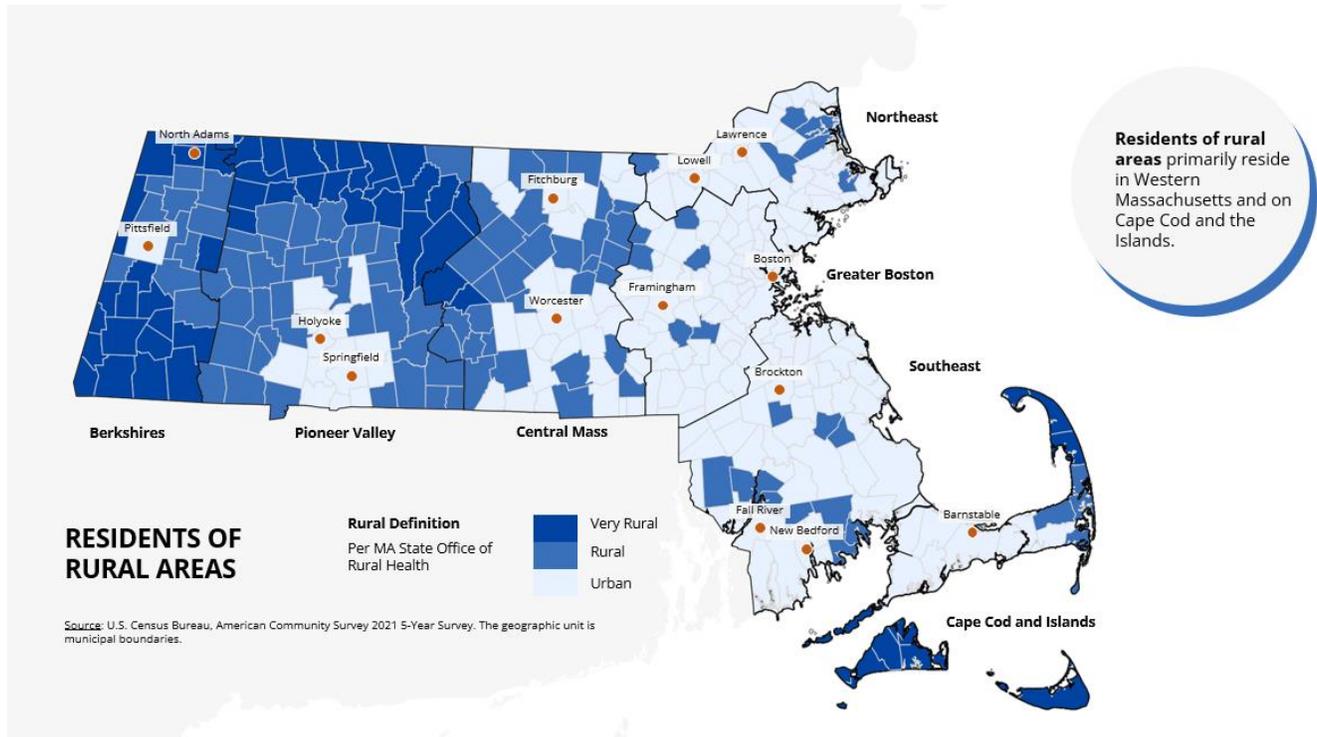

Broadband Availability & Affordability

84% Have broadband at home

37% Think it is hard to pay for internet.

On average, rural residents pay **$80** dollars per month for internet.

Cost for unbundled plans — $80 (Rural residents), $75 (Statewide)

Cost for bundled plans (with phone) — $80 (Rural residents), $100 (Statewide)

■ Rural residents   ■ Statewide
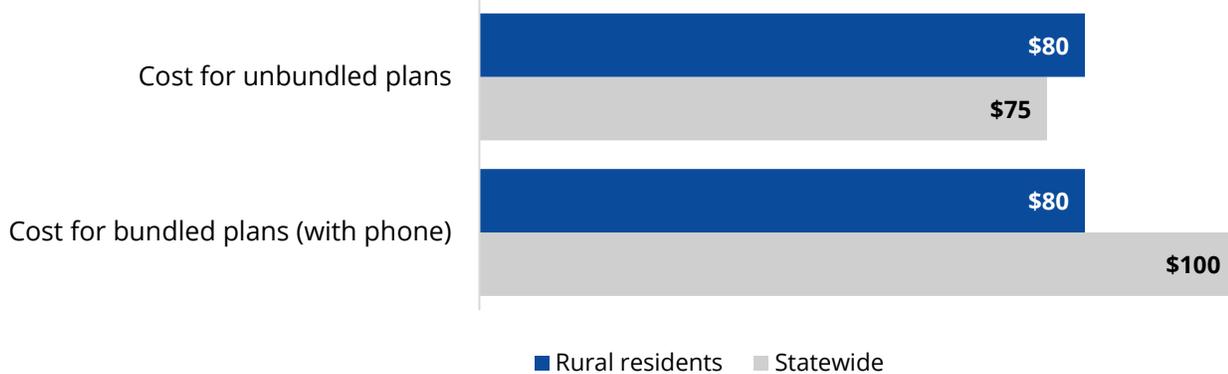
- Rural residents surveyed were **more likely to have internet at home** compared to all other respondents. They were the **least likely to say it is difficult to pay their monthly internet bill.**

- Among those who do not subscribe to the internet, rural residents were **most likely to say they do not subscribe because service is unavailable,** compared to all other respondents.

- Listening session participants also raised the issue of service reliability. Many participants expressed frustration paying for **unreliable service, which can be expensive despite the low quality they experience**. Participants also noted that they have few choices in internet service providers, which limits their service options.

Device Availability and Affordability

79% Often use a smartphone

73% Often use a laptop

- Rural residents surveyed were more **likely to have devices that meet their needs compared to all other respondents**. They were also **more likely to have a desktop or laptop** than all other respondents.

- On the other hand, while many rural residents surveyed have sufficient devices, listening session participants noted that they can **experience connectivity issues when their household is using more than one device.**

Digital Literacy

- Compared to all other respondents, rural residents surveyed were **less likely to find it difficult to participate in the local community online, use the internet for general searching, and apply for benefits online.** However, listening session participants noted that rural aging individuals particularly struggle with both equipment and digital literacy.

- Libraries in rural areas can offer crucial digital literacy services. However, listening session participants noted that larger, **urban libraries can offer more digital literacy services compared to small town libraries that have limited budgets** to provide these services.

Online Privacy & Cybersecurity

- Rural residents surveyed were just as concerned with internet safety than all other respondents. However, when asked what they were most concerned about, rural residents were **more likely to report being the most concerned about having their data stolen and about surveillance online**.

Online Accessibility & Inclusivity

- While rural residents as a group were on par with all other respondents in how they rated the accessibility of online government services, many individuals statewide found government services inaccessible.

- In rural areas, listening session participants **specifically noted difficulty applying for ACP.** Listening session participants **also expressed concern over learning how to navigate services online such as healthcare, which transitioned online during the pandemic**.

Veterans

The U.S. Census Bureau defines veterans as individuals who served in the past or were on active duty in the U.S. Army, Navy, Air Force, Marine Corps, or the Coast Guard, or who served in the U.S. Merchant Marine during World

War II. [60] **Statewide, veterans account for 4% of the population**. In the Cape Cod & Islands region, veterans are 7% of the region's population and 5% in the Berkshire region. Additionally, 28% of veterans also have a disability and 61% are 60 years or above.[61] Therefore, the experiences of individuals with disabilities and aging individuals may also apply to veterans.

Figure 18: Map of veterans by municipality in Massachusetts (ACS, 5-year estimates, 2017-2021)
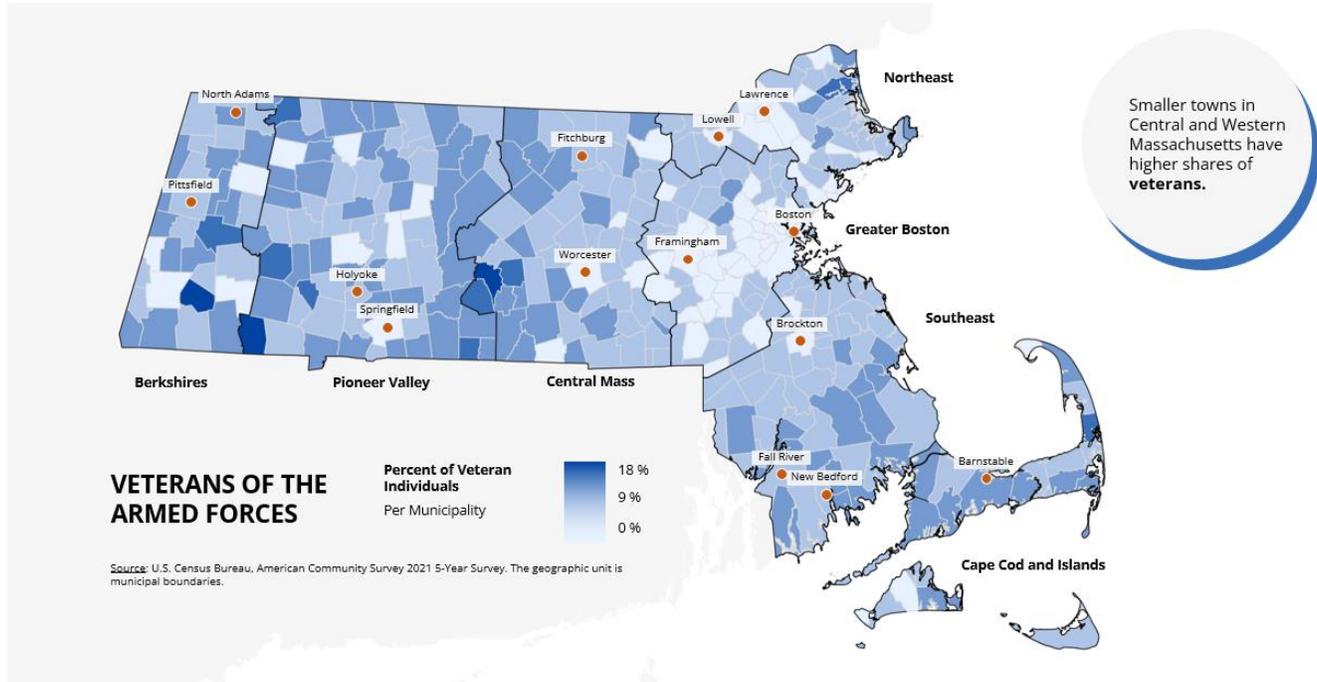
Broadband Availability & Affordability

91% Have broadband at home

53% Think it is hard to pay for internet.

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[60] "American Community Survey and Puerto Rico Community Survey 2021 Subject Definitions," n.d. https://www2.census.gov/programs-surveys/acs/tech_docs/subject_definitions/2021_ACSSubjectDefinitions.pdf.
[61] USAFacts. "Veterans in Massachusetts: Statistics, Rankings, and Data Trends on Population, Demographics, and More," October 27, 2023. https://usafacts.org/topics/veterans/state/massachusetts/.; Planning, Office of Policy and. "National Center for Veterans Analysis and Statistics." General Information. Accessed November 2, 2023. https://www.va.gov/vetdata/veteran_population.asp.

On average, veterans pay **between $87 to $00** dollars per month for internet.

Cost for unbundled plans	**$87** (Veterans)
	$75 (Statewide)
Cost for bundled plans (with phone)	**$90** (Veterans)
	$100 (Statewide)

■ Veterans   ■ Statewide
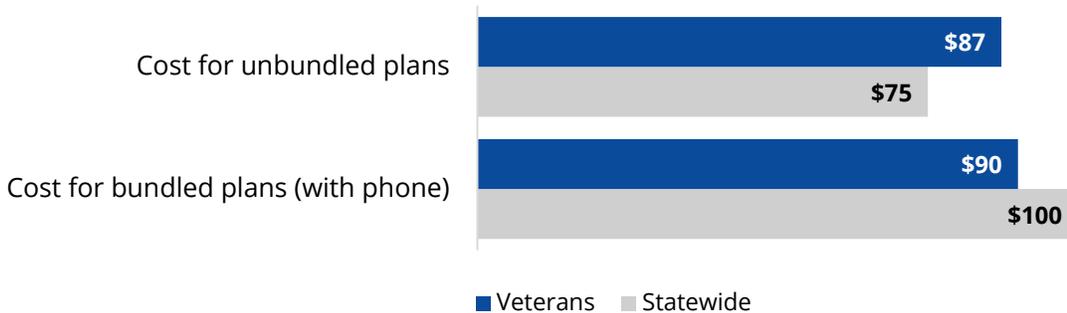
- Veterans surveyed were just as likely as all other respondents to have internet service in their homes. Compared to all other respondents, they were **more likely to have a home wireline connection with cable, fiber, or DSL.**

- Compared to all other respondents, veterans were **less likely to connect to the internet outside of home, at work, at libraries, or community centers.**

Device Availability and Affordability

75%   Often use a smartphone

72%   Often use a laptop

- Veterans surveyed were **more likely to have a desktop or laptop**, but just as likely as other respondents to have a smartphone.

Digital Literacy

- Compared to all other respondents, veterans surveyed were not significantly different in how they rated digital skills.

- Among those who do not have internet service at home, veterans were **slightly less likely to want to use the internet to search and apply for jobs online.**

Online Privacy & Cybersecurity

- Compared to all other respondents, veterans were just as concerned with internet safety as the rest of the state. However, **over half of veterans are aging and aging individuals were the most concerned about online safety.**

- Additionally, when asked what they were most concerned about, veterans **were more likely to be concerned with people stealing their data, online scams, and surveillance online**.

Online Accessibility & Inclusivity

- Veterans surveyed were on par with all other respondents in how they rated online government services, many individuals statewide found government services inaccessible. However, **a third of veterans surveyed were also individuals with disabilities who reported significant barriers accessing online services.**

Long-Term Outcomes by Statewide Goals

The long-term intended outcomes that this Plan seeks to achieve connect to Massachusetts' priority outcome areas of economic and workforce development, education, healthcare, housing, and infrastructure. See Section 2.2.3 for more information on Massachusetts' priority outcome areas.

Priority Outcome Area	Key Performance Indicators	Long-Term Intended Outcomes
Economic & Workforce Development	• Share of residents who report using the internet to conduct job searches, access healthcare, engage civically	• Higher rates of employment in Massachusetts • Libraries and public and community spaces function as accessible hubs for digital literacy learning • Residents have consistent access to low-cost, high quality, updated, accessible devices • 100% of residents are comfortable navigating digital spaces to meet their needs
Education	• Share of residents who report using the internet to conduct job searches, access healthcare, engage civically • Share of K-12 students with access to digital literacy skills • Share of Adult Basic Education students with access to digital literacy skills • Share of schools with an instructional technology coach • Share of courses that integrate digital literacy skills in the curriculum • Share of teachers that receive digital literacy training • Number of digital navigators deployed across the state	• 100% of residents are comfortable navigating digital spaces to meet their needs • Libraries and public and community spaces function as accessible hubs for digital literacy learning • Adult Basic Education programs are used for digital literacy training for adults • Residents have consistent access to low-cost, high quality, updated, accessible devices
Healthcare	• Share of residents who report using the internet to conduct job searches, access healthcare, engage civically • Share of healthcare facilities that include a digital access question on their social determinants of health intake form • Share of healthcare facilities that have access to digital literacy resources for patients	• Improvement in health outcomes

Housing	• Share of homes that are future-proofed to new technologies and higher speeds Share of residents that have availability of high-speed internet, are connected, and are successfully using it • Share of newly developed affordable housing units that provide free broadband • Share of residents in existing affordable housing stock that have availability of reliable internet service • Share of residents in existing affordable housing stock that can afford internet service • Share of residents in existing affordable housing stock that are confident using internet service	• 100% of residents across the state have access to affordable, future-proof, high-speed internet with consistent quality of service • All affordable housing residents across the state have access to free or low-cost, future-proof, high speed internet with consistent quality of service
Infrastructure	• Share of homes that are future-proofed to new technologies and higher speeds • Share of cases where residents flag inadequate quality of service that are resolved • Share of residents that report their internet meeting quality of service needs	• 100% of residents across the state have access to affordable, future-proof, high-speed internet with consistent quality of service • Libraries and public and community spaces function as accessible hubs for digital literacy learning
Other	• Share of residents who can afford the internet plan they need • Share of residents who have the devices they need • Share of residents who say they are confident in using the internet • Share of residents enrolled in ACP or similar program • Number of devices distributed	• 100% of residents feel comfortable accessing essential resources and services • 100% of residents feel safer online and understand internet safety guidance

3.2.5. Regional Snapshots

This section synthesizes findings by each of the seven Regions. For each Region, MBI summarized:

- Demographic information from the region to help compare regional covered populations to the broader composition of the state.

- Selected survey data across the five Measurable Objective categories.

- Significant findings from focus groups to provide nuance and further depth on challenges affecting covered populations in specific regions.

Additionally, each snapshot contains a map illustrating the areas that MBI will focus digital equity initiatives, as measured by the combined availability, affordability, and adoption needs (AAA needs) for high-speed internet. This map is a visual, geographic representation of a composite score generated by processing data related to each of these topics with **darker colors showing areas that are most underserved**

and will be priority for future investments. Specifically, MBI created maps showing how residents across the Commonwealth were faring on the following measures of digital equity:

- Availability: whether residents have high-quality, high-speed internet available for them to use, regardless of their ability to pay for this service. MBI measured this by computing the percentage of households with high quality internet and measurements of internet service.

- Affordability: whether residents can pay for high-speed internet, regardless of the availability of high-speed internet. MBI measured this by calculating the percentage of households living in poverty.

- Adoption: as the combined outcome of both availability and affordability, whether residents subscribe to high-speed internet plans. To measure this, MBI examined whether households had digital devices in their homes and whether households had internet availability but no subscriptions.

The Appendix includes more detail on variables that informed each of the measures above. MBI used these data sources to create composite index scores that identify areas of need for broadband availability, affordability, and adoption across the Commonwealth. Additional maps of where covered populations live in the Commonwealth, included in Section 3.2.4 Needs and Barriers by Covered Population, highlight relationships between internet need and other socioeconomic factors.

Figure 19: Map of Availability, Access, and Adoption Needs

Legend
The AAA gap score ranges in value from 0 to 100, where 100 indicates the highest needs in availability, adoption, and affordability of internet.

LOW   MEDIUM   HIGH
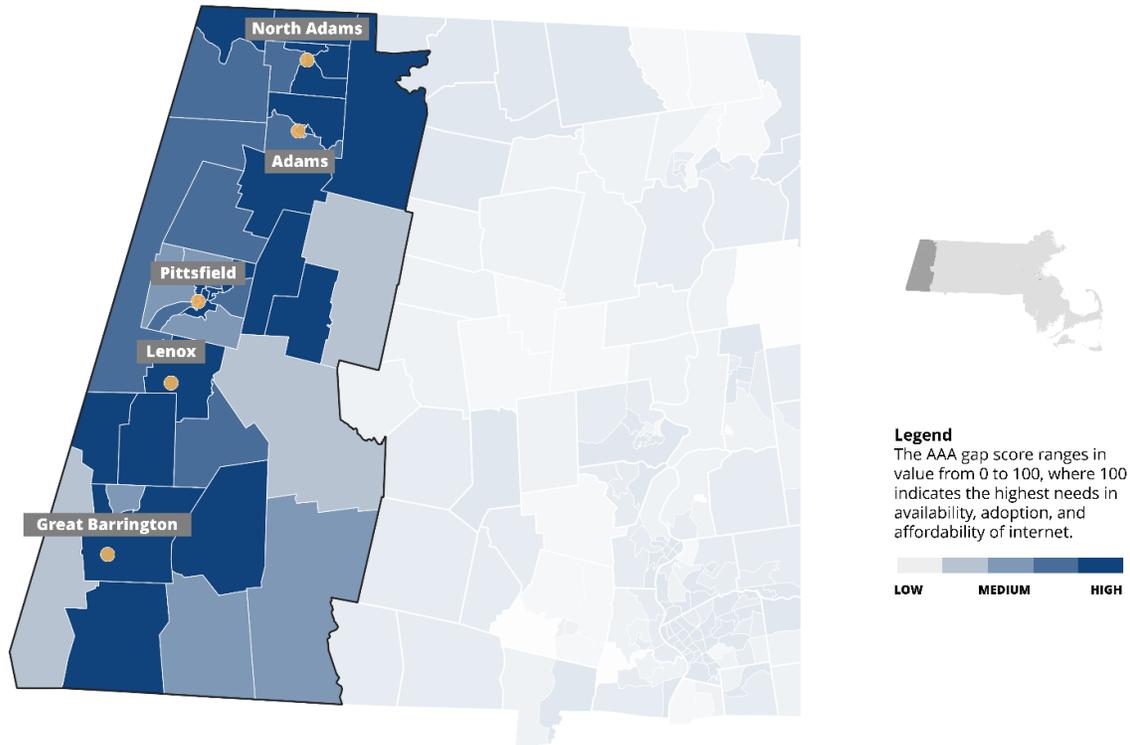
Figure 2: Venn Diagram of Digital Equity Gaps

Of **55,500 households** in the Berkshires...
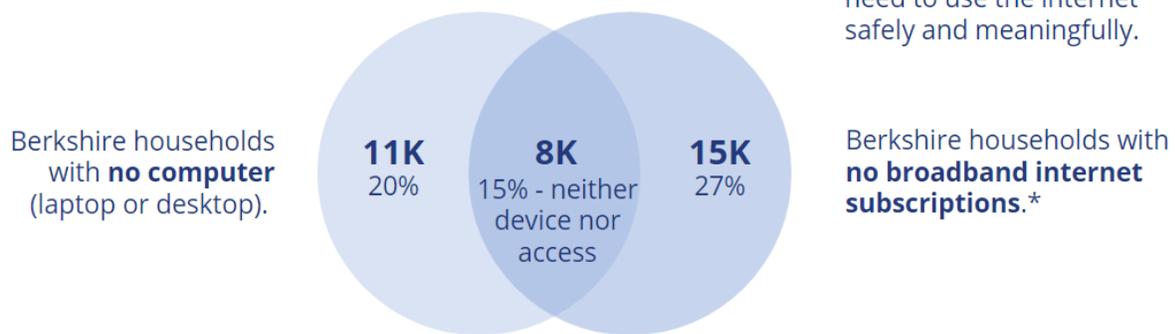
Many more face challenges with finding the support they need to use the internet safely and meaningfully.

Berkshire households with **no computer** (laptop or desktop).

11K
20%

8K
15% - neither device nor access

15K
27%

Berkshire households with **no broadband internet subscriptions.***

These challenges have **disproportionate impact for specific population groups** depending on a range of socioeconomic, historical, and geographic factors.

* Residents with no broadband access (cable, fiber optic, or DSL) in their household. **Source:** U.S. Census Bureau

The Berkshires contains a higher share of rural inhabitants (66%) than other parts of the state (10%) [62]. Availability, access, and adoption needs are highest in rural areas and in the urban setting of Pittsfield.

Focus group participants noted that they wished there was better service in rural areas, and many rely on community spaces such as libraries to use the Internet to meet their needs. In the Berkshires listening session, residents described reliability issues with internet service, focusing on the impact of weather-related disturbances to technologies such as satellite service and the challenge of navigating data caps. Participants also named the lack of competition, noting that "One ISP is the only game in town" and that it is "very cost prohibitive for lots of people." Overall, residents noted that the older housing stock in the region contributes to lower quality infrastructural connections.

The Berkshires region contains[63]:

129,089 total residents

55,525 total households

$65,235 median household income

97% of locations in the region have broadband internet infrastructure available, compared to **99%** statewide [64]

Population	The Berkshires	Massachusetts
Low-income households	40%	39%
Aging individuals	32%	23%
Incarcerated individuals	0.1%	0.3%
Veterans	6%	4%
Individuals with disabilities	15%	11%
Households with Limited English	1%	6%
Racial and ethnic minorities	11%	25%
Rural inhabitants	66%	10%

Broadband Availability
- **90% of survey respondents from the Berkshires had internet service at home**.

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[62] American Community Survey (ACS) 2017-2021 5-Year Estimates.
[63] American Community Survey (ACS) 2017-2021 5-Year Estimates.
[64] See MBI's Massachusetts Broadband Map, https://mapping.massbroadband.org/map.

- Respondents from the Berkshires **were less likely to have internet service** than respondents from the other regions of Massachusetts.
- **70% of respondents from the Berkshires reported that their home internet service is good enough to meet their household's needs**.
- Survey respondents from the Berkshires without internet service at home **were more likely to connect at libraries, community centers, or retail stores** than respondents from the other regions of Massachusetts.
- Survey respondents from the Berkshires **were more likely to subscribe to a wireless connection (cable, fiber, or DSL)** than respondents from the other regions of Massachusetts.

Figure 20: Percentage of Respondents By Quality of Internet Service

How well does your home internet service work?

			Legend
70%	2%	28%	■ Good enough to meet my household's needs ■ I don't know ■ Not good enough to meet my household's needs

(0% — 20% — 40% — 60% — 80% — 100%)
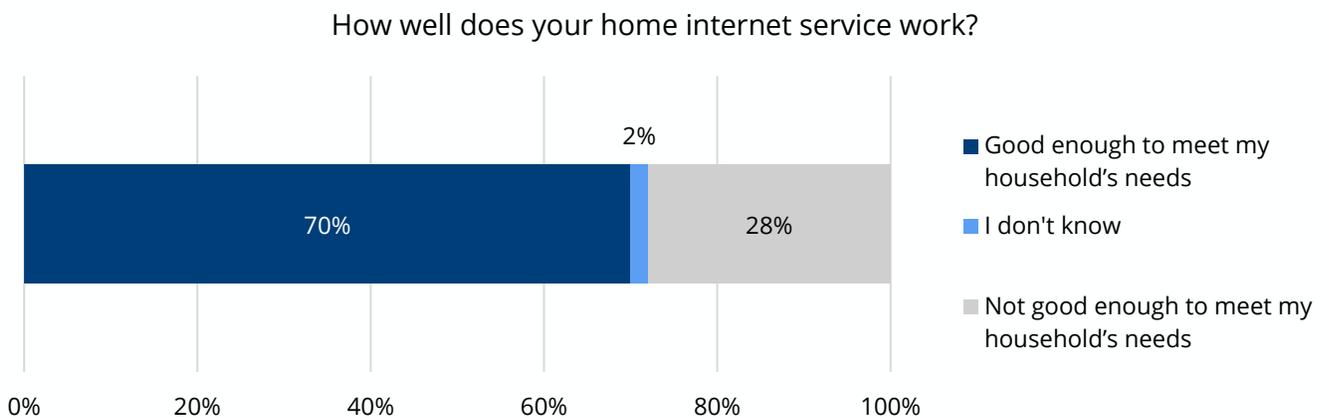
Broadband Affordability
- **62% of survey respondents from the Berkshires noted that the costs of their available monthly internet subscriptions are very or somewhat hard to afford.**
- In the Berkshires, **46% of respondents noted paying between $75 – $99 for internet service every month**.

Figure 21: Percentage of Respondents By Monthly Internet Costs

How much do you pay for the internet every month?

Legend:
- $0-24
- $100+
- $25-49
- $50-74
- $75-99

Values: 4%, 20%, 5%, 25%, 46%
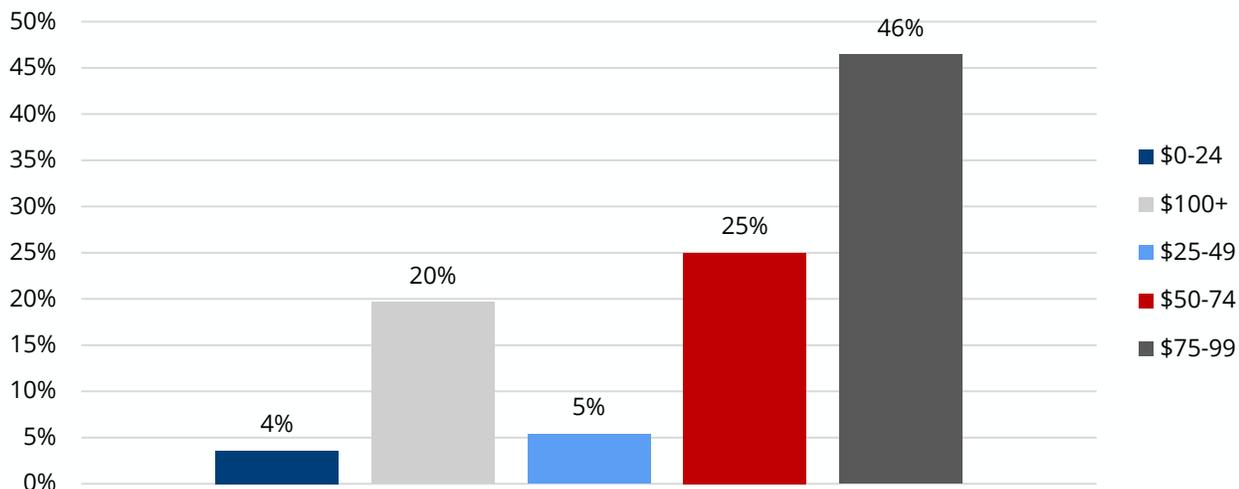
Devices
- **78% of survey respondents in the Berkshires had sufficient devices in their homes.**
- Residents of the region reported **using smartphones as the most common device used to get online**.
- In the Berkshires listening session, participants described challenges maintaining devices at home and being unaware of what equipment to upgrade to when their devices age.

Figure 22: Percent Respondents By Device Used to Connect to the Internet

Which of the following devices do you use most of the time to connect to the internet?

Legend:
- Desktop
- Laptop
- Smartphone
- Tablet
- Unanswered

Values: 12%, 26%, 37%, 20%, 4%
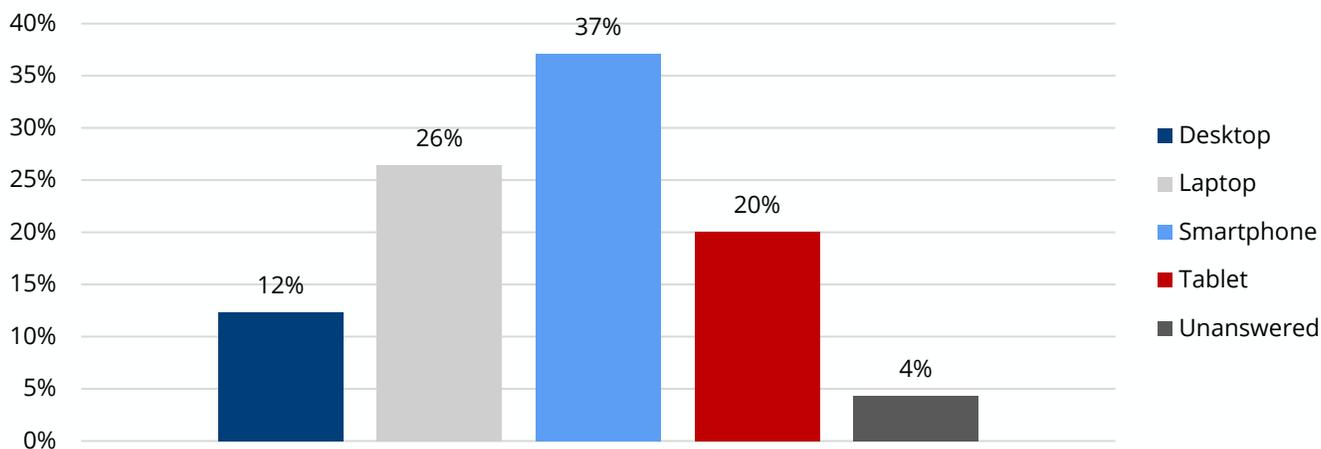
Internet Use & Digital Skills
- **13% of survey respondents from the Berkshires reported that they cannot regularly use the internet for online activities.**

- While survey respondents were less likely to have difficulty participating in local community events and general internet searching, they were **more likely to have difficulty finding transportation information** than respondents from the other regions of Massachusetts.
- To improve digital skills**, respondents were most interested in do-it-yourself training modules and online classes.**

Are you able to regularly use the internet for online activities?
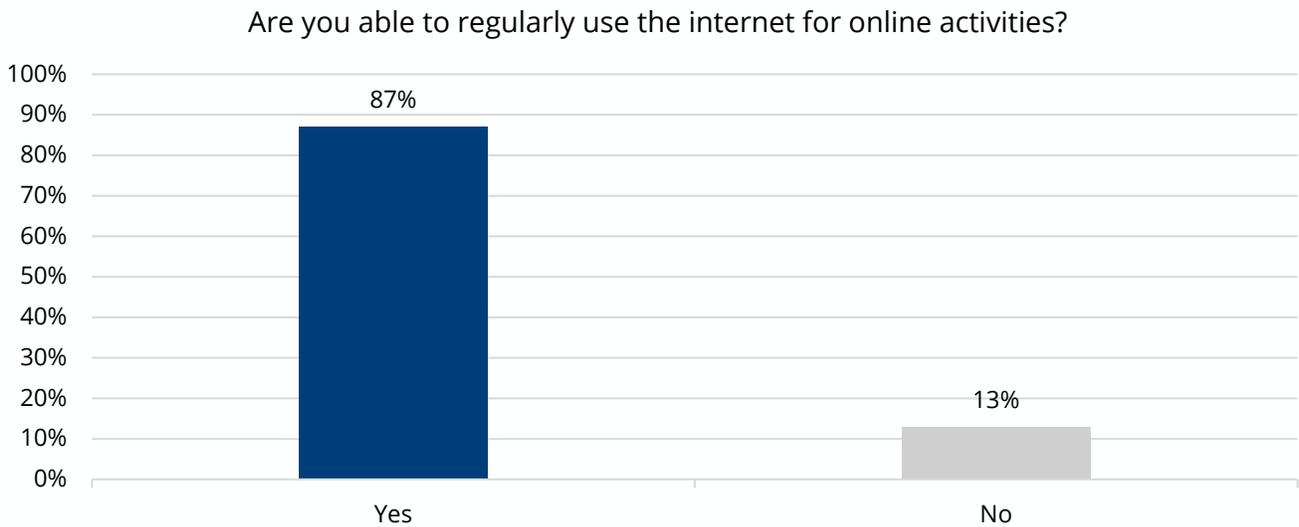
Online Privacy and Security
- **76% of survey respondents from the Berkshires were somewhat or very concerned about internet safety**.
- Respondents from the Berkshires were **most concerned about the risk of scams, stolen data, and surveillance online.**
- 29% of survey respondents from the region reported struggling to keep themselves safe from such dangers on the internet.

Figure 24: Percent Respondents by Awareness of Tools and Resources to Stay Safe Online
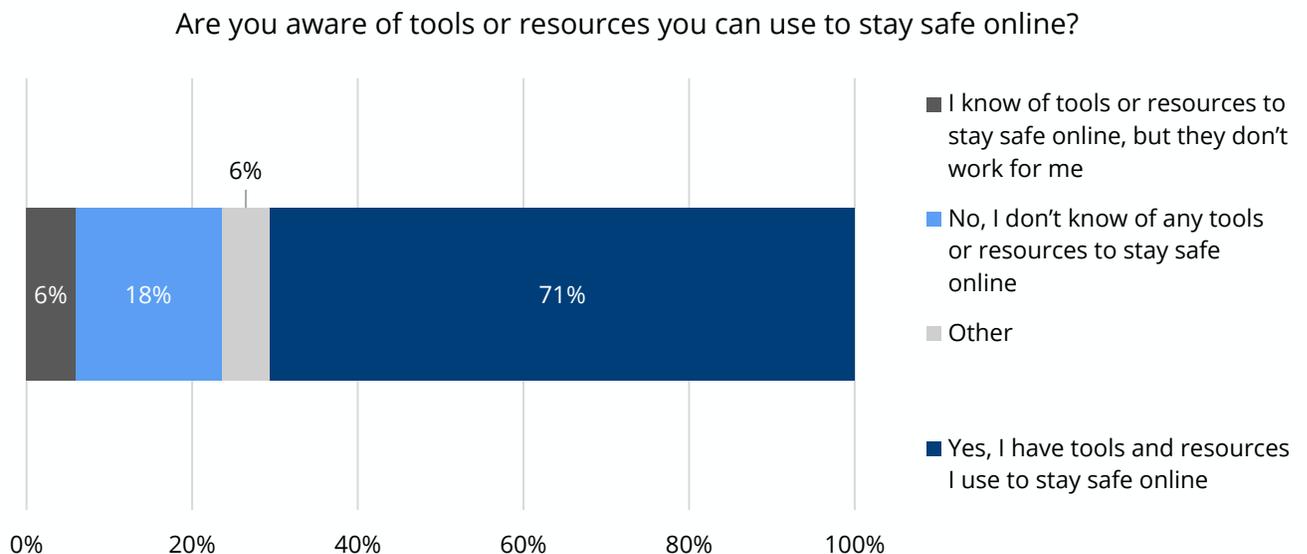
Are you aware of tools or resources you can use to stay safe online?

Accessibility of Online Government Services
- **Online government services were accessible to 74% of survey respondents in the Berkshires**, with 16% of survey respondents reporting poor performance while accessing these services.
- Focus group participants noted that they struggle to use online government services due to accessibility barriers, such as visual limitations, and a lack of assistive technology.
- In the Berkshires listening session, residents noted that information about ACP is often challenging to access.

Connecticut River Valley

Figure 25: Map of Availability, Access, and Adoption Needs

Legend
The AAA gap score ranges in value from 0 to 100, where 100 indicates the highest needs in availability, adoption, and affordability of internet.

LOW   MEDIUM   HIGH
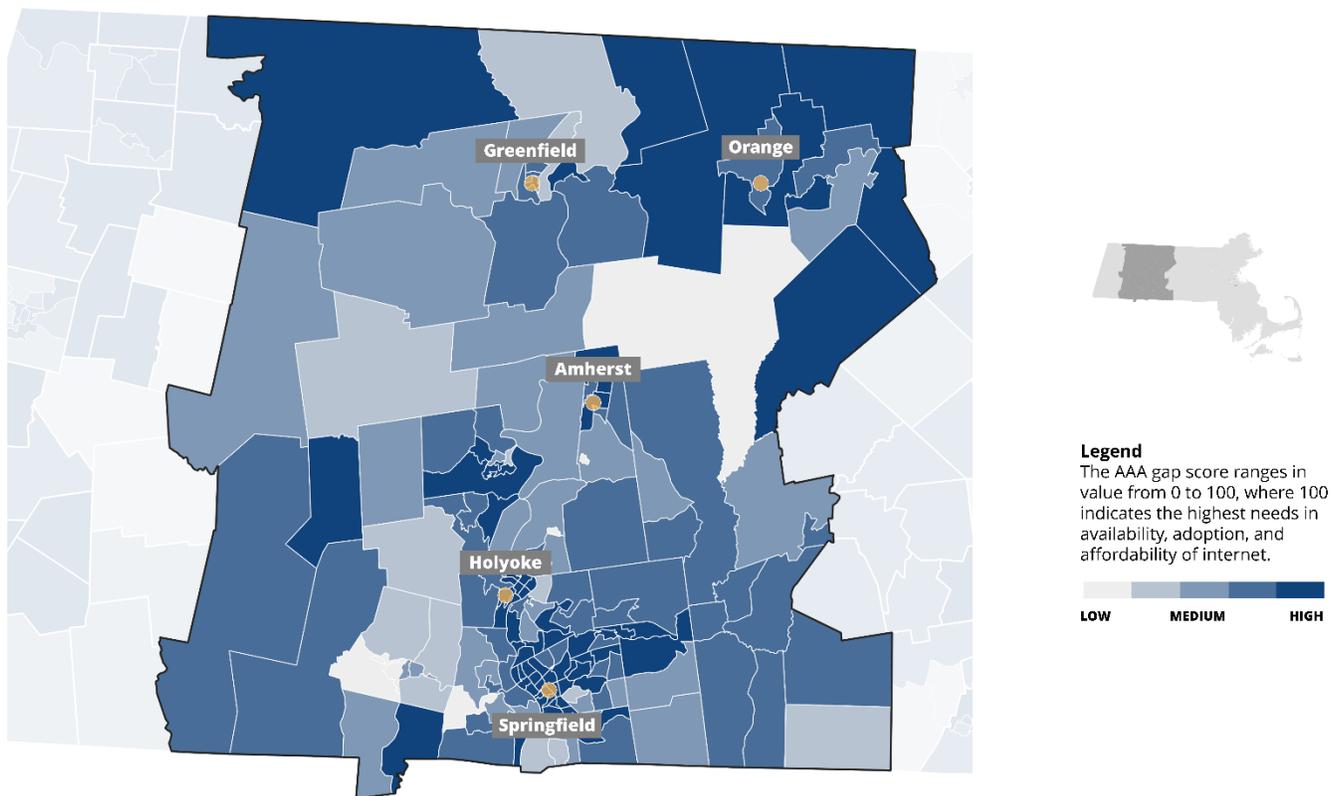
Figure 26: Venn Diagram of Digital Equity Gaps

Of **281,000 households** in the Connecticut River Valley Region...
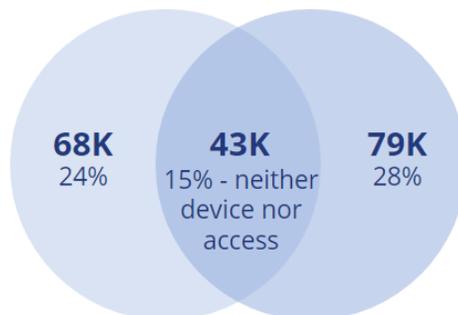
Many more face challenges with finding the support they need to use the internet safely and meaningfully.

Households with **no computer** (laptop or desktop).

68K
24%

43K
15% - neither device nor access

79K
28%

Households with **no broadband internet subscriptions.***

These challenges have **disproportionate impact for specific population groups** depending on a range of socioeconomic, historical, and geographic factors.

* Residents with no broadband access (cable, fiber optic, or DSL) in their household. **Source:** U.S. Census Bureau

The Connecticut River Valley contains a higher share of low-income households (54%) than other parts of the state (39%).[65] Availability, access, and adoption needs are highest in urban areas of Springfield and Holyoke.

Many focus group participants cited a lack of affordable options as a barrier to Internet adoption, with ISPs lacking affordable packages and prices rising every couple of years. Listening Session participants highlighted a lack of resources to train users on devices and new technologies.

The Connecticut River Valley region contains[66]:

715,632 total residents

281,463 total households

$67,120 median household income

99% of locations in the region have broadband internet infrastructure available, compared to **99%** statewide[67]

Population	Connecticut River Valley	Massachusetts
Low-income households	54%	39%
Aging individuals	25%	23%
Incarcerated individuals	0.3%	0.3%
Veterans	5%	4%
Individuals with disabilities	15%	11%
Households with Limited English	6%	6%
Racial and ethnic minorities	21%	25%
Rural inhabitants	27%	10%

Broadband Availability
- **97% of survey respondents from the Connecticut River Valley had internet service at home**.
- Respondents from the Connecticut River Valley **were more likely to have internet service** than respondents from the other regions of Massachusetts.
- **72% of respondents from the Connecticut River Valley reported that their home internet service is good enough to meet their household's needs**.

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[65] American Community Survey (ACS) 2017-2021 5-Year Estimates.
[66] American Community Survey (ACS) 2017-2021 5-Year Estimates.
[67] See MBI's Massachusetts Broadband Map, https://mapping.massbroadband.org/map.

- Survey respondents from the Connecticut River Valley without internet service at home **were less likely to connect at libraries, community centers, workplaces, or retail stores** than respondents from the other regions of Massachusetts.
- Survey respondents from the Connecticut River Valley **were more likely to subscribe to a wireless connection (cable, fiber, or DSL)** than respondents from the other regions of Massachusetts.

Figure 27: Percentage of Respondents By Quality of Internet Service

How well does your home internet service work?
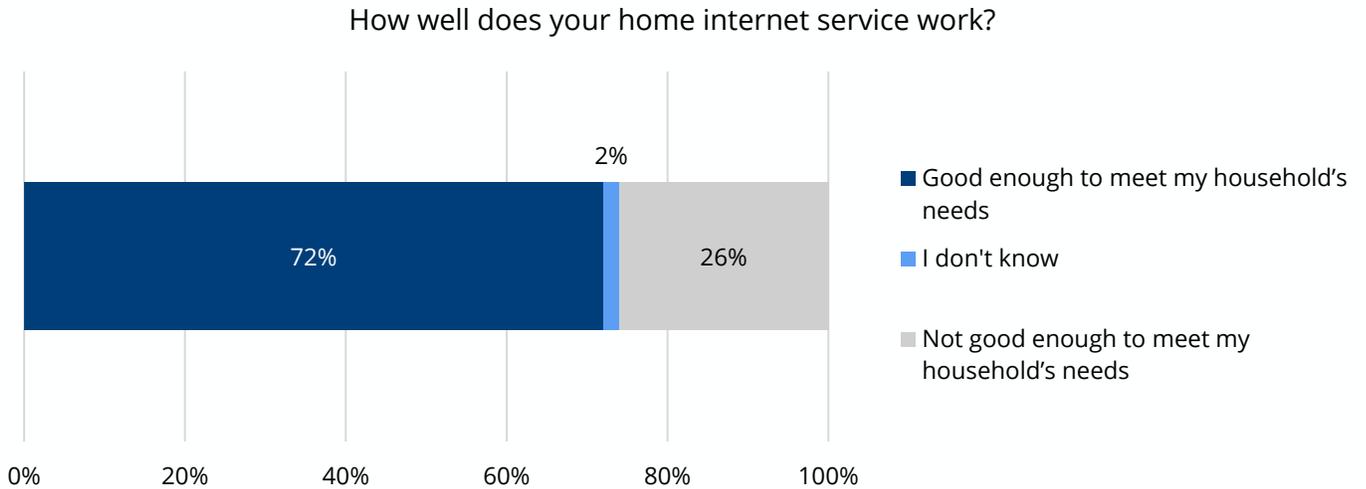
Broadband Affordability
- **50% of survey respondents from the Connecticut River Valley noted that the costs of their available monthly internet subscriptions are very or somewhat hard to afford.**
- Respondents from the Connecticut River Valley were **less likely to state that the cost of a subscription prevents them from subscribing to the internet** than respondents from the other regions of Massachusetts.
- In the Connecticut River Valley, **34% of respondents noted paying between $75 – $99 for internet service every month**.

How much do you pay for the internet every month?

Legend:
- $0-24
- $100+
- $25-49
- $50-74
- $75-99

Bar values: 6%, 23%, 7%, 30%, 34%
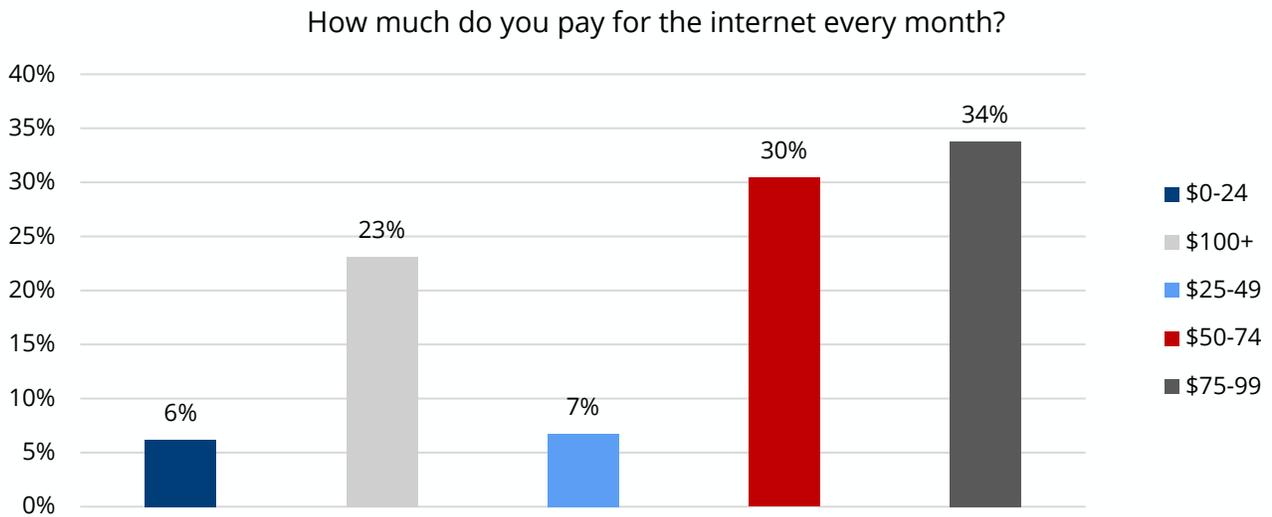
Devices

- **83% of survey respondents in the Connecticut River Valley had sufficient devices in their homes.** Respondents from the Connecticut River Valley were **more likely to report the presence of sufficient devices in their homes** than respondents from the other regions of Massachusetts.
- Respondents from the region reported **using smartphones as the most common device used to get online**.
- Survey respondents from the region were **more likely to use desktops and laptops to connect to the internet** than respondents from the other regions of Massachusetts.
- In the Connecticut River Valley listening session, participants described challenges understanding technological terms and communicating about issues they are facing with their devices.

Figure 29: Percent Respondents By Device Used to Connect to the Internet
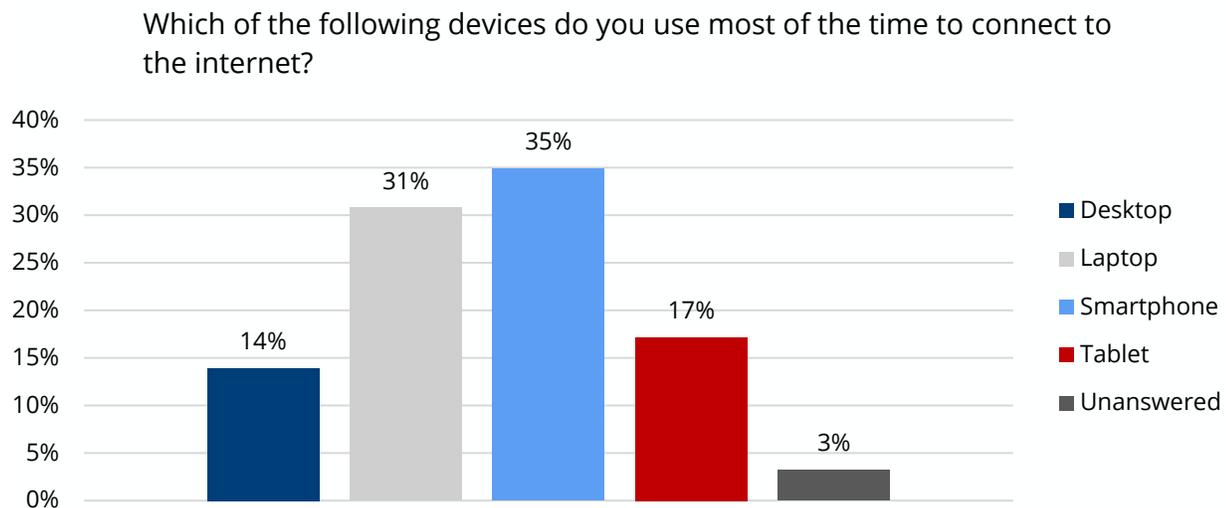
Which of the following devices do you use most of the time to connect to the internet?

Legend:
- Desktop
- Laptop
- Smartphone
- Tablet
- Unanswered

Bar values: 14%, 31%, 35%, 17%, 3%

Internet Use & Digital Skills

- **8% of survey respondents from the Connecticut River Valley reported that they cannot regularly use the internet for online activities.**
- Survey respondents were **less likely to have difficulty with general internet searching** than respondents from the other regions of Massachusetts.
- To improve digital skills**, respondents were most interested in do-it-yourself training modules.** Residents noted, however, that online trainings were not adequate replacements for live troubleshooting resources, community center tech events, or other in-person support.

Figure 30: Percentage of Respondents by Ability to Regularly Use the Internet

Are you able to regularly use the internet for online activities?
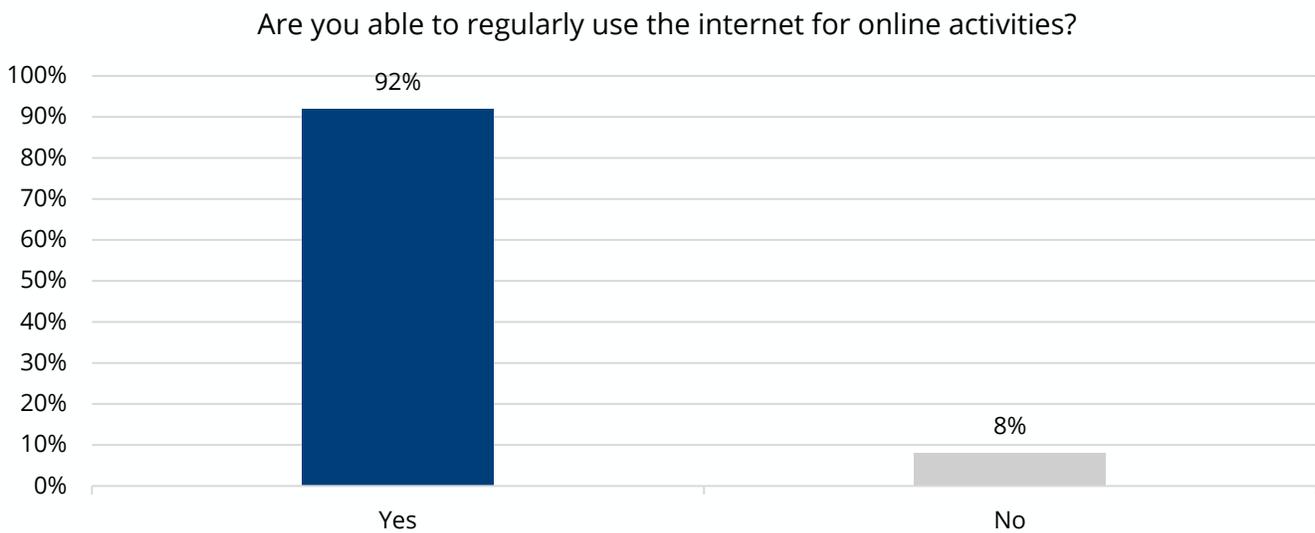
Online Privacy and Security

- **79% of survey respondents from the Connecticut River Valley were somewhat or very concerned about internet safety**.
- Survey respondents from the Connecticut River Valley **were more likely to be concerned about online scams, surveillance, and stolen data** than respondents from the other regions of Massachusetts.
- Respondents from the Connecticut River Valley were **most concerned about the risk of scams and stolen data.**
- 27% of survey respondents from the region reported struggling to keep themselves safe from such dangers on the internet.

Are you aware of tools or resources you can use to stay safe online?

Legend:
- ■ I know of tools or resources to stay safe online, but they don't work for me
- ■ No, I don't know of any tools or resources to stay safe online
- ■ Other
- ■ Yes, I have tools and resources I use to stay safe online

Bar values: 7% | 18% | 1% | 73%
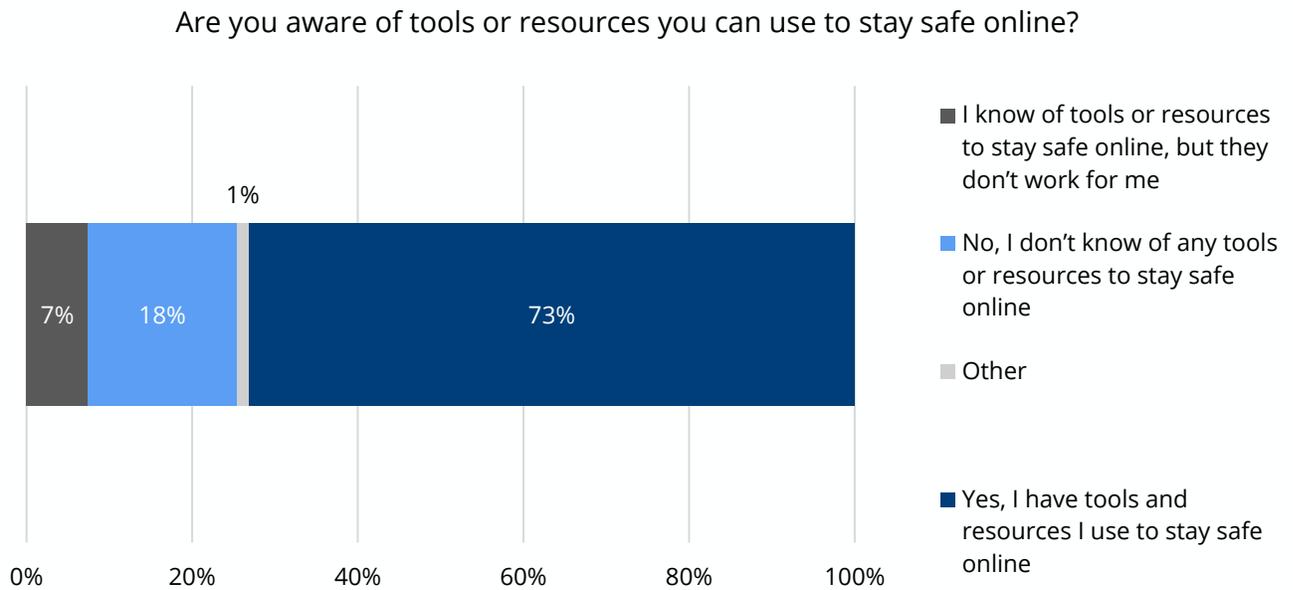
Accessibility of Online Government Services
- **Online government services were accessible to 79% of survey respondents in the Connecticut River Valley**, with 16% of survey respondents reporting poor performance while accessing these services.
- Respondents from the Connecticut River Valley **were more likely to be aware of the ACP subsidy** than respondents from the other regions of Massachusetts.
- Focus group participants noted considerable frustration communicating with ISPs to get ACP discounts, as well as general challenges using online government site accessibility.
- In the Connecticut River Valley listening session, residents noted that ongoing investment in programs to support accessibility of benefits would be more beneficial than one-time investments in the region.

Springfield

<u>Figure 32: Map of Availability, Access, and Adoption Needs in the City of Springfield</u>
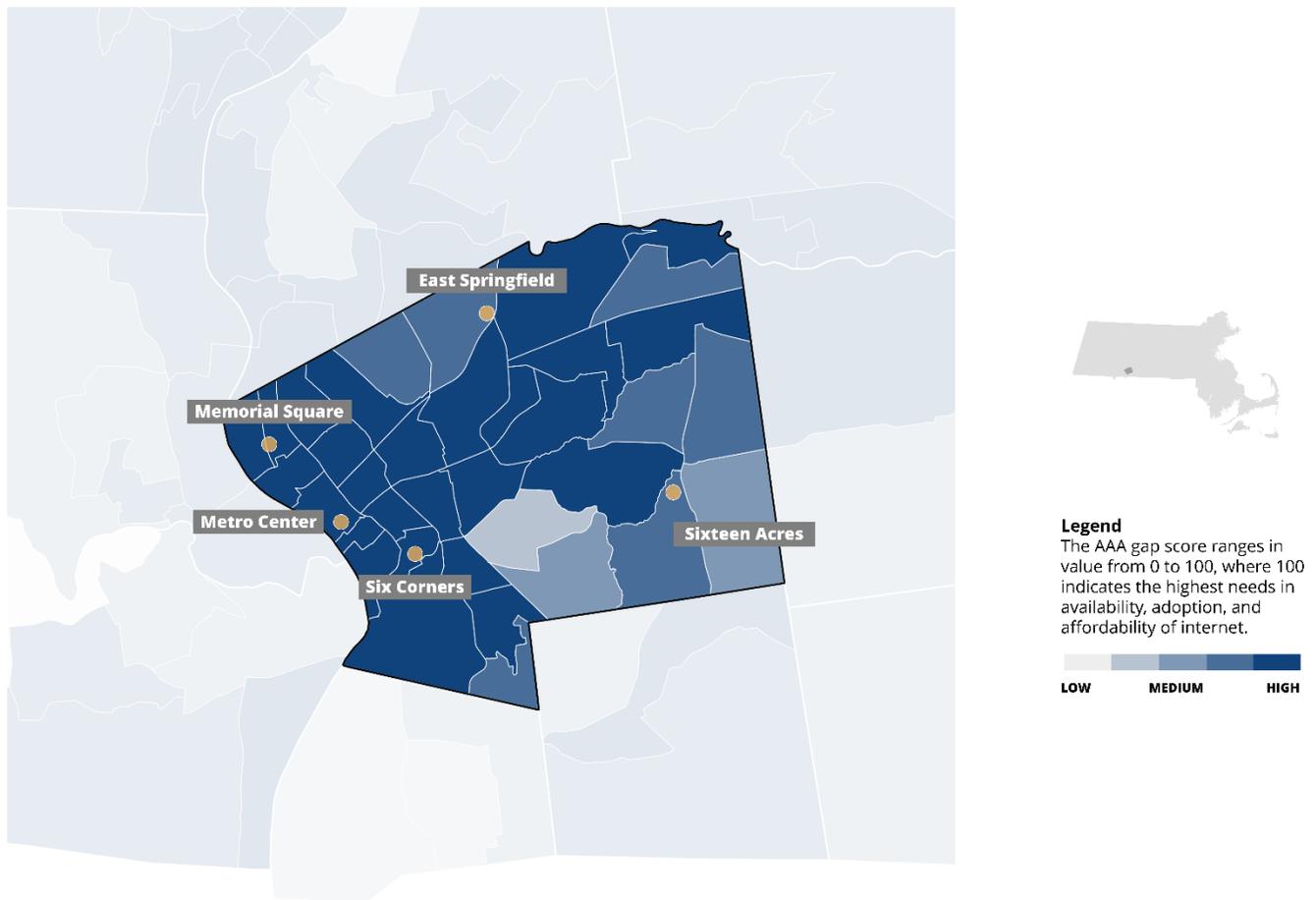
As one of the three largest cities in the Commonwealth, broadband needs in the City of Springfield differ from that of the greater region around it. Additionally, Springfield contains a higher concentration of Covered Populations including racial and ethnic minorities and low-income households than in the broader Connecticut River Valley.

Availability, affordability, and adoption needs are highest in the City of Springfield in neighborhoods near Metro Center, Memorial Square, and Six Corners. In the Connecticut River Valley listening session, participants identified some successful assets providing digital literacy training such as Springfield Tech and Tech Foundry while highlighting the need for more robust programming to serve the needs of the community.

Figure 33: Map of Availability, Access, and Adoption Needs

Legend
The AAA gap score ranges in value from 0 to 100, where 100 indicates the highest needs in availability, adoption, and affordability of internet.

LOW   MEDIUM   HIGH
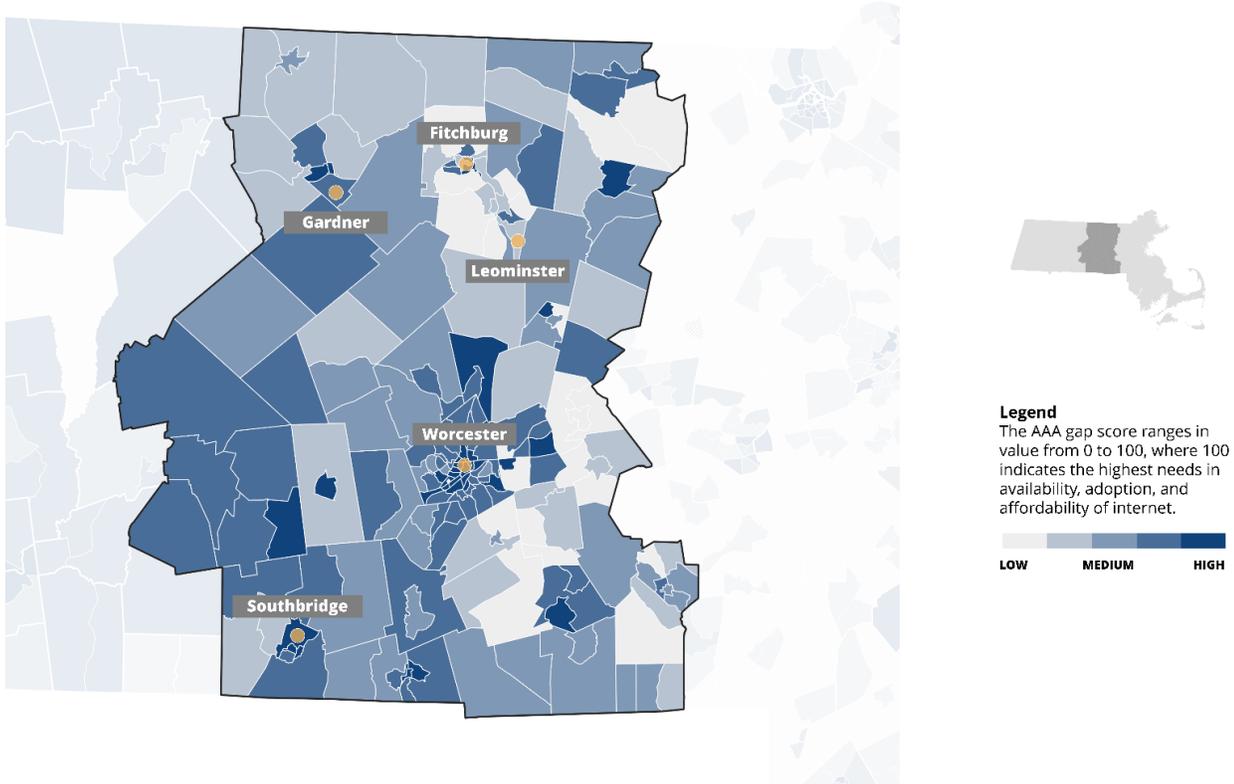
Figure 34: Venn Diagram of Digital Equity Gaps

Of **335,500 households** in the region...

Many more face challenges with finding the support they need to use the internet safely and meaningfully.

Central MA households with **no computer** (laptop or desktop).
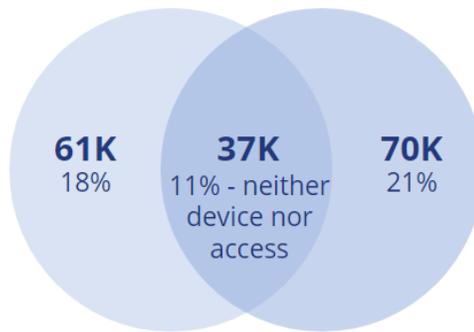
61K
18%

37K
11% - neither device nor access

70K
21%

Central MA households with **no broadband internet subscriptions**.*

These challenges have **disproportionate impact for specific population groups** depending on a range of socioeconomic, historical, and geographic factors.

* Residents with no broadband access (cable, fiber optic, or DSL) in their household. **Source:** U.S. Census Bureau

Central Massachusetts contains a higher share of rural inhabitants (24%) than other parts of the state (10%)[68]. Availability, access, and adoption needs are highest in urban areas of Worcester and in rural towns.

In focus groups, participants highlighted issues obtaining necessary technologies to use the internet safely. Listening Session participants cited technical challenges with incumbent ISPs, inconsistent quality of service, language barriers, and difficulties navigating affordable options as barriers to Digital Equity in the region.

Central Massachusetts region contains[69]:

881,060 total residents

335,570 total households

$87,200 median household income

96% of locations in the region have broadband internet infrastructure available, compared to **99%** statewide[70]

Population	Central Massachusetts	Massachusetts
Low-income households	39%	39%
Aging individuals	23%	23%
Incarcerated individuals	< 0.01%	0.3%
Veterans	5%	4%
Individuals with disabilities	12%	11%
Households with Limited English	5%	6%
Racial and ethnic minorities	20%	25%
Rural inhabitants	24%	10%

Broadband Availability
- **96% of survey respondents from Central Massachusetts had internet service at home**.
- Respondents from Central Massachusetts **were more likely to have internet service** than respondents from the other regions of Massachusetts.
- **71% of respondents from Central Massachusetts reported that their home internet service is good enough to meet their household's needs**.

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[68] American Community Survey (ACS) 2017-2021 5-Year Estimates.
[69] American Community Survey (ACS) 2017-2021 5-Year Estimates.
[70] See MBI's Massachusetts Broadband Map, https://mapping.massbroadband.org/map.

- Survey respondents from Central Massachusetts without internet service at home **were less likely to connect at libraries, community centers, workplaces, schools, the homes of family or friends, or on public transportation** than respondents from the other regions of Massachusetts.
- Survey respondents from Central Massachusetts **were more likely to subscribe to a wireless connection (cable, fiber, or DSL)** than respondents from the other regions of Massachusetts.

Figure 35: Percentage of Respondents By Quality of Internet Service

How well does your home internet service work?

71% — Good enough to meet my household's needs
1% — I don't know
28% — Not good enough to meet my household's needs
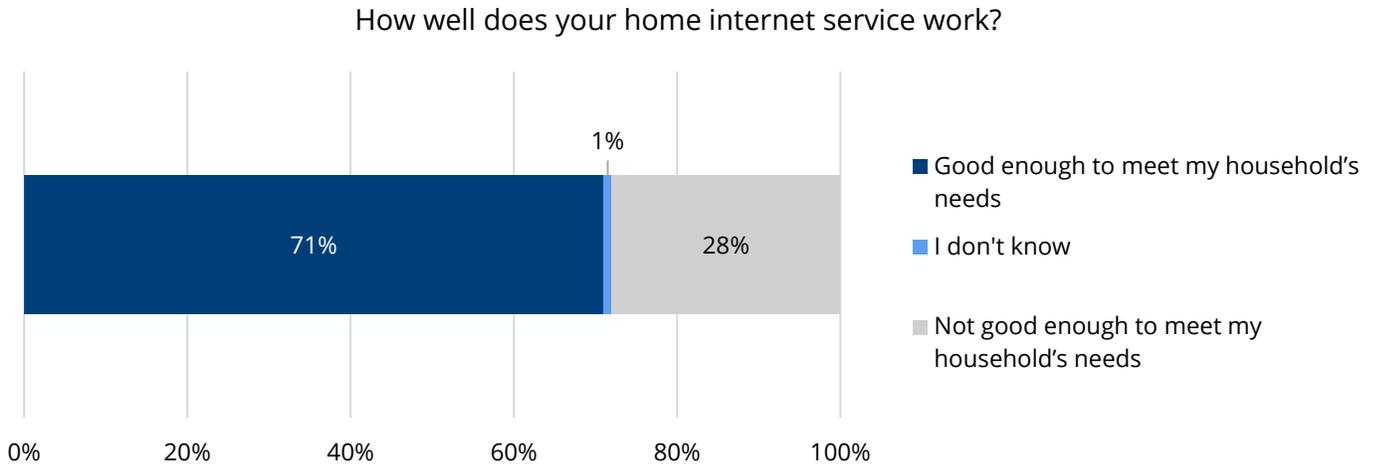
Broadband Affordability
- **60% of survey respondents from Central Massachusetts noted that the costs of their available monthly internet subscriptions are very or somewhat hard to afford.**
- In Central Massachusetts, **44% of respondents noted paying between $75 – $99 for internet service every month**.
- In the Central Massachusetts listening session, participants described challenges understanding the complete cost of an internet subscription and detailed frustrations with add-on expenses that are billed after subscription.

How much do you pay for the internet every month?

Legend:
- $0-24
- $100+
- $25-49
- $50-74
- $75-99

Values: 2%, 24%, 11%, 20%, 44%
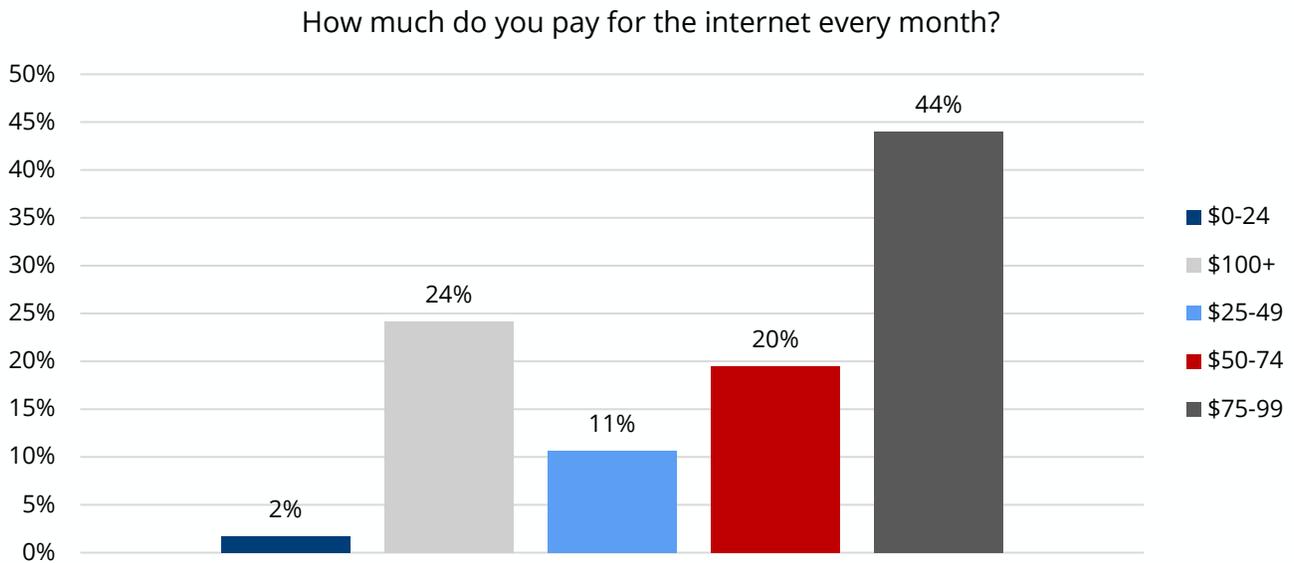
Devices

- **84% of survey respondents in Central Massachusetts had sufficient devices in their homes.** Respondents from Central Massachusetts were **more likely to report the presence of sufficient devices in their homes** than respondents from the other regions of Massachusetts.
- Respondents from the region reported **using smartphones as the most common device used to get online**.
- Survey respondents from the region were **more likely to use tablets to connect to the internet** than respondents from the other regions of Massachusetts.

Figure 37: Percent Respondents By Device Used to Connect to the Internet
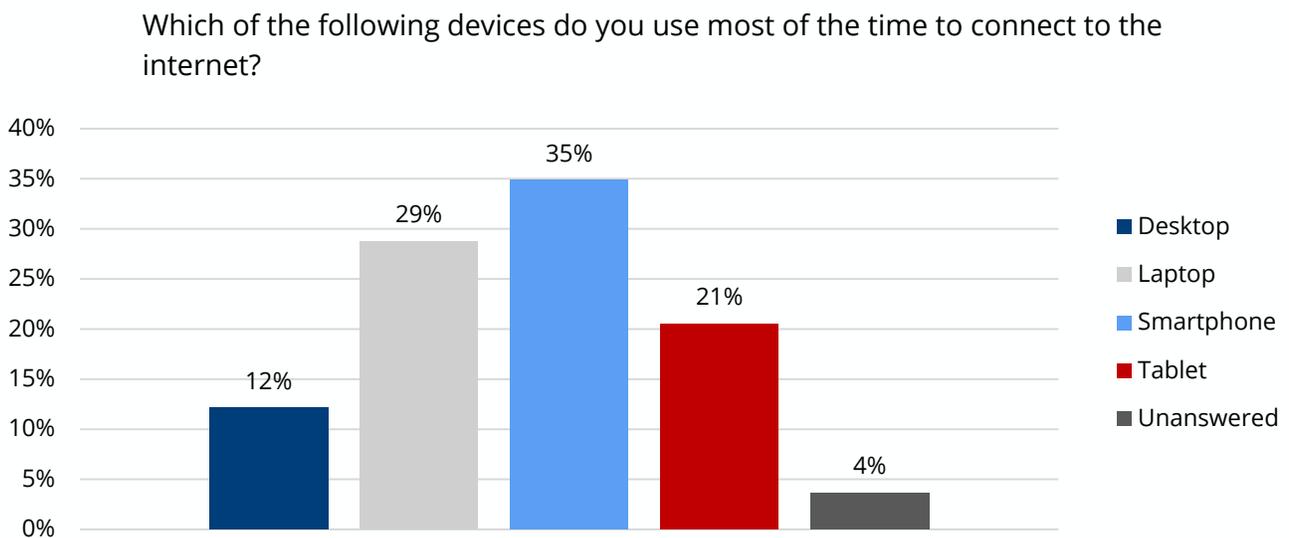
Which of the following devices do you use most of the time to connect to the internet?

Legend:
- Desktop
- Laptop
- Smartphone
- Tablet
- Unanswered

Values: 12%, 29%, 35%, 21%, 4%

Internet Use & Digital Skills
- **8% of survey respondents from Central Massusetts reported that they cannot regularly use the internet for online activities.**
- To improve digital skills**, respondents are most interested in do-it-yourself training modules.**
- In the Central Massachusetts listening session, participants described not knowing the extent of what they could use the internet for and the need for more information on the possibilities of the digital world.

Figure 38: Percentage of Respondents by Ability to Regularly Use the Internet

Are you able to regularly use the internet for online activities?
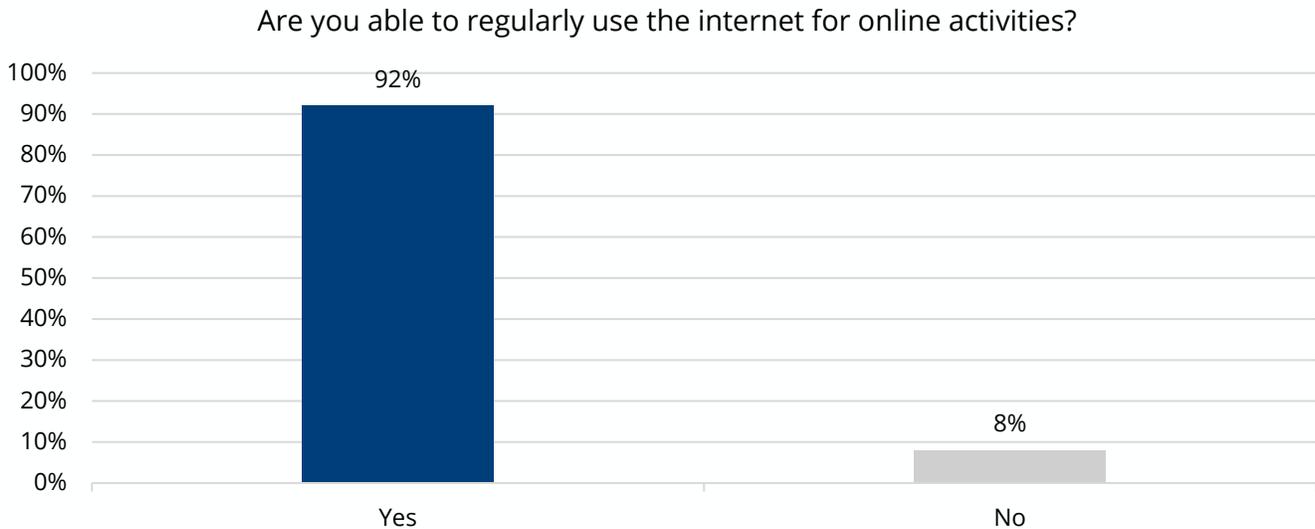
Online Privacy and Security
- **76% of survey respondents from Central Massachusetts were somewhat or very concerned about internet safety**.
- Survey respondents from Central Massachusetts **were more likely to be concerned about online scams, surveillance, and stolen data** than respondents from the other regions of Massachusetts.
- Respondents from Central Massachusetts were **most concerned about the risk of scams and stolen data.**
- 23% of survey respondents from the region reported struggling to keep themselves safe from such dangers on the internet.

Are you aware of tools or resources you can use to stay safe online?

Legend:
- I know of tools or resources to stay safe online, but they don't work for me
- No, I don't know of any tools or resources to stay safe online
- Other
- Yes, I have tools and resources I use to stay safe online

Values: 2%, 1%, 19%, 77%
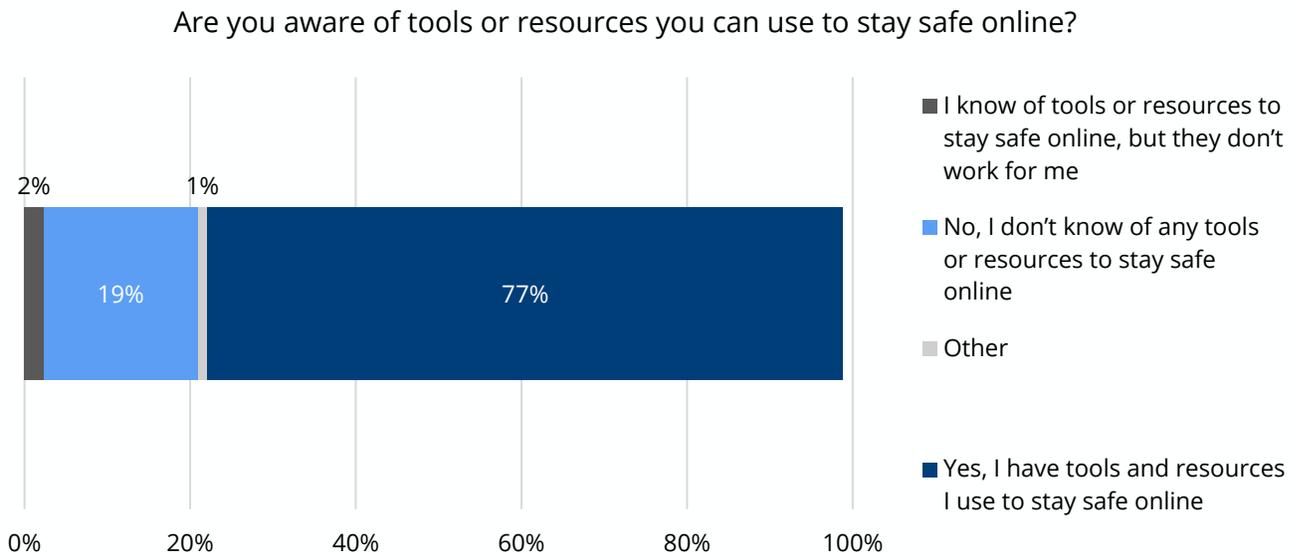
Accessibility of Online Government Services

- **Online government services were accessible to 78% of survey respondents in Central Massachusetts**, with 11% of survey respondents reporting poor performance while accessing these services.
- In the Central Massachusetts Listening Session, participants cited specific challenges with understanding how to engage with civil processes and access information.

Worcester

Figure 40: Map of Availability, Access, and Adoption Needs in the City of Worcester
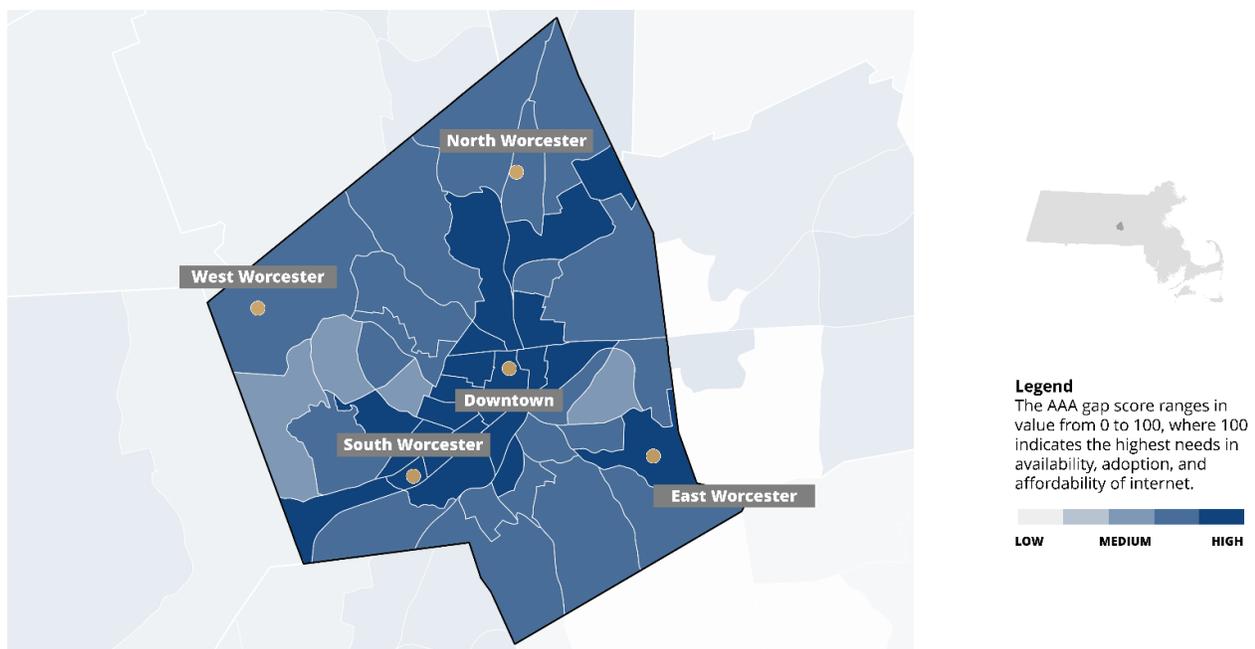
Legend
The AAA gap score ranges in value from 0 to 100, where 100 indicates the highest needs in availability, adoption, and affordability of internet.

LOW   MEDIUM   HIGH

As one of the three largest cities in the commonwealth, broadband needs in the City of Worcester differ from that of the greater region around it. Additionally, Worcester contains a higher concentration of covered populations including racial and ethnic minorities and low-income households than in the broader Central Massachusetts region.

Availability, affordability, and adoption needs are highest in the City of Worcester in neighborhoods near Downtown, East Worcester, and South Worcester. In the Central Massachusetts listening session, participants described the challenge of getting community input and participation in broadband planning initiatives such as the statewide survey given the complexity of the issues and the lack of accessible explanation materials.

Figure 41: Map of Availability, Access, and Adoption Needs

Legend
The AAA gap score ranges in value from 0 to 100, where 100 indicates the highest needs in availability, adoption, and affordability of internet.

LOW   MEDIUM   HIGH
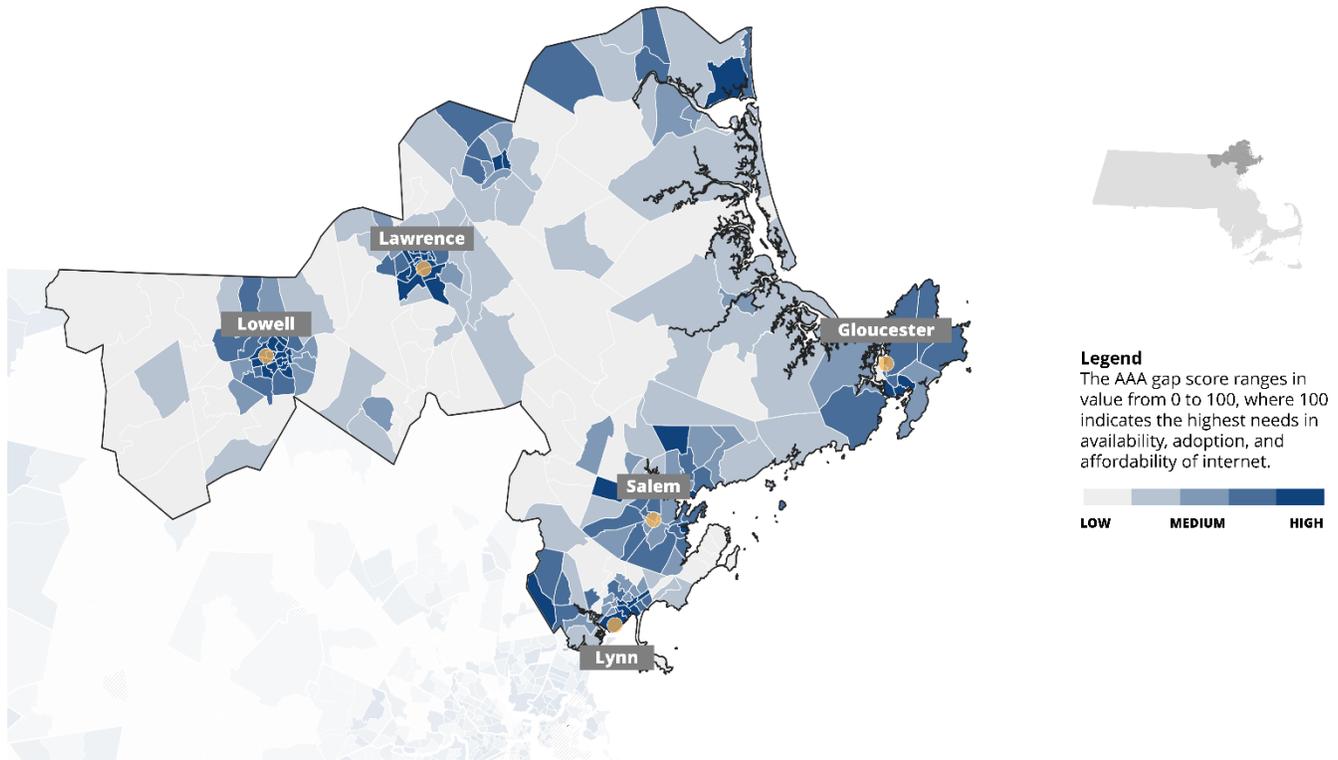
Figure 42: Venn Diagram of Digital Equity Gaps

Of **402,000 households** in the region...
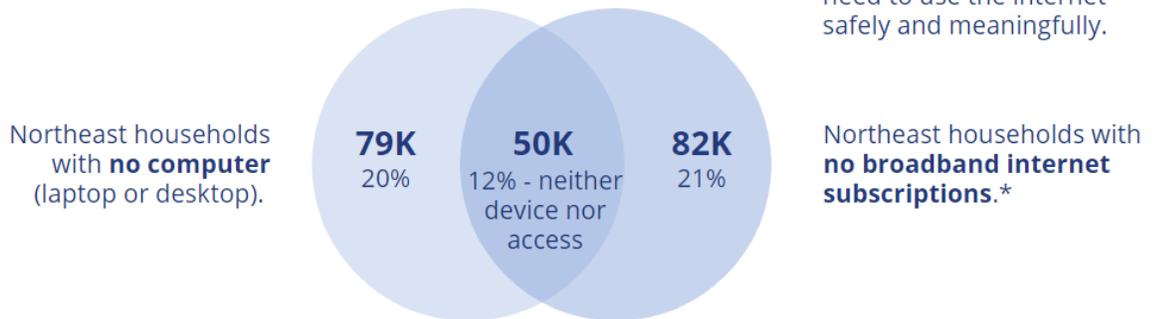
Many more face challenges with finding the support they need to use the internet safely and meaningfully.

Northeast households with **no computer** (laptop or desktop).

79K 20%

50K 12% - neither device nor access

82K 21%

Northeast households with **no broadband internet subscriptions**.*

These challenges have **disproportionate impact for specific population groups** depending on a range of socioeconomic, historical, and geographic factors.

* Residents with no broadband access (cable, fiber optic, or DSL) in their household. **Source:** U.S. Census Bureau

The Northeast contains a higher share of low-income households (42%) than other parts of the state (39%) [71]. Availability, access, and adoption needs are highest in urban areas of Lowell, Lawrence, and Lynn.

Many focus group participants spoke about their experiences with poor internet quality, as well as lack of devices in the home and the need for digital skills training. Listening session participants described difficulties using online resources due to language barriers and the accessibility of training resources.

The Northeast region contains[72]:

1,059,483 total residents

401,940 total households

$93,900 median household income

99% of locations in the region have broadband internet infrastructure available, compared to **99%** statewide [73]

Population	Northeast	Massachusetts
Low-income households	42%	39%
Aging individuals	25%	23%
Incarcerated individuals	0.2%	0.3%
Veterans	4%	4%
Individuals with disabilities	12%	11%
Households with Limited English	7%	6%
Racial and ethnic minorities	25%	25%
Rural inhabitants	3%	10%

Broadband Availability
- **92% of survey respondents from the Northeast had internet service at home**.
- Respondents from the Northeast **were less likely to have internet service** than respondents from the other regions of Massachusetts.
- **73% of respondents from the Northeast reported that their home internet service is good enough to meet their household's needs**.

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[71] American Community Survey (ACS) 2017-2021 5-Year Estimates.
[72] American Community Survey (ACS) 2017-2021 5-Year Estimates.
[73] See MBI's Massachusetts Broadband Map, https://mapping.massbroadband.org/map.

- Respondents from the Northeast **were more likely to state that not wanting a subscription prevents them from subscribing to an internet plan** than respondents from the other regions of Massachusetts.
- Survey respondents from the Northeast **were less likely to subscribe to a wireless connection (cable, fiber, or DSL)** than respondents from the other regions of Massachusetts.

Figure 43: Percentage of Respondents By Quality of Internet Service

How well does your home internet service work?

■	Good enough to meet my household's needs
■	I don't know
■	Not good enough to meet my household's needs
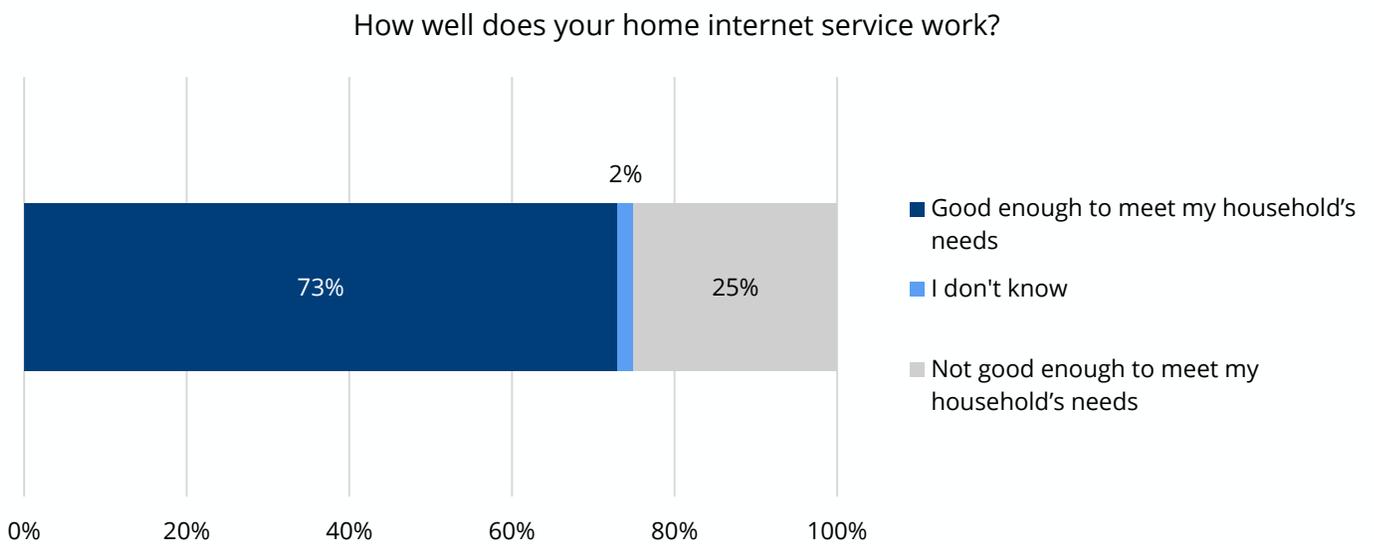
Broadband Affordability
- **65% of survey respondents from the Northeast noted that the costs of their available monthly internet subscriptions are very or somewhat hard to afford.**
- In the Northeast, **26% of respondents noted paying over $100 for internet service every month**.
- Respondents from the Northeast **were more likely to state that the cost of a subscription prevents them from subscribing to an internet plan** than respondents from the other regions of Massachusetts.

How much do you pay for the internet every month?

Legend:
- $0-24
- $100+
- $25-49
- $50-74
- $75-99

Bar values: 23%, 26%, 7%, 20%, 24%
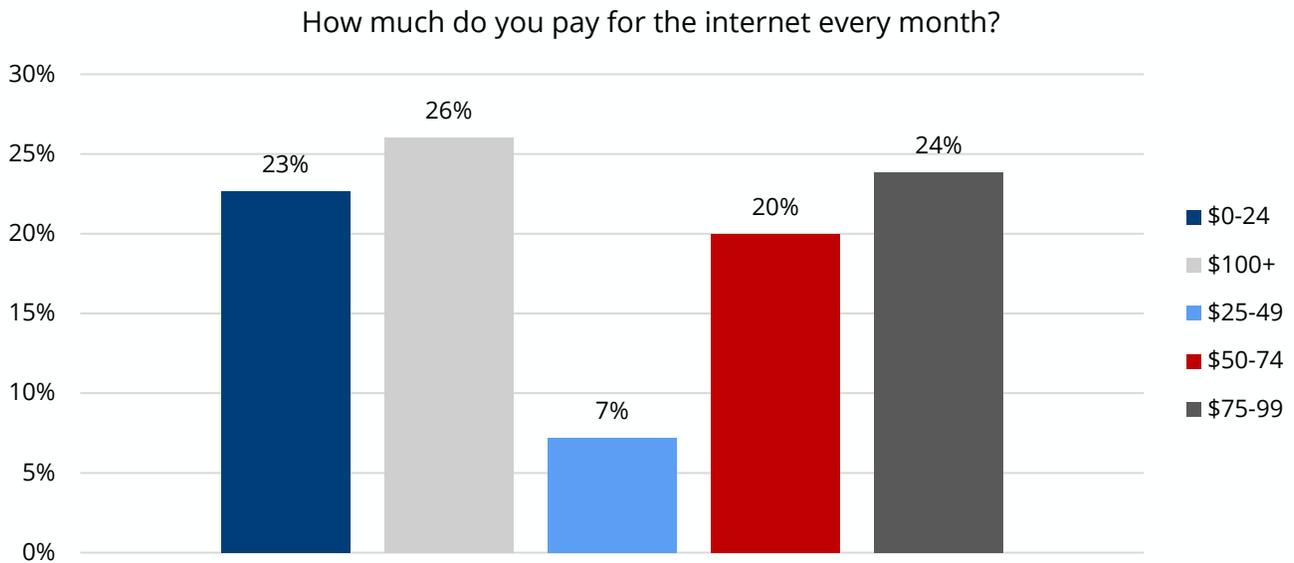
Devices
- **73% of survey respondents in the Northeast had sufficient devices in their homes.** Respondents from the Northeast **were less likely to report the presence of sufficient devices in their homes** than respondents from the other regions of Massachusetts.
- Respondents from the region reported **using smartphones as the most common device used to get online**.
- Survey respondents from the region **were less likely to use desktops, laptops, and tablets to connect to the internet** than respondents from the other regions of Massachusetts.

Figure 45: Percent Respondents By Device Used to Connect to the Internet

Which of the following devices do you use most of the time to connect to the internet?

Legend:
- Desktop
- Laptop
- Smartphone
- Tablet
- Unanswered

Bar values: 9%, 26%, 40%, 20%, 5%
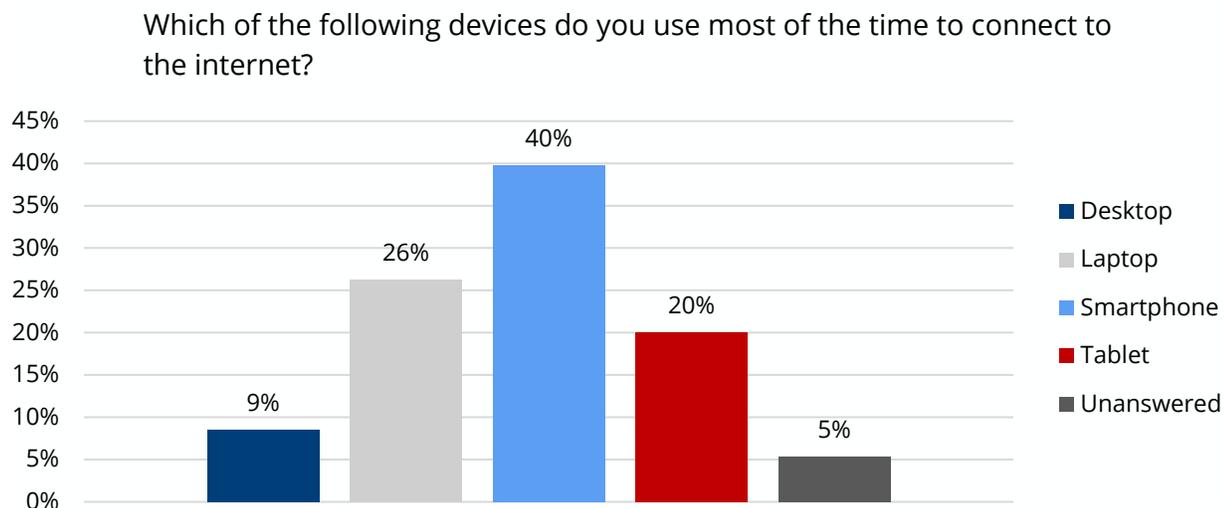
Internet Use & Digital Skills
- **11% of survey respondents from the Northeast reported that they cannot regularly use the internet for online activities.**
- To improve digital skills**, respondents were most interested in do-it-yourself training modules and online classes.**
- In the Northeast listening session, participants described challenges knowing who to reach out to for support using the internet and focused on the importance of developing transferable skills for when technologies develop.

Figure 46: Percentage of Respondents by Ability to Regularly Use the Internet

Are you able to regularly use the internet for online activities?
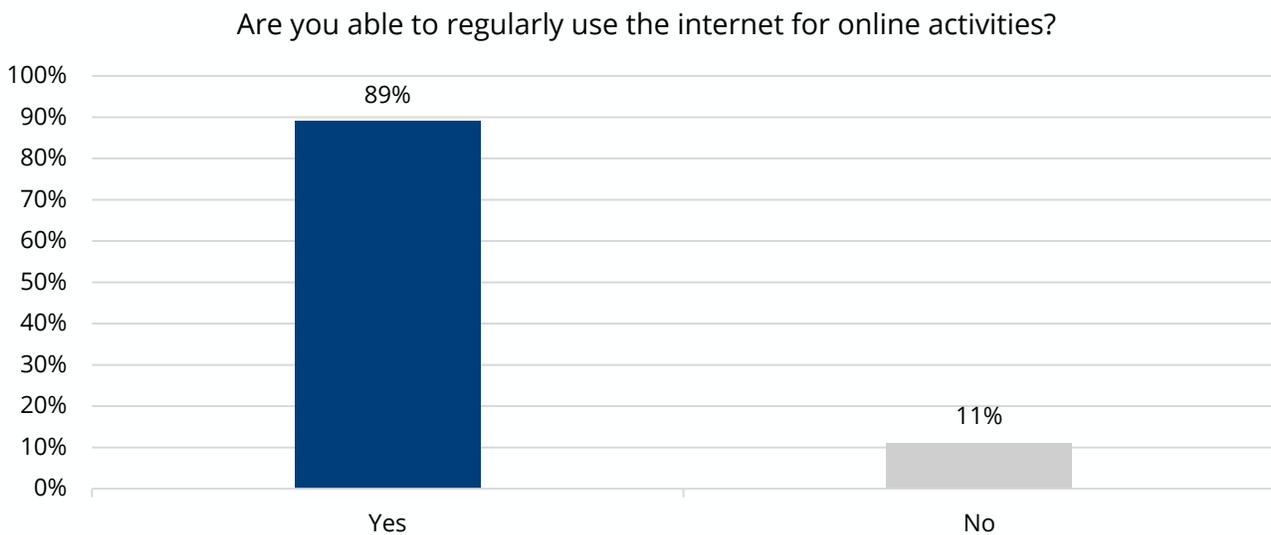
Online Privacy and Security
- **67% of survey respondents from the Northeast were somewhat or very concerned about internet safety**. Respondents from the region **were more likely to be concerned about internet safety** than respondents from the other regions of Massachusetts.
- Survey respondents from the Northeast **were less likely to be concerned about online scams, surveillance, and stolen data** than respondents from the other regions of Massachusetts.
- Respondents from the Northeast were **most concerned about the risk of scams and stolen data.**
- 45% of survey respondents from the region reported struggling to keep themselves safe from such dangers on the internet.

Are you aware of tools or resources you can use to stay safe online?
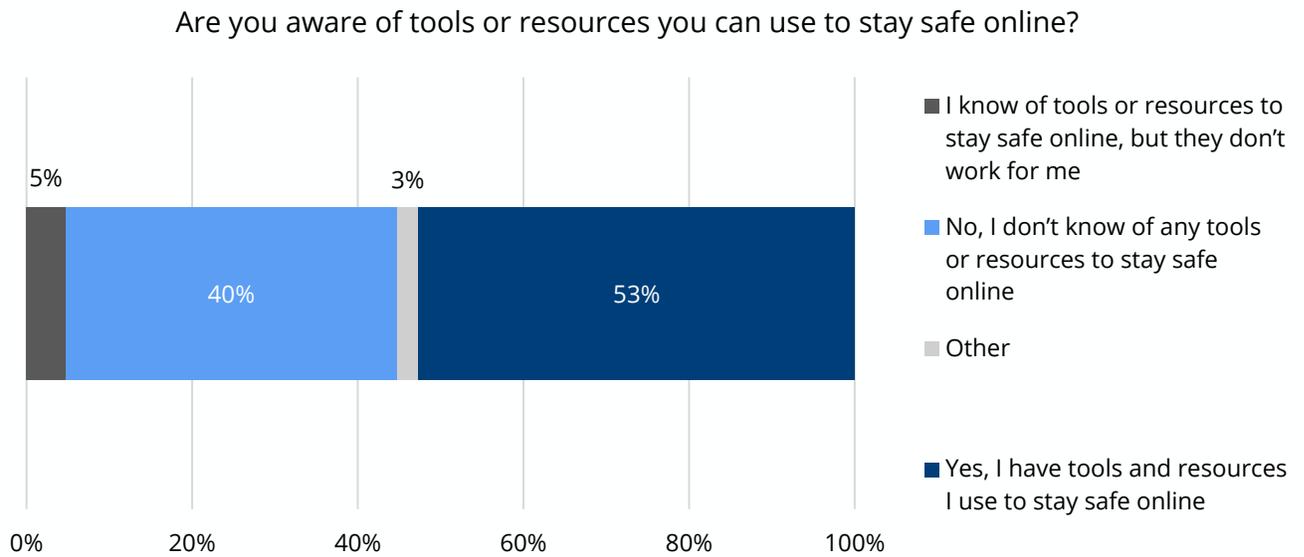
Accessibility of Online Government Services
- **Online government services were accessible to 74% of survey respondents in the Northeast**, with 15% of survey respondents reporting poor performance while accessing these services.
- Focus group participants noted challenges with site accessibility, as well as a lack of comfort with state websites.
- In the Northeast Listening Session, participants stated that increased promotion and explanation of ACP would increase enrollment.

Figure 48: Map of Availability, Access, and Adoption Needs

Legend
The AAA gap score ranges in value from 0 to 100, where 100 indicates the highest needs in availability, adoption, and affordability of internet.

LOW   MEDIUM   HIGH
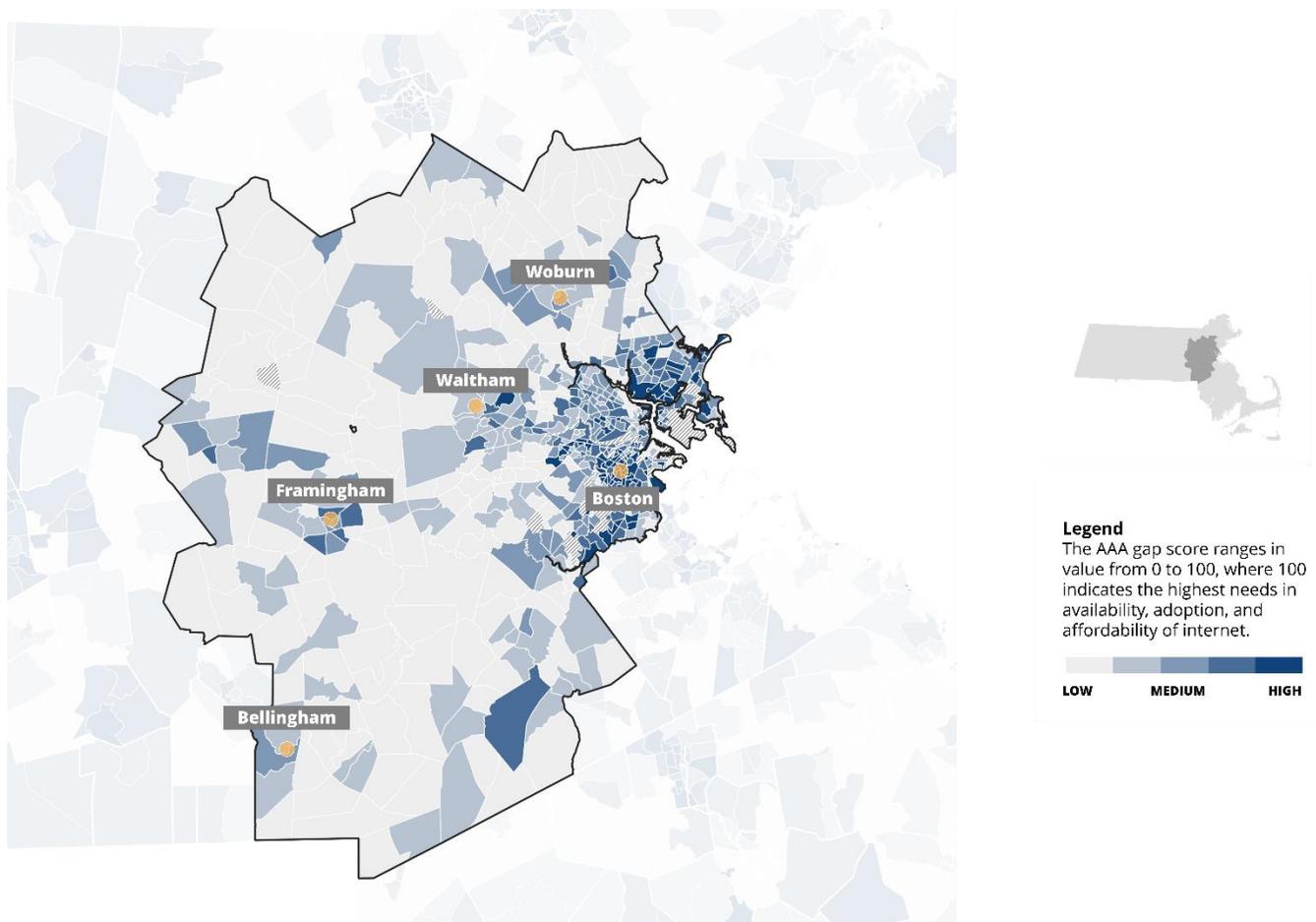
Figure 49: Venn Diagram of Digital Equity Gaps

Of **980,000 households** in the region...
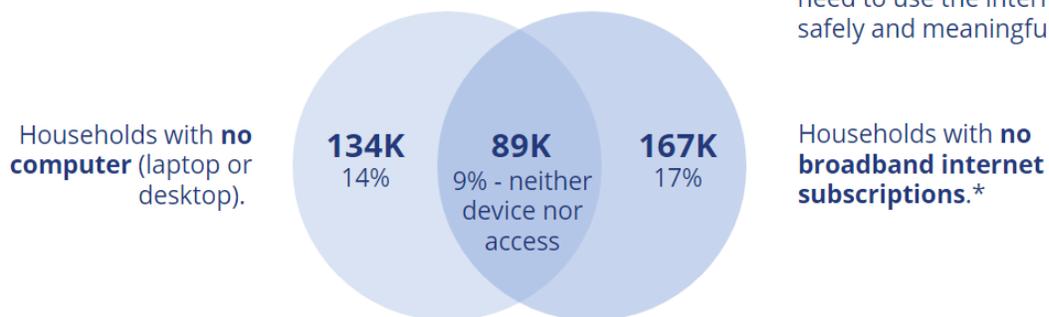
Many more face challenges with finding the support they need to use the internet safely and meaningfully.

Households with **no computer** (laptop or desktop).

134K
14%

89K
9% - neither device nor access

167K
17%

Households with **no broadband internet subscriptions**.*

These challenges have **disproportionate impact for specific population groups** depending on a range of socioeconomic, historical, and geographic factors.

* Residents with no broadband access (cable, fiber optic, or DSL) in their household. **Source:** U.S. Census Bureau

Greater Boston contains a higher share of racial and ethnic minorities (33%) than other parts of the state (25%) [74]. Availability, access, and adoption needs are highest in urban areas of Boston.

Focus group participants detailed their experience with poor internet quality, challenges with digital skill building, and the lack of sufficient affordable device access. In the Greater Boston listening session, participants described challenges with internet reliability and insufficient bandwidth in places for multiple devices.

Greater Boston region contains[75]:

2,527,999 total residents

981,814 total households

$111,372 median household income

99% of locations in the region have broadband internet infrastructure available, compared to **99%** statewide [76]

Population	Greater Boston	Massachusetts
Low-income households	36%	39%
Aging individuals	20%	23%
Incarcerated individuals	0.4%	0.3%
Veterans	3%	4%
Individuals with disabilities	10%	11%
Households with Limited English	8%	6%
Racial and ethnic minorities	33%	25%
Rural inhabitants	1%	10%

Broadband Availability
- **93% of survey respondents from Greater Boston had internet service at home**.
- **78% of respondents from Greater Boston reported that their home internet service is good enough to meet their household's needs**.

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[74] American Community Survey (ACS) 2017-2021 5-Year Estimates.
[75] American Community Survey (ACS) 2017-2021 5-Year Estimates.
[76] See MBI's Massachusetts Broadband Map, https://mapping.massbroadband.org/map.

- Respondents from Greater Boston **were more likely to state that a lack of reliable internet service prevents them from subscribing to an internet plan** than respondents from the other regions of Massachusetts.
- Survey respondents from Greater Boston **were less likely to subscribe to a satellite connection** than respondents from the other regions of Massachusetts.

Figure 50: Percentage of Respondents By Quality of Internet Service

How well does your home internet service work?
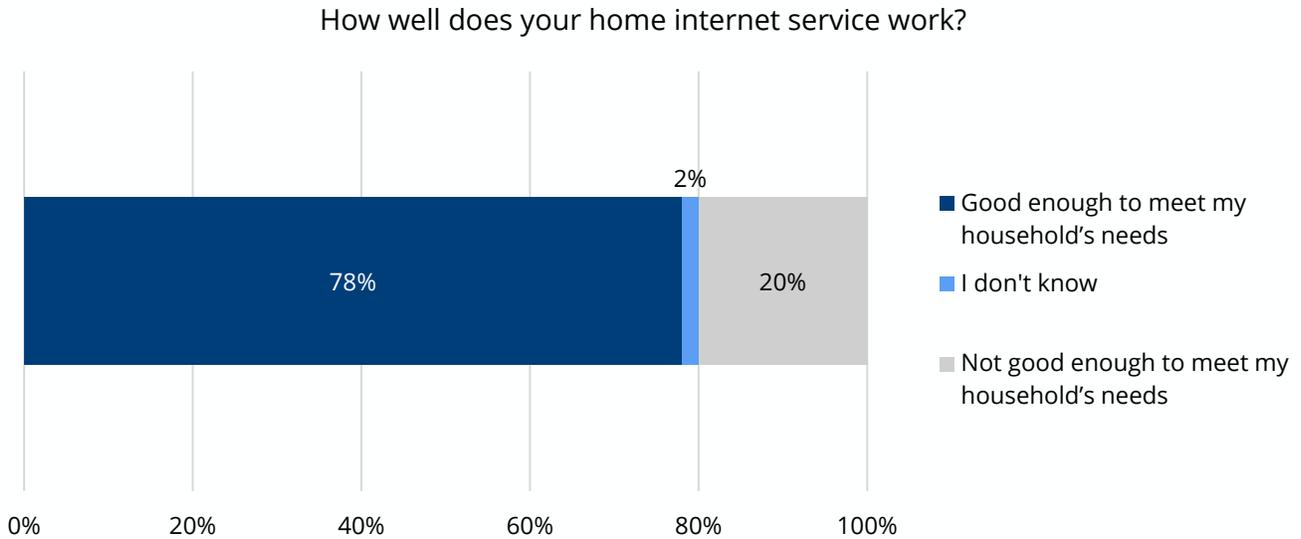
Broadband Affordability
- **65% of survey respondents from Greater Boston noted that the costs of their available monthly internet subscriptions are very or somewhat hard to afford.**
- In Greater Boston, **24% of respondents noted paying between $50 - $74 for internet service every month**.
- Respondents from Greater Boston **were less likely to state that the cost of a subscription prevents them from subscribing to an internet plan** than respondents from the other regions of Massachusetts.

Figure 51: Percentage of Respondents By Monthly Internet Costs

How much do you pay for the internet every month?

Legend:
- $0-24
- $100+
- $25-49
- $50-74
- $75-99

Values: 16%, 20%, 22%, 24%, 18%
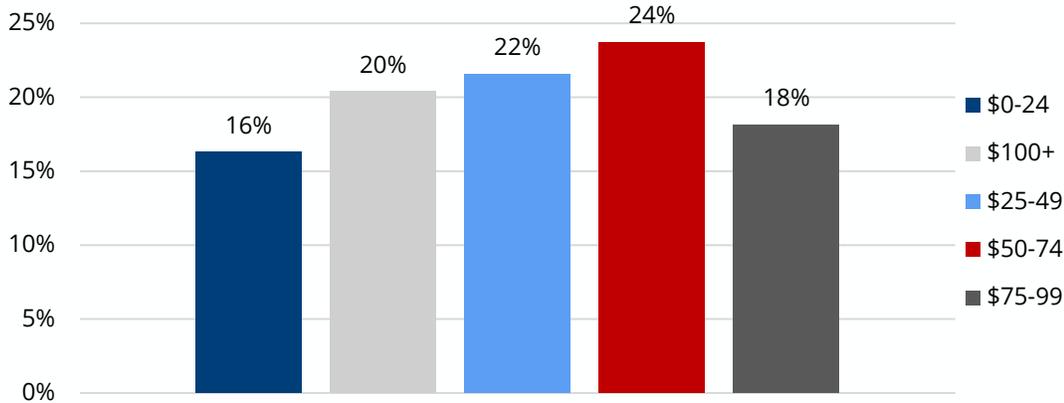
Devices

- **77% of survey respondents in Greater Boston had sufficient devices in their homes.** Respondents from Greater Boston **were more likely to report the presence of sufficient devices in their homes** than respondents from the other regions of Massachusetts.
- Respondents from the region reported **using smartphones as the most common device used to get online**.
- Survey respondents from the region **were less likely to use smartphones and tablets to connect to the internet** than respondents from the other regions of Massachusetts.

Figure 52: Percent Respondents By Device Used to Connect to the Internet

Which of the following devices do you use most of the time to connect to the internet?

Legend:
- Desktop
- Laptop
- Smartphone
- Tablet
- Unanswered

Values: 11%, 30%, 36%, 17%, 7%
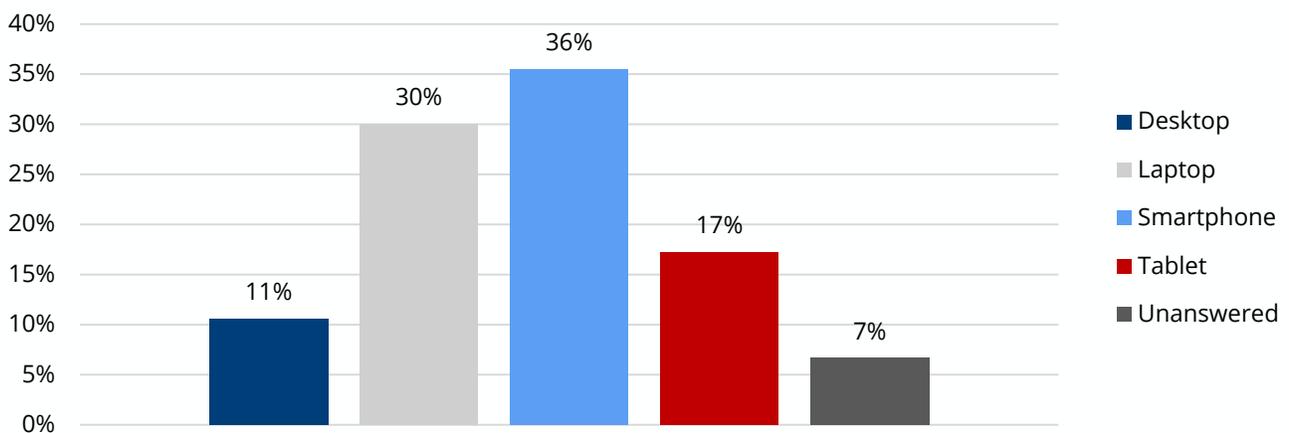
Internet Use & Digital Skills

- **9% of survey respondents from Greater Boston reported that they cannot regularly use the internet for online activities.**

- To improve digital skills, **respondents are most interested in do-it-yourself training modules and online classes.**
- Survey respondents were **less likely to have difficulty with healthcare or telehealth, participation in local community events, and transportation information** than respondents from the other regions of Massachusetts.
- In the Greater Boston listening session, participants noted the need for more digital education, hands-on workshops, and digital skills trainings for work and healthcare.

Are you able to regularly use the internet for online activities?
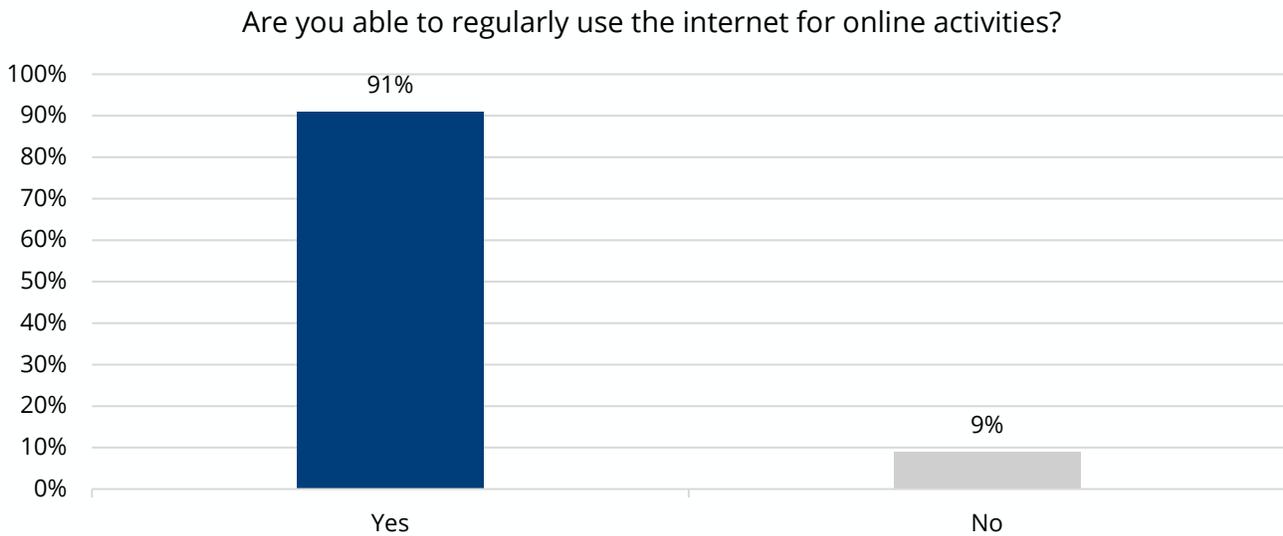
Online Privacy and Security
- **69% of survey respondents from Greater Boston were somewhat or very concerned about internet safety**.
- Survey respondents from Greater Boston **were less likely to be concerned about online scams, surveillance, and stolen data** than respondents from the other regions of Massachusetts.
- Respondents from Greater Boston were **most concerned about the risk of scams and stolen data.**
- 38% of survey respondents from the region reported struggling to keep themselves safe from such dangers on the internet.

Figure 54: Percent Respondents By Awareness of Tools and Resources to Stay Safe Online
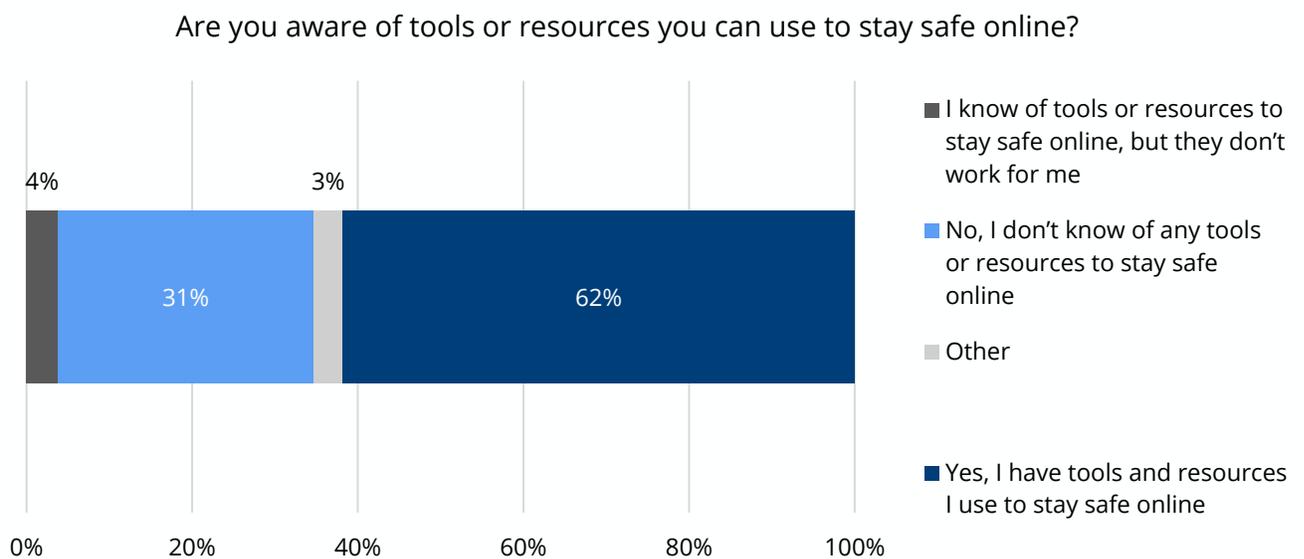
Are you aware of tools or resources you can use to stay safe online?

Accessibility of Online Government Services

- **Online government services were accessible to 71% of survey respondents in Greater Boston**, with 16% of survey respondents reporting poor performance while accessing these services.
- Focus group participants noted that they experience challenges with using smartphones to access online public resources.
- In the Greater Boston Listening Session, participants described that many residents of the region were hesitant to apply to ACP as they do not wish to provide their information to governments and non-profits organizations.

Boston

Figure 55: Map of Availability, Access, and Adoption Needs in the City of Boston
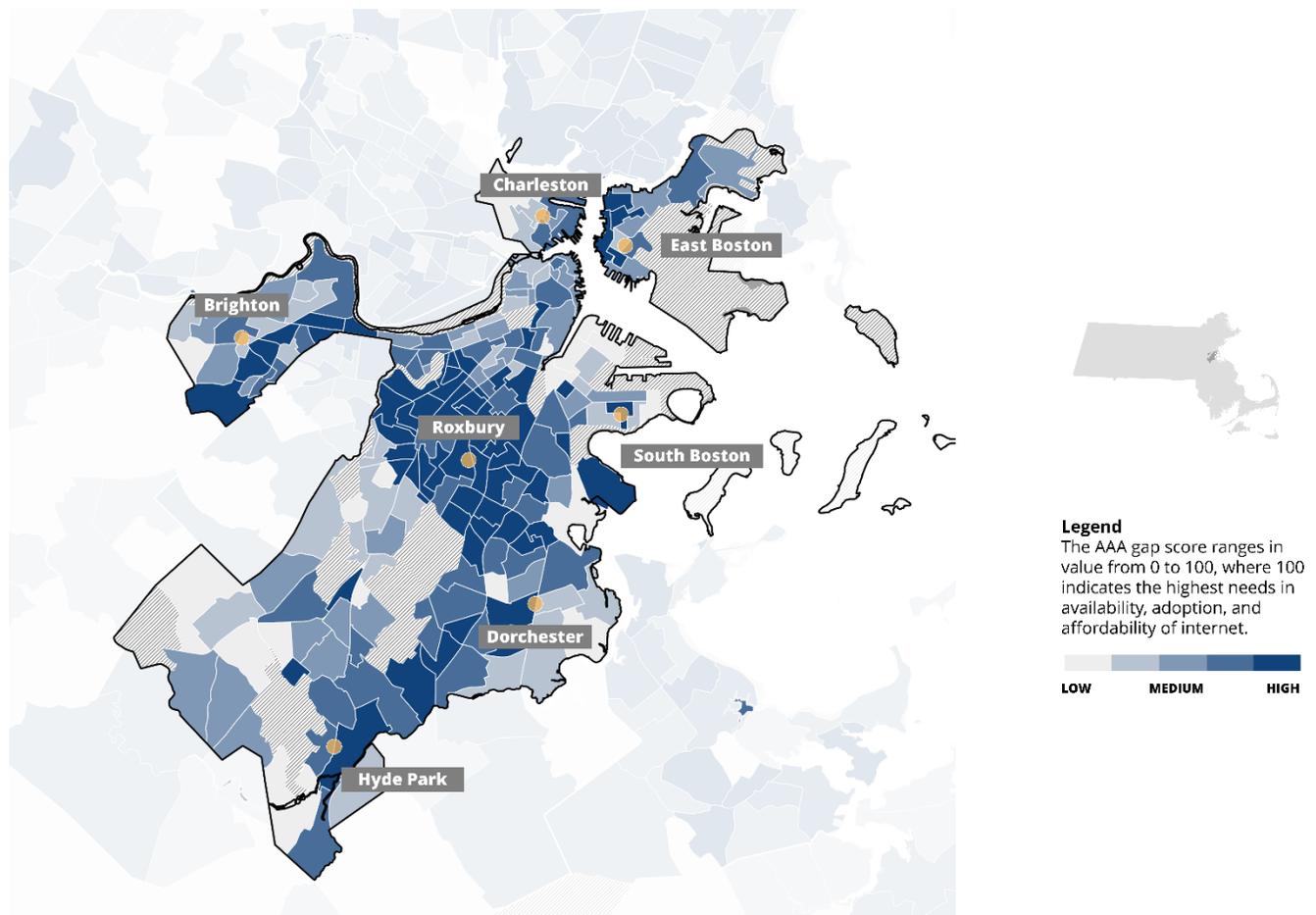
As one of the three largest cities in the commonwealth, broadband needs in the City of Boston differ from that of the greater region around it. Additionally, Boston contains a higher concentration of covered populations including racial and ethnic minorities and low-income households than in the broader Central Massachusetts region.

Availability, affordability, and adoption needs are highest in the City of Boston in neighborhoods including Roxbury, Brighton, and East Boston. In the Greater Boston listening session, participants described the challenge of navigating both government and general online resources in the diversity of languages present in the communities of Boston.

Figure 56: Map of Availability, Access, and Adoption Needs

Legend
The AAA gap score ranges in value from 0 to 100, where 100 indicates the highest needs in availability, adoption, and affordability of internet.

LOW   MEDIUM   HIGH
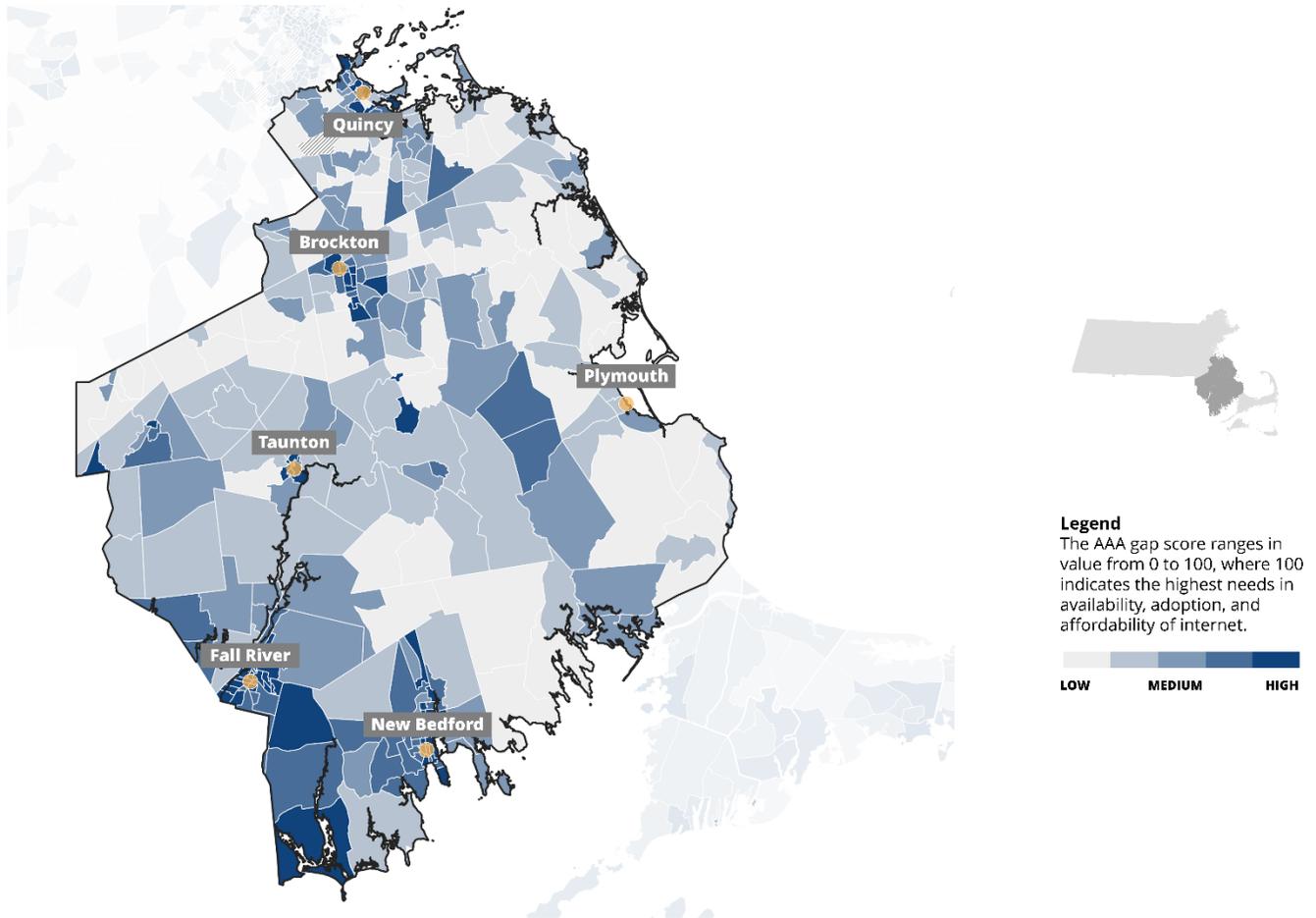
Figure 57: Venn Diagram of Digital Equity Gaps

Of **550,000 households** in the Southeast...
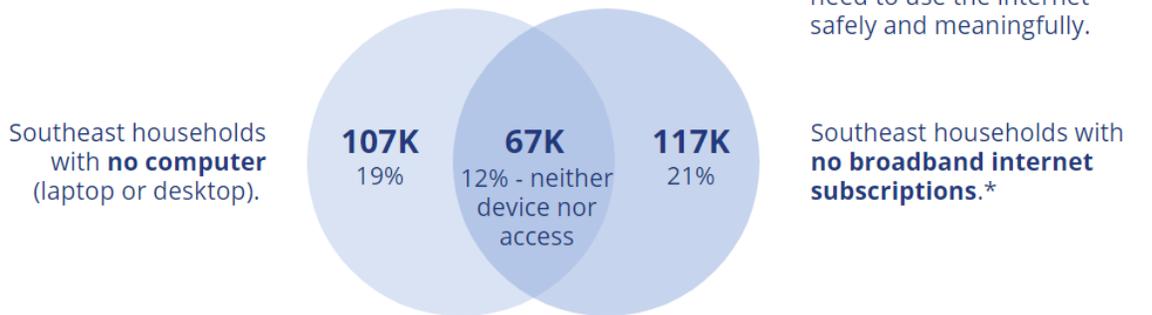
Many more face challenges with finding the support they need to use the internet safely and meaningfully.

Southeast households with **no computer** (laptop or desktop).

107K
19%

67K
12% - neither device nor access

117K
21%

Southeast households with **no broadband internet subscriptions**.*

These challenges have **disproportionate impact for specific population groups** depending on a range of socioeconomic, historical, and geographic factors.

* Residents with no broadband access (cable, fiber optic, or DSL) in their household. **Source:** U.S. Census Bureau

The Southeast contains a higher share of veterans (5%) than other parts of the state (4%) [77]. Availability, access, and adoption needs are highest near Brockton, Fall River, and New Bedford.

Listening Session participants cited major barriers to internet such as high internet costs, unclear plans, slow speeds, and difficulty accessing internet in languages other than English. Besides libraries, many participants were unaware of where to access free Wi-Fi and devices.

The Southeast region contains[78]:

1,416,595 total residents

549.141 total households

$90,658 median household income

99% of locations in the region have broadband internet infrastructure available, compared to **99%** statewide [79]

Population	Southeast	Massachusetts
Low-income households	36%	39%
Aging individuals	24%	23%
Incarcerated individuals	0.4%	0.3%
Veterans	5%	4%
Individuals with disabilities	12%	11%
Households with Limited English	5%	6%
Racial and ethnic minorities	22%	25%
Rural inhabitants	5%	10%

Broadband Availability
- **90% of survey respondents from the Southeast Region had internet service at home**.
- Respondents from the Southeast **were less likely to have internet service** than respondents from the other regions of Massachusetts.
- **62% of respondents from the Southeast reported that their home internet service is good enough to meet their household's needs**.

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[77] American Community Survey (ACS) 2017-2021 5-Year Estimates.
[78] American Community Survey (ACS) 2017-2021 5-Year Estimates.
[79] See MBI's Massachusetts Broadband Map, https://mapping.massbroadband.org/map.

- Respondents from the Southeast **were less likely to state that a lack of reliable internet service or a lack of desire for internet service prevents them from subscribing to an internet plan** than respondents from the other regions of Massachusetts.
- Survey respondents from the Southeast **were more likely to subscribe to a satellite connection** than respondents from the other regions of Massachusetts.

Figure 58: Percentage of Respondents By Quality of Internet Service

How well does your home internet service work?

Legend:
- Good enough to meet my household's needs
- I don't know
- Not good enough to meet my household's needs
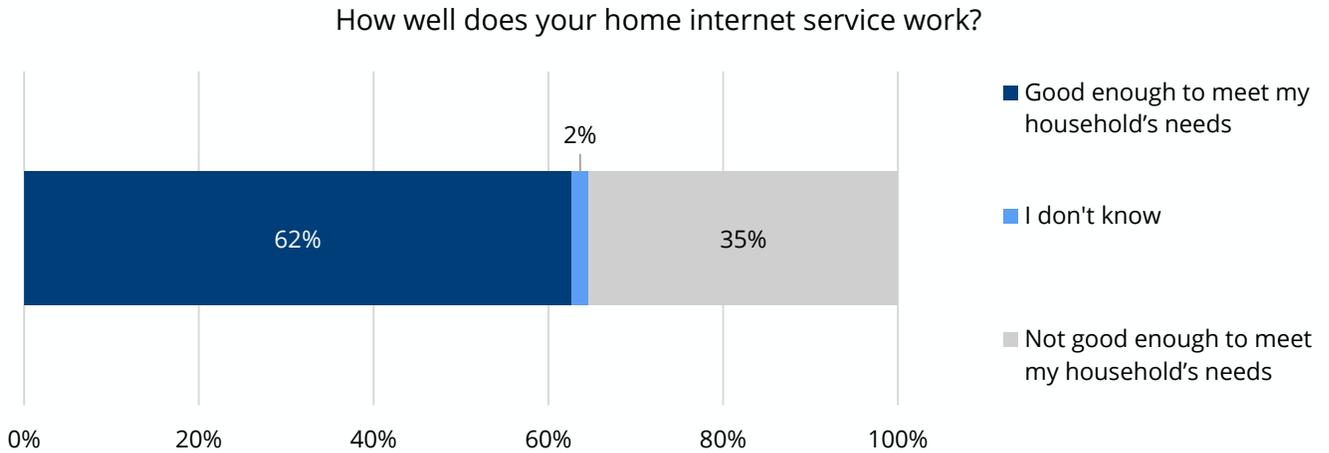
Broadband Affordability
- **71% of survey respondents from the Southeast noted that the costs of their available monthly internet subscriptions are very or somewhat hard to afford.**
- In the Southeast, **38% of respondents noted paying over $100 for internet service every month**.
- Respondents from the Southeast **were more likely to state that the cost of a subscription prevents them from subscribing to an internet plan** than respondents from the other regions of Massachusetts.

Figure 59: Percentage of Respondents By Monthly Internet Costs

How much do you pay for the internet every month?

Legend:
- $0-24
- $100+
- $25-49
- $50-74
- $75-99
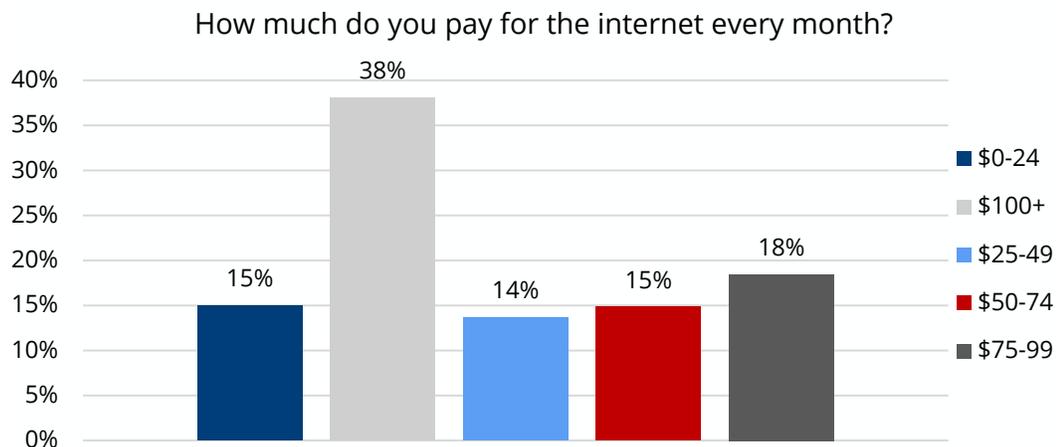
Devices

- **72% of survey respondents in the Southeast had sufficient devices in their homes.** Respondents from the Southeast **were less likely to report the presence of sufficient devices in their homes** than respondents from the other regions of Massachusetts.
- Respondents from the region reported **using smartphones as the most common device used to get online**.
- Survey respondents from the region **were less likely to use laptops to connect to the internet** than respondents from the other regions of Massachusetts.

Figure 60: Percent Respondents By Device Used to Connect to the Internet

Which of the following devices do you use most of the time to connect to the internet?

Device	Percent
Desktop	11%
Laptop	24%
Smartphone	37%
Tablet	23%
Unanswered	4%
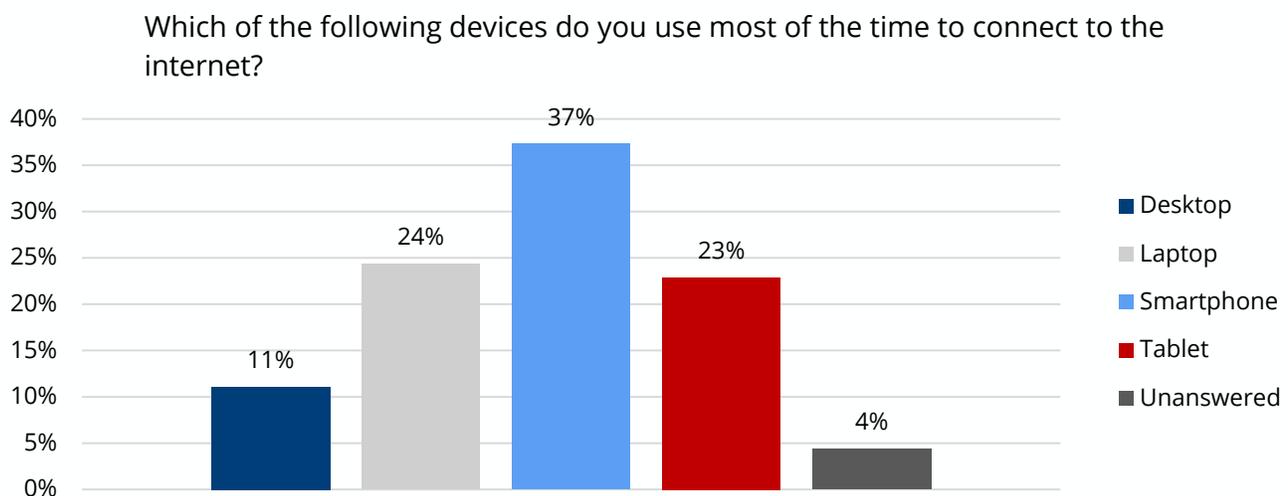
Internet Use & Digital Skills

- **12% of survey respondents from the Southeast reported that they cannot regularly use the internet for online activities.**
- To improve digital skills, **respondents were most interested in do-it-yourself training modules and online classes.**
- Survey respondents were **more likely to have difficulty with searching or applying for a job, healthcare or telehealth, participation in local community events, general internet searching, transportation information, and applying for benefits or resources** than respondents from the other regions of Massachusetts.
- In the Southeast listening session, participants described challenges using modern applications, particularly when these software programs run on devices such as smartphones or tablets.

Figure 61: Percentage of Respondents by Ability to Regularly Use the Internet

Are you able to regularly use the internet for online activities?
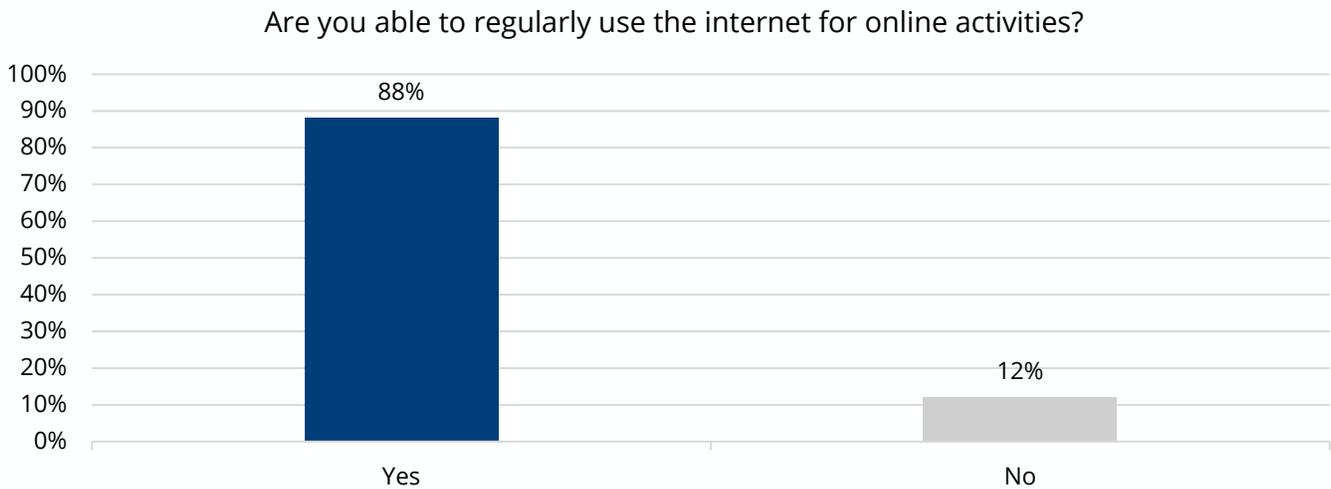
Online Privacy and Security
- **74% of survey respondents from the Southeast were somewhat or very concerned about internet safety**.
- Respondents from the Southeast were **most concerned about the risk of scams and stolen data.**
- 28% of survey respondents from the region reported struggling to keep themselves safe from such dangers on the internet.

Figure 62: Percent Respondents By Awareness of Tools and Resources to Stay Safe Online
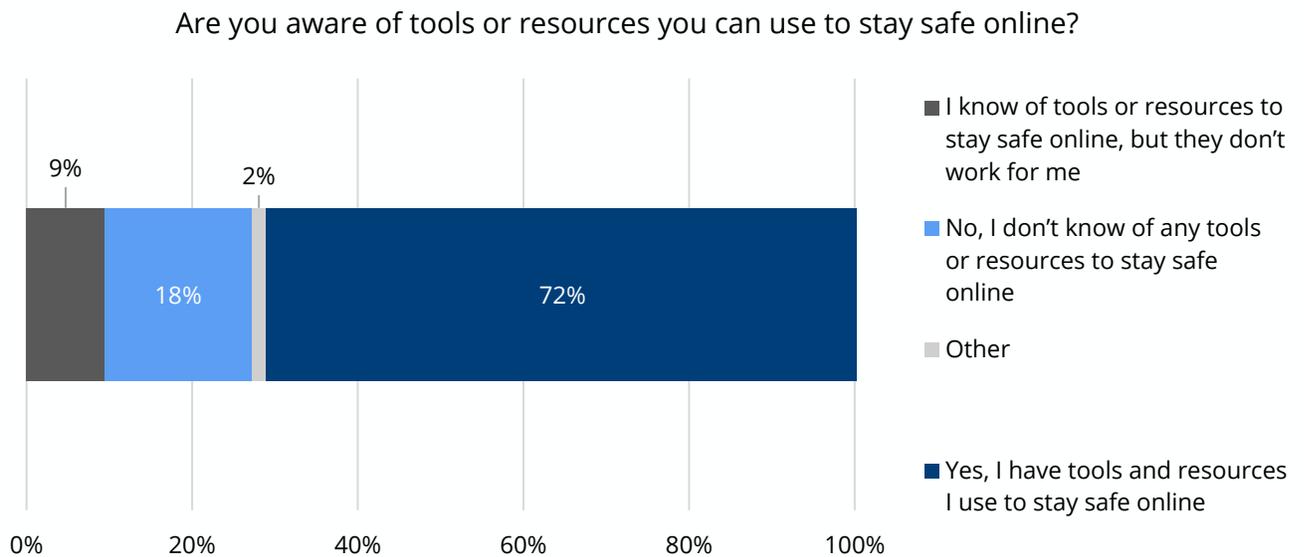
Are you aware of tools or resources you can use to stay safe online?

Accessibility of Online Government Services
- **Online government services were accessible to 73% of survey respondents in the Southeast**, with 15% of survey respondents reporting poor performance while accessing these services.
- Focus group participants noted that they experience challenges communicating with artificial intelligence support services such as online chatbots or automated voice menus.
- In the Southeast Listening Session, participants highlighted that for immigrants who have English language barriers, using the internet can be a challenge because it's not in their native language and websites can lack translation capabilities.

Figure 63: Map of Availability, Access, and Adoption Needs

Legend
The AAA gap score ranges in value from 0 to 100, where 100 indicates the highest needs in availability, adoption, and affordability of internet.

LOW · MEDIUM · HIGH
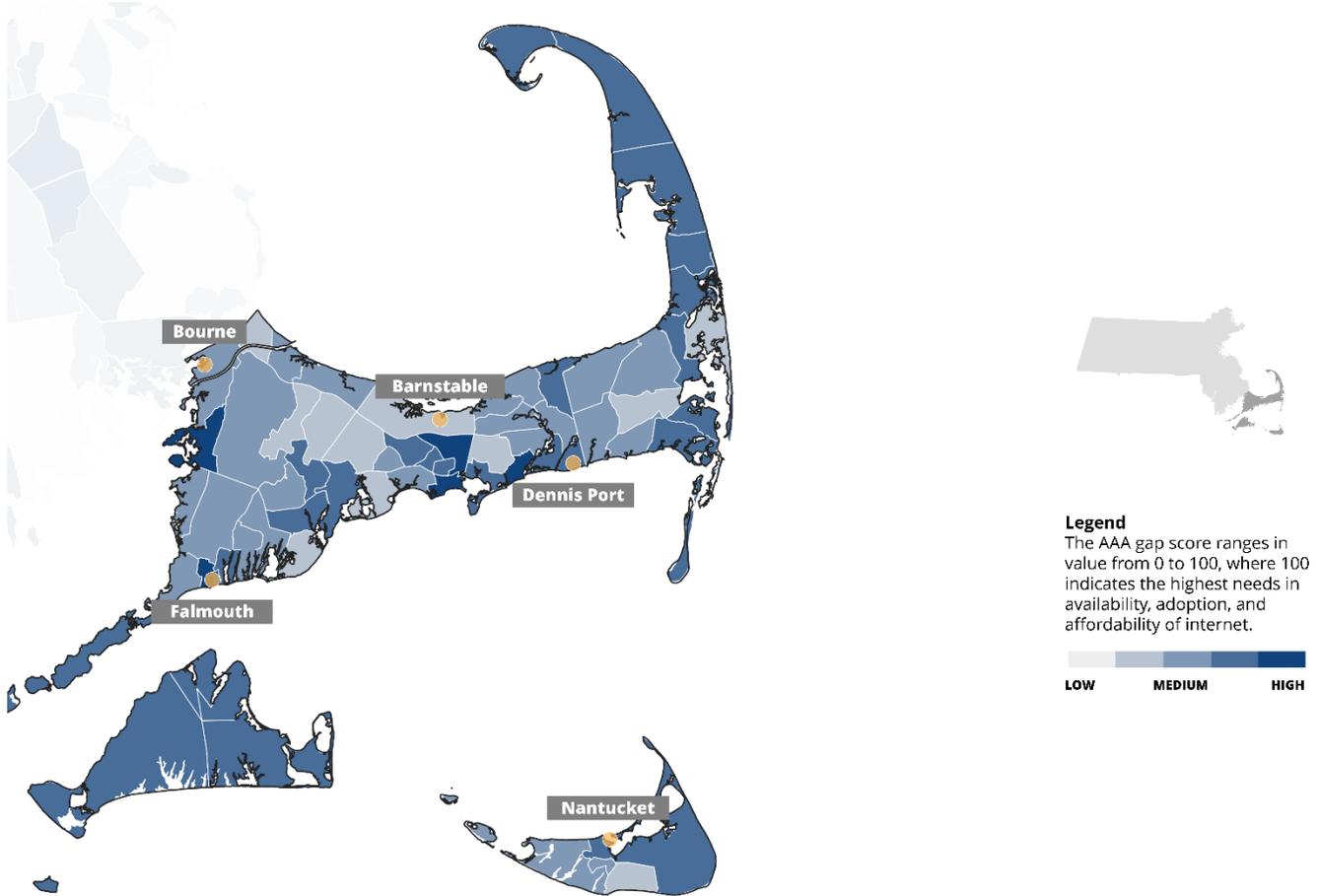
Figure 64: Venn Diagram of Digital Equity Gaps

Of **109,000 households** in the region...

Many more face challenges with finding the support they need to use the internet safely and meaningfully.

Households with **no computer** (laptop or desktop).

15K 14%

10K 9% - neither device nor access

19K 18%

Households with **no broadband internet subscriptions**.*

These challenges have **disproportionate impact for specific population groups** depending on a range of socioeconomic, historical, and geographic factors.

* Residents with no broadband access (cable, fiber optic, or DSL) in their household. **Source:** U.S. Census Bureau

Cape Cod and Islands contains a higher share of aging individuals (39%) than other parts of the state (23%) [80]. Availability, access, and adoption needs are highest in many rural towns across the region.

Focus group participants cited difficulty affording service, a need for technical support, as well as concerns about data privacy and environmental service disruptions. In the Cape Cod & Islands listening session, participants expressed concern over the reliability of internet service, particularly during weather-related emergencies.

The Cape Cod and Islands region contains[81]:

262,014 total residents

108,995 total households

$83,808 median household income

99% of locations in the region have broadband internet infrastructure available, compared to **99%** statewide [82]

Population	Cape Cod and Islands	Massachusetts
Low-income households	29%	39%
Aging individuals	39%	23%
Incarcerated individuals	0.1%	0.3%
Veterans	7%	4%
Individuals with disabilities	13%	11%
Households with Limited English	2%	6%
Racial and ethnic minorities	12%	25%
Rural inhabitants	28%	10%

Broadband Availability
- **98% of survey respondents from the Cape Cod and Islands Region had internet service at home**.
- Respondents from Cape Cod and Islands **were more likely to have internet service** than respondents from the other regions of Massachusetts.
- **57% of respondents from Cape Cod and Islands reported that their home internet service is good enough to meet their household's needs**.

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[80] American Community Survey (ACS) 2017-2021 5-Year Estimates.
[81] American Community Survey (ACS) 2017-2021 5-Year Estimates.
[82] See MBI's Massachusetts Broadband Map, https://mapping.massbroadband.org/map.

- Respondents from Cape Cod and Islands **were less likely to state that a lack of reliable internet service prevents them from subscribing to an internet plan** than respondents from the other regions of Massachusetts.
- Survey respondents from Cape Cod and Islands without internet service at home **were less likely to connect at libraries, community centers, workplaces, the homes of family or friends, parks or public spaces, or public transportation** than respondents from the other regions of Massachusetts.
- Survey respondents from Cape Cod and Islands **were more likely to subscribe to a wireless connection (cable, fiber or DSL)** than respondents from the other regions of Massachusetts.

Figure 65: Percentage of Respondents By Quality of Internet Service

How well does your home internet service work?

Legend:
- Good enough to meet my household's needs
- I don't know
- Not good enough to meet my household's needs

(Bars: 57%, 1%, 42%)
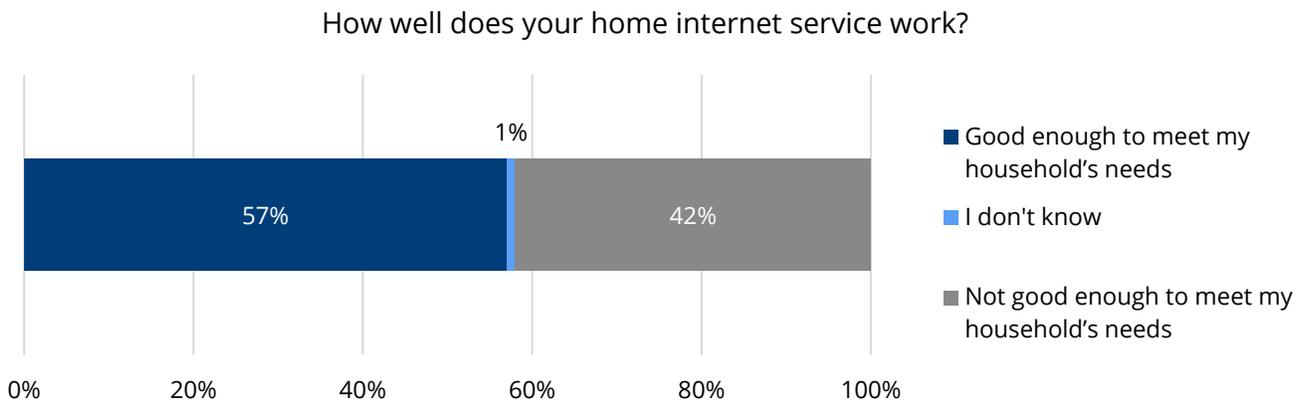
Broadband Affordability
- **58% of survey respondents from Cape Cod and Islands noted that the costs of their available monthly internet subscriptions are very or somewhat hard to afford.**
- In Cape Cod and Islands, **46% of respondents noted paying over $100 for internet service every month**.
- In the Cape Cod and Islands listening session, participants noted that high installation fees limit subscription to internet plans across the region, particularly for small businesses.

Figure 66: Percentage of Respondents By Monthly Internet Costs

How much do you pay for the internet every month?

Legend:
- $0-24
- $100+
- $25-49
- $50-74
- $75-99

(Bars: $0-24: 1%, $100+: 46%, $25-49: 6%, $50-74: 18%, $75-99: 29%)
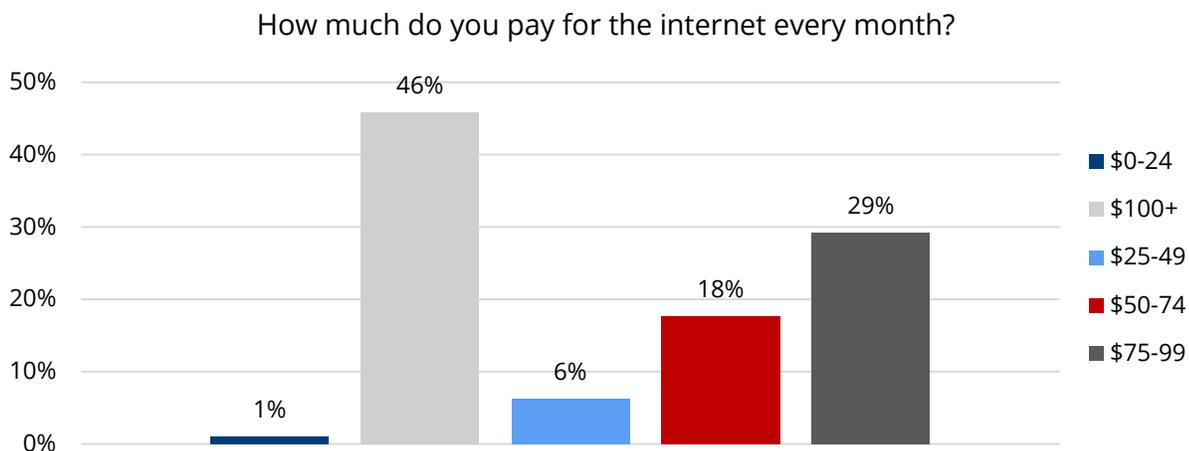
Devices

- **83% of survey respondents in Cape Cod and Islands had sufficient devices in their homes.** Respondents from Cape Cod and Islands **were more likely to report the presence of sufficient devices in their homes** than respondents from the other regions of Massachusetts.
- Respondents from the region reported **using smartphones as the most common device used to get online**.
- Survey respondents from the region **were more likely to use desktops, laptops, and tablets to connect to the internet** than respondents from the other regions of Massachusetts.

Figure 67: Percent Respondents By Device Used to Connect to the Internet

Which of the following devices do you use most of the time to connect to the internet?

Device	Percent
Desktop	13%
Laptop	29%
Smartphone	33%
Tablet	21%
Unanswered	3%
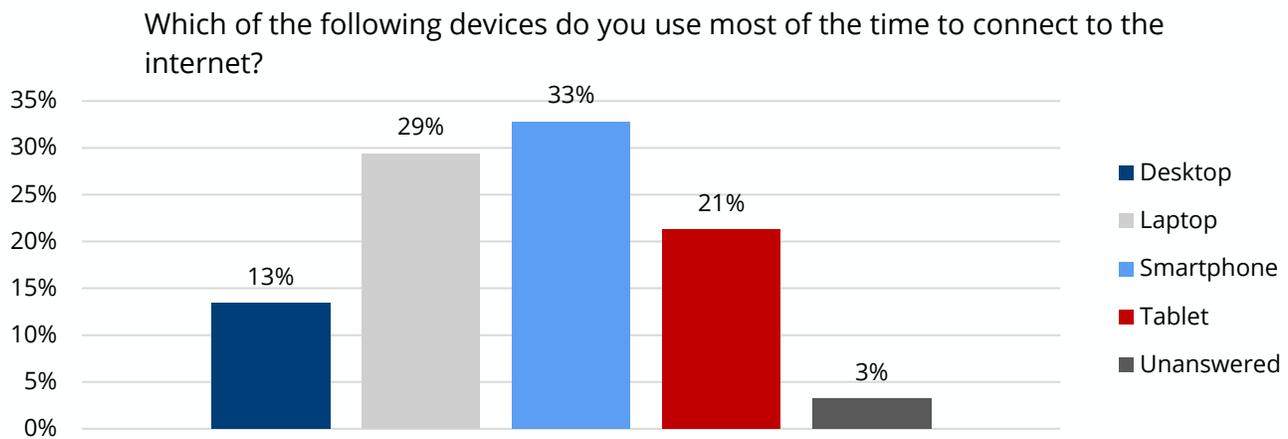
Internet Use & Digital Skills

- **6% of survey respondents from Cape Cod and Islands reported that they cannot regularly use the internet for online activities.**
- To improve digital skills**, respondents from the region were most interested in do-it-yourself training modules.**
- Survey respondents **were less likely to have difficulty with searching or applying for a job and applying for benefits or resources** than respondents from the other regions of Massachusetts.
- In the Cape Cod and Islands listening session, participants described the need for greater digital literacy programs that build on the existing programming provided by the libraries.

Are you able to regularly use the internet for online activities?
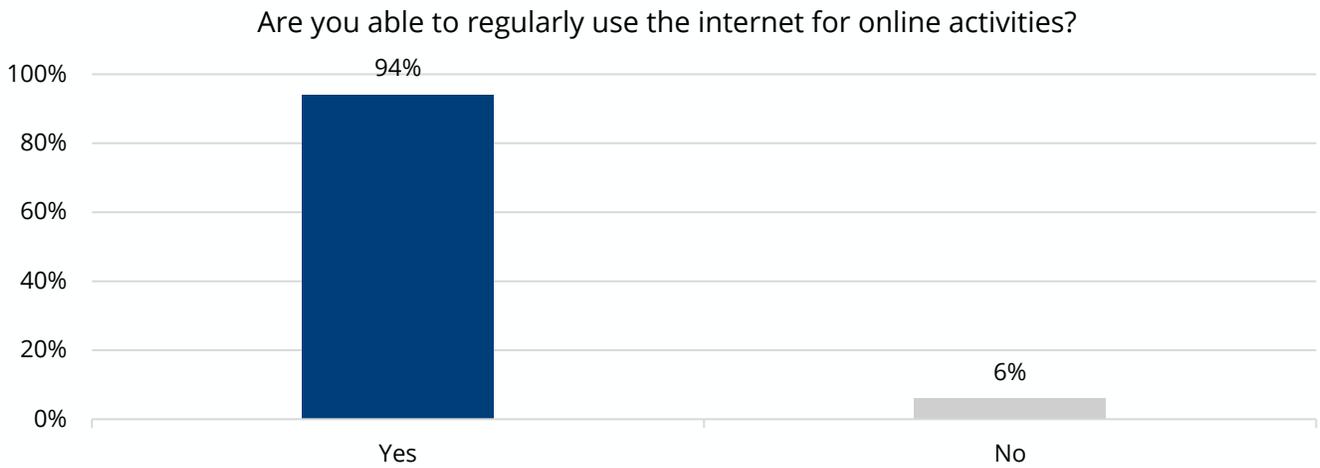
Online Privacy and Security
- **78% of survey respondents from Cape Cod and Islands were somewhat or very concerned about internet safety**. Respondents from the region **were more likely to be concerned about internet safety** than respondents from the other regions of Massachusetts.
- Survey respondents from Cape Cod and Islands **were more likely to be concerned about online scams, surveillance, and stolen data** than respondents from the other regions of Massachusetts.
- Respondents from Cape Cod and Islands were **most concerned about the risk of scams and stolen data.**
- 26% of survey respondents from the region report struggling to keep themselves safe from such dangers on the internet.

Are you aware of tools or resources you can use to stay safe online?
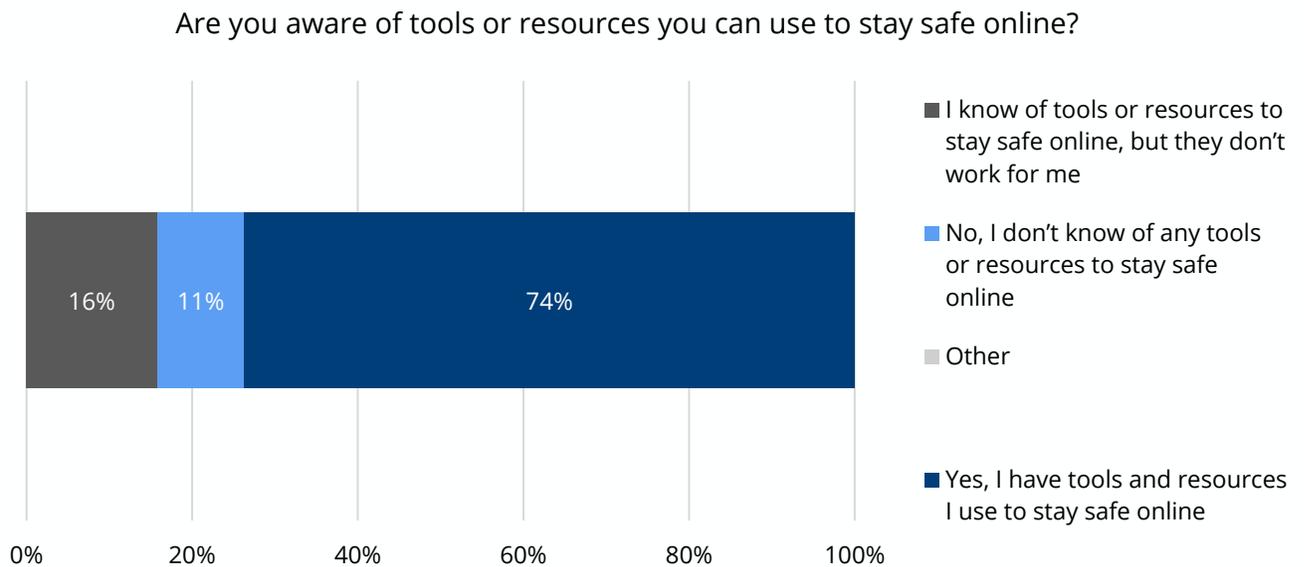
Accessibility of Online Government Services
- **Online government services were accessible to 77% of survey respondents in the Southeast**, with 16% of survey respondents reporting poor performance while accessing these services.
- Focus group participants noted that they experience challenges communicating with artificial intelligence support services such as online chatbots or automated voice menus.
- In the Cape Cod and Islands listening session, participants noted that they have concerns about their ability to call 911 emergency services due to their inconsistent service.

3.2.6. Findings from Municipal Digital Equity Planning

MBI established the Municipal Digital Equity Planning Program to support local digital equity planning across Massachusetts. This program allows municipalities, or other local bodies of government, to engage in planning activities related to digital equity and bridging the digital divide. The Municipal Digital Equity Planning Program offers 2 options to pursue digital equity planning activities: a short-term planning charrette or a longer-term Digital Equity Plan process. Both options are supported by a consultant team pre-qualified by MBI. Both formats are intended to guide municipal decision-making and investments that will increase availability and adoption of the internet for the populations most impacted by the COVID-19 pandemic and that prepare municipalities to submit grant proposals for existing or forthcoming state or federal programs to support digital equity activities.

MBI has developed a municipal intake form that will be used to monitor ongoing Municipal Digital Equity Planning efforts. This is intended to be an ongoing, sustainable engagement. Findings from the existing municipal planning engagement(s)—including information provided in application materials, periodic check-ins with lead municipal staff and planning consultants, and interim and final deliverable reports—have informed this version of the State Digital Equity Plan through surveys, stakeholder interviews and findings integrated into the Plan. As they are completed, MBI will append completed municipal digital equity plans to this Plan.

Existing Digital Equity Plans

MBI incorporated learnings from plans that pre-date the Municipal Digital Equity Planning program and used data and findings from these plans as a baseline for the program and plans to come.

Plan Title	Geography	Plan Summary
Connecting Communities Through Digital Equity	Gateway Cities	This report focuses on the digital divide within the Gateway Cities. Key existing conditions include: • Roughly 1 in 10 (287,000) households in Massachusetts was without internet service when COVID-19 arrived. • At the onset of the pandemic, approx. 470,000 MA households did not have a laptop or desktop computer.
Making Progress on Digital Equity	Essex County	ECCF's report found that households of color would benefit most from efforts to enhance digital equity, as Black and Hispanic residents have more limited access to digital resources, even after adjusting for differences in income and education. On average, families of color earning $100,000 have lower access to broadband than white families earning just $50,000.

The Digital Divide and Challenges to Digital Equity	Hampden County, Hampshire County, Franklin County	The Alliance for Digital Equity's survey found that people's inability to connect online is resulting in reduced enrollment and participation in community programs and services. The quality of these programs and services, offered by organizations and systems designed to support people, may be impacted as well.
Boston Digital Equity Assessment	City of Boston	The Boston Digital Equity Assessment documents the rise of competitive broadband service in Boston, describes City efforts to close broadband affordability, devices, and skills gaps, characterizes the remaining gaps, and makes policy recommendations.
Boosting Broadband	City of Worcester	Worcester's Boosting Broadband report builds upon the Broadening Broadband report by looking at three years of data, examining internet connection speed, and WPS student access. The report finds that in 2019, only 61% of low-income households in Worcester had a broadband internet connection at home, compared to 93.7% of households earning more than $75,000 annually.
Digital Equity Plan	Cities of Chelsea, Everett, and Revere	In 2021, the cities of Chelsea, Everett, and Revere asked MAPC to create the Commonwealth's first regional digital equity plan, with financial support from MBI. Key findings from the report include that many households that are connected aren't getting broadband speed, even when that's what they are paying for.

As of October 31, 2023, MBI has received applications from 70 municipalities for assistance through the Municipal Digital Equity Planning Program. Applicants include municipalities from 12 of the Commonwealth's 14 counties. Twelve applications are from Gateway Cities and one is from the City of Boston.[83].

Figure 70: Number of Applicants per County to the Municipal Digital Equity Planning Program

Number of Applicants per County
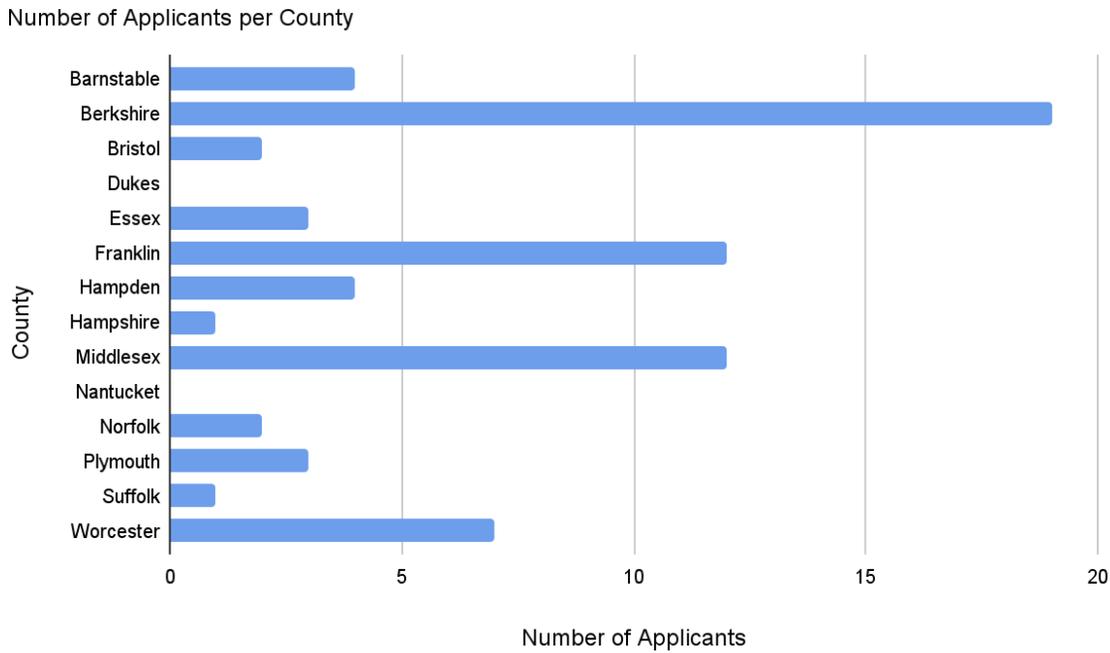
Charrette Municipalities

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[83] Of the 70 applicants, 7 applied for the charrette option only, although 1 municipality withdrew its Charrette application and re-applied for the Plan option as part of a regional group. Including that change, 64 applied for the full Plan option.

East Bridgewater
Town of Lee (participating in regional plan)
Town of Tyngsborough*
Town of Clarksburg
Town of Charlton
New Marlborough
City of Worcester
*The Town of Tyngsborough withdrew its original Charrette application to participate as part of the Greater Lowell Region plan application with eight other communities.

Several applicants are collaborating on a regional approach.

Sub-Region	Municipalities
Southern Berkshire County	Sheffield, Lee, Great Barrington, Stockbridge, West Stockbridge, Lenox
Northern Berkshire County	Adams, North Adams, Cheshire, Lanesborough, Florida
Northwest Worcester County	Phillipston, Royalston, Templeton
Franklin County Cooperative	Charlemont, Colrain, Leyden, New Salem, Northfield, Orange, Warwick, Wendell
Greater Lowell	Lowell, Billerica, Chelmsford, Dracut, Dunstable, Pepperell, Tewksbury, Tyngsborough, Westford
Mid-Berkshire County	Becket, Otis, Washington, Windsor

In total, 70 municipalities have been approved, 38 applicants or groups of applicants have chosen a consultant, and MBI has approved a scope and budget for 34 communities.

Interest in Program

Sixteen of the 70 applicants indicated an ISP monopoly or limited competition as a motivating factor for applying to this program. Though there is no mention of this specific issue in other applications it is likely that more than 16 of the communities that have applied are limited to few or only one ISP option.

Plan Applicants: Of the 64 applicants, 48 indicated alignment of this process with other existing or forthcoming plans, studies, or grant activities. The Town of Sandwich pointed out that digital equity was marked as a growing concern among residents through the master planning process. The Greater Lowell Region applicants indicated alignment with local master plans as well as two regional plans: the Economic Recovery and Resiliency plan, in which food security and healthcare providers noted difficulty serving populations lacking technology skills or broadband access; and the Comprehensive Economic Development Strategy (CEDS), which identified digital equity as critical to the region's prosperity. The Town of Windsor's recently completed Master Plan and Municipal Vulnerability Plan both identify internet access as a necessity for all 21st-century homes.

In describing interest in the program, applicants provided details about where they are lacking in terms of digital equity and why this program would be beneficial. The most common topics of concern were:

- High levels of elderly, minority, immigrant, and/or low-income residents (40 applicants)

- Need for better understanding/more data in order to identify and prioritize needs (39 applicants)

- Unaffordable and/or insufficient broadband, including lack of infrastructure (34 applicants)

- Many residents lacking digital skills and/or sufficient device access (30 applicants)

- Need to engage un/underserved and provide access to information or resources (11 applicants)

While only a few applicants made specific mention of it, many applicants have high levels of low-income residents. The City of Lynn also cited a desire for a more holistic approach to digital equity efforts and a need for increased capacity. The Towns of Sheffield, Stockbridge, Lenox, and Great Barrington expressed interest in being more digitally competitive to attract a younger workforce and sustain economic development. Pittsfield expressed a desire to restore trust within the community to feel safe using the internet by ensuring equitable access. The City of Quincy emphasized building capacity to support the digital economy. Towns of the Franklin County Cooperative expressed interest in identifying ways to mitigate risk factors associated with internet use and to protect town networks. The Town of Shutesbury seeks to focus its efforts on identifying the needs and barriers to the 10% of residents that have not subscribed to the municipal-run ShutesburyNET, which offers residential gigabit service for $60 per month. Springfield cited high levels of residents utilizing ongoing digital equity services and barriers to equitable access such as language, age, transportation, financial situation, training capacity, disability, unstable housing, and lack of awareness. The City of Springfield hopes the planning process can help develop a coordinated effort to identify and expand promising practices while moving away from duplicating efforts.

Charrette Applicants: Charrette applicants did not have as many commonalities in their reasons for applying. East Bridgewater emphasized the town's increasing diversity and the importance of digital access and ability. Charlton seeks to identify underserved areas to guide advocacy efforts. New Marlborough has noticed a wide gap between those with and without digital access, and wants to become digitally inclusive for all, especially low-income residents and seniors currently unable to use the internet to its full potential. Lee indicated a desire to learn more about what services are most needed for which populations. Clarksburg indicated high levels of need amongst the elderly population and school-aged children with insufficient means/access. The City of Worcester seeks to "create an inclusive and connected environment that benefits its residents socially, educationally, and economically." Lee, Charlton, and East Bridgewater indicated that the Charrette would help inform their in-progress master plans. The Charrette process will also complement the Worcester Now|Next citywide plan.

Populations Served

The program is designed to support residents facing economic hardship, lack access to internet services, devices, and/or digital literacy skills, and whose situation was exacerbated by the COVID-19 pandemic. Fifty-four applicants indicated more than 25% of their residents earn less than 300% of the federal poverty level. Of these, 35 indicated that more than 33% of residents fall into that category and 9 reported that more than half of residents fall below that threshold.[84]

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[84] The 9 municipalities with more than half of residents below 300% of the federal poverty level are Adams, Chicopee, Holyoke, Lowell, Lynn, New Bedford, Orange, Springfield, and Worcester.

There are no obvious trends connecting municipality size to the percentage of residents below specified poverty guidelines. The town with the lowest rates of individuals below 300% or 185% of the poverty line is one of the smallest (Phillipston) and the 2 largest applicants have 2 of the higher rates of individuals below those thresholds.

Twelve participants are Gateway Cities and 7 of these have populations of more than 100,000 people. Boston, the largest city in the state, is also a participant.

Intended Outcomes and Processes

Plan Applicants**:** Five major themes for intended outcomes emerged from review of applications to the full plan option:

- Understanding of actionable items, strategies, and priorities (42 applicants)
- Better understanding and/or visibility of assets and needs (42 applicants)
- Increased capacity, new and/or improved programming (digital literacy education, technology/WiFi in community spaces, etc.) (25 applicants)
- Development or identification of funding sources to sustain initiatives (24 applicants)
- Improved internet and/or device access (24 applicants)

There were 4 common processes desired by municipalities:

- Surveys (multilingual, written, digital) (48 applicants)
- Public meetings, forums, and/or focus groups (42 applicants)
- Data collection/analysis (asset mapping, needs assessment, speed tests, etc.) (39 applicants)
- Coordination with other entities (schools, nonprofit organizations, community centers, regional planning agencies, etc.) (30 applicants)

The City of Holyoke also anticipates establishing an ongoing public process, co-led by a public official and community representatives, for monitoring progress towards digital equity goals. The City of New Bedford wants to conduct a quality-of-service initiative to test and triage speeds in communities with reported insufficient internet service. The Greater Lowell communities hope to each have a half-day, charrette-like process to identify unique needs and to explore municipal broadband feasibility. Although a municipal broadband study would be ineligible for funding under this program, it may still emerge as a recommendation for communities to facilitate this type of work separate from their local digital equity plans.

The City of Boston wants to develop "wiring and connectivity standards for [multiple dwelling units] and other restricted income housing." The Franklin County Cooperative also seeks time dedicated to peer learning for municipal staff involved in the planning process. The Town of Bourne explicitly mentioned surveying the needs of in-town members of the Herring Pond Wampanoag Tribe. Windsor has a goal to "ensure all residents are secure in the digital age." Ashby hopes that the digital equity plan will lead to increased "participation in local government and educational opportunities." Otis seeks to conduct "outreach in ways that allow information to be provided to people who don't typically complete surveys or go to public meetings." Springfield wants to use this process as an "opportunity to build upon what residents and planners have already identified as desirable practices." The city wishes to create an online inventory of available equipment, tools, and classes, as well as to increase capacity for digital literacy training.

Charrette Applicants: East Bridgewater seeks to identify areas of need and possible solutions and sources of funds. The Town of Lee seeks to provide better digital literacy resources to seniors and low-income residents. Clarksburg seeks to gain a better understanding of gaps and potential opportunities to expand options for internet users. Charlton seeks to build capacity to improve digital equity initiatives and create an action plan to

pursue future infrastructure investments. New Marlborough's desired outcomes include improved digital literacy, safety, and security; expanded public Wi-Fi; empowerment of marginalized groups; enhanced access to education, telehealth, and other online services; increased economic opportunities; and social inclusion.

Worcester hopes to include various stakeholders to "lead to a more holistic and coordinated approach to bridging the digital divide." The city also wants to ensure accessibility is considered throughout the process and to establish metrics to track progress over time. Similar to New Marlborough, Worcester's desired outcomes include improved digital access, increased digital literacy, enhanced educational opportunities, economic empowerment, access to government services, equity in digital healthcare, and sustainable implementation.

Six of the charrette applicants indicated surveys and public meetings/discussions as methods of gathering information. East Bridgewater, New Marlborough, and Worcester included interviews, focus groups, and general data collection and analysis as important processes to utilize.

Existing Digital Equity Programming

Plan Applicants: Applicants that provided examples of digital equity activities can be grouped into the following categories:

- Other programming in public spaces (schools, libraries, community centers, etc.), including digital literacy/education (31 applicants)

- Free WiFi in public areas or housing; public or school-sponsored access to technology such as hot spots, computers, etc. (28 applicants)

- Advisory committee, working group, and/or existing planning efforts or reports relating to broadband and/or the digital divide (16 applicants)

- Municipal-owned fiber network fully built or in progress (11)

Charrette Applicants**:** The East Bridgewater Council on Aging and the local public library have public computers with internet access but lack educational programming to build digital literacy skills. In New Marlborough, hot spots provide Wi-Fi access in public spaces and public school students are loaned laptops for use throughout the school year. The Worcester Public Library provides a weekly digital literacy course, and the Worcester Public Schools System has an initiative to increase enrollment in the Affordable Connectivity Program. Clarksburg, Charlton, and Lee did not provide any information about existing activities related to digital equity in their applications.

Regional Collaboration and Program Outreach Goals

MBI has conducted numerous meetings with neighboring municipalities that have applied in an attempt to coordinate these municipalities with each other and promote regional approaches to the program. The Berkshire Regional Planning Commission and Franklin Regional Council of Governments have been particularly active in promoting this approach and the program among their communities. These conversations have yielded new applications from several small towns and helped facilitate the formation of 3 sub-regional applications from Berkshire County, one from Northwest Worcester County, and one from Franklin County. MBI provided monetary support to the regional planning agencies to raise awareness, solicit engagement, forge municipal partnerships, and submit regional or sub-regional applications, ultimately boosting overall participation in the program.

MBI continues to conduct outreach to expand participation in the program. The goal is to enroll 120 municipalities across the Commonwealth. MBI is in the process of seeking more Gateway City applicants as a priority.[85]

3.3. Digital Equity Gaps in Massachusetts

Broadband Availability & Affordability

High internet subscription costs prevent Massachusetts residents from having broadband at home.

- **Need**: Cost is the most commonly cited reason for not having home internet service. Statewide, one in two residents surveyed found it difficult to pay their internet bill.

- **Sample Assets and Programs**: Organizations including but not limited to **Way Finders, Southeast Asian Coalition of Central MA, Moroccan American Connections in Revere (MACIR), Essex County Community Foundation, and Better Broadband for Falmouth (BB4F)** work to connect residents to reliable home-internet through activities such as ACP enrollment assistance, advocacy for broadband infrastructure, and portable hot-spots.

- **Actions:** Actions are further detailed in the implementation sections of chapter 5, and summarized below.

  o Support more residents to access the ACP by raising awareness of this program, making it easier to navigate, including by residents with limited English proficiency.

  o Increase access to low-cost, affordable internet service plans and associated tech support.

Residents with internet subscriptions experience poor internet quality

- **Need**: Only 72% of survey respondents statewide expressed that their home internet subscriptions met their needs. Focus group participants across the state shared their experiences of poor or inconsistent internet quality, particularly multi-family households, residents in rural communities, or in the Cape and Islands region.

- **Sample Assets and Programs**: Programs including but not limited to the digital navigation network through **MetroNorth Workforce Investment Board** and the Apartment Wi-Fi program through the **Metropolitan Area Planning Council (MAPC)** work to connect residents to reliable and affordable at-home-internet.

- **Actions:** Actions are further detailed in the implementation sections of chapter 5, and summarized below.

  o Retrofit affordable housing developments with state-of-the-art wiring.

  o Expand Apartment Wi-Fi Program.

  o Improve the process for residents who seek to escalate issues of poor internet quality to their ISPs, potentially with support from digital navigators.

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[85] There are 11 Gateway Cities that have neither previously conducted a municipal digital equity plan, nor applied to this program: Attleboro, Barnstable, Fall River, Fitchburg, Haverhill, Lawrence, Malden, Methuen, Salem, Taunton, and Westfield.

Device Availability and Affordability

Residents identified a need for low-cost devices

- **Need**: Residents express a need for low-cost laptops or desktop computers. Low-income residents, individuals with a language barrier and residents that identify as racial and ethnic minorities expressed being able to pay less for a device.

- **Sample Assets and Programs**: Organizations including but not limited to **UMass Lowell Innovation Hub (Haverhill), TEK Collaborative, Tech Goes Home, and The Boston Higher Education Resource Center** work to connect residents to internet-enabled devices and device repair services.

- **Actions:** Actions are further detailed in the implementation sections of chapter 5, and summarized below.

    - Expand the Partnerships Program to fill regional gaps where possible, reaching missing populations by making the program more accessible, and expanding efforts where programs are successful.

    - Support a robust and active device refurbishment ecosystem, including coordinating closely with large scale employers, school districts, higher education institutions, and e-waste recycling companies, as well as establishing local distribution hubs.

Residents identified a need for devices that are easy to use.

- **Need**: Residents need accessible devices, technical support using their devices, along with information about how to access these resources. This need was named among focus group participants with disabilities.

- **Sample Assets and Programs**: Organizations including but not limited to Massachusetts Association for the Blind and Visually Impaired (MABVI), **Boston Center for Independent Living, Northeast Arc, Taunton Housing Authority, Worcester Talking Book Library, and Bay State Council of the Blind,** work to connect individuals with disabilities to accessible devices and tech assistance.

- **Actions:** Actions are further detailed in the implementation sections of chapter 5, and summarized below. Draft(s):

    - Set state accessibility standards and principles for devices.

    - Expand digital navigator programs that provide technical support for the use of devices.

Residents identified a need for sustainable devices

- **Need**: Residents express a need for device sustainability over time, defined as devices that do not require frequent software updates, hardware repairs, and purchase of new equipment. In particular, Aging individuals= expressed concern with upgrading technology and not being able to use the devices they were already familiar with.

- **Sample Assets and Programs**: Organizations including but not limited to **LBFE Boston, Healthy Aging Martha's Vineyard, Fairhaven Council on Aging, Elder Services of the Worcester Area, and Coastline Elderly Services, Inc. (Coastline)** work to connect aging individuals to devices and tech assistance.

- **Actions:** Actions are further detailed in the implementation sections of chapter 5, and summarized below. Drafts(s):

    - Expand device support paired with technical support, deploy device refurbishment programs with navigators, including youth/senior navigator pairings.

Residents identified a need for greater digital literacy support

- **Need**: Residents express a need for more digital literacy training that is designed for their needs.

- **Sample Assets and Programs**: **Libraries** across the state and organizations including but not limited to Tech Goes Home, **Worcester Senior Center, Training Resources of America, Second Street Second Chances, Open Sky, and Ralph Froio Senior Center Pittsfield** work to provide digital skills training, digital navigation services, and improve digital literacy.

- **Actions:** Actions are further detailed in the implementation sections of chapter 5, and summarized below. Draft(s):

    o Expand digital literacy programs in priority areas based on existing conditions analysis and with cultural and linguistically representative organizations.

    o Create a robust ecosystem of digital literacy providers across the state that provide cohesive entry, advanced, and expert training programs.

    o Create statewide digital navigator program that is culturally sensitive, multilingual, and empowering.

    o Expand digital literacy offerings where individuals live by considering different locations, online venues, and other sites for trainings.

Residents identified a need for support using the internet to conduct essential day-to-day activities including accessing job opportunities and health care.

- **Need**: Residents express a need for more access to digital literacy training and job skills, specifically for those interested in joining or participating in the Massachusetts job market, and those seeking healthcare, telehealth, or medical records. The training should be accessible to residents with language barriers.

- **Sample Assets and Programs**: **Libraries** across the state and organizations including but not limited to **Timothy Smith Network, Taunton Housing Authority, Revere Community School, Aspergers/Autism Network of New England, and FQHC Telehealth Consortium** work to provide digital skills training and digital navigation assistance to connect individuals to telehealth and job opportunities.

- **Actions:** Actions are further detailed in the implementation sections of chapter 5, and summarized below. Draft(s):

    o Build digital literacy capacity with workforce development orgs, build ecosystem capacity, including with those serving residents with language barriers.

    o Build and expand upon telehealth navigator programs, train healthcare professionals using standard DE curriculum. Ensure programs are inclusive of those with language barriers.

Institutions offering digital literacy programs, including libraries, need operating support

- **Need**: Residents express a need for consistent and sustainable resources and capacity building for digital literacy programs in public and community spaces, particularly libraries.

- **Sample Assets and Programs**: **Libraries** across the state and organizations including but not limited to **Boston Center for Independent Living, Beth Israel Deaconess Medical Center, Behavioral Health Network, and Blue Sky** 1-on-1digital navigation services.

- **Actions:** Actions are further detailed in the implementation sections of chapter 5, and summarized below. Draft(s):

- o Provide launch pad funding and capacity building for organizations not engaged in digital equity activities, but that have direct connections with covered populations to engage in digital equity activities.
- o Provide support for existing organizations to build capacity to expand services.

Online Privacy and Cybersecurity

Residents are concerned about internet safety, especially with regard to protecting themselves from having their data stolen, scams, and surveillance.

- **Need**: Residents from all backgrounds and regions report concerns about Internet safety, with 85% of survey respondents statewide citing this concern. Aging individuals across the State are highly concerned with Internet safety, specifically citing concerns about online scams or online hacking; low-income residents shared concerns with safely conducting online transactions and online banking. Individuals with a Language Barrier were least likely to be aware of resources to protect their safety online.

- **Sample Assets and Programs**: **Libraries** across the state and organizations including but not limited to **Mattapoisett Police Department, MassCyberCenter, and MakeIT Haverhill** that provide cyber security training or cyber security lessons as part of larger digital literacy, economic development, or workforce development programs**.**

- **Actions:** Actions are further detailed in the implementation sections of chapter 5, and summarized below. Draft(s):
  - o Build out cybersecurity curriculum, embed into digital literacy programming.
  - o Create tailored curriculum for seniors, include internet safety as a curriculum for youth digital navigators serving seniors, awareness campaigns.
  - o Use experienced and/or peer-to-peer trainers with lived experiences or work experience to teach tailored, standardized curriculum for online privacy and cybersecurity classes.

Individuals with disabilities are concerned about medical data breaches

- **Need**: Individuals with disabilities highlighted concerns about medical data breaches.

- **Sample Assets and Programs**: Organizations including but not limited to **Harvard Street Neighborhood Health Center, Inc., Boston Center for Independent Living, Beth Israel Deaconess Medical Center, Behavioral Health Network, and FQHC Telehealth Consortium** work to support telehealth access through digital navigation support.

- **Action:** Actions are further detailed in the implementation sections of chapter 5, and summarized below.
  - o Train **existing digital navigators** to support residents with telehealth navigation such that residents, including individuals with disabilities, can feel safe online.

Residents are concerned about youth safety online

- **Need**: Residents expressed concerns about youth safety online.

- **Sample Assets and Programs**: **Libraries and schools** across the state and organizations including but not limited to **YMCA of Martha's Vineyard, One Bead, Kids in Tech Inc., and Jr. Tech** work to support youth digital literacy.

- **Actions:** Actions are further detailed in the implementation sections of chapter 5, and summarized below.
  - o Build out educational/awareness resources for schools, educational orgs, & for parents.

Residents, particularly those with language and accessibility barriers, identify difficulty accessing public resources online.

- **Need**: Individuals with a language barrier and people with disabilities were less likely to find online government services to be accessible. During focus groups, residents with limited English express a need for more translation and language support for online public resources.

- **Sample Assets and Programs**: Organizations including but not limited to **Way Finders**, **Center for New Americans, Casa Da Saudade Library, Immigrant Assistance Center, Lawrence Community Works, and Mujeres Unidas Avanzando** work to support digital skills access and access to government services for individuals with language barriers.

- **Actions:** Actions are further detailed in the implementation sections of chapter 5, and summarized below.

  - Expand accessibility support for online public resources, set standards at the state level.

  - Expand translation support for online public resources, set standards at the state level.

Residents need more information about how to access online public resources, with support programs tailored to residents' needs.

- **Need**: Residents with disabilities express a need for greater accessibility of online public resources.

- **Sample Assets and Programs**: Organizations including but not limited to **HMEA's Autism Resource Central, Boston Center for Independent Living, Northeast Arc, and Taunton Housing Authority** work to support internet, device, and navigation access to better connect individuals with disabilities to government services.

- **Actions:** Actions are further detailed in the implementation sections of chapter 5, and summarized below.

  - Expand awareness, host resources centrally, train navigators.

3.4. Assets Supporting Digital Equity in Massachusetts

3.4.1. Overview

Purpose and methodology

To ensure that the Massachusetts State Digital Equity Plan builds on existing efforts in the Commonwealth that advance digital equity and inclusion, MBI worked with Regional Planning Associations, Partnerships Program grantees, and Community Based Organization (CBO) partners to gather information on existing assets—programs, organizations, plans, or individuals working to advance digital equity and inclusion—as part of an Asset Inventory. To collect data for the Asset Inventory, MBI launched a comprehensive outreach strategy, relying on partners and existing programming to spread the Asset Inventory Intake form, which fed directly into the inventory. MBI held a training and office hours with Regional Planning Agency partners, pre-qualified Municipal Planning Consultants, as well as Community Based Organization (CBO) partners engaged in Plan outreach. The Asset Inventory represents active organizations at the point in time in which it was sourced by community members.

The Massachusetts Statewide Digital Equity Plan Digital Equity and Broadband Asset Inventory can be found at:

http://bit.ly/MA-Asset-Inventory

Findings overview

All findings from the Asset Inventory represent the point in time of writing the SDEP. MBI will maintain the Asset Inventory as a living crowd-sourced database by continuing to collect data on assets.

At the time of writing, this database has 750 assets across the whole state, cataloging unique organizations, programs, plans, and more that support the digital equity ecosystem in Massachusetts. Each of these assets serves a covered population in the state, whether as a general community serving plan, program, or institution, or as an asset specifically serving a unique covered population. Below is a summary of assets cataloged by covered population.

Covered Population Served	Number of Assets
General – All Covered Populations	186
Low-Income Households (<150% federal poverty level)	289
Aging Individuals (60 and older)	234
Incarcerated Individuals (in non-Federal facilities)	27
Veterans	80
Individuals with Disabilities	141
Individuals with a Language Barrier (English learners or low-literacy)	152
Members of Racial/Ethnic Minority Groups	180
Residents of Rural Areas	84

Below is a summary of assets cataloged by region.

Region	Number of Assets
Berkshires	101
Boston Metro	134
Cape Cod and the Islands	113
Central	231
Connecticut River Valley	137
Northeast	154
Southeast	167

In section 3.2 we further explore the existing digital equity and broadband barriers that exist across the state. While the assets cataloged in the Asset Inventory are critical to closing the digital divide in Massachusetts, gaps still exist both in terms of the types of services and interventions offered across the state and in the capacity of each organization providing services to meet community needs. Below are several findings sourced from RPAs on the strengths and weaknesses of digital equity and broadband assets across the state.

- Regional libraries and Community Anchor Institutions provide a variety of digital equity and broadband interventions across the state including hot spot lending, digital literacy courses, 1-on-1 navigation support, computer banks, and free public Wi-Fi.

- Most Councils on Aging recognize the importance of providing one-on-one technical support and digital skill building to their clients but may have limited full-time or part-time staff capacity or training to be able to devote the time and energy needed to assist older adults who lack digital literacy.

- There are limited formalized device access programs beyond libraries, especially as schools scale back lending with a return to in-person classes post-Covid.

- While a variety of non-profit and public organizations provide some advocacy or intervention related to digital equity, some organizations still view digital equity as secondary to other goals rather than a critical component of other equity or policy goals. Some community organizations are not fully aware of how their work aligns with digital equity and would benefit from an increased understanding of opportunities to advance digital equity within their work.

3.4.2. Assets supporting Digital Equity in Massachusetts

In this section, MBI organized findings from the Asset Inventory using the five NTIA Measurable Objectives. As further described in Chapter 5. Implementation, MBI uses three pillars (Availability, Adoption, Quality of Service) to guide its work to advance digital equity. The following diagram illustrates the relationship between the NTIA Measurable Objectives and the three pillars supporting MBI's vision. Assets supporting Broadband Availability & Affordability might support one or more of MBI's three pillars, while assets supporting all other NTIA Measurable Objectives primarily support Adoption.
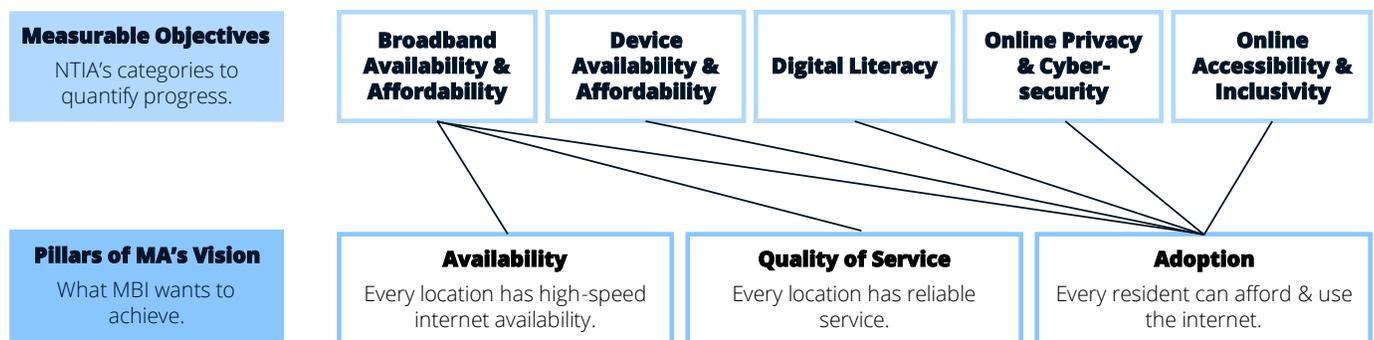
Assets by Measurable Objective

Assets Advancing Broadband Affordability & Availability

- As of writing, 330 assets have been cataloged that support broadband Affordability and Availability. This includes assets that provide subsidized internet access programs; WiFi in public spaces; Digital Navigator programs, and more. Organizations within this group of providers include libraries, Community Anchor Institutions and more. While several assets including ShutesburyNET and Fiber Connect of the Berkshires provide limited subsidies for at-home broadband, the majority of assets bridging affordability and availability gaps are providing service in public spaces.

Assets Advancing Accessibility of Devices & Device Support

- As of writing, 348 assets have been cataloged that support accessibility of devices and device support. This includes assets that provide device distribution and refurbishment, and technical support for

devices. Organizations within this group of providers include libraries, digital equity organizations, Community Anchor Institutions and more. Device access programs vary by organization, and some provide devices for specific purposes like applying to jobs or taking classes. Programs that exist at libraries tend to allow for greater open-ended uses, however, the device loan programs are generally short-term.

Assets Advancing Digital Literacy

- As of writing, 402 assets have been cataloged that support digital literacy. This includes any assets that provide digital literacy and skills classes. Organizations within this group of providers include libraries, Community Anchor Institutions, academic institutions, workforce development organizations, and more. Digital literacy programs vary in formality, from structured group classes to one-on-one troubleshooting. Across the state, there is a great deal of overlap between device support and technical assistance, and digital literacy support. Many on-on-one digital navigators serve both of these roles, especially at libraries.

Assets Advancing Privacy & Cybersecurity

- As of writing, 53 assets have been cataloged that support improved privacy and cybersecurity across the state. This includes any assets that support awareness-raising to protect online privacy and cybersecurity and provide training in these skills. Organizations within this group of providers include libraries, schools, digital navigators, and private and non-profit organizations narrowly focused on cybersecurity and internet safety. Services vary from vocational training programs for careers in cybersecurity, to training integrated into larger digital literacy programs, and one-on-one cybersecurity troubleshooting.

Assets Advancing Accessibility & Inclusivity of Public Resources

- As of writing, 187 assets have been cataloged that support improved accessibility and inclusivity of public resources. This includes any assets that are making government websites easier to navigate by providing translations, using accessible language, or by making it generally easier to interact with the government online. Organizations within this group of providers include libraries, government bodies, Community Anchor Institutions, and more. Services advancing the accessibility and inclusivity of public resources vary greatly and often overlap with work across the other four measurable objectives, including device access in service of connecting residents to government websites, or digital navigation support to help residents navigate these sites.

Digital Equity Plans

- Massachusetts benefits from many organizations contributing reports, plans, or other data that has supported greater knowledge and planning around digital equity across the state. Resources vary from municipal digital equity plans geared at helping the public and policy makers understand barriers within the community, community needs assessments that include an element of digital equity analysis as it overlaps with broader planning efforts, an outdoor library Wi-Fi access map providing the public an understanding of where access points exist, and more. Most of the authors are municipal governments, regional planning organizations, or some other government body.

  Many of these plans come out of a long history of advocacy, policy-making, and community action to bridge the digital divide, that predates this statewide planning initiative. MBI reviewed these plans and integrated their key findings into the structure and approach for the data analysis, topical focus areas, and qualitative research activities undertaken in this plan. **Below are the pre-existing local and regional digital equity plans from community partners and municipalities across the state that informed this Plan.**

Plan	Overview

Connecting Communities Through Digital Equity Author: MassINC, Massachusetts. Competitive. Partnership	This report focuses on the digital divide within the Gateway Cities. Key existing conditions include: • Roughly 1 in 10 (287,000) households in Massachusetts was without internet service when COVID-19 arrived. • At the onset of the pandemic, approx. 470,000 MA households did not have a laptop or desktop computer.
Making Progress on Digital Equity Author: Essex County Community Foundation, Tufts, The Center for State Policy Analysis	ECCF's report found that households of color would benefit most from efforts to enhance digital equity, as Black and Hispanic residents have more limited access to digital resources, even after adjusting for differences in income and education. On average, families of color earning $100,000 have lower access to broadband than white families earning just $50,000.
The Digital Divide and Challenges to Digital Equity Author: The Alliance for Digital Equity	The Alliance for Digital Equity's survey found that people's inability to connect online is resulting in reduced enrollment and participation in community programs and services. The quality of these programs and services, offered by organizations and systems designed to support people, may be impacted as well.
Boston Digital Equity Assessment Author: CTC Technology and Energy	The Boston Digital Equity Assessment documents the rise of competitive broadband service in Boston, describes City efforts to close broadband affordability, devices and skills gaps, characterizes the remaining gaps, and makes policy recommendations.
Boosting Broadband: Access, Performance, Improvements, and Funding Author: Worcester Regional Research Bureau	Worcester's Boosting Broadband report builds upon the Broadening Broadband report by looking at three years of data, examining internet connection speed, and WPS student access. The report finds that in 2019, only 61% of low-income households in Worcester had a broadband internet connection at home, compared to 93.7% of households earning more than $75,000 annually.
Digital Equity Plan Author: Metropolitan Area Planning Council	In 2021, the cities of Chelsea, Everett, and Revere asked MAPC to create the Commonwealth's first regional digital equity plan, with financial support from MBI. Key findings from the report include that many households that are connected aren't getting broadband speed, even when that's what they are paying for.

- As of writing, 163 programs have been cataloged as assets promoting digital equity within Massachusetts. Programs vary greatly, serving every measurable objective and every covered population across almost every corner of the state. Programs include one-on-one tech and digital navigation support, hotspot and device loan programs, digital citizenship training, and more.

  Outside of programs administered by MBI (detailed in <u>Section 2.2</u>), a diverse array of organizations and efforts are active to promote digital equity in Massachusetts. This section highlights select examples of existing digital equity work across measurable objectives and populations served. We chose the following organizations and programs to show examples of the services offered across regions, services offered within easy measurable objective areas, and services for each covered population.

Example Organization or Program	Measurable Objective(s)	Covered Population(s)
<u>Wi-Fi Access Initiative</u> As a program area of MBI's Digital Equity Partnership Program, MAPC will build upon their Apartment Wi-Fi work and partner with affordable housing developers, public housing officials and other property owners to identify and connect properties whose residents face either an affordability or adoption barrier to a household broadband subscription. *Region(s):* Statewide	• Broadband Availability and Affordability	• Low-income
<u>Tech Goes Home</u> Founded in 2000, Tech Goes Home empowers communities to access and use digital tools to overcome barriers and improve lives. Programs focus on serving people and communities who face systemic barriers to technology adoption. *Region(s):* Greater Boston, Southeast, Northeast, Berkshires, Central Massachusetts, Connecticut River Valley	• Broadband Availability and Affordability • Device Availability and Affordability • Digital Literacy	• Aging individuals • Low-income • Racial and ethnic minorities • Individuals with a language barrier • *Immigrants and refugees*

MassCyberCenter Through the MassCyberCenter, the Commonwealth government provides collaborative support to the world-class cybersecurity ecosystem that exists in the state. MassCyberCenter administers several initiatives: the Cyber Resilient Massachusetts Working Group, Cybersecurity Training and Education Working Group, Cybersecurity Mentorship Program, and a range of workforce development initiatives. *Region(s):* Statewide	• Online Privacy and Cybersecurity	• All
Boston Center for Independent Living (BCIL) The Boston Center for Independent Living is a civil rights organization led by people with disabilities that advocates for eliminating discrimination, isolation, and segregation. It provides advocacy, information, referrals, peer support, skills training, personal care assistant services, and transitional services to enhance the independence of people with disabilities. BCIL's goal is to help consumers access the best assistive technology available with staff trained in teaching consumers how to use this technology to enhance their independent living experience. BCIL collaborates with and promotes the Easterseals Technology Center. *Region(s):* Greater Boston	• Online Accessibility and Inclusivity	• Individuals with disabilities • Individuals with a language barrier
North Shore Community Health Center and Lynn Community Health Center through C3 Coalition The Telehealth Navigator Program is designed to overcome barriers to telehealth and provides a model approach to regional philanthropy collaboration. *Region(s):* Northeast	• Broadband Availability and Affordability • Device Availability and Affordability • Digital Literacy • Online Accessibility and Inclusivity	• Low-income • Racial and ethnic minorities • Individuals with disabilities • Individuals with a language barrier

Massachusetts Law Reform Institute (MLRI) MLRI created a digital equity project through its racial equity work based on feedback on how the lack of access to, and affordability of, high-speed broadband internet services disproportionately was thwarting the advancement and inclusion of communities of color in society and perpetuating the cycle of poverty. Programs include ACP outreach. *Region(s):* Statewide	• Broadband Availability and Affordability	• Individuals with a language barrier • Racial and ethnic minorities • Low-income • Aging individuals
MassHire: Berkshire Veteran Services[6] This career center offers Veterans' Representatives to help veterans find jobs, acquire skills and education, plan their career, attend workshops, and take advantage of other resources. *Region(s):* Cape and Islands	• Broadband Availability and Affordability • Digital Literacy	• Veterans
The Last Mile at Massachusetts Correctional Institution-Shirley The Last Mile implements technology training in prisons with the goal of breaking the cycle of incarceration by preparing people in prison for re-entry and stable jobs. In early 2023, a Web Development training started at MCI-Shirley with 16 students. *Region(s):* Central Massachusetts	• Broadband Availability and Affordability • Digital Literacy • Privacy and Cybersecurity • Device Availability and Affordability •	• Incarcerated Individuals
Alliance for Digital Equity The Alliance for Digital Equity is a Western Massachusetts-based coalition of community-focused organizations working toward digital equity for all people. The Alliance works to raise community awareness around digital equity gaps and support each member organization in their work to bridge the digital divide. *Region(s):* Connecticut River Valley	• Broadband Affordability and Availability	• Low-Income • Racial and ethnic minorities • Aging individuals • Residents of Rural Areas

<u>Massachusetts Technology Learning Collaborative for Healthy Aging</u>. Provides communities and organizations with a common space to share ideas, collaboratively address the digital divide for older adults, and promote equitable and meaningful access to technology. Hosted by the Executive Office of Elder Affairs and the Massachusetts Healthy Aging Collaborative. *Region(s):* Statewide	• Broadband Availability and Affordability • Device Availability and Affordability • Digital Literacy	• Aging individuals

Assets that Advance Broadband Adoption

- Greater comfort with technology, internet, and device access increases internet adoption. Assets that meet many of these needs are detailed in section <u>3.1.2.1. Assets by Covered Population.</u>

Assets that Advance Broadband Affordability

- 10 assets were cataloged that are said to specifically support knowledge around and enrollment in the ACP. These organizations include libraries and Community Anchor Institutions. However, libraries across the state, and other personalized digital navigator services, regularly support residents with a variety of tech and digital navigation questions including enrolling in public benefits like the ACP. Libraries play a key role in almost every downstream outcome of improved digital literacy, including access to public benefits. Free and affordable Wi-Fi service through affordable housing providers is also a key affordability resource for low-income residents who live in affordable units. Further information on assets advancing accessibility and inclusivity of public resources can be found in section <u>3.1.2.1. Assets by Covered Population.</u> Overall, 1 in 2 survey respondents were aware of the ACP program. Individuals with language barriers surveyed were less likely to know ACP than statewide (45%) while individuals with disabilities (66%), individuals in low-income households (55%), and aging individuals (53%) were more likely to know about the ACP program than statewide.

4. Collaboration and Stakeholder Engagement

This chapter summarizes the stakeholder engagement approach and methodologies that MBI used to shape this Plan. Stakeholder engagement is the process of involving individuals, groups, or organizations that have an interest or "stake" in a particular project, decision, or issue to collaborate and gather their feedback. The purpose of stakeholder engagement for the Massachusetts State Digital Equity Plan is to gather input from the public and from other individuals and organizations to understand existing gaps and help guide future implementation.

Stakeholder engagement within this Plan builds on existing engagement assets, such as coalitions, regional planning organizations, community-based organizations, and other partnerships to ensure a more inclusive and effective analysis and implementation strategy. By engaging with Massachusetts residents, digital equity practitioners, industry partners, and municipal planning partners, MBI ensured coverage across Covered Populations and other stakeholder groups, regions, and Measurable Objective areas to shape all elements of the Plan.

4.1. Engagement Principles and Approach

MBI established 5 core principles to guide the stakeholder engagement process:

- Lead with a human-centered approach in outreach, communication, and operations.
- Develop an intentional, comprehensive, and inclusive strategy to maximize reach.
- Work with trusted partners.
- Build on existing programs and offerings where possible.
- Invest across sectors and regions to build capacity in partners serving Covered Populations.

We applied these principles consistently in each of our activities, which we designed to achieve inclusive engagement across all of Massachusetts' regions,[86] Covered Populations, and other populations of interest. While some activities were primarily geographic (e.g., listening sessions that took place in all corners of the state) and others primarily population specific (e.g., focus groups structured by Covered Population), all gathered information across the dimensions of place, population characteristics, and other factors that influence digital equity outcomes.

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[86] See Chapter 3for more information on regional boundaries and selection.

MBI followed NTIA's stakeholder engagement guidance while going beyond its baseline recommendations.
NTIA's guide for states on setting up stakeholder engagement describes 4 types of engagement approaches, ranging between low effort and high effort methods.[87] Engagement activities cover 4 types of engagement—communication, consultation, coordination, collaboration—with many engagements overlapping functions. In addition to the 4 Cs of *what* MBI did, MBI implemented 3 Cs of *how* it conducted those activities. We were mindful of content (materials that were clear and accessible to people with different language or abilities), community (openness and inclusion), and cultural competence (respecting and accommodating differences). For instance, we designed listening session and focus group locations to be reachable and welcoming to as many people as possible; translated materials in multiple languages based on local needs; and provided on-site ACP education and enrollment support to provide additional benefits to participants. *Who* MBI worked with to conduct engagement activities also mattered to us, and we chose to partner with many trusted community anchor institutions like community-based organizations, healthcare centers, schools, libraries, re-entry service providers, faith-based organizations, shelters, and transitional housing, and more. Our partners facilitated the large engagement across all activities.

The following table provides examples of activities within each engagement type, while the following section describes in detail the different engagement actions that MBI undertook.

Engagement Type	NTIA Description	Examples
Communication	• Sharing information or updates with stakeholders. • Providing visibility to interested stakeholders. • Informing stakeholders' own efforts.	• Working Group • Statewide Digital Equity Coalition (also referred to as Practitioners' Network) • Municipal Digital Equity Planning • Partnerships • Newsletters/e-blasts • Internet For All website • Social media
Consultation	• Directed and targeted outreach, collecting input on specific engagement and planning processes. • Reaching stakeholders who are difficult to engage or hardest to access based on existing barriers.	• Listening sessions • Survey Distribution
Coordination	• Reducing overlap between stakeholder efforts.	• Working Group

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[87] "Setting Up Initial Stakeholder Engagement" National Telecommunications and Information Administration. https://broadbandusa.ntia.doc.gov/sites/default/files/2022-04/Initiating%20Stakeholder%20Engagement.pdf

	• Connecting with one another stakeholders who are already engaged in broadband and digital equity efforts.	• Municipal Digital Equity Planning Consultants • Regional Planning Associations • Practitioners' Network • Digital Equity Partners
Collaboration	• Working alongside stakeholders. • Sharing decision making power and data. • Learning lessons from failures. • Aligning complex efforts and multiple perspectives, fostering ownership.	• Working Group • DE Partners • Regional Planning Associations (RPAs) • Municipal Digital Equity Planning • Public Comment period • Ongoing (future) engagement • Community-Based Organization Request for Qualifications (CBO RFQ) • Focus Groups

Throughout this process, MBI catalogued interactions with stakeholders in a partnership inventory, detailing the type of partnership and method of engagement deployed. The partnership inventory guided MBI's outreach with different stakeholder groups, and highlighted the gaps in outreach. Where MBI found gaps, MBI committed more resources towards building new and strengthening existing relationships. The overall goal was to cover all 8 Covered Populations in every region of the state. With these relationships in place, MBI called on stakeholders to promote and help plan the public survey outreach, the asset inventory, focus groups, and regional listening sessions. This inventory will be a resource to MBI in future outreach efforts and for Plan implementation.

4.2. Stakeholder Engagement Activities

This section describes all of the activities that MBI led to engage stakeholders and inform the Plan, our analysis of gaps and barriers to digital equity, and shape recommendations.

4.2.1. Listening Sessions

Throughout the planning process, MBI hosted regional digital equity listening sessions across the state, inviting all residents within a region to take part. These introduced the concept of digital equity, the role of the Plan in bridging the digital divide, presented region-specific digital equity assets and barriers, and invited participants to share their experience of regional digital equity needs, barriers, and their vision for a future Massachusetts with Internet for All.

MBI partnered with local and regional organizations to host listening sessions in Massachusetts' 7 workforce regions: Berkshires, Connecticut River Valley, Central Massachusetts, Southeast, Cape and Islands, Greater Boston, and Northeast. MBI also held a virtual and in-person listening session specifically for rural residents statewide. During listening sessions, partner organizations shared specific needs and assets within the region and participated in the listening portion of the session. After the presentations concluded, MBI's facilitators split residents into in-person and virtual breakout groups to discuss their experiences and learn about specific barriers to access and adoption and existing organizations and resources within their region.

Participants attended a in-person event at a main venue hosted by a local community anchor institution, or attended a "satellite" location closer to their homes, or joined virtually. Approximately 317 Massachusetts residents took part in the digital equity planning process through these sessions (see table below).

Region	Number of people reached
Berkshire	38
Central Massachusetts	10
Northeast	25
Cape & Islands	60
Connecticut River Valley	65
Greater Boston	21
Southeast	70
Rural	28
TOTAL	**317**

In addition to informing the Plan, listening sessions created an opportunity for local government representatives, Planning and Economic Development Councils, and ISPs to understand barriers to broadband access and digital equity within their region. Listening sessions also featured navigators who could advise participants on ACP enrollment and other digital adoption questions.

4.2.2. Focus Groups

In addition to listening sessions, MBI worked with community-based organizations—organizations driven by community residents and/or community wellbeing—to conduct focus groups with Covered Populations. MBI designed focus groups to learn in depth about the challenges and barriers to digital equity that specific populations face in the state. MBI and its partners across the state conducted 25 focus groups engaging 269 individuals.[88] These numbers, included in the table below, account for the intersection of participants who may have been engaged across multiple focus groups. MBI also distributed focus groups geographically across the state, prioritizing regions with high proportions of Covered Populations.

Focus groups added further detail and depth to the data MBI collected through the online survey. MBI designed focus group discussion guides to align with questions in the survey, but with more time given to hear anecdotes and capture nuance and sentiments from participants who might not otherwise be represented in the survey or who might have multiple, overlapping barriers that are hard to capture through a survey. Partner organizations used an online notetaking form structured around the 5 Measurable Objective areas, and guided participants through a demographic intake form available both online and on paper. MBI then collected data from both sources, systematically coded the qualitative data, and analyzed the consistent themes and anecdotes we heard throughout the focus groups, breaking them down by Covered Population, demographic and socioeconomic factors, Measurable Objectives, and other characteristics to identify trends and patterns. This analysis informed Chapter 3 of the Plan.

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[88] Focus group engagements were engagements that informed both the SDEP and BEAD Plan. Of the 25 focus groups, 19 informed the SDEP.

MBI and its partners provided incentives (typically gift cards to local grocery stores) to focus group participants to compensate individuals for their time. This made focus groups more accessible to those with limited resources, who might lose income for participation, or who face economic hardships that prevent them from participating in civic engagement opportunities.

Covered Population	People Reached
Aging individuals	20
Racial and Ethnic minorities	23
Individuals in low-income households	68
Veterans	3
Individuals with disabilities	44
Individuals with a language barrier	43
Incarcerated Individuals	35
Rural residents	66

4.2.3. Survey

MBI created a statewide Digital Equity Survey to gather information about needs, barriers, and opportunities from as large and representative sample as possible of Massachusetts residents. The survey was available online and on paper in 9 languages (English, Spanish, Portuguese, Chinese, Haitian Creole, Vietnamese, Russian, Arabic, and Khmer). Through the survey cutoff date of October 2, we received 7,865 responses (see table below).[89]

This considerable number of responses, with strong representation throughout the state and Covered Populations, is a result of the work that MBI and its partners committed to reaching as many Massachusetts residents as possible. MBI developed response rate targets for the survey based on regional and statewide population demographics to ensure that responses and results represented all Covered Populations and regions in statewide data to the greatest possible extent. Municipal Digital Equity Consultant partners and community-based organizations helped distribute the survey in their communities, using unique outreach strategies to reach

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[89] MBI removes some responses in the data cleaning process. See Chapter 3 and the Appendix for more information.

residents. These partners also facilitated survey completion for the hardest-to-reach people within their communities[90].

The survey addressed the five Measurable Objective areas of broadband availability and affordability, device availability and affordability, digital literacy, online privacy and cybersecurity, and online accessibility and inclusivity. MBI used this data to understand the baseline statewide digital equity needs and barriers, such as who has access to the internet, what gaps participants have when it comes to digital skills, and if participants have trouble accessing public resources. MBI also analyzed this data by Covered Population and region across the state to understand how these needs and barriers show up differently across demographics and geographies. MBI validated this information with listening session and focus group findings. See Chapter 3 and the Appendix for more information on the methodology and results.

Region	Responses	Target
Connecticut River Valley	933	307
Greater Boston	1,182	1,085
Cape Cod & Islands	936	112
Southeast	1,303	608
Northeast	1,181	455
Central Mass	764	378
Berkshire	1,479	55
Unknown	87	-
Total	**7,865**	**3,000**

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[90] MBI acknowledges that some communities in the Commonwealth are particularly hard to reach in public surveys. The strategies employed to expand the reach of the survey and conduct a variety of stakeholder engagements helped ensure that all communities were represented in some fashion in this plan.

Covered Population	Responses	Target
Aging Individuals	2,822	695
Veterans	334	119
Racial and Ethnic Minorities	3,032	764
Households with Limited English*	316	71
Individuals with Disabilities	1,069	341
Low-Income Households	1,253	454
Rural Inhabitants	2,257	302

* Corresponds to individuals with a language barrier.

Note: Respondents could identify as belonging to one or more group. The survey did not ask respondents about their experience with the justice system and is not used to isolate findings for incarcerated individuals.

4.2.4. Asset Inventory

MBI also collected data for a statewide asset inventory to gather information about key programs, resources, individuals, and organizations working to improve digital equity across Massachusetts. Partners and stakeholders populated the asset inventory based on their existing knowledge and through public meetings and engagements. MBI established Asset Mapping Services Agreements with Regional Planning Agencies to support this effort. MBI also worked with Municipal Digital Equity Planning Consultants and community-based organizations to conduct outreach to stakeholders for the inventory.

For detailed findings from the Asset Inventory, please reference Section 3.4 Assets Supporting Digital Equity.

4.2.5. Broadband and Digital Equity Working Group

MBI convened key stakeholders as a part of the Broadband and Digital Equity Working Group throughout the planning process. Working Group members discussed MBI's stakeholder engagement planning process, responded to interim analysis of the current state of digital equity in Massachusetts, and directly shaped the Unified Vision and Implementation Plan. Members met four times over the course of the process, advocating on behalf of their constituents and supporting MBI's alignment with state priorities.

For a list of Working Group members and their affiliations, please reference the Appendix.

4.2.6. Interagency Coordination

MBI invited Commonwealth government agencies to collaborate with it in conducting stakeholder engagement and developing the Plan. MBI's goals were to keep Commonwealth agencies informed about the process, request their support on stakeholder outreach and Plan development, and coordinate digital equity activities more broadly. In alignment with these goals, MBI interviewed both Partnership program entities and other state agencies early in the planning process to understand each agencies goals, needs and barriers from constituents, and to contextualize MBI's stakeholder engagement process. MBI hosted an interagency coordination meeting on July 27, 2023, which 30 representatives from various agencies attended. In that meeting, MBI presented representatives with the following opportunities for coordination: the Affordable Connectivity Program (ACP), statewide planning support, infrastructure investment alignment, and agency coordination.

4.2.7. Tribal Engagement

MBI worked with tribes throughout the engagement process. MBI collaborated on outreach and engagement activities that were facilitated by the federally recognized Mashpee Wampanoag Tribe (MWT), which served as a lead for additional outreach with Indigenous communities across the state. Sister tribes, including the cultural group Herring Pond Tribe of the Wampanoag Nation, and the North American Indian Center of Boston (formerly, the Boston Indian Council) were engaged by MWT for surveys and focus groups. MWT hosted survey-taking sessions at its housing, veteran, and elder-serving Tribal agencies, resulting in 120 responses, which is 4% of its members.

MBI and MWT developed the survey so that MWT could extract and analyze MWT-specific data for their digital equity needs assessment and programmatic planning. MWT hosted two focus groups with a total of 23 participants, resulting in at least 143 MWT members providing input into the Plan.

Additionally, the Tribal Employment Rights Director spoke at a regional listening session where she shared the specific barriers faced by Tribal members in Massachusetts.

While digital equity planning for tribes, funded by the Tribal Broadband Connectivity Program, is in progress, there are no complete Tribal plans at this time.

4.2.8. Public Comment

To ensure draft plans were available to as many Massachusetts residents as possible the Massachusetts Broadband Institute (MBI) facilitated access to the plans in three ways:

1. PDF versions of the plan in English and the four other most commonly spoken languages in Massachusetts (Spanish, Portuguese, Haitian Creole and Chinese) were posted to MBI's website along with an online comment form.
2. In coordination with the Massachusetts Board of Library Commissioners, MBI sent paper copies of the plan and public comment forms to every library system in Massachusetts so that persons without internet, computer access, or digital skills could submit comments via mail or directly to local librarians who facilitated receipt of those comments to MBI.
3. MBI's partners working with covered populations facilitated focus groups where draft plans were shared in a culturally competent manner with language literacy awareness.

The total number of comments received during the 30 day Public Comment period which commenced on November 15, 2023 30-and closed at 11:59 pm on December 15, 2023, via the three methods outlined above was

239 non duplicative comments. Twenty focus groups with covered populations were also conducted and those responses and numbers are referenced below, not reflected in the 239 online submission total.

The 239 comments were comprised of:

- 104 comments by 61 Unique organizations (see appendix for list of key organizations)
- 115 Individual comments by 89 persons or 77% of online submissions comprised persons that identify as a member of one or more covered populations. The remaining 26 persons or 23% did not reply or indicated N/A to demographic question.

Total people from covered population engaged through 20 public comment focus groups equals 180.

See Table in Appendix

- Three groups were women only. Totaling 31 or 17% of female or female identifying individuals.
- Two groups included Indigenous persons of the federally recognized Mashpee Wampanoag Tribe totaling 11 people or 6%
- Rural was represented by three groups totaling 24 ppl or 13%

Key themes presented in Public Comments included:

- Affordability/ ACP, Internet Accessibility, Connectivity, Digital Literacy and Policy Standards
- Digital Literacy was presented in all covered population focus groups.

Final Action on All Public Comments

The following categories indicate MBI's approach to addressing public comments into final version of the Statewide Digital Equity Plan and future digital equity planning. *Please see Public Comment Table below for specific status.*

- Acknowledged
- Acknowledged and incorporated into the plan
- Acknowledged, not incorporated into the plan, but will be considered for future planning and program development by MBI.

4.2.9. Engagement Methods by Covered Population

Throughout the planning process, MBI met with key stakeholders and created virtual public feedback information sessions as needed, organizing partners in Commonwealth government as well as civil society and the private sector. MBI added all engagement information to the new Internet for All page, and held one on one interviews with key stakeholders, as well as office hours for partners. At the outset of the engagement process, MBI held a Digital Equity Summit, including panels with practitioners from the field.

Covered Population	Method for targeted engagement
Aging individuals	- Focus Groups - Statewide Digital Equity Survey - Interviews with community stakeholders serving Aging Individuals
Racial and ethnic minorities	- Focus Groups - Statewide Digital Equity Survey

	• Interviews with community stakeholders serving multiple Covered Populations, including people of color
Individuals in low-income households	• Focus Groups • Statewide Digital Equity Survey • Interviews with community stakeholders serving multiple Covered Populations including individuals in low-income households
Veterans	• Focus Groups • Statewide Digital Equity Survey • Interviews to community stakeholders serving multiple Covered Populations including veterans
Individuals with disabilities	• Focus Groups • Statewide Digital Equity Survey • Interviews with community stakeholders serving multiple Covered Populations including individuals with disabilities
Individuals with language barriers	• Focus Groups • Statewide Digital Equity Survey • Interviews with community stakeholders serving multiple Covered Populations including individuals with limited English
Incarcerated Individuals	• Focus Groups • Statewide Digital Equity Survey
Rural residents	• Focus Groups • Statewide Digital Equity Survey • Interviews with community stakeholders serving multiple Covered Populations including rural residents

4.3. Looking Ahead: Ongoing Engagement Strategy

MBI is committed to continuing a meaningful and inclusive stakeholder engagement process throughout its future activities. MBI will prioritize continuing to foster existing relationships with current trusted partners while developing new relationships with organizations supporting underserved Covered Populations. These relationships will inform the development of future programs, ensure that programs have stakeholder support from the start, provide accountability in tracking program outcomes, and help share successful approaches across the state.

MBI's continuing work with digital equity coalitions, regional planning agencies, Tribal leaders and organizations, community-based organizations, residents, and more will underlie its future programs. Specifically, MBI will create strategic points in its future program development to bring community based organizations serving covered populations to the table to inform any new programs and ensure they will meet their intend goals and the goals and needs of covered populations. MBI prequalified 15 organizations to provide community engagement support services under under an RFQ released in June of 2023. These organizations represent geographic and population diversity and will serve as key collaborative entities in future stakeholder engagement activities at to be determined points in program development.

MBI will compensate organizations and individuals for the time they contribute to digital equity activities. MBI will also continue to create content and communicate in multiple languages through multiple media so all can access

information and choose to participate in the way that is right for them. MBI anticipates that it will publish summary materials in English, Spanish, Portuguese, Haitian Creole, and Simplified Chinese, and will prioritize these languages for ongoing engagement in languages other than English.

Chapter 5 describes the programs that MBI proposes to address the identified gaps in digital equity in Massachusetts.

5. Implementation

This chapter describes how MBI, the Commonwealth of Massachusetts' agencies, and statewide partners will deliver on the unified vision to achieve digital equity in the state. It provides details on how Massachusetts will work with organizations from throughout the state to address barriers to digital participation through strategies and activities that address the needs of Covered Populations and are implementable on a clear timeline and with specific key performance indicators. This chapter also describes how MBI will make the Plan effective and sustainable over the long term through mechanisms for progress to be tracked, the Plan to be updated, and for lessons learned to be shared statewide. Massachusetts is well positioned to provide broadband to every state resident, and therefore sets an ambitious target to close the remaining gap while pursuing wide-ranging digital equity to make the state a leader in ensuring all its residents benefit from this technology. Massachusetts recognizes that universal service alone, though important, will not achieve digital equity. MBI therefore proposes to complement universal service with resources that will empower people to use the internet with confidence.

5.1. Implementation Framework

MBI's implementation strategy is structured to achieve the 3 pillars of its vision by building on existing programs, launching new strategies, and strengthening the digital equity ecosystem in ways that align with and can be tracked by the NTIA's 5 Measurable Objective categories. As we describe in Chapter 2, Massachusetts' unified vision is the following:

> Every resident in Massachusetts has high-speed, high-quality internet availability and can confidently adopt and use the internet regardless of who they are or where they live. This universal connectivity will ensure that everyone has the support they need to enjoy full personal, civic, and economic digital participation throughout their lives with safety and security.

MBI's implementation strategy also sets the stage for future funding from the Digital Equity Act's State Capacity Grants. While the timing of the Capacity Grant NOFO as well as Massachusetts's funding award from these grants remains unknown, along with the final funding amount utilized for deployment purposes under the BEAD program, MBI anticipates using the Capacity Grants to fill specific needs a to advance the overall goals of closing the digital divide in the State. MBI intends to use the Capacity Grants funding, pending allocation, to primarily support programming categorized as "Creating Foundations of Success" as detailed in section 5.1.1 . Specifically, the programs and strategies to be supported include fostering regional and topic-specific digital equity coalitions, providing resource support and education, and establishing a best practices catalogue. Funding may be used to create program workplans, staff coalition meetings, conduct research, or engage stakeholders and partners. As the Notice for Funding Opportunities (NOFO) is released, MBI may adjust funding allocations where appropriate.

The Digital Equity Capacity Grants will compliment other existing and forthcoming resources from state and federal sources. These include:

- $75M State and Local Fiscal Recovery Fund ARPA investment which is currently supporting MBI's Digital Equity Partnership Program and Municipal Digital Equity Planning Program. Capacity grants will provide parallel programming activities to these initiatives which will add capacity to similar sets of actors – particularly CBO's - and increase participation in both programs.
- $145M Capital Projects Fund ARPA investment which is currently supporting MBI's Gap Networks program and will support the Residential Retrofit Program pending final approval from US Treasury. Similar to the State ARPA investment, Capacity grants will support paralell programming

that can be used to augment CPF programs with wrap around resources related to digital equity activities (devices, literacy, affordability) that won't be addressed directly through CPF programming.

- $147M BEAD Deployment investment. As stated above, pending the outcome of the Gap Networks program, BEAD Challenge Process, and BEAD deployment initiatives, MBI may reprogram unused funding for non-deployment activities which may build on the State ARPA programming investment or Capacity grant activities.

5.1.1. Comprehensive Investment Approach

MBI expects to achieve the unified vision by using the more than $400 million dollars of federal and Commonwealth funds that have been allocated for digital equity in Massachusetts. These funds, and others that may be allocated in the future, will be committed across the Broadband Equity, Access, and Deployment (BEAD) Program and the State Digital Equity Plan (SDEP; this Plan).

Program	Amount (in millions)
Federal	$398
Coronavirus State and Local Fiscal Recovery Funds (SLFRF)	$75
Capital Projects Fund	$175
Infrastructure Investment and Jobs Act – Broadband Equity, Access, and Deployment	$147
Infrastructure Investment and Jobs Act – Digital Equity Planning	$1
Infrastructure Investment and Jobs Act – Digital Equity Implementation Capacity Grants	*To be determined*
Commonwealth	
Capital Budget – Middle Mile Maintenance and Last Mile	$7.5
TOTAL	$405.5

MBI has allocated these resources to meet its goals in each of the 3 pillars from the unified vision. MBI's goals are to provide service to all locations in Massachusetts; reduce the number of households who struggle with adoption of high-speed internet by 300,000; and provide reliable service to all affordable housing units as well as to all other state residents. The residents of these households are primarily reflective of the covered populations – and in many cases an intersecting cross section of covered populations - across the state.

Pillars of MA's Vision	Availability	Quality of Service	Adoption
Description	Every location has high-speed internet availability.	Everyone's internet service meets their needs.	Every resident can afford and use the internet.

Barrier	Approximately 18,000 locations are unserved or underserved. *More unserved or underserved locations may be identified in the challenge process through Summer 2024.*	Residents of 75,000 affordable housing units have unreliable service. 1,900,000 other locations have service but may experience disruptive quality issues.	1.04 million households are struggling to afford and use the internet.
Goals	All locations identified as unserved receive service.	Provide reliable service to all affordable housing units. Create pathways to fix service issues for all other locations.	Support adoption for 300,000 households through enrollment in the Affordable Connectivity Program or similar programs, devices, digital literacy training, and/or other solutions.

The following section describes the strategies and ecosystem-building framework that MBI will use to implement this investment approach.

5.1.2. Implementation Strategies

For each of the vision's pillars—availability, adoption, and quality of service—MBI will deploy one or more of 3 implementation strategies. The goal across all categories is for activities to be scalable across the state if they are proven to be effective.

1. Build on Existing Programs: MBI will build on its existing programs (see 2. Digital Equity Vision and Background) by extending their duration and increasing their funding to make them reach a larger scale. This effort builds on MBI and its partners' track record of addressing digital equity barriers in the state.

2. Develop New Programs: MBI will develop and implement new strategies—in collaboration with organizations and communities throughout the state—that focus on Covered Populations, regions, or Measurable Objectives that have received less support to date or that face the largest barriers to digital equity. MBI will develop new partnerships, programs, and funding streams to address these gaps.

3. Create Foundations for Success: MBI will establish initiatives that build the foundations for success in Massachusetts' digital equity ecosystem. The approach here will have 2 components: ensuring that there is a robust ecosystem of digital equity partners with capacity to collaborate in MBI activities, and establishing policies, data systems, and other resources to support the Plan's activities in the long term.

Measurable Objectives NTIA's categories to quantify progress.	**Broadband Availability & Affordability**	**Device Availability & Affordability**	**Digital Literacy**	**Online Privacy & Cyber-security**	**Online Accessibility & Inclusivity**

Pillars of MA's Vision What MBI wants to achieve.	**Availability** Every location has high-speed internet availability.	**Quality of Service** Everyone's internet meets their needs.	**Adoption** Every resident can afford & use the internet.

Implementation Strategies Framework for what MBI will do.	**1. Build on Existing Programs** Expand and adjust successful programs to build on achievements.	**2. Develop New Programs** Create new programs to address unmet needs for specific populations.	**3. Create Foundations for Success** Support ecosystem capacity and establish policies to set the base for success.

Outcomes Short- and long-term benefits produced.	**Digital Equity** Programs and services delivered to residents help them experience greater digital equity.

The 3 categories of action are designed to be flexible in how Massachusetts will support digital equity throughout the state ecosystem. Partner organizations and stakeholders have varying levels of capacity and focuses. As a result, MBI has created a range of options for how these partners can participate in and benefit from Plan implementation. In this ecosystem, different partners can support one or more types of activities based on their expertise, location, and role. MBI's approach recognizes that digital equity ecosystems involve interactions between individuals, communities, and their larger social and technical environments that shape digital inclusion outcomes. MBI will rely on what support multiple organizations and informal groups are able to contribute to welcome new users into digital adoption and share resources, social norms, practices, and support related to using these technologies.
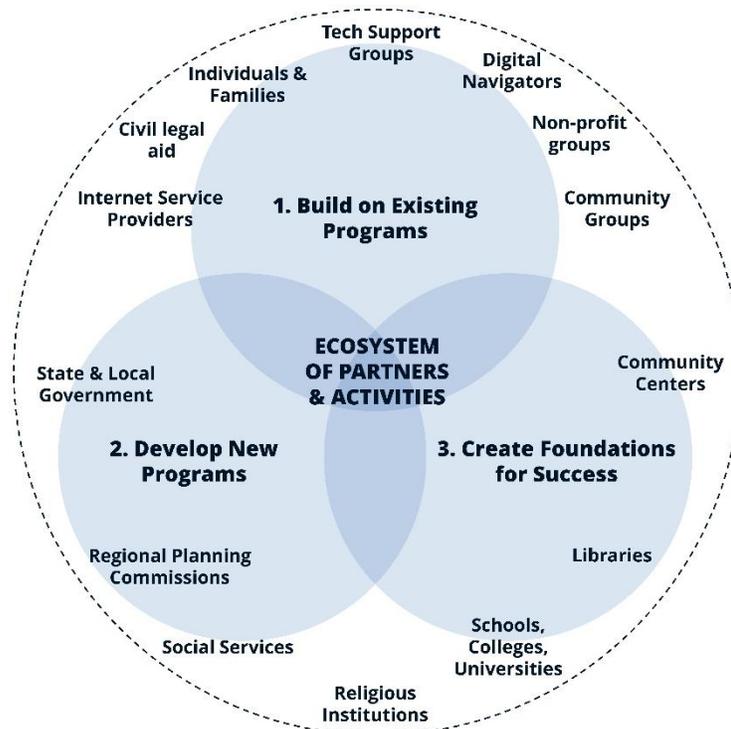
Note: Graphic is demonstrative; partner organizations will play roles across multiple strategies.

The following sections describe the activities that Massachusetts will pursue and how MBI and its partners will ensure that they are prioritized, implemented, evaluated, scaled, and kept current to the state's evolving digital equity needs and opportunities.

5.2. Strategy and Program Details

MBI proposes a series of programs that will achieve the unified vision and produce digital equity in Massachusetts. This section of the Plan describes each program in detail and connects how each program will contribute to the 5 Measurable Objective areas and produce positive outcomes for Covered Populations. MBI designed these programs to address the gaps that the Plan describes in Section 2.3. The programs, collectively, provide solutions to the identified gaps and barriers to digital equity and will be further developed with activities that address unique needs faced by specific Covered Populations.

5.2.1. Proposed Programs

Build on Existing Programs

BEP1. Digital Equity Partnerships Program: MBI will scale its existing Partnerships program with a focus on 3 objectives:

- Expand geographical coverage to regions with gaps in support: Current awards do not include regional partners for parts of Central Massachusetts, areas of Greater Boston outside of the City of Boston and its northern suburbs, the Southeast, and the Cape and Islands. The next phase of the Partnerships program will prioritize MBI providing funding to regional partners in regions with no partners and in those with the highest needs . MBI will also focus on filling gaps in the Gateway Cities.

- Expand coverage by target populations regardless of geographic location: The next phase of the Partnerships program will enable funding to partners who serve Covered Populations not being supported through an existing Partner (individuals individuals currently or formerly incarcerated, veterans, individuals with a language barrier, and immigrants, refugees, and undocumented persons).
- Expand initiatives supported through past grants where these have proven to be successful: As MBI evaluates past grants, it will identify promising and successful early initiatives that it will expand with its partners. MBI will use the asset inventory and the relationships it has developed through the SDEP process to identify new partners in the first 2 categories. We will also establish a "stepping stone" program that helps smaller organizations become active in the digital equity ecosystem within the Partnerships program by building their capacity independent of other larger organizations. MBI will continue providing technical assistance for all partners.

All of these partnerships will implement projects that focus on Wi-Fi access, public space internet modernization, device distribution and refurbishment, digital literacy, education, outreach, and adoption support (including ACP and other support for connectivity for people experiencing economic hardship). MBI will track progress on these initiatives through the set of key performance indicators detailed in section 5.2.3 below.

BEP2. Municipal Digital Equity Planning Program: Building on the 70 municipalities that have participated in this program to date, MBI's future investments will focus on two initiatives:

- Provide seed funding: MBI will provide participating municipalities with easily accessible funding to implement priority initiatives based on their plans.

- Create meaningful funding options: MBI will set aside a portion of future funds for municipalities that have completed their plans for them to implement larger, longer-term projects. This could take the form of a regular (e.g., bi-annual) competitive grant program to eligible municipalities.

Additional Technical Assistance: MBI will work with municipalities in an ongoing capacity to adapt programming or foster coordination in support of evolving municipal needs around licensing, permitting, cable franchise agreements and other technical activities municipalities are responsible for regarding broadband and digital equity. These investments will enable communities to address the specific spatial, population, and service issues affecting their residents in a way that planning partners can meet local needs.

BEP3. Lead for America: MBI's next phase of programming will scale the Lead for America program in Massachusetts and make it sustainable over the long term:

- Expand to mid-career professionals: In partnership with Lead for America, MBI will establish an additional fellowship track for mid-career professionals who can provide additional staff support and capacity in program implementation to local and regional digital equity initiatives.

- Promote to a wide audience: MBI will work with Lead for America to ensure the program is marketed towards a wide audience such as older adults, seniors, and immigrants.

- Obtain ongoing private support: MBI will continue to seek private partnerships and funding to ensure the longevity of the program in Massachusetts.

MBI will continue to match fellows with municipalities, regional planning authorities, and other organizations that participate in the Partnerships and Planning programs. We will also work with these partners to create clear pathways between the fellowship and full-time work opportunities in the digital equity ecosystem to ensure that graduating fellows can remain in this space to build on their skills and connections. MBI will collaborate with Lead for America throughout these activities to evaluate the program and identify opportunities for program improvement.

Develop New Programs

DNP1. Closing Network Gaps: MBI estimates that there remain approximately 18,000 unserved or underserved locations in Massachusetts. Our priority will be to provide high-speed internet availability at each of these locations, and to do so by encouraging competitive markets where possible and economically feasible.

DNP2. BEAD Challenge and Resolution Process: MBI will establish a process to identify infrastructure and service deficiencies and to address them in collaboration with Commonwealth government, ISPs, community anchor institutions, and other partners. MBI will launch a challenge and resolution process in early 2024 that allows residents to work with municipal and Commonwealth agencies to make a formal challenge to existing quality of service. The goal is to identify insufficient service to make locations eligible for BEAD grants. This process will rely on a public campaign (through MBI's website and other resources and channels) that inform residents on actions they can take to assess quality of service issues. MBI is responding to feedback from focus groups and listening sessions on the need for support in the challenge process, particularly for covered populations including the indigenous community and will work to establish appropriate technical assistance.

DNP3. BEAD Deployment Process: Having identified areas of insufficient service quality through the challenge process, MBI will allocate BEAD deployment funding to unserved locations. MBI will facilitate this process by taking advantage of connection points at community anchor institutions as local distribution hubs (points of presence). We will triage issues and coordinate with ISPs both to address quality of service issues and to ensure that residents' future access is affordable by linking issue resolution with support for enrollment in ACP and other programs.

DNP4. Residential Unit Retrofit: MBI estimates that approximately 75,000 affordable housing units in Massachusetts are underserved. We will prioritize funding for these locations to ensure that they have reliable, high-speed internet. MBI will also provide simple options for households who benefit from this program to also enroll in ACP or other lower-cost internet service to improve affordability. This will benefit a range of Covered Populations, who are more likely to reside in affordable housing units.

DNP5. Ongoing Affordable Connectivity Options and Enrollment: MBI will continue to support access to affordable connectivity options through the ACP and/or other solutions. MBI remains committed to ensuring maximum adoption of the ACP program. However, as the ACP is projected to run out of funds in mid-2024 and its extension is unclear, MBI will establish state-based alternatives to ensure that changes to ACP availability will not impact Massachusetts residents. MBI will also seek solutions that complement the ACP by providing for greater affordability as the program may not reduce costs sufficiently for residents with the lowest incomes in regions with the least affordable options for high-speed internet. We will coordinate with Commonwealth government agencies to develop ACP enrollment communications and support to their clients (e.g., students, jobseekers, veterans, older residents, motorists, etc.) through multiple channels (e.g., in-person offices, newsletters, emails, text, social media, etc.) with the goal of increasing program take-up. As a non-regulatory agency, MBI will focus on implementing the speed and availability challenge process described in this plan to empower documentation of connectivity issues across the Commonwealth.

DNP6. Statewide Device Network: MBI will foster a robust and coordinated network to support device procurement and refurbishment to assist partners statewide in getting devices to residents. While several organizations currently provide device availability and affordability assistance in Massachusetts, MBI can help to coordinate and expand efforts by:

- Establishing programs that enables partners to obtain devices and software at a lower cost, and

- Setting up local distribution hubs and network of supporting stakeholders to expand access to regions and populations without current coverage in device support.

DNP7. Statewide Training Network: MBI will create comprehensive training and support materials and programs that are tailored to the needs of specific populations. Based on the assets and gaps we have identified,

we will work with community-based partners to prepare and deliver resources to communities that most struggle with digital literacy and online accessibility and inclusivity. MBI will build on and collaborate with the statewide k-12 and Adult Basic Education systems to develop resources around digital literacy. These materials will include both direct support to community members as well as train-the-trainer programs that provide local individuals and organizations with the skills and tools to educate their neighbors who struggle with internet adoption, including aging individuals.

DNP8. Statewide Digital Navigator Corps: MBI will create a digital navigator corps using the training materials developed for the Statewide Training Network. MBI will support organizations throughout Massachusetts to hire, train, and staff digital navigators who can provide local support with technology troubleshooting, education, program access, completing government forms online, and more. MBI will aim to make digital navigator training culturally sensitive, multilingual, and empowering to those it serves. We will prioritize increasing the number of navigators in regions and among populations where this resource is currently unavailable. MBI will also build upon Telehealth navigators programming to cover online safety, with direct support for individuals with disabilities and aging individuals. Additionally, MBI will draw from the success of the Community Health Workers (CHW) programs and working groups to inform the Statewide Digital Navigators Corps

DNP9: State-Supported Technical Assistance: MBI will develop a "Front Door" program in support of its quality-of-service pillar. The Front Door will involve a consumer-facing web portal dedicated to quality-of-service concerns for residents. The site will include consumer-facing educational tools to encourage self-service internet troubleshooting. Additionally, the Front Door program will offer an escalation pathway tool and online form to submit service concerns. MBI will work in partnership with ISPs to coordinate on improving quality of service, promoting transparency, and addressing resident and community concerns. MBI will do so under federal frameworks including but not limited to the FCC's Broadband Consumer Labels program for pricing and service transparency.

Create Foundations for Success

CFS1. Foster Regional and Topic-Specific Digital Equity Coalitions: MBI will facilitate the creation of coalitions that promote digital equity across Massachusetts and in as many regions as possible. MBI envisions that coalitions could be structured by region, Covered Population or other socioeconomic or demographic characteristics, priority outcome areas (economic and workforce development, education, healthcare, housing, and infrastructure), or other dimensions. MBI will encourage coalitions to collaborate across these dimensions to ensure that lessons learned and ideas are diffused throughout the state. MBI will identify ways that coalitions can connect with relevant research institutions (e.g., colleges and universities, think tanks, healthcare institutions) to facilitate learning and evaluation around areas where there may currently be insufficient information. MBI will lean on the networks and participants in the Digital Equity Working Group, the Regional Blueprint Group, and the existing Digital Equity Coalitions across the State to support this work.

CFS2. Provide Resource Support and Education: MBI will expand the network of digital equity practitioners and organizations. MBI will use the materials it creates through DNP7. Statewide Training Network (see above) to establish a capacity-building workshop series. These workshops will be dedicated to educating participants from a range of organizations about digital equity, equipping them to provide their customers with support in this area, and increasing their organizational capacity to potentially develop digital equity programs and apply for digital equity funding through MBI grant programs. MBI will proactively seek out organizations that serve Covered Populations and regions that are underserved by current programs. MBI will also build on its relationships with

the Massachusetts Association of Regional Planning Agencies and the Community Compact Cabinet[91] to build digital equity capacity across regional organizations, Commonwealth agencies, and local government to ensure that all municipalities have experts they can access for broadband and digital equity initiatives.

CFS3. Establish Best Practices Catalogue: MBI will strengthen the ability of all organizations to support digital equity objectives by educating practitioners and developing a catalogue of best practices. This support will be available both to organizations that focus on digital equity and to those that do not. This recognizes that while organizations dedicated to digital equity or with related projects are essential to meeting the vision, organizations that work with Covered Populations or conduct other relevant activities can also provide digital equity support to strengthen the ecosystem overall.

MBI will establish regular convenings among program implementation partners where participants will share what is or is not working. These meetings will allow collaborators to identify potential challenges to implementation and collectively identify solutions. MBI will document challenges and solutions to circulate statewide, creating a repository of materials for organizations to use. These convenings will also create communities of practice dedicated to different areas of digital equity (e.g., potentially based on the 5 Measurable Objective areas or 5 priority outcome areas[92]) where practitioners can meet in smaller groups to provide each other with expertise on program improvements. As part of the best practices catalogue, MBI will collaborate with implementation partners to develop sector specific resources for partners working in fields like health, education, and workforce development. The overall goal is to help spread and scale successful strategies across the state.

CFS4. Regular ISP Convenings: MBI will Ensure coordination and engagement with ISPs through regular convenings and roundtables. MBI will align these meetings with BEAD and CPF implementation to ensure effective collaboration between ISPs, MBI, and other partners.

5.2.2. Proposed Programs by Measurable Objective Area

The following table shows what proposed programs address which Measurable Objective areas as a priority or secondary focus.

Strategy and Programs	Broadband Availability & Affordability	Device Availability & Affordability	Digital Literacy	Online Privacy & Cybersecurity	Online Accessibility & Inclusivity
Build on Existing Programs					
BEP1. Digital Equity Partnerships Program	Priority Area			Secondary Area	

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[91] The Community Compact Cabinet is a structure established by the Governor's Office for Commonwealth government and municipalities to coordinate around initiatives and best practices. For more information, see: https://www.mass.gov/orgs/community-compact-cabinet.

[92] Massachusetts' priority outcome areas are: Economic and Workforce Development, Education, Healthcare, Housing, and Infrastructure.

Program	Col 1	Col 2	Col 3	Col 4	Col 5
BEP2. Municipal Digital Equity Planning Program	■	■	■	▨	▨
BEP3. Lead for America	■	■	■		
Develop New Programs					
DNP1. Closing Network Gaps	■				
DNP2. BEAD Challenge and Resolution Process	■				
DNP3. BEAD Deployment Process	■				
DNP4. Residential Unit Retrofit	■				
DNP5. Ongoing Affordable Connectivity Options and Enrollment	■				
DNP6. Statewide Device Network		■			
DNP7. Statewide Training Network			■		
DNP8. Statewide Digital Navigator Corps			■	▨	▨
DNP9: State-Supported Technical Assistance	■	■			
Create Foundations for Success					
CFS1. Foster Regional and Topic-Specific Digital Equity Coalitions	■	■	■	■	■
CFS2. Provide Resource Support and Education	■	■	■	■	■
CFS3. Establish Best Practices Catalogue	■	■	■	■	■
CFS4. Regular ISP Convenings	■	■			

5.2.3. Proposed Program by Key Performance Indicators and Timeline

This section groups key performance indicators (KPIs) by each individual program that MBI proposes to address gaps in digital equity in Massachusetts. The strategies and programs listed below collectively have a positive impact on all Covered Populations. Section 2.3 presents how the same KPIs correspond to Measurable Outcome areas and gaps. Section 5.3.2 below describes how MBI plans to track these KPIs as it implements the Plan.

The table below outlines the short and long term activities that will support MBI's execution of the strategies and programs listed below. For the purposes of this SDEP, MBI uses the following definitions:

- Short-term: less than a year (1/31/2024 – 12/31/2024)
- Medium-term: 1-3 years (1/31/2025 – 12/31/2027)
- Long-term: 3-5 years (1/31/2027 – 12/31/2029)

Strategy and Programs	Gaps Addressed for Covered Populations	Key Performance Indicators	Timeline
Build on Existing Programs		*All Key Performance indicators apply to all Covered Populations.*	
BEP1. Digital Equity Partnerships Program	• The Partnership program addresses gaps across all five Measurable Objective areas, as well as **all Covered Populations,** detailed in Chapter 3.	• 22,000 units of existing affordable housing stock that have availability of reliable internet service • Number of public space projects completed [MBI to update after Capacity Grant allocations and BEAD Deployment activities] • Number of people reached and served with digital literacy programming [MBI to update after Capacity Grant allocations and BEAD Deployment activities] • Number of devices distributed / refurbished [MBI to update after Capacity Grant allocations and BEAD Deployment activities] • Number of housing insecure individuals receiving devices. [MBI to update after Capacity Grant allocations and BEAD Deployment activities]	• Short-term: Program launched 10/17/2022 • Medium-term: Operate program and coordinate network of high capacity partners to execute digital equity programming, including managing a quarterly practitioners call, monthly 1:1 TA opportunities with MBI, and topic specific TA for similar Partner activities (Apartment WiFi, Digital Navigation, etc.) Program close 12/31/2026 • Long-term: Secure long-term funding and support for Partnership program areas Evaluate program for best practices. Publicly document full program impact and lessons learned for other practitioners.

		• Increased percentage of residents enrolled in ACP or similar program [MBI will re-evaluate this threshold as tenants transition away from the ACP program]	
BEP2. Municipal Digital Equity Planning Program	• The Municipal Digital Equity Planning Program addresses gaps across all five Measurable Objective areas, as well as **all Covered Populations,** detailed in Chapter 3.	• Number of people engaged in public process activities. [MBI to update after Capacity Grant allocations and BEAD Deployment activities] • Amount of funding deployed [MBI to update after Capacity Grant allocations and BEAD Deployment activities]	• Short-term: Program launched 10/17/2022 • Medium-term: Establish quarterly TA calls with consultants supporting municipal planning. Establish annual or otherwise regular capacity building workshops with organizations like NDIA and ILSR to ensure successful implementation activities. Regularly publish plans as they are finalized and append to this document via Municipal Intake form. Regularly update Asset Inventory database. Expected program close 12/31/2026 • Long-term: All plans appended and integrated into the SDEP, municipalities launch programs defined in the plans
BEP3. Lead for America	• Residents express a need for low-cost laptops or desktop computers. **Low-income residents, individuals with a language barrier and residents that identify as racial and ethnic minorities**	• Number of fellows trained and deployed [MBI to update after program evaluation] • Number of fellows hired in digital equity jobs after their fellowship [MBI to update after program evaluation] • Number of host site organizations supported [MBI to update after program evaluation]	• Short-term: First cohort 8/10/2023-7/30/2034. Improve outreach activities and recruitment based on lessons learned for both host sites and fellows. • Medium-term: Explore opportunities for higher paid mid-career track. Annual review of program pending funding availability. Establish cohesive and streamlined process for securing public/private partnerships.

	expressed being able to pay less for a device. • Residents need accessible devices, technical support using their devices, along with information about how to access these resources. **This need was named among focus group participants with disabilities.** • Residents express a need for more digital literacy training that is designed for their needs.		• Annual review pending funding availability • Long-term: Secure ongoing funding and complete review comparing year to year progress
Develop New Programs			
DNP1. Closing Network Gaps	• While 99% of Massachusetts residents have high-speed internet, gaps remain, **especially in rural areas.**	• Over 99% of residents that have availability of high-speed internet	• Short-term: Program launched 11/15. Close of last grant round 4/17/2024. • Medium-term: Infrastructure deployment and monitoring. Grants administered from close of grant round through 12/31/2026. Grant funding will be used to increase availability of broadband at remaining un/underserved locations. • Long-term: MBI will evaluate resident adoption in project areas to evaluate program success
DNP2. BEAD Challenge and	• Only 72% of survey respondents	• Over 72% of residents that report their internet	• Short-term: Anticipated launch Summer 2024

Resolution Process	statewide expressed that their home internet subscriptions met their needs. Focus group participants across the state shared their experiences of poor or inconsistent internet quality, **particularly multi-family households, residents in Gateway Cities, rural communities, or in the Cape and Islands region.**	meeting quality of service needs • Increased percentage of cases where residents flag inadequate quality of service that are resolved MBI to update once comprehensive service support data has been collected at the State level]	• Medium-term and Long-term: The Massachusetts challenge process will follow the timeline prescribed by NTIA including Challenge process validation and public notice of final classifications Challenge process will yield additional information on locations in Massachusetts that are not currently categorized as un/underserved.
DNP3. BEAD Deployment Process	• Only 72% of survey respondents statewide expressed that their home internet subscriptions met their needs. Focus group participants across the state shared their experiences of poor or inconsistent internet quality, **particularly multi-family households, residents in Gateway Cities, rural communities, or**	• Over 99% of residents have availability of high-speed internet • Increased percentage of cases where residents flag inadequate quality of service that are resolved [MBI to update after Capacity Grant allocations and BEAD Deployment]	• Short-term: Anticipated launch Fall 2024, pending results of Gap Networks program and Challenge Process • Medium-term: Anticipated close of program will be Spring of 2025 Grant funding will be used to increase availability of broadband at remaining un/underserved locations. • Long-term: MBI will survey resident adoption in program areas to evaluate program success

	in the Cape and Islands region.		
DNP4. Residential Unit Retrofit	• Only 72% of survey respondents statewide expressed that their home internet subscriptions met their needs. Focus group participants across the state shared their experiences of poor or inconsistent internet quality, **particularly multi-family households, residents in Gateway Cities**	• 22,000 units of existing affordable housing stock that have availability of reliable internet service [MBI to update after DEA Capacity Grant allocations and BEAD Deployment] • Increased percentage of residents in existing affordable housing stock that can afford internet service [[MBI to update upon DEA Capacity Grant allocations and BEAD Deployment]]	• Short-term: Anticipated launch of program February of 2024, pending approval from US Treasury under ARPA Capital Projects Fund. • Expression of interest form for housing operators launched Q1 2024. • RFI for grant applicants launched Q1 2024. • RFP for grant applicants launched Q2 2024. • Medium-term: Grant funds deployed Q1 2025 to upgrade MDU's with state-of-the-art infrastructure to ensure high speed broadband availability in unit. Close of program 12/31/2026 • Long-term: Evaluate project based on resident adoption, utilization, and affordability. Public documentation of full program impact and lessons learned for other practitioners. • Continue to track and administer funds in alignment with US Treasury ARPA guidance.
DNP5. Ongoing Affordable Connectivity Options and Enrollment	• Cost is the most commonly cited reason for not having home internet service. Statewide, one in two survey respondents found it difficult	• Increased percentage of residents enrolled in ACP or similar program [MBI will re-evaluate this threshold as tenants transition away from the ACP program]. • Over 48% of residents can afford the internet plan they need	• Short-term: Anticipated launch Q3 of 2024, pending release of NTIA Digital Equity Capacity Grants and final determination of BEAD Deployment requirements. • Medium-term: Establish core partnerships with entities best positioned to

	to pay their internet bill. [52 of survey respondents shared that it was either somewhat hard or very hard to pay their internet bill].		support ACP enrollment (school districts, CBO's, healthcare providers, etc). Continue to engage organizations through MBI's existing monthly ACP coordination call. Proactively plan for ACP cliff pending congressional reauthorization. Program deployment and resident sign ups (resources pending Capacity Grants allocations) • Long-term: Public documentation of full program impact and lessons learned for other practitioners. Anticipated close of program Q4 2029, pending additional guidance from NTIA.
DNP6. Statewide Device Network	• Residents express a need for low-cost laptops or desktop computers. **Low-income residents, individuals with a language barrier and residents that identify as racial and ethnic minorities expressed being able to pay less for a device.**	• Number of devices distributed to reach over 85% of residents. • Over 85% of residents who have the devices they need	• Short-term: Anticipated launch Q2 2024 • Medium-term: Establish core partnerships with entities best positioned to support device refurbishment and distribution (technology non profits, vocational tech schools, community colleges, CBO's, libraries, etc). Establish streamlined system for procuring or acquiring high quality used devices for refurbishment. Establish logistical best practices for distribution based on existing efforts in Massachusetts via Tek Collaborative, Computers for People and other existing partners. .Anticipated program close 12/31/2026

			• Long-term: Program evaluation (with device distribution partners, documentation, and public documentation of full program impact and lessons learned for other practitioners.
DNP7. Statewide Training Network	• Residents express a need for more digital literacy training that is designed for their needs. • Residents express a need for more access to digital literacy training and job skills, **specifically for those interested in joining or participating in the Massachusetts job market, and those seeking healthcare, telehealth, or medical records. The training should be accessible to residents with language barriers.**	• Number of residents who receive training [MBI to update after Capacity Grant allocations]	• Short-term: Anticipated launch Q3 of 2024, pending release of NTIA Digital Equity Capacity Grants and final determination of BEAD Deployment requirements • Medium-term: MBI will create comprehensive training and support materials and programs that are tailored to the needs of specific populations. Based on the assets and gaps identified, MBI will work with community-based partners to prepare and deliver resources to communities that most struggle with digital literacy and online accessibility and inclusivity. Anticipated close of program Q4 2029, pending additional guidance from NTIA. • Long-term: Program evaluation partners and public documentation of full program impact and lessons learned for other practitioners. Anticipated close of program Q4 2029, pending additional guidance from NTIA.
DNP8. Statewide Digital Navigator Corps	• Residents express a need for more digital literacy	• Over 90% of residents who say they are confident in using the internet	• Short-term: Anticipated launch Q3 of 2024, pending release of NTIA Digital

	training that is designed for their needs. • Residents express a need for more access to digital literacy training and job skills, **specifically for those interested in joining or participating in the Massachusetts job market, and those seeking healthcare, telehealth, or medical records**. The training should be accessible to residents with language barriers.	• Number of digital navigators deployed across the state [MBI to update after Capacity Grant allocations and BEAD Deployment]] • Increased percentage of Federally Qualified Health Centers integrating digital navigators into operations. [MBI to update after Capacity Grant allocations and BEAD Deployment] • Over 87% of residents who report using the internet to conduct job searches, access healthcare, engage civically, etc.	Equity Capacity Grants and final determination of BEAD Deployment requirements • Medium-term: Establishment of a digital navigator training that is culturally sensitive, multilingual, and empowering to those it serves. Identify the appropriate size and scale of a statewide navigator program that will enable navigators in regions and among populations where this resource is currently unavailable or under resourced. Coordinate with MA Association of Community Health Workers to understand parallels and lessons learned from the CHW fieldLong-term: Program evaluation concluding with next steps for creating a sustainable program long-term (including funding, staffing, and partners) • Long Term: Program evaluation and determination of programmatic next steps • Anticipated close of program Q4 2029, pending additional guidance from NTIA.
DNP9: State-Supported Technical Assistance	• Residents express a need for more digital literacy training that is designed for their needs. • Residents express a need for more access to digital	• Number of people reached and served [MBI to update after Capacity Grant allocations and BEAD Deployment]	• Short term: Anticipated launch Q3 of 2024, pending release of NTIA Digital Equity Capacity Grants and final determination of BEAD Deployment requirements • Medium-term: Launch consumer-facing web portal dedicated to quality-

	literacy training and job skills, **specifically for those interested in joining or participating in the Massachusetts job market, and those seeking healthcare, telehealth, or medical records**. **The training should be accessible to residents with language barriers**.		of-service concerns for residents. Establish an escalation pathway tool and online form to submit service concerns. • Long-term: Program evaluation and determination of programmatic next steps Anticipated close of program Q4 2029, pending additional guidance from NTIA.
Create Foundations for Success			
CFS1. Foster Regional and Topic-Specific Digital Equity Coalitions	• Digital Equity Coalitions address gaps across all five Measurable Objective areas, as well as **all Covered Populations**, detailed in Chapter 3.	• Number of organizations that participate in digital equity coalitions. [MBI to update after Capacity Grant allocations and BEAD Deployment]	• Short-term: Anticipated launch Q3 of 2024, pending release of NTIA Digital Equity Capacity Grants. • Medium-term: Design and convene coalition meetings with dedicated staffing and promotional plans (including partnerships) • Long-term: Anticipated close of program Q4 2029, pending additional guidance from NTIA.
CFS2. Provide Resource Support and Education	• Providing resource support and education addresses gaps across all five Measurable Objective areas, as well as **all Covered Populations**, detailed in Chapter 3.	• Number of organizations that participate in MBI supported capacity-building programs [MBI to update after Capacity Grant allocations and BEAD Deployment]	• Short-term: Anticipated launch Q3 of 2024, pending release of NTIA Digital Equity Capacity Grants • Medium-term: Deploy resourcing and supportive programs (resources pending Capacity Grants allocations) • Long-term: Anticipated close of program Q4 2029,

			pending additional guidance from NTIA.
CFS3. Establish Best Practices Catalogue	• Establishing a best practice catalogue addresses gaps across all five Measurable Objective areas, as well as **all Covered Populations,** detailed in Chapter 3.	• Number of resources documented [MBI to update after Capacity Grant allocations and BEAD Deployment] • Number of organizations utilizing resources in programs [MBI to update after Capacity Grant allocations and BEAD Deployment]	• Short-term: Anticipated launch Q3 of 2024, pending release of NTIA Digital Equity Capacity Grants • Medium-term: Develop a workplan for MBI staff and partners, collect and catalogue best practices (resources pending Capacity Grant allocations) • Long-term: Anticipated close of program Q4 2029, pending additional guidance from NTIA.
CFS4. Regular ISP Convenings	• Regular ISP convenings address gaps across all five Measurable Objective areas, as well as **all Covered Populations,** detailed in Chapter 3.	• Number of organizations that participate in activities [MBI to update after Capacity Grant allocations and BEAD Deployment]	• Short-term: Anticipated launch Q3 of 2024, pending release of NTIA Digital Equity Capacity Grants • Medium-term: Design and convene ISP meetings with dedicated staffing and promotional plans (including partnerships) • Long-term: Anticipated close of program Q4 2029, pending additional guidance from NTIA.

5.3. From Plan to Action

Successful implementation of the plan requires that it be regularly updated and that its programs be assessed. This section describes how MBI plans to incorporate new information, findings, and objectives into the Plan, as well as how it will track progress towards current objectives and key performance indicators.

5.3.1. Maintaining the Plan As a Living Document

MBI will also work with statewide partners to ensure that the SDEP is a living document that is updated to reflect evolving needs and solutions in Massachusetts. This will involve the following activities:

• Providing access to key elements from the SDEP on a user-friendly website: MBI will add a section to its website (https://broadband.masstech.org) that includes links to the SDEP and BEAD documents; the Executive Summary of each translated in Spanish, Portuguese, Haitian Creole, and Simplified Chinese; municipal plans and other statewide planning documents; dynamic maps of availability, affordability, and adoption that allow visitors to zoom in on their communities; downloadable data; and other resources that partners and advocates can use to improve digital equity throughout Massachusetts. MBI will update

these materials and links on an ongoing basis. <u>Incorporating municipal digital equity plans into the SDEP to provide more specific local strategies:</u> The Plan's appendix will reference municipal digital equity plans and other materials that are specific to regions or other areas of the state. These materials will be downloadable in full on MBI's website, which will also reference municipalities' websites for additional information.

- <u>Sustain ongoing engagement efforts:</u> MBI will continue to engage statewide partners with ongoing in-person and online programming processes to keep track of completed municipal digital equity plans and incorporate them into the SDEP.

- <u>Establishing an ongoing survey platform and questionnaire to conduct regular (likely annual) surveys:</u> MBI will consult with its statewide partners to create a survey methodology and structure that it can use regularly (annually or on another cadence) to track progress compared to the baseline digital equity survey that MBI administered for the SDEP process. This survey will be designed to be consistent with the SDEP survey, while also having the opportunity to ask about emerging areas of digital equity that may be relevant to local and statewide organizations in the coming years. MBI will establish appropriate data-sharing mechanisms such that municipalities and other organizations will be able to access anonymized (and un-identifiable) datasets for their local planning purposes.

- <u>Establishing Advisory Committees:</u> MBI will consider establishing advisory bodies to provide ongoing guidance on Plan implementation, technical questions, policy, and more. These advisory bodies will provide expertise based on lived experience, technical know-how, and other perspectives to keep Massachusetts' efforts focused on the most beneficial solutions for state residents.

  o *Community Advisory Committee:* MBI will consider creating a committee that consists of individuals who have a lived experience of the digital divide and can advise MBI on program development and evaluation. MBI will devise a process to select members that ensures representation across Covered Populations, regions, gender identity and sexual orientation, and other key characteristics that encapsulate all residents of Massachusetts and their diverse perspectives and experiences. MBI will compensate committee members to ensure that participating in this body does not impose a financial burden and is accessible to people from all backgrounds.

  o *Policy Advisory Committee:* MBI will consider creating a committee to inform the process of establishing policies, standards, and strategies through executive, legislative, and regulatory actions. This body will consist of experts from Commonwealth and local government agencies, nonprofit and advocacy organizations, technology companies and other relevant industry partners, and others who are mission-aligned with Massachusetts' digital equity vision and can contribute their knowledge to pursuing it.

  o *Safety and Cybersecurity Advisory Committee:* MBI will consider creating a committee that informs policy setting, program development, and implementation specifically in the areas of online safety, misinformation, and cybersecurity. This group will seek solutions to the challenges posed by misinformation; generative artificial intelligence models that can create large volumes of written, visual, and audio content; surveillance-based platforms; hacking and ransomware; and data privacy and security, among other areas of concern.

5.3.2. Ongoing Program Evaluation and KPI Tracking

MBI will track the outputs and outcomes of its programs in multiple ways. Existing MBI programs already have in place methods to track KPIs and overall progress. Building on these structures and KPIs, MBI will set program evaluation measures with its partners for all programs—based on the Measurable Objectives and key

performance indicators described above—that allow it to assess whether programs are producing results and, if not, where they should improve. This evaluation refers to the KPIs identified in sections 2.3 and 5.2.3.

- Monitoring overall trends: MBI will use official and third-party data sources that are updated on a regular basis to produce regular snapshots of the state of digital equity in Massachusetts. In this Plan, we have provided maps that display indices of availability, affordability, and adoption (in addition to an overall index that aggregates all three). This analysis uses an established methodology and data sources[93] that MBI will use year after year to track trends at a statewide and regional level. This will allow MBI to update statewide and regional maps every 1-2 years to assess how availability, affordability, and adoption are increasing or decreasing across Massachusetts, thus providing a comprehensive picture. MBI envisions making a web dashboard of this data available on its website, thus allowing partners and residents to view trends in their community as well.

- Program-specific data collection: In this Plan, MBI has established KPIs to track program progress. In programs where it collaborates with partners, or where implementation occurs through partners, MBI will require participating organizations to collect data on these KPIs and to share it with MBI to allow it to track progress during a program's duration and at its conclusion.[94] MBI will provide guidance for this data collection (e.g., through templates, definitions of datapoints, policies to protect privacy and other sensitive information, etc.) for its partners to follow, requiring data to be collected and shared at least one every fiscal year. MBI will seek to make this process as simple for itself and its partners as possible such that it collects the information it needs without burdening them excessively through overhead. This will provide MBI visibility into program implementation, allowing it to intervene to address potential issues if programs are not meeting their targets.

- Qualitative assessment: Aggregated data collection may not capture specific nuances that may vary by geography, Covered Population, and other factors. MBI will use the tools described in Section 5.3.1. above to gather additional information on broader performance and KPIs, This includes regular surveys, advisory committees, and analysis of engagement feedback provided through municipal and other planning processes. MBI will develop questions and analyses that use these sources to determine what initiatives are effective and how to modify them to increase effectiveness.

5.3.3. Preparing the Workforce to Meet the Need

MBI recognizes the importance of a highly skilled workforce and the valuable roles of existing state and local workforce and education agencies, unions, community colleges, vocational techs, education and training providers, and community-based organizations. MBI's priorities emphasize not just technical training but also inclusivity, ensuring that historically underserved communities have equal access to training programs, apprenticeships, and job fairs.

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[93] This approach relies on federal (e.g., Census), third-party (e.g., Ookla), and other sources that are updated every 1-2 years. Due to the structure of these sources, this analysis can be available at the Census tract level.
[94] For example, a 2-month municipal planning effort might be required to provide data on the number of community members it has engaged every other week (to ensure it is meeting targets) and at the end of the program (to assess overall performance). On the other hand, a 2-year device distribution campaign may require partners to share data with MBI monthly or quarterly before providing a final report at program conclusion.

The specific activities MBI will take to ensure close coordination with workforce, labor and community organizations, and institutions of higher education to achieve an enhanced broadband workforce and to develop a skilled and diverse workforce include the following:

Collaboration and Coordination: MBI will continue close interagency coordination with the Executive Offices of Labor and Workforce Development, Education, and Economic Development. These offices comprise the Massachusetts Workforce Skills Cabinet which oversees and coordinates the States Regional Workforce Blueprints Regions – 7 total in the state. Each Blueprint Region is comprised of stakeholders from the workforce development, educational and economic development fields – including community-based organizations. These stakeholders were included and consulted with throughout the State Digital Equity and BEAD Initial Proposal planning processes, and MBI will ensure these stakeholders are included in future activities related to program implementation, as described in the following sections.

Program Development: As of writing this report, MBI is in the process of evaluating which industry sectors and occupations will present the most opportunity for workforce development programming and collaboration under current and future grant programs. Much of this evaluation will hinge upon the total number of locations that applicants to MBI's Capital Projects Fund Gap Networks Program indicate interest in serving and the total number of new locations made eligible for funding under the forthcoming BEAD Challenge Process and Deployment activities, as those activities will yield concrete data and information on the scale of infrastructure investment in Massachusetts. While this new information is received MBI will work to coordinate and communicate with the members of the Digital Equity Working Group Economic Development sub-group (Appendix 7.3) around opportunities for integration with educational, workforce, and community based organizations active in the workforce development field.

Ongoing Evaluation: As MBI continues to evaluate and iterate its existing and new programs the organization will work to prioritize integration of new opportunities for workforce development within program structures. MBI will continue to collaborate with the many organizations and stakeholders currently engaged in this work and activities and broaden its network of collaborative stakeholders in the higher education, workforce, and community based organization fields.

For more information on workforce readiness, please refer to the BEAD proposal.

5.4. Prioritization and Timeline

MBI will use the following criteria to prioritize implementation and investments across the strategies and activities it will pursue. MBI will be coordinating a range of programs through the implementation of this Plan. We will consider and prioritize each of those programs based on its potential to address one or more of the 4 criteria below.

Prioritization Criteria			
Availability: Extent to which the set of strategies and activities close existing gaps in all locations having availability of high-speed internet.	Adoption: Extent to which the set of strategies and activities close existing gaps in all residents affording and using the internet throughout areas like increasing internet affordability, providing devices, improving digital literacy, enhancing	Quality of Service: Extent to which the set of strategies and activities close existing gaps in all residents having access to high-quality service or being able to rapidly restore service quality,	Equity: Extent to which the set of strategies and activities target closing existing gaps experienced by Covered Populations in particular.

	privacy and cybersecurity, and/or improving the accessibility and inclusivity of online services.		

The equity prioritization criteria will take special consideration of the existing gaps to digital equity that MBI identified for each Covered Population. Note that while we link gaps with a specific Covered Population, addressing those gaps will also likely benefit all other Covered Populations.

Covered Population	Gap(s)
Individuals who live in covered households (or, low-income household)	- Cost is the most commonly cited reason for not having home internet service. Statewide, one in two survey respondents found it difficult to pay their internet bill. - Residents express a need for low-cost laptops or desktop computers. Low-income residents, individuals with a language barrier and residents that identify as racial and ethnic minorities expressed being able to pay less for a device. - Residents from all backgrounds and regions report concerns about Internet safety, with 85% of survey respondents statewide citing this concern. - In focus groups, low-income residents expressed frustration navigating public benefit websites due to insufficient devices, lack of information, or limited access to the internet.
Aging individuals	- Residents express a need for device sustainability over time. In focus groups, aging individuals expressed being concerned with upgrading technology and not being able to use the devices they were already familiar with. - Residents from all backgrounds and regions report concerns about Internet safety, with 85% of survey respondents statewide citing this concern. Aging individuals across the state are highly concerned with Internet safety, specifically citing concerns about online scams or online hacking. - Focus group participants expressed the need for more technical support when navigating public resources and services online.
Incarcerated individuals, other than individuals who are incarcerated in a Federal correctional facility	- Residents express a need for more access to digital literacy training and job skills, specifically for those interested in joining or participating in the Massachusetts job market, and those seeking healthcare, telehealth, or medical records. - Residents highlighted the need for sufficient devices and cited cost as a device barrier, often forcing justice-involved individuals to choose between social connection and essential services such as medicine, household items, and food.

	• In focus groups, justice-involved participants were very concerned about internet safety, specifically getting scam calls looking for personal information
Veterans	• Residents from all backgrounds and regions report concerns about Internet safety, with 85% of survey respondents statewide citing this concern. • In focus groups, veterans mentioned concerns with online scams, a desire for more basic computer training, and highlighted how being an older veteran makes individuals more vulnerable to scams due to a lack of digital skills.
Individuals with disabilities	• Residents need accessible devices, technical support using their devices, along with information about how to access these resources. This need was named among focus group participants with disabilities. • Residents from all backgrounds and regions report concerns about Internet safety, with 85% of survey respondents statewide citing this concern. • Individuals with disabilities highlighted concerns about medical data breaches. • Individuals with disabilities were less likely to find online government services to be accessible.
Individuals with a language barrier	• Residents express a need for low-cost laptops or desktop computers. Individuals with a language barrier expressed being able to pay less for a device. • Residents from all backgrounds and regions report concerns about Internet safety, with 85% of survey respondents statewide citing this concern. Individuals with a Language Barrier were least likely to be aware of resources to protect their safety online. • Individuals with a language barrier and people with disabilities were less likely to find online government services to be accessible. During focus groups, residents with limited English express a need for more translation and language support for online public resources.
Racial and ethnic minorities	• Residents express a need for low-cost laptops or desktop computers. Residents that identify as racial and ethnic minorities expressed being able to pay less for a device. • Residents from all backgrounds and regions report concerns about Internet safety, with 85% of survey respondents statewide citing this concern. • In focus groups, racial and ethnic minorities reported challenges using internet outside of the home due to limited hours of access, lack of privacy in public access points, and difficulty traveling to public wifi locations.
Rural inhabitants	• While 99% of MA residents have high-speed internet infrastructure available, gaps remain, especially in rural areas.

	• Only 72% of survey respondents statewide expressed that their home internet subscriptions met their needs. Focus group participants across the State shared their experiences of poor or inconsistent internet quality, particularly multi-family households, residents in rural communities, or in the Cape and Islands region. • Residents from all backgrounds and regions report concerns about Internet safety, with 85% of survey respondents statewide citing this concern. • In listening sessions, rural participants also expressed concern over learning how to navigate services online such as healthcare, which transitioned online during the pandemic.
See section 2.3 for more details on the gaps.	

The following high-level timeline provides an overview of MBI's planned actions over the next 5 years. MBI will develop a more detailed timeline once it has greater clarity around future federal grant funding allocation and guidance.

Strategy and Programs	Short-Term Implementation Milestones (Q1 2024-Q4 2025)	Medium -Term Implementation Milestones (Q1 2025-Q4 2027)	Long-Term Implementation Milestones (Q1 2027-Q4 2029)
Build on Existing Programs			

BEP1. Digital Equity Partnerships Program	• Program launched 10/17/2022	• Coordinate network of high capacity partners to execute digital equity programming, including:
		  ○ Managing a quarterly practitioners call,
		  ○ Monthly 1:1 TA opportunities with MBI
		  ○ Regular topic specific TA for similar Partner activities (Apartment WiFi, Digital Navigation, etc.)
		• Program close 12/31/2026
			• Secure long-term funding and support for Partnership program areas.
			• Evaluate program for best practices.
			• Publicly document full program impact and lessons learned for other practitioners.

BEP2. Municipal Digital Equity Planning Program	• Program launched 10/17/2022 • Established quarterly TA calls with consultants	• Establish annual or otherwise regular capacity building workshops with	• All plans appended and integrated into the SDEP • Municipalities successfully implement

	supporting municipal planning.	organizations like NDIA and ILSR to ensure successful implementation activities. • Regularly publish plans as they are finalized and append to this document via Municipal Intake form. • Regularly update Asset Inventory database.	programs defined in the plans. • Digital equity planning is established as a best practice among future Master Plans.
BEP3. Lead for America	• Launch first cohort 8/10/2023-7/30/2034. • Improve outreach activities and recruitment based on lessons learned for both host sites and fellows.	• Explore opportunities for higher paid mid career track. • Annual review of program pending funding availability. • Establish cohesive and streamlined process for securing public/private partnerships.	• Secure ongoing funding and complete review comparing year to year progress.
Develop New Programs			
DNP1. Closing Network Gaps	• Program launched 11/15/2024. Anticipated close of last grant round 4/17/2024.	• Launch infrastructure deployment and monitoring via grant administration from close of grant round through 12/31/2026. • Grant funding will be used to increase availability of broadband at remaining un/underserved locations.	• MBI will evaluate resident adoption in project areas to evaluate program success
DNP2. BEAD Challenge and Resolution Process	• Anticipated launch Summer 2024	• The Massachusetts challenge process will follow the timeline prescribed by NTIA including Challenge process validation and public notice of final classifications Challenge process will yield additional information on locations in Massachusetts	N/A

		that are not currently categorized as un/underserved.	
DNP3. BEAD Deployment Process	• Anticipated launch Fall 2024, pending results of Gap Networks program and Challenge Process	• Anticipated close of program will be Spring of 2025 Grant funding will be used to increase availability of broadband at remaining un/underserved locations.	• MBI will survey resident adoption in program areas to evaluate program success
DNP4. Residential Unit Retrofit	• Anticipated launch of program February of 2024, pending approval from US Treasury under ARPA Capital Projects Fund. • Expression of interest form for housing operators launched Q1 2024. • RFI for grant applicants launched Q1 2024. • RFP for grant applicants launched Q2 2024.	• Grant funds deployed Q1 2025 to upgrade MDU's with state-of-the-art infrastructure to ensure high speed broadband availability in unit. • Close of program 12/31/2026	• Evaluate project based on resident adoption, utilization, and affordability. Public documentation of full program impact and lessons learned for other practitioners. • Continue to track and administer funds in alignment with US Treasury ARPA guidance.
DNP5. Ongoing Affordable Connectivity Options and Enrollment	• Anticipated launch Q3 of 2024, pending release of NTIA Digital Equity Capacity Grants and final determination of BEAD Deployment requirements	• Establish core partnerships with entities best positioned to support ACP enrollment (school districts, CBO's, healthcare providers, etc). • Continue to engage organizations through MBI's existing monthly ACP coordination call. • Proactively plan for ACP cliff pending congressional reauthorization. • Program deployment and resident sign ups (resources pending Capacity Grants allocations)	• Public documentation of full program impact and lessons learned for other practitioners. • Anticipated close of program Q4 2029, pending additional guidance from NTIA.

DNP6. Statewide Device Network	• Anticipated launch Q2 2024	• Establish core partnerships with entities best positioned to support device refurbishment and distribution (technology non profits, vocational tech schools, community colleges, CBO's, libraries, etc). • Establish streamlined system for procuring or acquiring high quality used devices for refurbishment. • Establish logistical best practices for distribution based on existing efforts in Massachusetts via Tek Collaborative, Computers for People and other existing partners. • Anticipated program close 12/31/2026	• Program evaluation (with device distribution partners, documentation, and public documentation of full program impact and lessons learned for other practitioners.
DNP7. Statewide Training Network	• Anticipated launch Q3 of 2024, pending release of NTIA Digital Equity Capacity Grants and final determination of BEAD Deployment requirements	• MBI will create comprehensive training and support materials and programs that are tailored to the needs of specific populations. • Based on the assets and gaps identified, MBI will work with community-based partners to prepare and deliver resources to communities that most struggle with digital literacy and online accessibility and inclusivity.	• Program evaluation (with education partners) and public documentation of full program impact and lessons learned for other practitioners. • Anticipated close of program Q4 2029, pending additional guidance from NTIA.
DNP8. Statewide Digital Navigator Corps	• Anticipated launch Q3 of 2024, pending release of NTIA Digital Equity Capacity Grants and final determination of BEAD Deployment requirements.	• Establishment of a digital navigator training that is culturally sensitive, multilingual, and empowering to those it serves. • Identify the appropriate size and scale of a statewide navigator program that will enable	• Program evaluation (with navigation partners) and public documentation of full program impact and lessons learned for other practitioners. • Anticipated close of program Q4 2029, pending additional guidance from NTIA.

		navigators in regions and among populations where this resource is currently unavailable or under resourced. • Coordinate with MA Association of Community Health Workers to understand parallels and lessons learned from the CHW field.	Program evaluation and determination of programmatic next steps • Anticipated close of program Q4 2029, pending additional guidance from NTIA.
DNP9: State-Supported Technical Assistance	• Anticipated launch Q3 of 2024, pending release of NTIA Digital Equity Capacity Grants and final determination of BEAD Deployment requirements	• Launch consumer-facing web portal dedicated to quality-of-service concerns for residents. • Establish an escalation pathway tool and online form to submit service concerns.	• Program evaluation and determination of programmatic next steps • Anticipated close of program Q4 2029, pending additional guidance from NTIA.
Create Foundations for Success			
CFS1. Foster Regional and Topic-Specific Digital Equity Coalitions	• Anticipated launch Q3 of 2024, pending release of NTIA Digital Equity Capacity Grants. • Identify key regions and topics to promote coalition activities. • Identify and mobilize key champions as coalition conveners.	• Design and convene coalition meetings with dedicated staffing and promotional plans (including partnerships). • Develop relevant TA materials. • Support coalition activation.	• Public documentation of full program impact and lessons learned for other practitioners. • Anticipated close of program Q4 2029, pending additional guidance from NTIA.
CFS2. Provide Resource Support and Education	• Anticipated launch Q3 of 2024, pending release of NTIA Digital Equity Capacity Grants.	• Deploy resourcing and supportive programs (resources pending Capacity Grants allocations)	• Anticipated close of program Q4 2029, pending additional guidance from NTIA.
CFS3. Establish Best Practices Catalogue	• Anticipated launch Q3 of 2024, pending release of NTIA Digital Equity Capacity Grants.	• Develop a workplan for MBI staff and partners, collect and catalogue best practices (resources	• Anticipated close of program Q4 2029, pending additional guidance from NTIA.

		pending Capacity Grant allocations)	
CFS4. Regular ISP Convenings	• Anticipated launch Q3 of 2024, pending release of NTIA Digital Equity Capacity Grants.	• Design and convene ISP meetings with dedicated staffing and promotional plans (including partnerships)	• Anticipated close of program Q4 2029, pending additional guidance from NTIA.

6. Conclusion: The Way Forward

Completing the Statewide Digital Equity Plan is just the first step. As we move from planning to implementation, we understand the need to ensure this Plan remains a living document that will continue to reflect the realities of diverse communities in the Commonwealth and can guide investments and partnerships to meet the need and the moment. This Plan has developed a framework for this to happen in Massachusetts: it has identified gaps and barriers in digital equity, proposed strategies and programs to address them, a set of KPIs to track outputs, and defined a set of outcomes and a vision that the state strives to accomplish. Underpinning all of these components is a system for program evaluation and iteration that provides the assessment and adjustment that should happen over time and that will be informed by the voices and experiences of state residents.

Gaps and Barriers	Strategies and Programs	Outputs	Outcomes
Existing obstacles that prevent residents from achieving digital equity, affecting Covered Populations especially.	Broad approaches to addressing gaps and specific actions or policies that take place within each strategy.	What strategies and programs immediately produce, as measured through KPIs.	Long-term change that occurs in the state and benefits residents to create digital equity.
• Lack of availability • Lack of affordability • Poor service quality • Lack of appropriate & affordable devices • Need for greater digital literacy resources • Concerns about online safety, security, privacy • Need for increased access to online government resources	• Build on existing programs, develop new programs, and create foundations for success **Strategies & programs occur through:** • State agencies, including MBI • Partner organizations • Federal & other funding • Ongoing community involvement & input	• Collaborations established • Projects completed • Locations connected to broadband • Devices distributed • People trained, served, and supported • Resources created	Achieve Massachusetts' vision for digital equity. All residents benefit through economic wellbeing, improved education and health, civic and social engagement, and more.

Program Evaluation & Iteration
Gathering data & community feedback to track progress and adjust programs to maximize positive impact.

MBI's connections with stakeholders and communities across the Commonwealth are and will remain at the heart of our work. Massachusetts' diverse residents face barriers to digital equity based on where they live and who they are, and we are committed to a future where everyone has the digital resources they need to thrive throughout their entire life.

This will be an all-hands-on-deck effort over the coming years, and we look forward to joining with major stakeholders in and outside of government—including state, and local government agencies, private industry partners, and nonprofit and community leaders—to meet this pivotal moment and ensure all residents benefit from the possibilities that digital equity deliver.

7. Appendices

7.1 Public Survey Methodology

Defining Survey Targets

MBI assigned each region and covered population a target response count, based on Census data, according to the proportion of each group compared to the state overall population and assuming a total response target of 3,000 respondents. Targets are summarized below:

Survey Response Targets per Region and Covered Population

	Total	Low-Income	Aging	Veterans	Disability	Limited English	People of Color	Incarcerated Individuals	Residents in rural areas
Massachusetts	**3,000**	**454**	**695**	**119**	**341**	**71**	**764**	**8**	**302**
Berkshire Region	**55**	9	18	3	8	0	6	0	37
Cape Cod and Islands Region	**112**	13	43	7	15	1	14	0	31
Central Mass Region	**378**	56	86	18	45	7	75	0	90
Greater Boston Region	**1,085**	153	220	29	103	32	354	4	15
Northeast Region	**455**	72	105	17	52	12	115	1	14
Pioneer Valley Region	**307**	65	75	16	46	7	64	1	84
Southeast Region	**608**	85	149	29	72	12	136	2	31

Notes:
- *MBI defined targets for residents in rural areas using the definition of rural areas by* MA State Office of Rural Health.
- *MBI used American Community Survey 5-year estimates (2017-2021).*
- *Since MBI's Human Subject Research NIST exemption prohibits research with incarcerated individuals, MBI collected information through engaging with community-based organizations who serve incarcerated individuals, families of incarcerated people, or people in re-entry.*

Data Collection

MBI launched the Massachusetts Statewide Digital Equity Survey in mid-June 2023 and collected responses until early October 2023. While the original total target response count was 3,000, the survey reached 8,541 people, far exceeding the target.

Data Cleaning

After October 2nd, 2023, MBI cleaned the survey data to remove any invalid entries, including those from people living outside of Massachusetts, those under 18, or those who did not answer a survey question related to digital equity. Following this data cleaning process, the total number of remaining responses was 7,754.

Public Survey Cleaning Results

Cleaning Step	Total dropped
Raw Observations	8,541
Cleaning steps	
Valid Resident	64
Valid Age	33
Accurate Zip Code	99
Relevant Questions Answered	590
Non-missing Zip Code or Municipality	1
Total	**7,754**

Data Analysis

After cleaning the data, MBI conducted the following steps to analyze the data and incorporate findings into the Plan:

1. **Weighting**: MBI weighted the survey data to be aligned with the Census-enumerated population distribution by Region and by Covered Population (for example, if people with disabilities in the Berkshires are under-sampled in the survey data, we increased the weighting for this group to increase their representation; however, if response rates are very low for a particular population, too much weighting reduces reliability.) This became the full sample "statewide" dataset that will be the basis for comparing results for individual Covered Populations with statewide results. All survey results presented statewide represent results using this weighted dataset.

2. **Statewide and subgroup-specific summaries**: MBI analyzed survey results for each of the groups below:
    a. Statewide (using weighted dataset created in step 1).
    b. By Covered Population
    c. By region

3. **Comparing results for 1) Covered Populations and 2) Regions against statewide dataset**: To draw further conclusions about needs and barriers experienced by individual groups, MBI compared the responses of each Covered Population and each Region to the statewide response. Statistically significant findings are synthesized in Section 3.2.4 Needs and Barriers by Covered Population and Section 3.2.5 Regional Snapshots.

4. **Incorporate findings into the draft SDEP:** MBI combined survey analysis results with findings from other engagement efforts and synthesize findings into the Needs Assessment section of the draft SDEP.

Massachusetts Statewide Digital Equity Survey Questions

Section 1: Please answer the following questions.

1. What is your zip code? _____
2. Which Massachusetts municipality do you live in? _____

Do you have internet service in your home?

☐ **YES** – Please proceed to Section 2 below

☐ **NO** – Please skip to Section 3 (flip this page over)

Section 2: Please answer the following questions only if you CAN connect to the internet from home.

3. Who is your internet service provider? _____

4. What kind of internet service do you have at home? Please check all that apply.

☐ A data plan for a smartphone, hotspot, or tablet   ☐ Dial-up internet

☐ Home wireline connection (cable, fiber, DSL, etc.)   ☐ Satellite internet

5. How well does your home internet service work?

☐ Good enough to meet my household's needs   ☐ I don't know

☐ Not good enough to meet my household's needs

6. Is your home internet service bundled with other services such as telephone or TV?

☐ Yes

☐ No

7. How much do you pay for the internet every month? $_____

8. How hard is it for you to pay your internet bill?

☐ Very hard   ☐ Not too hard

☐ Somewhat hard   ☐ Not at all hard

9. Have you heard about the Affordable Connectivity Program (ACP) that provides discounted internet service for low-income households?

☐ Yes   ☐ I don't know

☐ No

For more information and to find out if you qualify for ACP, call the Federal Communication Commission's ACP Support Center: 877-384-2575.

When complete, skip to section 4 below.

Section 3: Please answer the following questions only if you CANNOT connect to the internet at home.

10. If you do not have internet service in your home, what is the reason?

☐ Service is not available in my area

☐ Service is too expensive

☐ I am concerned about online privacy or safety

☐ I don't feel confident navigating the internet or using online tools

☐ I can't afford or access a device to use the internet

☐ I don't want / don't use the internet.

☐ Other (please specify): _____

11. If you do not have internet at home, where do you go to use the internet? Please check all that apply.

☐ A workplace

☐ A friend or family member's home

☐ School, college, or university

☐ A library or community center

☐ A business such as a restaurant, cafe, or bookstore (e.g., McDonald's, Taco Bell, Starbucks, etc.)

☐ A public space such as a park or government building

☐ On public transit

☐ I do not regularly access internet in these or any other spaces

☐ Other (please specify): _____

12. What kind of digital skills support would you be most interested in?

☐ In person classes

☐ Online classes

☐ In person support from a friend or instructor

☐ A do-it-yourself training module

When complete, proceed to section 4 below.

Section 4: All respondents should answer these questions.

13. Does everyone in your household have access to the computer devices they need to meet their everyday needs for internet use? (Computers, smartphones, tablets, or other internet enabled devices)?

☐ Yes

☐ No

14. Which of the following devices do you use most of the time to connect to the internet? (Check all that apply)

☐ Cellphone

☐ Desktop computer

☐ Laptop computer

☐ Tablet (or similar device)

☐ Other (please specify): _____

15. How much would you be able to pay for a laptop or desktop computer?

☐ $0-50

☐ $50-100

☐ $100-150

☐ $150-250

☐ $250-500

☐ More than $1,000

16. Are you able to regularly use the internet for online activities?

☐ Yes

☐ No

17. Please rank the level of difficulty for what you use the internet for. (Easy, Not easy, Hard)

	Easy	*Not easy*	*Hard*

Searching and applying for a job	☐	☐	☐
Health care or telehealth services	☐	☐	☐
Participating in your local community	☐	☐	☐
General internet searching	☐	☐	☐
Transportation information	☐	☐	☐
Searching and/or applying for benefits or resources for you or your family	☐	☐	☐

18. If you do not have regular access to the internet, what would most like to use it for if you could?

☐ Searching and applying for a job

☐ Health care or telehealth services

☐ Participating in your local community

☐ General internet searching

☐ Transportation information

☐ Searching and/or applying for benefits or resources for you and your family

☐ Something else

☐ I don't want to use the internet regularly

19. What kind of digital skills support would you be most interested in?

☐ In person classes

☐ Online classes

☐ In person support from a friend or instructor

☐ A do-it-yourself training module

20. How concerned are you, if at all, about internet safety?

☐ Very concerned

☐ Somewhat concerned

☐ Not very concerned

☐ Not at all concerned

21. What are you most concerned about? (Select all that apply)

☐ That my data could get stolen or used without my consent

☐ That I or a loved one could get scammed or tricked

☐ That I could be tracked or surveilled

☐ That I or a loved one could be harassed or abused online

22. Are you aware of tools or resources you can use to stay safe online?

☐ Yes, I have tools and resources I use stay safe online

☐ No, I don't know of any tools or resources to stay safe online

☐ I know of tools or resources to stay safe online, but they don't work for me

☐ Other (please specify) : _____

23. How accessible are online government services like benefits portals, RMV services, or paying for permits or tickets to you?

☐ Very accessible

☐ Somewhat accessible

☐ Not very accessible

☐ Not at all accessible

24. When you have used online government services like benefits portals, RMV services, or paying for permits or tickets, how well did they work for you?

☐ Very well

☐ Somewhat well

☐ Not too well

☐ Not well at all

When complete, proceed to section 5 below.

Section 5: All respondents should answer these questions. *We collect demographic information so that we can make sure we are representing all neighborhoods, towns, cities and groups across the Commonwealth.*

25. What is your age?

☐ 18 to 24　　　　　　　　　　　　☐ 60 to 74

☐ 25 to 34　　　　　　　　　　　　☐ 75 and older

☐ 35 to 44　　　　　　　　　　　　☐ Prefer not to answer

☐ 45 to 59

26. What is your gender identity?

☐ Woman　　　　　　　　　　　　☐ Gender fluid

☐ Man　　　　　　　　　　　　　　☐ Other

☐ Non-binary　　　　　　　　　　☐ Prefer not to answer

27. How many people, including yourself, currently live in your household? *(Note: A household is defined as all the people who currently occupy the housing unit where you live).*

☐ 1　　　　　　　　　　　　　　　☐ 6

☐ 2　　　　　　　　　　　　　　　☐ 7

☐ 3　　　　　　　　　　　　　　　☐ 8 or more

☐ 4　　　　　　　　　　　　　　　☐ Prefer not to answer

☐ 5

28. How many children under age 18, currently live in your household? *(Note: A household is defined as all the people who currently occupy the housing unit where you live).*

☐ 0　　　　　　　　　　　　　　　☐ 4

☐ 1　　　　　　　　　　　　　　　☐ 5 or more

☐ 2　　　　　　　　　　　　　　　☐ Prefer not to answer

☐ 3

29. What is the highest level of school you have completed or the highest degree you have received?

☐ Less than high school, or high school incomplete (Up to grades 9-11 or Grade 12 with NO diploma)

☐ High school graduate (Grade 12 with diploma or GED certificate)

☐ Two-year associate degree from a college or university

☐ Four-year college or university degree/Bachelor's degree (e.g., BS, BA, AB)

☐ Postgraduate or professional degree, including master's, doctorate, medical or law degree (e.g., MA, MS, PhD, MD, JD)

☐ Prefer not to answer

30. Are you of Hispanic, Latino, or Spanish origin, such as Mexican, Puerto Rican, or Cuban?

☐ Yes

☐ No

☐ Prefer not to answer

31. Which of the following best describes your race? (Select all that apply)

☐ White or Caucasian　　　　　　☐ Native American/American Indian/Alaska Native

☐ Black or African-American　　　☐ Pacific Islander/Native Hawaiian

☐ Asian or Asian-American　　　　☐ Some other race (please specify) _____

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☐ Prefer not to answer

32. Do you belong to a North American Indigenous, Native, or Tribal group?

   ☐ Yes   ☐ Prefer not to answer

   ☐ No

33. What is your total annual household income from all sources, and before taxes?

   ☐ Less than $22,000   ☐ $45,000 to $52,999

   ☐ $22,000 to $29,999   ☐ $53,000 to $59,999

   ☐ $30,000 to $36,999   ☐ $60,000 or more

   ☐ $37,000 to $44,999   ☐ Prefer not to answer

34. Do you identify as a person with a disability? *(Note: Disability is defined as physical, emotional, or mental health conditions that result in limitations of activities or restrictions to full participation at school, at work, at home, or in the community).*

   ☐ Yes

   ☐ No

   ☐ Prefer not to answer

35. If you identify as a person with a disability, do you have difficulty in any of the following areas? Please check all that apply.

   ☐ Seeing even if wearing glasses   ☐ Communicating, for example understanding or being understood

   ☐ Hearing even if using a hearing aid

   ☐ Walking or climbing steps   ☐ Prefer not to answer

   ☐ Remembering or concentrating   ☐ I do not identify as a person with a disability

   ☐ Self-care

36. Do you identify as a member of the LGBTQIA+ community?

   ☐ Yes

   ☐ No

   ☐ Prefer not to answer

37. Did you serve on active duty in the U.S. Armed Forces?

   ☐ Yes

   ☐ No

   ☐ Prefer not to answer

38. Do you live in affordable housing? *(Note: Affordable housing is defined as housing subsidized by a housing authority, paid for through a voucher, or in a building run by a private developer.)*

   ☐ Yes

   ☐ No

   ☐ Prefer not to answer

39. Where did you hear about this survey? Please check all that apply.

   ☐ From a government website, email list, flyer, or other outreach   ☐ Other (Please specify) _____

   ☐ From a friend, colleague, or acquaintance

   ☐ From a community meeting, community anchor such as a library or school, or other local institution

   ☐ From an organization's website, email list, flyer, or other outreach

7.2 Focus Groups

Methodology

MBI worked with community-based organizations and partners to host small focus group discussions for covered populations. A summary of Covered Populations reached is included in section 4.2.2 Focus Groups. After each focus group, organizers and facilitators shared notes with MBI. MBI and its partners processed and coded notes to create a full and holistic picture of needs and barriers to digital participation for those most impacted by digital inequity.

After receiving notes, MBI and partners analyzed the focus groups according to seven themes:

- Accessibility of Government Online Services
- Device Affordability
- Device Availability
- Digital Skills
- Internet Affordability
- Internet Availability
- Internet Safety

To analyze focus groups, MBI gave codes to participant's quotes and stories using the seven themes above. With this information, we identified the most prevalent themes across focus groups and gathered stories related to participants' experience with the seven themes. MBI used the stories and experiences of focus group participants to highlight survey findings and find trends related to each theme.

Focus Group Questions

Main Questions
1. *[Warm-up question]* Just to begin, how did you learn about this focus group session?
* 2. *[Warm-up question]* Let's warm up with a bit of an icebreaker: does anyone have a story to share about a time when internet access or lack of access has impacted your life? Some way it has had an impact on you, maybe helped you to do something you wouldn't have been able to do before?
3. What do you regularly use the internet for? Please raise your hand for any of the following options that apply, and we'll discuss some of them in more detail. • Work • School • Healthcare • Family and social connection • Civic engagement • Public benefits • Other?
4. If you don't have access to the internet on a regular basis, but need it, what do you need it for the most? Please raise your hand for all that apply: • Work • School • Healthcare • Family and social connection

- Civic engagement
- Public benefits
- Other?

---

*5. Do you have internet service in your home? Please raise your hand if so.

---

6. For those of you who have internet service in your home, how well does your home internet service work?

- Good enough to meet my household's needs
- Not good enough to meet my household's needs
- I don't know

How difficult is it for you to pay your internet bill every month, given other expenses?

Have you ever had any especially positive or negative experiences with your internet service provider? If you've had issues with your service, have they been responsive and able to fix the problem?

---

*7. If you do not have internet service in your home, what is the main reason why? Please raise your hand for all that apply, and we'll discuss some of them in more detail.

- Service is not available in my area
- Service is too expensive
- I am concerned about online privacy or safety
- I don't feel confident navigating the internet or using online tools
- I can't afford or access a device to use the internet
- I don't want/don't use the internet
- Other reasons?

---

8. If you do not have internet service in your home, are there any common places that you go to access internet?

Some thought-starters...

- Friend or family member's home
- School, college, or university
- Workplace
- Library or community center
- Business such as a cafe or bookstore
- Public space such as a park or government building
- In a parking lot outside of one of these spaces
- On public transit
- I do not regularly access internet in these or any other spaces

How is the quality of the service at these locations?

Where else do you wish you could access internet service?

---

*9. Does everyone in your household have access to the computer devices they need to meet their everyday needs for internet use? (Computers, smartphones, tablets, or other internet enabled devices)? Please raise your hand if so.

If yes, what kind of computing devices do you own?

- Cell phone
- Desktop computer
- Laptop computer
- Tablet (or similar device)
- Other type of Internet-connected device (please specify)

If yes, are the devices you have sufficient for your needs (e.g., work, school, telehealth, etc.)?

If no, what's the main barrier to having one?

Some thought starters...

- Cost
- Not sure how to use it
- Concerns about online privacy or safety
- Don't need one

*10. How confident do you feel with navigating the internet and using different online services? For example...

- Work
- School
- Healthcare
- Family and social connection
- Civic engagement
- Public benefits
- Other?

Are there some activities you feel more or less comfortable with than others?

Are there any activities you'd like to do on the internet but feel you don't have the knowledge or skills to access?

*11. How concerned are you about internet safety?

- Very concerned
- Somewhat concerned
- Not very concerned
- Not at all concerned

If yes, what are some of your specific concerns?

Some thought-starters...

- My data getting stolen or used without my consent
- That I or a loved one could get scammed or tricked
- That I could be tracked or surveilled
- That I or a loved one could be harassed or abused online
- Other concerns?

*12. Where do you turn for digital help in your community? Are there organizations, programs, or places that are providing helpful resources and services?

Some thought-starters...

- Public Wi-Fi
- Digital skills training providers
- Device lending or access programs
- Information on internet discounts
- Others?

7.3 Digital Equity Working Group Members

Name	Title	Affiliation
Susan Adams	Vice President of Health Informatics team	Massachusetts League of Community Health Centers
Carol Allman-Morton	Executive Director	Berkshire Community College
Jay Ash	CEO	Mass Competitive Partnership
Virginia Benzan	Director of Racial Justice Advocacy	Mass Law Reform Institute
Tricia Canavan	Executive Director	The Tech Foundry
Emilio Dorcely	CEO	Urban Edge
Linda Dunlavy	Executive Director	Franklin Regional Council of Governments
Mark Fine	Director of Municipal Collaboration	Metropolitan Area Planning Council (MAPC)
Ben Forman	Director of Research	MassINC
James Fuccione	Senior Director	Mass Healthy Aging Collaborative
Santiago Garces	Chief Information Officer	City of Boston
Tom Golden	City Manager	City of Lowell
Kristen Gowin	Executive Manager	Electrical Contractors Association of Greater Boston
Denise Jordan	Executive Director	Springfield Housing Authority
James Lonergan	Director	Massachusetts Board of Library Commissioners
Joseph Lopes	Executive Director	Greater New Bedford Workforce Investment Board
Ron Marlow	Director of Workforce Development and Alternative Education	Action for Boston Community Development
Paul Matthews	Executive Director	Worcester Regional Research Bureau
Derek Mitchell	Co-Founder and President	LEADS
Dan Noyes	CEO	Tech Goes Home
David Podell	President	MassBay Community College
Pam Reeve	Chair	The Women's Edge
Frank Robinson	Vice President of Public Health and Community Relations	Baystate Health/Western MA Alliance for Digital Equity
Leo Sarkissian	Executive Director	The Arc of Massachusetts

Scott Scharffenberg	Executive Director	Roca Inc.
Kim Shellenberger	Vice President, Integrated Care and Innovation	Vinfen
Q.J. Shi	Director	Asian Business Empowerment Council
Steve Smith	Executive Director	Cape Cod Technology Council
Victoria Torres	Manager of Advocacy & Organizing	Latinos for Education
Kyle Toto	Public Affairs Specialist	VA Boston Healthcare System
David Weeden	Deputy THPO/Tribal Councilman	Mashpee Wampanoag Tribal Council
Tim Wilkerson	President	New England Cable & Telecommunications Association (NECTA)

Economic and Workforce Development Subgroup

Name	Title	Affiliation
Jay Ash	CEO	Mass Competitive Partnership
Tricia Canavan	Executive Director	The Tech Foundry
Kristen Gowin	Executive Manager	Electrical Contractors Association of Greater Boston
Denise Jordan	Executive Director	Springfield Housing Authority
James Lonergan	Director	Massachusetts Board of Library Commissioners
Joseph Lopes	Executive Director	Greater New Bedford Workforce Investment Board
Ron Marlow	Director of Workforce Development and Alternative Education	Action for Boston Community Development
Dan Noyes	CEO	Tech Goes Home
Kim Shellenberger	Vice President, Integrated Care and Innovation	Vinfen
David Weeden	Deputy THPO/Tribal Councilman	Mashpee Wampanoag Tribal Council

Jim Lovejoy, Joshua Lee, Penny Hasseli, Chris Albrizio, Andrew Sullivan, Nicole Obi, and Mark Retallic also participated in the Economic and Workforce Development Subgroup.

Education Subgroup

Name	Title	Affiliation

Carol Allman-Morton	Executive Director	Berkshire Community College
James Lonergan	Director	Massachusetts Board of Library Commissioners
Linda Dunlevy	Executive Director	Franklin Regional Council of Governments
David Podell	President	MassBay Community College
Victoria Torres	Manager of Advocacy & Organizing	Latinos for Education

Jackie Gantzer, Pual Kissman, Savvy Demers, and Deborah Boisvert also participated in the Education Subgroup.

Healthcare Subgroup

Name	Title	Affiliation
Susan Adams	Vice President of Health Informatics team	Massachusetts League of Community Health Centers
Kim Shellenberger	Vice President, Integrated Care and Innovation	Vinfen
Frank Robinson	Vice President of Public Health and Community Relations	Baystate Health
James Fuccione	Senior Director	Mass Healthy Aging Collaborative
Pam Reeve	Chair	The Women's Edge

Lissette Blondet, Robbie Goldstein, and Steve Walsh also participated in the Healthcare Subgroup.

Housing Subgroup

Name	Title	Affiliation
Emilio Dorcely	CEO	Urban Edge
Derek Mitchell	Co-Founder and President	LEADS
Pam Reeve	Chair	The Women's Edge

Derrick Hobson, Bligh MacDonald, Karen Kelleher, Jenny Raitt, Rebecca Davis and Andrew Spofford also participated in the Housing Subgroup.

Infrastructure Subgroup

Name	Title	Affiliation
Karen Charles	Commissioner	Department of Telecommunications and Cable
Steve Smith	Executive Director	Cape Code Technology Council
Tim Wilkerson	President and CEO	New England Cable & Telecommunications Association (NECTA)
Linda Dunlavy	Executive Director	Franklin Regional Council of Governments
Paul Matthews	Executive Director	Worcester Regional Research Bureau

Doreen Burgess, Tom Flaherty, Andrew Paul, Stephanie Lee, Catrin Ferriter, Ian Cain, Esther Laine, Bryan Hopkins, Ellen Cummings and Jordan Keliinui also participated in the Infrastructure Subgroup.

7.4 Availability, Affordability, Adoption Map Methodology

MBI mapped availability, affordability, and adoption at the census block group level to examine the barrier impacting internet usage across Massachusetts. Each topic was computed as an index score for each census block group by summing weighted percentages of a variety of factors.

Data sources
MBI used two major data sources to inform the mapping:
1. **American Community Survey (ACS):** MBI used the ACS 5-year estimates to source data on household income, poverty status, and households without internet subscriptions or devices. While the ACS provides the most comprehensive nationwide information about internet adoption, it has limitations, including the historical undercounting of certain population groups such as unhoused individuals.
2. **Federal Communication Commission (FCC)'s Broadband Data Collection (BDC):** As part of the BDC initiative, all ISPs file data with the FCC twice a year on where they offer consumer-facing Internet access service using their own broadband network facilities as well as the percentage of households served within those geographies. All providers must report data as of June 30 (due September 1) and December 31 (due March 1) each year.
3. **Ookla's Open Data Initiative:** Ookla's open datasets provide a robust source of speed test information that provides the average upload and download speeds in given locations. The availability index takes factors from these three datasets and combines them to create a composite score for availability of quality, reliable internet across Massachusetts.

Availability Index

The index formula consists of:

Percent of 2021 population not using the internet at 100/20 Mbps * 0.8
- Average download speed * 0.1
- Average upload speeds * 0.1
= Availability Index

These scores were normalized using z-scores to provide an estimate for the differential between a given geography from the average within the state.

Affordability Index

To compute the affordability index, MBI used the ACS 2021 5-Year Estimate table B17005: Poverty Status of Individuals by Sex by Employment Status.

The index takes the percentage of individuals in poverty in each census tract, which refers to households with income below the poverty level in the past 12 months. The index formula consists of:

Percent of Individuals Living in Poverty * 1.0

= Affordability Index

These scores were normalized using z-scores to provide an estimate for the differential between a given geography from the average within the state.

Adoption Index

To compute the adoption index, MBI used the ACS 2021 5-Year Estimate tables: B28011: Internet Subscriptions in Household and B28008: Presence of a Computer and Type of Internet Subscription in Household.
The index takes the percentage of individuals in poverty in each census tract, which refers to households with income below the poverty level in the past 12 months.

The index formula consists of:

Percent of Homes without Internet Access or Not Subscribing * 0.6
+ Percent of Homes with No Computing Device * 0.4

= Adoption Index

These scores were normalized using z-scores to provide an estimate for the differential between a given geography from the average within the state.

Composite Index

The composite or "AAA" index is generated as a combination of the three individual indices: availability, affordability, and adoption.

The composite index formula consists of:

Availability Index Score
+ Affordability Index Score
+ Adoption Index Score

= Composite AAA Index

These scores were normalized using z-scores to provide an estimate for the differential between a given geography from the average within the state.

7.5 Partners & Organizations Involved in the Planning Process

The following is a list of organizations who MBI collaborated with to develop the State's digital equity plan.

Listening Session Partners

Broadband & Digital Equity Summit - Worcester, MA

- **Alister Martin**, Chief Executive Officer, A Healthier Democracy
- **Amalia Murguia**, Fellow, Lead for America
- **Ashley Stolba**, Undersecretary of Economic Foundations, Executive Office Economic Development, Commonwealth of Massachusetts
- **Candra Szymanski,** Interim Assistant Vice President, Hospital at Home Program, UMass Memorial Medical Center
- **Courtney Dozier,** Deputy Director, BEAD Program, NTIA
- **David Podell**, President, MassBay Community College
- **Dave Donegan**, Vice President of Operations, Sullivan & McLaughlin Electrical Contractor
- **Dave Keating**, Business Manager, International Brotherhood of Electrical Workers
- Digital Equity Advisor, NTIA
- **Ed Markey**, U.S. Senator
- **Emilio Dorcely**, Chief Executive Officer, Urban Edge
- **Gina Cooper Benjamin**, Deputy Director, National Digital Inclusion Alliance
- **Ian Cain,** City Councilor, City of Quincy
- **Kevin Gallagher**, Senior Advisor to the Secretary, US Department of Commerce
- **Marvin Venay,** Chief Advocacy Officer, Tech Goes Home
- **Matthew Summy,** Vice President of Strategic Planning for Impact & Inclusion, Comcast
- **Quentin Palfrey,** Director of Federal Grants and Infrastructure, Office of Governor Maura Healey, Commonwealth of Massachusetts
- **Santiago Garces,** Chief Information Officer, City of Boston
- **Sean Gerner**, Senor Program Director, Education Super Highway
- **Stephanie Lee,** Vice President – New England State and Local Government Affairs, Verizon
- **Stuart Freiman,** Federal Program Officer for Massachusetts, NTIA
- **Tim Wilkerson,** President, New England Cable & Telecommunications Association
- **Tom Flaherty**, Sr., General Manager, Westfield Gas & Electric
- **Victoria Torres,** Manager of Advocacy & Organizing, Latinos for Education

The Southeast Region Listening Session - Brockton, MA

- Boys and Girls Club of Metro South
- **Mayor Robert Sullivan**, City of Brockton
- **Rob May**, City of Brockton
- **John Cain**, City of Quincy Community Technology Integration and Support (CTIS)
- **Amber Douglas**, Southeast Regional Planning and Economic Development District (SRPEDD)
- **Cynthia Espinosa-Marrero**, Health Resources in Action (HRiA)
- **Steeve Auguste**, Umass Amherst Translation Center
- Marlene Amedee & Morton Pierre-Antoine, Haitian Community Partners Foundation
- Manomet Branch of the Plymouth Public Library
- North Dartmouth Branch of the Dartmouth Public Library
- **Rebecca Fracassa**, Comcast Community Impact
- The Tech Foundry
- The ESL and TOEFL Associates, LLC

The Berkshire Region Listening Session - Pittsfield, MA

- **Kevin Zawistowski**, Chief Information Officer, City of Pittsfield
- Lenox Library
- **Michael Obasohan**, Chief Diversity Officer, City of Pittsfield
- North Adams Public Library
- **Pastor Joel Bergeland**, Zion Lutheran Church
- **Wylie Goodman**, Berkshire Regional Planning Commission (BRPC)
- The Tech Foundry

The Connecticut River Valley Region Listening Session - Holyoke, MA

- **Eric Weiss**, Pioneer Valley Planning Commission (PVPC)
- Forbes Library, Northampton
- **Frank Robinson**, Baystate Health
- **Michael DeChiara**, Western MA Alliance for Digital Equity
- Springfield Partners for Community Action
- **Stacy Graves**, Holyoke Community College MGM Culinary Arts Institute
- The Tech Foundry
- The ESL and TOEFL Associates, LLC
- Monson Free Library

The Northeast Region Listening Session - Lowell, MA

- Hamilton-Wenham Public Library
- Metropolitan Area Planning Council (MAPC)
- Northern Middlesex Council of Governments (NMCOG)
- Saugus Public Library
- United Teen Equality Center (UTEC)
- The Tech Foundry
- The ESL and TOEFL Associates, LLC

The Cape & Islands Region Listening Session - Hyannis, MA

- Barnstable Town Hall
- Bourne Veteran's Memorial Community Center
- **Helaine Goudreau and Steve Tupper**, Cape Cod Commission
- Cape Cod Technology Council
- Cape Cod Chamber of Commerce
- Hyannis Chamber of Commerce
- Cape Cod Young Professionals
- Cape Cod Foundation
- Cape & Islands Workforce Board
- **Ellen Sharpe**, Mashpee Wampanoag Tribe
- Oak Bluffs Public Library on Martha's Vineyard
- The Tech Foundry

The Greater Boston Region Listening Session - East Boston, MA

- Canton Public Library
- **Santiago Garces**, Chief Information Officer, City of Boston

- East Boston Branch of the Boston Public Library
- Tech Goes Home
- The Tech Foundry
- The ESL and TOEFL Associates, LLC
- TEK Collaborative
- Verizon Community Impact

Rural Communities Listening Session - Greenfield, MA

- **John W. Olver** Transit Center
- **Ted Harvey,** Franklin Regional Council of Governments (FRCOG)

The Central Massachusetts Region Virtual Listening Session
- **Ethan Melad**, Central Massachusetts Regional Planning Commission (CMRPC)
- Montachusett Regional Planning Commission (MRPC)

Focus Group Partners:
- Baystate Health/Western MA Alliance for Digital Equity
- Berkshire Regional Planning Commission (BRPC)*
- Citizen's Inn*
- City of Quincy (CTIS)*
- English for New Bostonians
- Franklin Regional Council of Governments (FRCOG)*
- Haitian Community Partners Foundation
- MACIR*
- MakeIT Haverhill*
- Mashpee Wampanoag Tribe*
- Mass Healthy Aging Collaborative
- Outer Cape Community Solutions
- Revere Community Schools*
- Tech Goes Home*
- Urban Impact*
- Vinfen*

   *Also conducted focus groups for public comment.

Municipal Digital Equity Planning Partners:
- Berkshire Regional Planning Commission (BRPC)
- Cape Cod Commission
- Central Massachusetts Regional Planning Council (CMRPC)
- CTC Technology & Energy
- Franklin Regional Council of Governments (FRCOG)
- Health Resources in Action (HRiA)
- Kimley-Horn

- Metropolitan Area Planning Council (MAPC)
- Montachusett Regional Planning Commission (MRPC)
- Pioneer Valley Planning Commission (PVPC)
- Southeastern Regional Planning & Economic Development District (SRPEDD)
- Vanasse Hangen Brustlin (VHB)

Government Agency Partnerships:
- Board of Higher Education (BHE)
- Boston Library Consortium
- Community Economic Development Assistance Corporation (CEDAC)
- Commonwealth Corporation
- Department of Telecommunications and Cable
- Department of Criminal Justice Information Services
- Department of Developmental Services
- Department of Housing and Community Development (DHCD)
- Department of Public Health
- Department of Telecommunications and Cable (DTC)
- Department of Transitional Assistance (DTA)
- Division of Capital Asset Management and Maintenance (DCAMM)
- Executive Office of Economic Development (EOED)
- Executive Office of Housing and Livable Communities (EOHLC)
- Executive Office of Labor and Workforce Development (EOLWD)
- Executive Office of Technology Services and Security
- Executive Office of Technology Services and Security (EOTSS)
- Executive Office of Veterans' Services (EOVS)
- MA Dept of Higher Education
- Mass Workforce Development Board
- Massachusetts Department of Elementary and Secondary Education (DESE)
- Massachusetts Department of Revenue (DOR)
- Massachusetts Libraries Board of Library Commissioners
- Massachusetts Library System
- Massachusetts Office on Disability (MOD)
- Massachusetts Rehabilitation Commission
- MassDevelopment
- MassHousing
- The National Telecommunications and Information Administration (NTIA)
- Office of Elder Affairs (EOEA)

Partnerships Program Participants:
- Baystate Health, on behalf of the Western MA Alliance for Digital Equity
- City of Boston
- The Massachusetts League of Community Health Centers
- AgeSpan, on behalf of the Massachusetts Healthy Aging Collaborative
- The Metro North Workforce Investment Board
- The Metropolitan Area Planning Council (MAPC)
- Tech Goes Home

- UMass Lowell
- Vinfen, on behalf of the Human Services Alliance for Digital Equity

7.6 Massachusetts State Digital Equity Plan – Asset Inventory

Note: This Appendix includes Digital Equity Assets collected as of December 13, 2023.

Assets - Organizations

Organization Name	Summary Notes	Regions	Town	Covered Populations	Type	Sub-Type	Asset Digital Equity and Broadband Focus Area	Address	Email	Key Organization Contact (Name)	Key Organization Contact (Email)	Coverage Area
Berkshire Community College	We offer Free Public Wi-Fi throughout the campus and Parking Log.	Berkshires	Pittsfield	General - All Covered Populations	Academic	Institution of Higher Education	Accessibility of Public Resources & Services	1350 West Street Pittsfield, MA 01201	NA	Bill Jennings	wjennings@berkshirecc.edu	Local
Berkshire Community College: Digital Commons Computer Lab	The BCC main campus computer lab, AKA The Digital Commons, is open and accessible to members of the campus community and general public whenever the Library is open. We offer public computers as well as the same free wifi that is available throughout the rest of campus. We currently offer free printing as well, though that may be subject to change. Our ability to support or instruct non-campus members on things not relating to the general computer skills required to access our machines is limited, but our team does its best to support all who visit the computer lab.	Berkshires	NA	General - All Covered Populations	Academic	Institution of Higher Education, Library, Other	Accessibility of Public Resources & Services	1350 West St, Johnathan Edwards Library, Pittsfield MA 01201	NA	Cody Johnson	cjohnson@berkshirecc.edu	Regional (region within MA)
Berkshire Community College	Northstar Digital Literacy which defines basic skills needed to perform tasks on computers and online. Online, self-guided modules assess the ability of individuals to perform tasks based on these skills. Included are basic computer digital literacy standards and modules in three main areas: Essential Computer Skills - Basic Computer Skills, Internet Basics, Using Email, Windows OS, Mac OS; Essential Software Skills " Microsoft Word, Excel, PowerPoint, Google Docs; Using Technology in Daily Life - Social Media, Information Literacy, Career Search Skills, Accessing Telehealth Appointments, Supporting K-12 Distance Learning, Your Digital Footprint. EnGen: A language upskilling platform for organizations, educational, and government institutions who want to improve their talent pipeline while providing economic mobility, civic	Berkshires	NA	Members of Racial/Ethnic Minority Groups, Youth, Immigrants/Refugees, Individuals with a Language Barrier (English learners or low-literacy)	Academic	Institution of Higher Education	Affordability & Availability, Digital Literacy, Devices & Device Support	1350 West St. Pittsfield, MA 01201	NA	Maureen McLaughlin	mmclaughlin@berkshirecc.edu	County

	participation, and a better quality of life for workers, immigrants, and refugees.											
Massachusetts Law Reform Institute	Anti-poverty policy center and support center for civil legal aid in Massachusetts.	Boston Metro, Berkshires, Central, Northeast, Southeast, Cape Cod and Islands, Connecticut River Valley	NA	Low-Income Households (<150% federal poverty level)	Nonprofit	Non-Profit Organization	Accessibility of Public Resources & Services	40 Court Street, Suite 800	info@mlri.org	Virginia Benzan	vbenzan@mlri.org	Statewide
Easthampton Public Library	NA	Connecticut River Valley	Easthampton	General - All Covered Populations	Public	Library	Devices & Device Support, Accessibility of Public Resources & Services	9 Park Street, Easthampton MA 01027	ewmlibrary@gmail.com	Katya Shapiro	kschapiro@ewmlibrary.org	Local
Easthampton Public Schools	Uses Project 10Milliuon funding from T-Mobile to provide hot spots to kids.	Connecticut River Valley	Easthampton	Youth	Academic	P-12 School	Devices & Device Support, Digital Literacy	50 Payson Avenue, Easthampton MA 01027	NA	Justin Tietze	jtietze@epsd.us	Hyperlocal (e.g., a specific school or library)
Southampton ad hoc technology committee	Southamptons ad hoc technology committee has a charter issued by the selectboard of Southampton to implement a broadband municipal light plan in Southampton, to service all residents.	Connecticut River Valley	Southampton	Aging Individuals (60 and older), Individuals with Disabilities, Residents of Rural Areas, Women, Youth, Veterans, LGBTQIA+ Individuals, General - All Covered Populations, Immigrants/Refugees, LGBTQ+, Low-Income Households (<150% federal poverty level), Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Members of Religious Minority Groups	Public	Municipal Government	Affordability & Availability	Southampton Massachusetts	NA	Daniel lavalley	dlavalley@townofsouthampton.org	Local
Easthampton Neighbors	"Selected Technical Support " Having trouble understanding your TV remote or your new printer? Need a refresher on how to use a web browser? We'll help with these and other modest technical or IT questions."	Connecticut River Valley	Easthampton	Aging Individuals (60 and older)	Nonprofit	Community-Based Organization	Devices & Device Support	P.O. Box 1066, Easthampton MA 01027	easthamptonneighbors@gmail.com	Natasha Latour	nlatour@rivervaley.coop	Hyperlocal (e.g., a specific school or library)

Center for New Americans	Mission: Center for New Americans (CNA) is a community-based, non-profit adult education center that provides the under-served immigrant, refugee and migrant communities of Massachusetts' Pioneer Valley with education and resources to learn English, become involved community members and obtain tools necessary to maintain economic independence and stability. They have an active Technology Support Team that helps people use their devices.	Connecticut River Valley	Northampton, Amherst, Greenfield, Springfield	Individuals with a Language Barrier (English learners or low literacy), Members of Racial/Ethnic Minority Groups, Immigrants/Refugees	Nonprofit	Non-Profit Organization, Community-Based Organization, Other Education Organization (not school)	Digital Literacy, Accessibility of Public Resources & Services	James House 42 Gothic Street Northampton, MA 01060	NA	Laurie Millman (Executive Director)	laurie@cnam.org	Regional (region within MA)
Citizens Inn	NA	Northeast	Peabody, Lynn, Salem	Low-Income Households (<150% federal poverty level), Individuals with a Language Barrier (English learners or low-literacy), Women, General - All Covered Populations	Nonprofit	Community-Based Organization	Digital Literacy, Devices & Device Support	81 Main St, Peabody, MA 01960	NA	Carolina Trujillo	ctrujilo@citizensinn.org	Regional (region within MA)
Peabody TV	NA	Northeast	Peabody	General - All Covered Populations	Nonprofit	Non-Profit Organization	Accessibility of Public Resources & Services, Digital Literacy, Devices & Device Support	81 Main St, Peabody, MA 01960	NA	Camille Bartlett	camille@peabodytv.org	Local
North Shore Community Action Programs	NA	Northeast	Peabody, Lynn, Salem	General - All Covered Populations	Nonprofit	Workforce Development Organization, Housing Organization	Affordability & Availability, Devices & Device Support	119 Rear Foster St Building 13, Peabody, MA 01960	NA	Laura Meisenhelter	lmeisenhelter@nscap.org	Regional (region within MA)
Peabody Council on Aging	NA	Northeast	Peabody	Aging Individuals (60 and older)	Public	NA	NA	79 Central St, Peabody, MA 01960	NA	Carolyn Wynn	cwynn@peabodycoa.org	Local
NA	NA	Berkshires	Pittsfield	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Individuals with Disabilities, Members of Racial/Ethnic Minority Groups, Members of Religious Minority Groups, Women, LGBTQIA+ Individuals, Youth, LGBTQ+, Immigrants/Refuge	Nonprofit	Non-Profit Organization, Digital Equity Organization, Community-Based Organization	Digital Literacy, Devices & Device Support	4 Federico Drive, Suite 2, Pittsfield MA 01201	engagement@pittsfieldtv.org	Pittsfield Community Cable Broadcasting Inc.	mtucker@pittsfieldtv.org	Local

				es, General - All Covered Populations								
NA	NA	Cape Cod and Islands	Bourne	Aging Individuals (60 and older)	Public	Municipal Government	Devices & Device Support, Digital Literacy	NA	NA	Bourne Council on Aging - Deb Oliviere-Llanes	DOliviereLlanes@townofbourne.com	Local
NA	NA	Cape Cod and Islands	Sandwich	Aging Individuals (60 and older)	Public	Municipal Government	Digital Literacy, Devices & Device Support	NA	NA	Sandwich Council on Aging - Susan Marancik	smarancik@sandwichmass.org	Local
NA	NA	Cape Cod and Islands	Bourne	Youth	Academic	P-12 School	Affordability & Availability	NA	NA	Bourne Public Schools - Chris Oliver	coliver@bourneps.org	Local
NA	NA	Cape Cod and Islands, Southeast	NA	NA	Private	NA	Devices & Device Support	NA	NA	Mobile Mac Doctors - Meg Keegan	info@MobileMacDoctors.com	Multi-Regional (regions within MA)
NA	NA	Cape Cod and Islands, Southeast	NA	Youth	Public	P-12 School	Devices & Device Support	220 Sandwich Rd, Bourne, MA 02532	NA	Upper Cape Cod Regional Technical School	NA	Regional (region within MA)
NA	NA	Cape Cod and Islands	Sandwich	Youth	Public	P-12 School	Devices & Device Support	NA	NA	Sandwich Public Schools - Bryce Harper	bharper@sandwich.k12.ma.us	Local
NA	NA	Cape Cod and Islands	Sandwich	NA	Public	Library	Devices & Device Support, Digital Literacy	NA	NA	Sandwich Public Library - Diane Costagliola	dcostagliola@sandwich.ocln.org	Local
Zumix	Zumix connects Bostons youth with media training. Through sequential program offerings, Zumix will help youth deepen their computer and digital storytelling skills, engage in paid production opportunities, and explore future careers in the film industry.	Boston Metro	NA	Low-Income Households (<150% federal poverty level), Youth	Nonprofit	Other Education Organization (not school)	Devices & Device Support	info@zumix.org	NA	Madeleine Steczynski	msteczynski@zumix.org	County
YWCA of Southeastern Massachusetts	NA	Southeast	New Bedford	Women	Nonprofit	NA	Digital Literacy	YWCA Southeastern Massachusetts 20 South Sixth Street, New Bedford, MA 02740	info@ywcasema.org	NA	NA	Regional (region within MA)
YWCA Worcester	NA	Central	NA	LGBTQ+, Low-Income Households (<150% federal poverty level)	NA	NA	NA	NA	NA	NA	NA	NA
YMCA of the North Shore	Device Access at Housing Facilities in Beverly & Ipswich	Northeast	Beverly, Ipswich	Low-Income Households (<150% federal poverty level)	Nonprofit	Community-Based Organization	Devices & Device Support	200 Cummings Center, Suite 173D P.O. Box 7073 Beverly, MA 01915	Affordable Housing, 978-564-3460	NA	NA	Regional (region within MA)

Name	Description	Region	Municipalities	Covered Populations	Type	Organization Type	Barriers Addressed	Address	Contact Email 1	Contact Name	Contact Email 2	Scope
YMCA of Martha's Vineyard	Alex's place has Mac computers available for teens to use, and a theater space with a projector, stage, sound system, professional stage lighting, seats 70, and Studio 57, sponsored by Comcast. The space is available for the community to rent, and hosts the following programs. Elder Tech Fairs: A support group for teens to help seniors with their tech devices. Meets once monthly. Multi-track Recording Workshop: A 4-hour workshop on Logic Pro X and Pro Tools.	Cape Cod and Islands	Aquinnah, Chilmark, Edgartown, Oak Bluffs, Tisbury, West Tisbury	Youth, Aging Individuals (60 and older), Residents of Rural Areas	Nonprofit	Community-Based Organization	Affordability & Availability, Devices & Device Support, Digital Literacy	111R EDGARTOWN VINEYARD HAVEN RD. VINEYARD HAVEN MA 02568	NA	Ryan Schwab-Doyon, Alexandra Gagnon Teen Center (Alex's Place)	ryan@ymcamv.org	County
YMCA of Central Massachusetts	Computers and internet available at each location.	Central	Westborough, Sutton, Worcester, Leominster, Fitchburg, Southbridge	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Members of Racial/Ethnic Minority Groups, Youth, LGBTQIA+ Individuals	Nonprofit	Non-Profit Organization	Affordability & Availability	766 Main Street, Worcester, MA 01610	NA	NA	NA	Regional (region within MA)
YMCA Haverhill	NA	Northeast	Haverhill	Low-Income Households (<150% federal poverty level)	Nonprofit	Community-Based Organization, Housing Organization	Devices & Device Support	81 Winter St Haverhill, MA 01830	NA	Colette Ekman	ekmanc@northshoreymca.org	Local
YMCA Educational Achievement Center	Offers programs for children, including technology and digital media classes	Southeast	Fall River	Youth	Nonprofit	NA	NA	199 N Main Street, Fall River, MA 02733	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
YMCA	The YMCAs of Brockton, Lawrence, Lynn, Malden, and Worcester are all sub-recipients of the TGH MBI Partnership Grant.	Southeast, Northeast, Central	Brockton, Lawrence, Lynn, Malden, Worcester	Youth	Nonprofit	Community-Based Organization	Digital Literacy, Devices & Device Support	320 Main St, Brockton, MA 02301; 40 Lawrence Street Lawrence, MA 01840-1425; 40 Neptune Blvd, Lynn, MA 01902; 99 Dartmouth St, Malden, MA 02148; 766 Main Street Worcester, MA 01610	Brockton - CentralBranch@oldcolonyymca.org;	Joe Agosto (Lawrence); Debbie Amaral (Malden); Andrea Baez (Lynn)	jagosto@mvymca.org; damaral@mv-ymca.org; abaez@metronorthymca.org	Multi-Regional (regions within MA)
Yarmouth Public Libraries	Services are not targeted for a specific covered population, though programs and resources are available for all.	Cape Cod and Islands	Yarmouth	General - All Covered Populations	Nonprofit	Library	Accessibility of Public Resources & Services, Affordability & Availability, Devices & Device Support	Multiple locations	NA	Jane Cain	jcain@yarmouth.ma.us	Local
X-Cel Education	X-Cel's project is to provide basic to intermediate computer skill training for older adults	Boston Metro	NA	Aging Individuals (60 and older), Low-Income Households	Nonprofit	Institution of Higher Education	Digital Literacy	7 Glenvale Terrace, Jamaica Plain, MA, 02130	x-cel@x-celeducation.org	Don Sands	dsands@x-celeducation.org	Regional (region within MA)

			(<150% federal poverty level)								
World Computer Exchange	Mission: Reduce the digital divide for youth in developing countries; use our global network of partnerships to enhance communities in these countries; promote the reuse of electronic equipment and its ultimate disposal in an environmentally responsible manner. Refurbishing clubs in the US teach students how to refurbish used technology to be donated around the world.	Boston Metro	NA	General - All Covered Populations	Nonprofit	Digital Equity Organization	Devices & Device Support	936 Nantasket Avenue, Hull, MA 02045, USA	Info@WorldComputerExchange.org	NA	NA	National
WORK, Inc.	TGH MBI Partnership Grant Sub-recipient. Serving New England states.	Central, Boston Metro, Southeast, Cape Cod and Islands	NA	Individuals with Disabilities	Nonprofit	Housing Organization, Workforce Development Organization, Other	Devices & Device Support, Accessibility of Public Resources & Services, Digital Literacy	25 Beach St #3r, Dorchester, MA 02122	info@workinc.org	NA	NA	Multi-State
Worcester Talking Book Library	The Worcester Talking Book Library (WTBL) loans accessible reading materials in formats including large print, braille, and audio. WTBL sends materials by mail throughout the state, but also offers access to an app called BARD (Braille and Audio Reading Download) and a public space inside the Worcester Public Library. This space is equipped with a study space, where patrons can receive one-on-one tech help, and computers with accessibility features including JAWS, ZoomText, and Braille embossers.	Central	Ashburnham, Ashby, Athol, Auburn, Ayer, Barre, Berlin, Blackstone, Bolton, Boxborough, Boyston, Brimfield, Brookfield, Charlton, Clinton, Douglas, Dudley, East Brookfield, Fitchburg, Gardner, Grafton, Groton, Hardwick, Holden, Hopedale, Hopkinton, Hubbardston, Hudson, Lancaster, Leicester, Leominster, Littleton, Lunenburg, Marlborough, Mendon, Milford, New Braintree, North Brookfield, Northborough, Northbridge, Oakham, Oxford, Paxton, Pepperell, Petersham, Phillipston, Princeton, Royalston, Shirley, Shrewsbury, Southborough, Southbridge,	Aging Individuals (60 and older), Veterans, Individuals with Disabilities	Nonprofit	Library	Devices & Device Support	3 Salem Sq. Worcester, MA 01608	talkbook@mywpl.org	Lee Anne Hooley	lhooley@mywpl.org	Statewide

Organization	Description	Region	Municipality	Covered Populations	Type	Category	Focus Areas	Address	Email/Phone	Contact	Email	Scope
			Spencer, Sterling, Sturbridge, Sutton, Templeton, Upton, Uxbridge, Webster, West Boylston, West Brookfield, Westborough, Westminster, Worcester									
Worcester Regional Economic Bureau	NA	Central	NA	General - All Covered Populations	NA	NA	NA	NA	NA	NA	NA	NA
Worcester Public Library	All Worcester Public Library locations offer public computer access, free wireless internet, and printing services. Computer & Internet for Beginners Class every other week	Central	Worcester	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Individuals with Disabilities, Veterans, Women, Members of Religious Minority Groups, Members of Racial/Ethnic Minority Groups, Individuals with a Language Barrier (English learners or low-literacy), LGBTQ+, Youth, LGBTQIA+ Individuals	Public	Library	Digital Literacy, Devices & Device Support, Affordability & Availability	3 Salem Square Worcester, MA 01608	NA	Christina Connolly	NA	Local
Worcester Family Resource Center	They offer computer classes to low-income families.	Central	Worcester	Low-Income Households (<150% federal poverty level)	Public	Foundation/Philanthropic Organization	Digital Literacy, Affordability & Availability	20 Cedar Street, Worcester, MA 01609	No email, but phone number is 508.755.2340	Mahly Alejandro	malejandro@sevenhills.org	County
Worcester Common Ground	NA	Central	NA	Low-Income Households (<150% federal poverty level)	NA	NA	NA	NA	NA	NA	NA	NA
Woods Public Library	NA	Central	Barre	General - All Covered Populations	Public	Library	Affordability & Availability, Devices & Device Support, Digital Literacy	19 Pleasant Street, Barre, MA 01005	NA	Joe Hood	jhood@barrelibrary.org	Hyperlocal (e.g., a specific school or library)
Woods Hole Public Library	Services are not targeted for a specific covered population, though programs and resources are available for all.	Cape Cod and Islands	Falmouth	General - All Covered Populations	Nonprofit	Library	Accessibility of Public Resources & Services, Affordability & Availability, Devices & Device Support	581 Woods Hole Rd, Woods Hole, MA 02543	NA	Kellie Porter	kporter@clamsnet.org	Local

Name	Notes	Region	City	Covered Population	Sector	Org Type	Service	Address	Email	Name2	Contact Name	Contact Email	Scope
Women's Money Matters	NA	Northeast	Lawrence	Women, Low-Income Households (<150% federal poverty level)	Nonprofit	Community-Based Organization	Devices & Device Support	6 Liberty Square #2697 Boston, MA 02109	info@womensmoneymatters.org	NA	NA	NA	Local
Women's Business Network	https://wbn-ma.org/	Boston Metro	NA	Women	Nonprofit	Non-Profit Organization, Foundation/Philanthropic Organization	Digital Literacy	15 Still River Road, Harvard, MA, United States, Massachusetts	NA	NA	NA	NA	NA
Women Encouraging Empowerment	TGH MBI Partnership Grant Sub-recipient. WEE serves Revere and neighboring communities by providing English classes, computer and job readiness classes, community organizing trainings and advocacy work, and emergency support.	Boston Metro	Revere	Low-Income Households (<150% federal poverty level), Immigrants/Refugees, Women, Individuals with a Language Barrier (English learners or low-literacy)	Nonprofit	Community-Based Organization	Devices & Device Support, Digital Literacy	50 Walnut Ave, Revere, MA 02151	info@weerevere.org	NA	NA	NA	Local
Winchendon Housing Authority	It would be good to set up a meeting to see if they would be able to provide a 24/7 internet access center for their residents which would be included in their resident services	Central	Winchendon	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older)	Public	Housing Organization, Local or Regional Authority/Council	Affordability & Availability	108 Ipswich Drive Winchendon, MA 01475	No email, but phone number is (978) 297-2280	NA	NA	Local
Wilkens Library at Cape Cod Community College	Services are not targeted for a specific covered population, though programs and resources are available for all.	Cape Cod and Islands	NA	General - All Covered Populations	Nonprofit	Library	Accessibility of Public Resources & Services	Wilkens Library, 2240 Iyannough Rd, West Barnstable, MA 02668	NA	Timothy Gerolami	tgerolami@capecod.edu	Regional (region within MA)
Whitinsville Social Library (Northbridge, MA)	#NAME?	Central	Northbridge	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Members of Religious Minority Groups, Women, LGBTQIA+ Individuals, Youth, Immigrants/Refugees, LGBTQ+	Public	Library	Affordability & Availability, Accessibility of Public Resources & Services, Devices & Device Support	17 Church Street Whitinsville, MA 01588	NA	Rebecca Sasseville	rsasseville@cwmars.org	Local

Wheaton College	- Domain of One's Own, Web space for students to operate on their own to encourage digital literacy - Librarians provide digital literacy instruction	Southeast	Norton	General - All Covered Populations	Academic	Institution of Higher Education	Digital Literacy	26 E Main St, Norton, MA 02766	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
Westport Public Schools	Lists digital literacy as one of the goals for students for this school year	Southeast	Westport	Youth	Public	P-12 School	Digital Literacy	NA	NA	NA	NA	Local
Westport Free Public Library	Free public wifi	Southeast	Westport	General - All Covered Populations	Public	Library	Affordability & Availability	408 Old County Road Westport MA 02790	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
Westport Council on Aging	Offers technology classes	Southeast	Westport	Aging Individuals (60 and older)	Public	Local or Regional Authority/Council	Digital Literacy	75 Reed Road, Westport, MA 02790	NA	NA	NA	Local
Westborough Public Library	- Public computers - Chrome books available for borrowing - Hotspots available for borrowing - Computer basics course each week during the school year	Central	Westborough	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Members of Religious Minority Groups, Women, Youth, LGBTQIA+ Individuals, Immigrants/Refugees, LGBTQ+	Public	Library	Affordability & Availability, Digital Literacy, Accessibility of Public Resources & Services, Devices & Device Support	55 West Main Street, Westborough, MA 01581	westboro@cwmars.org	Lynne Soukup	lsoukup@town.westborough.ma.us	Local
West Tisbury Free Public Library	Chromebooks, hotspots, e-readers, streaming sticks available to check out. Information literacy resources,	Cape Cod and Islands	West Tisbury	Residents of Rural Areas	Public	Library	Digital Literacy, Affordability & Availability, Devices & Device Support	1042 State Rd West Tisbury, MA 02575	wt_mail@clamsnet.org	NA	NA	Local
West Dennis Free Public Library	Services are not targeted for a specific covered population, though programs and resources are available for all.	Cape Cod and Islands	Dennis	General - All Covered Populations	Nonprofit	Library	Accessibility of Public Resources & Services	260 Main St, West Dennis, MA 02670	NA	Elizabeth Pagos Hollin	hpagos@clamsnet.org	Local
West Brookfield Senior Center	Resources: - Desktop and laptop computers available for public use - Smart TVs available for presentations - Technology troubleshooting sessions with high schoolers / national honor society students (not all year long) - Assist individuals in applying for services /	Central	West Brookfield	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Individuals with Disabilities, Veterans,	Public	Municipal Government	Accessibility of Public Resources & Services, Affordability & Availability, Devices & Device Support, Digital Literacy	73 Central St., West Brookfield, MA 01585	NA	Betty Frew	BFrew@wbrookfield.com	Local

	online transactions Community Challenges / Areas for improvement - A lot of seniors do not have devices; cannot afford them - Seniors have trouble learning how to operate devices			Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Members of Religious Minority Groups, Women, Youth, LGBTQIA+ Individuals, LGBTQ+							
West Boylston Council on Aging / Senior Center	- Computer lab (desktop computer & two laptops) - Host Tech help session a couple times a month - Troubleshooting around cell phones is the biggest challenge area that the senior population faces.	Central	West Boylston	Aging Individuals (60 and older)	Public	Municipal Government	Digital Literacy, Devices & Device Support, Affordability & Availability, Accessibility of Public Resources & Services	120 Prescott Street West Boylston, MA 01583	NA	Lisa Clark Viklund	lcviklund@westboylston-ma.gov	Local
Wellspring	The HealthCare Office Support Training (HOST), known for 20 years as MediClerk, is part of Wellsprings HealthCare Gateway program. HOST is a hybrid, occupational education program training adult job-seekers for entry-level administrative and non-clinical support positions within healthcare. Students also receive training in Computers: Microsoft Office, Zoom, Google Apps. Wellspring House offers FREE college preparatory and college-equivalent education programs for adults of all ages who are seeking to improve their academic skills in reading, writing, math and computers. Laptops and hotspots are available to loan, on a first come, first serve basis.	Northeast	Beverly, Gloucester, Manchester-by-the-Sea, Peabody, Danvers, Essex, Salem, Rockport	Low-Income Households (<150% federal poverty level)	Nonprofit	Community-Based Organization, Housing Organization, Other Education Organization (not school), Workforce Development Organization	Affordability & Availability, Accessibility of Public Resources & Services, Digital Literacy, Devices & Device Support	302 Essex Avenue, Gloucester, MA 01930	contact@wellspringhouse.org	Andy Allen, Director of Education & Career Pathways	aallen@wellspringhouse.org	County
Wellfleet Public Library	Services are not targeted for a specific covered population, though programs and resources are available for all.	Cape Cod and Islands	NA	General - All Covered Populations	Nonprofit	Library	Devices & Device Support, Accessibility of Public Resources & Services	NA	NA	Jennifer Wertkin	jennifer.wertkin@wellfleet-ma.gov	Local
Webster Council on Aging / Senior Center	- Computer available for public use - Greatest challenge: seniors lack the knowledge to operate their devices - Difficult to find people to teach instructional classes	Central	Webster	Aging Individuals (60 and older)	Public	Municipal Government	Affordability & Availability, Accessibility of Public Resources & Services, Devices & Device Support	5 Church Street Webster, MA 01570	NA	Jean Travis	jtravis@webster-ma.gov	Local

Organization	Description	Region	Location	Covered Populations	Sector	Org Type	Focus Areas	Address	Email	Contact Name	Contact Email	Scope
WayFinders	Baystate MBI Partnership Grant Sub-recipient. Way Finders builds and advocates for a thriving and equitable region by improving the stability and economic mobility of families and individuals, together with developing and managing a wide range of housing to support strong communities. Digital Equity Page: https://www.wayfinders.org/digital-equity In Springfields Mason Square and Maple High-Six Corners neighborhoods, since 2020 the CB&E team has been connecting older residents with access to devices, information about internet resources, and supportive coaching from peer mentors. With such keys to the digital world, older residents can participate in our online resident leadership trainings, community meetings, and chair aerobics classes. The CB&E team will offer a training program to 20 Holyoke residents, including: - 10 residents living in our Library Commons and Carlos Vega affordable housing developments - 10 graduates of (or participants in) our Resident Leadership Program in Holyoke. A key part of the program will be a digital literacy training course, delivered in English and Spanish, aimed at increasing skills and knowledge. Participants without a computer of their own will receive a device.	Connecticut River Valley	Holyoke, Springfield	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Youth, Women, Individuals with a Language Barrier (English learners or low-literacy)	Nonprofit	Housing Organization	Affordability & Availability, Digital Literacy, Devices & Device Support	1780 Main Street, Springfield, MA 01103	housingcenter@wayfinders.org	NA	NA	Regional (region within MA)
Way Finders	This organization is doing on-the ground digital equity work, resident-driven advocacy work; community capacity building work, and digital literacy training and ACP enrollment	Connecticut River Valley	Holyoke, Springfield	Low-Income Households (<150% federal poverty level), Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Women, Immigrants/Refugees, Aging Individuals (60 and older)	Nonprofit	Housing Organization	Digital Literacy, Affordability & Availability	1780 Main Street, Springfield, MA 01103	bdewberry@wayfinders.org	Beatrice Dewberry	bdewberry@wayfinders.org	Regional (region within MA)
Watertown Free Public Library	NA	Boston Metro	NA	General - All Covered Populations	Public	Library	Affordability & Availability, Digital Literacy, Devices & Device Support, Accessibility of Public Resources & Services	123 Main St, Watertown, MA 02472	jmcneely@watertown-ma.gov	Jaccavrie McNeely	NA	Local

Name	Description	Region	Town	Covered Populations	Sector	Type	Focus Area	Address	Email	Contact	Contact Email	Reach
Watertown Cable Access Corp.	Creating accessible and inclusive internet content. WCA-TV already has closed captioning in place in our channels, streams, and video on demand, but we are looking to provide support of additional languages to allow accessibility for not just those who are hard of hearing, but also those have trouble understanding the English language. We want to provide a space for those who need access to the internet and other tools, and provide trainings in digital literacy for those who struggle with using and understanding technology.	Boston Metro	NA	General - All Covered Populations	Private	Other	Accessibility of Public Resources & Services	50 Columbia St, Watertown, MA 02472	andreas@wcatv.org	Andrea Santopietro	andreas@wcatv.org	NA
Warren Public Library	- computers for public use - Challenges in community: bad mobile coverage; people come to library to make calls using w-fi	Central	Warren	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Veterans, Members of Racial/Ethnic Minority Groups, Members of Religious Minority Groups, Women, LGBTQIA+ Individuals, Youth, LGBTQ+, Immigrants/Refugees	Public	Library	Affordability & Availability, Accessibility of Public Resources & Services, Devices & Device Support	934 Main Street PO Box 937 Warren, MA 01083	warrenpubliclibrary@hotmail.com	Kimberly Kvaracein	NA	Local
Warren Council on Aging / Senior Center	NA	Central	Warren	Aging Individuals (60 and older)	Public	Municipal Government	Accessibility of Public Resources & Services	2252 Main St. P.O. Box 428 West Warren, MA 01092	NA	NA	NA	Local
Wareham Free Library	Offers basic computer classes	Southeast	Wareham	General - All Covered Populations	Public	Library	Digital Literacy, Devices & Device Support	59 Marion Rd, Wareham, MA 02571	NA	Marcia Hickey	mhickey@sailsinc.org	Hyperlocal (e.g., a specific school or library)
Wampanoag Tribe of Gayhead (Aquinnah)	Adult education programs, information about ACP, scholarship directory, etc.	Cape Cod and Islands	Aquinnah	Members of Racial/Ethnic Minority Groups, Residents of Rural Areas	Public	Tribal Government	Accessibility of Public Resources & Services	20 Black Brook Rd. Aquinnah, MA 025	NA	NA	NA	Local
Vinfen	We have included this asset as we met with Vinfen to learn about Cape-based services, but MBI is likely to know best	Cape Cod and Islands, Southeast,	NA	Individuals with Disabilities	Nonprofit	Health Clinic/Center	Digital Literacy, Devices & Device Support	NA	NA	NA	NA	Statewide

Name	Description	Region	Town/City	Covered Populations	Public/Private	Type	Focus Areas	Address	Email	Contact	Contact Email	Scope
	about their services and can provide additional information.	Boston Metro, Northeast										
Vineyard Haven Public Library	Library cardholders may use computers to access the internet and basic office software for 60-minute sessions. A computer with filtered internet access is available in the Children's Room. Launchpad tablets pre-loaded with learning apps, videos, and games are available for in-library use. Gaming computers for ages 12-18 are available in the Young Adult room. The library's "Creative" computer with Adobe Creative Suite program (Photoshop, Illustrator, InDesign, Premiere Pro, and more) may be reserved for 2 hour sessions. Chromebook computers and Wifi hotspots may be borrowed for home use. Roku and Chromecast streaming devices and Kindle eReaders pre-loaded with popular content are also available for checkout. Patrons using their own computers or devices can connect to library wifi indoors or in the library courtyard. Instruction for using our online catalog, library apps, and databases is provided by staff. We also offer a one-on-one basic tech help by appointment, please sign up at the circulation desk to arrange a day and time. A large print reader and microfilm reader are available for in-library use.	Cape Cod and Islands	Tisbury	Aging Individuals (60 and older), Youth, Residents of Rural Areas	Public	Library	Affordability & Availability, Digital Literacy, Devices & Device Support	200 Main Street, Vineyard Haven, MA 02568	vhpl_mail@clamsnet.org	NA	NA	Local
Verizon	NA	Berkshires, Cape Cod and Islands, Central, Boston Metro, Northeast, Connecticut River Valley, Southeast	NA	General - All Covered Populations	NA	NA	NA	NA	NA	NA	NA	NA
VA Boston Healthcare System	NA	Boston Metro	NA	Veterans	NA	NA	NA	NA	NA	NA	NA	NA
Uxbridge Free Public Library	NA	Central	Uxbridge	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or	Public	Library	Affordability & Availability, Accessibility of Public Resources & Services, Devices & Device Support	15 North Main Street Uxbridge, MA 01569	uxbridgelibrary@cwmars.org	Chris Powloka	cpowloka@cwmars.org	Hyperlocal (e.g., a specific school or library)

Organization	Notes	Region	City/Town	Target Populations	Sector	Organization Type	Focus Areas	Address	Email	Contact	Contact Email	Level
				low-literacy), Members of Racial/Ethnic Minority Groups, Members of Religious Minority Groups, Women, LGBTQIA+ Individuals, Youth, Immigrants/Refugees, LGBTQ+								
Uxbridge Council on Aging / Senior Center	- Students from Uxbridge High School and Blackstone Valley Regional Vocational Technical High School offer tech help once a month - Have some computers; computers are very old - Biggest challenge among senior population is lack of knowledge on how to operate devices	Central	Uxbridge	Aging Individuals (60 and older)	Public	Municipal Government	Accessibility of Public Resources & Services, Affordability & Availability, Devices & Device Support	36 South Main Street Uxbridge, MA 01569	NA	Gail Boutiette	gboutiette@uxbridge-ma.gov	Local
UTEC	TGH MBI Partnership Grant Sub-recipient.	Northeast	Haverhill, Lowell, Lawrence	Youth, Incarcerated Individuals (in non-Federal facilities), Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups	Nonprofit	Other Education Organization (not school), Workforce Development Organization, Public Safety Entity, Community-Based Organization, Other	Digital Literacy, Devices & Device Support	35 Warren Street, Lowell, MA 01852	info@utecinc.org	NA	NA	County
Urban Impact Initiative	Urban Impact Initiative has been servicing BIPOC youth in the Greater Springfield & Hampden County area by sponsoring extra-curricular activities in order to give youth alternatives to violent activity and afford them the opportunity to participate in activities their families would not ordinarily afford. Urban Impact has recently expanded their service offerings to re-entry employment services with a hyper focus on Black women and other racially and culturally diverse women of color. Urban Impact believes in the need to service the whole family by providing wrap-around compassionate services. MBI Outreach & Engagement Awardee	Connecticut River Valley	Springfield	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Incarcerated Individuals (in non-Federal facilities), Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Women, LGBTQIA+ Individuals, Youth, Immigrants/Refugees	Nonprofit	Community-Based Organization	Accessibility of Public Resources & Services, Digital Literacy	187 Westminster St., Springfield, MA 01109	NA	Jynai McDonald	urbanimpactprojectma@gmail.com	County

Urban Edge	Urban Edge's current project is to offer in-person technology education courses in English and Spanish for older Bostonians who live in the organizations affordable rental portfolio. The organization will additionally provide participants with a Chromebook and other supplies after completing the course.	Boston Metro	NA	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older)	Nonprofit	Community-Based Organization, Housing Organization, Non-Profit Organization	Digital Literacy, Devices & Device Support	18R SHEPARD ST #100 Brighton MA 02135	info@urbanedge.org	Emilio Dorcely	edorcely@urbanedge.org	Regional (region within MA)
Urban Edge	Urban Edge is dedicated to strengthening communities and families. Together, we build affordable housing and vibrant, prosperous neighborhoods.	Boston Metro	NA	Low-Income Households (<150% federal poverty level)	Nonprofit	Housing Organization, Community-Based Organization	Accessibility of Public Resources & Services	1542 Columbus Ave, Roxbury, MA 02119	info@urbanedge.org	Emilio Dorcely	edorcely@urbanedge.org	Local
Urban Edge	NA	Boston Metro	NA	Low-Income Households (<150% federal poverty level)	NA	NA	NA	NA	NA	NA	NA	NA
Upton Town Library	- Wi-fi, computers, and borrowable hotspots - Greatest challenge is individuals not knowing how to operate technology	Central	Upton	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), LGBTQIA+ Individuals, Members of Religious Minority Groups, Women, Members of Racial/Ethnic Minority Groups, Youth, Immigrants/Refugees, LGBTQ+	Public	Library	Affordability & Availability, Accessibility of Public Resources & Services, Devices & Device Support	9 Milford Street, Upton MA 01568	NA	Matthew Bachtold	mbachtol@cwmars.org	Local
Upton Council on Aging / Senior Center	- No computers are available at the senior center at present. However, the senior center is attached to the library, and there are computers available at the library. - They also plan to add some computers at the senior center soon.	Central	Upton	Aging Individuals (60 and older)	Public	Municipal Government	Accessibility of Public Resources & Services, Affordability & Availability	9 Milford Street Upton, MA 01568	NA	Nicole Stifnagle	nstifnagle@uptonma.gov	Local
United Way of the Franklin and Hampshire Region	NA	Connecticut River Valley	Greenfield, Deerfield, Shelburne, Montague, Bernardston,	Youth, Members of Racial/Ethnic Minority Groups, LGBTQIA+ Individuals, Low-	Nonprofit	Foundation/Philanthropic Organization,	Accessibility of Public Resources & Services	71 King Street Northampton MA 01060	geoff@uw-fh.org	Geoff Naunheim	geoff@uw-fh.org	Multi-Regional (regions within MA)

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Organization	Notes	Region	City	Covered Populations		Organization Type	Services	Address		Contact Name	Contact Email	Geographic Scope
			Colrain, Orange, Northfield, Ashefield, Charlemont, Buckland, Gill, Conway, Erving, Leverett, New Salem, Whately, Leyden, Shutesbury, Sunderland, Heath, Warwick, Hawley, Rowe, Wendell, Monroe, Northampton, Hadly, Belchertown, Easthampton, Westhampton, Hatfield, Williamsburg, Southampton, Goshen, Amherst, Cummington, Ware, Chesterfield, Plainfield, Huntington, Pelham, Worthington, Middlefield, Athol	Income Households (<150% federal poverty level), Immigrants/Refugees, Residents of Rural Areas, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Aging Individuals (60 and older), Incarcerated Individuals (in non-Federal facilities), Veterans		Non-Profit Organization						
United Way of Greater New Bedford	Has computers that people can use for free to conduct home and job searches	Southeast	New Bedford	Low-Income Households (<150% federal poverty level)	Nonprofit	Non-Profit Organization	Devices & Device Support	128 Union Street, ste 105 New Bedford, MA 02740	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
United Way Central MA	NA	Central	NA	Low-Income Households (<150% federal poverty level)	NA	NA	NA	NA	NA	NA	NA	NA
United Cerebral Palsy of Berkshire County	NA	Berkshires	NA	Individuals with Disabilities	Nonprofit	Hospital or Other Medical Provider, Non-Profit Organization	Devices & Device Support, Affordability & Availability	208 West Street Pittsfield MA 01201	NA	Shelby Cortis	acortis@ucpma.org	Statewide
UMass Lowell	Grantee for all 6 program areas of MBI DE Partnerships Program	Northeast	NA	Low-Income Households (<150% federal poverty level), Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Women, Youth, LGBTQIA+ Individuals,	Academic	Institution of Higher Education	Affordability & Availability, Digital Literacy, Devices & Device Support	220 Pawtucket St, Lowell, MA 01854	NA	Carol McDonough	Carol_McDonough@uml.edu	Regional (region within MA)

				Immigrants/Refuges								
UMass Boston	NA	Boston Metro	NA	Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups, Individuals with a Language Barrier (English learners or low-literacy)	NA	NA	NA	NA	NA	NA	NA	NA
Tyler Memorial Library	NA	Berkshires	Charlemont, Hawley	Aging Individuals (60 and older), Residents of Rural Areas	Public	Library	Affordability & Availability, Digital Literacy	157 Main Street, Charlemont, MA 01367	charlemont.hawley.library@gmail.com	Kim Gabert	charlemont.hawley.library@gmail.com	Local
Training Resources of America	Offers computer classes	Southeast	New Bedford	General - All Covered Populations	Nonprofit	Other Education Organization (not school)	Digital Literacy	484-486 Pleasant Street New Bedford, MA 02740	NA	Bethany Price	bprice@tra-inc.org	Local
Townsend Senior Center	NA	Central	Townsend	Aging Individuals (60 and older)	Public	Local or Regional Authority/Council, Municipal Government	Digital Literacy	16 Dudley Road Townsend, MA 01469 United States	https://www.townsendma.gov/user/23/contact	Karin Canfield Moore	(978) 597-1720 (phone number)	Local
TLE Center for Urban Entrepreneurship	The TLE Center for Urban Entrepreneurship (TLECFUE) is a Massachusetts-based nonprofit that provides beauty entrepreneurs with the ecosystem of resources they need to grow a thriving 1-3 person microbusiness. Digital Optimization Program: For beauty business professionals who have a storefront and need marketing support and digital tools to grow their customer base. MGCC Empower Digital Grant: We are super excited to be a SBTA sponsor helping businesses get access to Massachusetts Growth Capital Corporations Digital Empower grant. Under this grant businesses with a brick and mortar who meet certain eligibility requirements can get up to $5, 000 in tools to help grow their business! Contact us at grants@tlecfue.org to speak with one of our grant screening specialists to see if you qualify! Lawrence Partnership Grant: If you have a brick and mortar business in North Andover, Andover, and Lawrence, MA and you need digital optimization services for up to $3000, contact us at grants@tlecfue.org to speak with one of our grant screening specialists to see if you	Boston Metro, Northeast	Andover, Boston, North Andover, Lawrence	General - All Covered Populations	Nonprofit	Other	Devices & Device Support, Affordability & Availability	75 Arlington Street, Suite 500, Boston, MA 02116	info@tlecfue.org	NA	NA	Statewide

	qualify! MGCC Biz-M-Power Crowdsourcing Grant: If your business needs support for a lease, leasehold improvements, or the purchase of equipment for up to $20, 000, the Massachusetts Growth Capital Corporations Biz-M-Power crowdsourcing grant may be a good fit for you. If you have a strong social network and would like for us to sponsor your business under this program, contact us at grants@tlecfue.org to speak with one of our grant screening specialists to see if you qualify!										
Timothy Smith Network	The Timothy Smith Network (TSN) empowers organizations and individuals to effectively access and use cutting-edge technology in the exploding digital economy. As a nonprofit organization, TSN seeks to bridge the digital divide by creating opportunities for people of all ages to access technology and technology education with the goal of preparing them for higher education and futures in todays 21st century tech-driven workforce.	Boston Metro	NA	Low-Income Households (<150% federal poverty level), Individuals with a Language Barrier (English learners or low-literacy), Residents of Rural Areas, Members of Racial/Ethnic Minority Groups, Youth, Immigrants/Refugees	Nonprofit	Digital Equity Organization, Other	Digital Literacy, Devices & Device Support, Affordability & Availability	20 Eustis Steet	info@timothysmithnetwork.org, 617-968-3653 (not sure what Milton's email is)	Milton Irving	info@timothysmithnetwork.org, 617-968-3653 (not sure what Milton's email is)	Statewide
The Women's Edge	NA	Boston Metro	NA	Members of Racial/Ethnic Minority Groups	NA	NA	NA	NA	NA	NA	NA	NA
The Tech Foundry	NA	Connecticut River Valley	NA	Women, LGBTQIA+ Individuals, Members of Racial/Ethnic Minority Groups	Academic	Workforce Development Organization, Non-Profit Organization	Digital Literacy	1391 Main Street, 9th Floor Springfield, MA 01103	NA	Tricia Canavan	tricia@thetechfoundry.org	Local
The Tech Foundry	NA	Connecticut River Valley	NA	Members of Racial/Ethnic Minority Groups, Low-Income Households (<150% federal poverty level), Individuals with a Language Barrier (English learners or low-literacy)	NA	NA	NA	NA	NA	NA	NA	NA
The Southcoast LGBTQ+ Network	Aging Well- Computer literacy and technology access for 55+ LGBTQ+ people	Southeast	NA	LGBTQIA+ Individuals, Aging Individuals (60 and older)	Nonprofit	NA	Digital Literacy	NA	NA	NA	NA	Regional (region within MA)

Name	Description	Region	City	Covered Populations	Org Type	Org Category	Focus Areas	Address	Email	Contact	Contact Email/Phone	Scope
The REAL Program	The REAL (Reading and Educational Assistance for Learning) Program's mission is to improve literacy in Lynn, Massachusetts	Northeast	Lynn	General - All Covered Populations	Nonprofit	Other Education Organization (not school)	Devices & Device Support	17 Atlantic St, Lynn, MA 01902	NA	Jan Plourde	jan@therealprogram.org	Local
The Pollard Memorial Library of Lowell	NA	Northeast	Lowell	Youth	Public	Library	Affordability & Availability, Accessibility of Public Resources & Services, Digital Literacy, Privacy & Cybersecurity, Devices & Device Support	276 Broadway St., Lowell, MA 01854	adultref@lowelllibrary.org	Steven Robichaud	srobichaud@Lowellma.gov	Local
The open door	Providing free Wi-Fi access in the food pantry setting space serving patrons and allowing for sign-up to wrap-around services.	Southeast	Gloucester	Low-Income Households (<150% federal poverty level), Youth	Nonprofit	NA	Digital Literacy	28 Emerson Avenue, Gloucester, MA 01930	info@foodpantry.org	Julie Hazen LaFontaine	978-283-6776 ext. 200	Local
The Open Door	Providing free wifi access in food pantry setting space serving patrons and allowing for sign up to wrap around services.	Northeast	NA	Low-Income Households (<150% federal poverty level)	Nonprofit	Community-Based Organization	Affordability & Availability	28 Emerson Avenue, Gloucester, MA 01930	info@foodpantry.org	Sarah Grow, Director of Advocacy and Development	NA	Regional (region within MA)
The Millicent Library	Has Universal Class- Offers online courses, including over 40 computer training courses	Southeast	Fairhaven	General - All Covered Populations	Public	Library	Digital Literacy	45 Center St, Fairhaven, MA 02719	NA	Jonathan Kasitn	jkastin@sailsinc.org	Local
The Literacy Center	NA	Southeast	Attleboro	General - All Covered Populations	Nonprofit	Other Education Organization (not school)	Digital Literacy	80 North Main Street Attleboro MA	NA	NA	NA	Local
The Leverett Library (a public library)	NA	Connecticut River Valley	Leverett	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Residents of Rural Areas, Members of Religious Minority Groups, Women, LGBTQIA+ Individuals, Youth, Immigrants/Refugees	Public	Library	Affordability & Availability, Accessibility of Public Resources & Services, Digital Literacy, Privacy & Cybersecurity, Devices & Device Support	75 Montague Rd. Leverett, MA 01054	leverettlibrary@gmail.com	Hannah Paessel	leverett@cwmars.org	Local

Organization	Description	Region	Municipalities	Covered Populations	Org Type	Org Category	Services	Address	Email	Contact	Contact Email	Scope
The Island Autism Center	New non-profit in progress will provide: Supportive affordable housing for autistic individuals, including community space, kitchen, exercise studio, media room, and a library; Opportunities for community integration through transportation and ongoing year-round partnerships with island organizations and businesses; vocational training & professional aid.	Cape Cod and Islands	Aquinnah, Chilmark, Edgartown, Oak Bluffs, Tisbury, West Tisbury	Individuals with Disabilities, Youth, Residents of Rural Areas, Low-Income Households (<150% federal poverty level)	Nonprofit	Housing Organization, Other Education Organization (not school), Workforce Development Organization	Digital Literacy, Affordability & Availability, Accessibility of Public Resources & Services, Devices & Device Support	P.O. Box 2786 Edgartown, MA 02539	kate@islandautism.org	Luke Bettencourt, Program Director	luke@islandautism.org	County
The Computer Specialists, LLC	Offers a variety of computer services, including computer training	Southeast	Taunton	General - All Covered Populations	Private	For-Profit Corporation or Business	Digital Literacy, Devices & Device Support	24 Jefferson Street Taunton, MA 02780	NA	NA	NA	Local
The Community Builders (TCB)	3 MA housing developments are TGH MBI Partnership Grant Sub-recipients.	Northeast, Central	Lawrence, Methuen, Worcester	Low-Income Households (<150% federal poverty level)	Other	Housing Organization	Devices & Device Support, Digital Literacy, Affordability & Availability	Heritage Commons 45 Camella Teoli Way Lawrence, MA 01841; Nevins Manor 110 Broadway Methuen , MA 01844; Plumley Village 16 Laurel Street Worcester, MA 01608	reception@tcbinc.org	NA	NA	National
The Boston Project Ministries	BPM's project is to implement a user-centered tool to help seniors connect civically and socially through digital platforms.	Boston Metro	NA	Aging Individuals (60 and older)	Nonprofit	Community-Based Organization, Non-Profit Organization	Digital Literacy	15 Elmhurst Street, Dorchester, MA 02124	NA	Paul Malkemes	paul@tbpm.org	Regional (region within MA)
The Boston Higher Education Resource Center	Boston HERC's project is to increase high school and college English Language Learner (ELL) students access to personal computer devices as well as provide training to these students in order for them to make the best use of these devices towards their education and career goals. This programming will take place at the organizations Boston Public Schools partner schools including English High School, East Boston High School, Jeremiah E Burke High School, Margarita Muiz Academy, as well as through our Community-based (after school) program at our Roxbury/South End site.	Boston Metro	NA	Low-Income Households (<150% federal poverty level), Individuals with a Language Barrier (English learners or low-literacy), Immigrants/Refugees	Academic	Non-Profit Organization	Digital Literacy, Devices & Device Support	62 Northampton St. Boston, MA 02118	info@bostonherc.org	Sam Acevedo	sacevedo@bostonherc.org	Regional (region within MA)
The Arc of Massachusetts	NA	Southeast	NA	Individuals with Disabilities	NA	NA	NA	NA	NA	NA	NA	NA
Templeton Community Senior Center	NA	Central	Templeton	Aging Individuals (60 and older)	Public	Local or Regional Authority/Council	Affordability & Availability	16 Dudley Road Townsend, MA 01469	No email, but phone number is (978) 597-1720	NA	NA	Local

Name	Description	Region	Municipalities	Covered Populations	Org Type	Sub Type	Focus Areas	Address	Email	Contact	Contact Email	Geographic Scope
TEK Collaborative	Hub and partner committed to refurbishing and e-recycling free devices for the community in Essex County.	Northeast	NA	Low-Income Households (<150% federal poverty level), Youth	Nonprofit	Digital Equity Organization	Devices & Device Support, Digital Literacy	14 Cedar Street, Amesbury, Massachusetts 01913	info@tekcollaborative.org	NA	NA	County
Tech Goes Home	NA	Boston Metro	NA	Aging Individuals (60 and older), Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups, Individuals with a Language Barrier (English learners or low-literacy), Immigrants/Refugees	Nonprofit	Non-Profit Organization	Digital Literacy, Devices & Device Support	131 Dartmouth St 3rd Floor Boston, MA 02116	info@techgoeshome.org	Dan Noyes	dan@techgoeshome.org	Statewide
Tech Goes Home	NA	Southeast	Attleboro, Fall River, New Bedford, Taunton	General - All Covered Populations	Nonprofit	Non-Profit Organization	Affordability & Availability, Devices & Device Support, Digital Literacy	NA	sangha@techgoeshome.org	NA	NA	Multi-Regional (regions within MA)
Taunton Public Library	- Free public wifi - hotspot lending- people can check out a hotspot for one month - Universal class- offers online classes, including digital/computer skills classes	Southeast	Taunton	General - All Covered Populations	Public	Library	Affordability & Availability, Devices & Device Support	12 Pleasant St, Taunton, MA 02780	NA	Linda Coelho	lcoelho@sailsinc.org	Hyperlocal (e.g., a specific school or library)
Taunton Municipal Lighting Plant- TMLP	Provides low cost internet	Southeast	Taunton, Raynham, Berkley	General - All Covered Populations	Public	NA	Affordability & Availability	55 Weir Street Taunton, MA 02780 508-824-5844	NA	NA	NA	Local
Taunton Housing Authority	- Resident Opportunity Self-Sufficiency Program- Program for elderly and disables individuals which provides a variety of services, including computer training - Youth programming and workforce readiness including computer education - Bristol Commons program- Offers programs for residents of Bristol commons, including computer skills classes	Southeast	Taunton	Aging Individuals (60 and older), Individuals with Disabilities, Youth	Public	Local or Regional Authority/Council	Digital Literacy	30 Olney St, Taunton, MA 02780	NA	NA	NA	Local
Taunton Adult Education Program	NA	Southeast	Taunton	General - All Covered Populations	Academic	Other Education Organization (not school)	Digital Literacy	NA	NA	NA	NA	Local
Swansea Public Library	Free public wifi	Southeast	Swansea	General - All Covered Populations	Public	Library	Affordability & Availability	69 Main St, Swansea, MA 02777	NA	Persephone Alves	salves@sailsinc.org	Hyperlocal (e.g., a specific school or library)

Name	Notes	Region	Town	Covered Populations	Sector	Org Type	Focus Areas	Address	Email	Contact	Contact Email	Scope
Sutton Public Library	Resources: - Three computers available for public use - Hot spots available for borrowing - Held instructional computer classes in the past Community Challenges: - Internet quality varies due to geography	Central	Sutton	Individuals with a Language Barrier (English learners or low-literacy), Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Members of Racial/Ethnic Minority Groups, Women, Youth, LGBTQIA+ Individuals, LGBTQ+, Members of Religious Minority Groups, Individuals with Disabilities	Public	Library	Devices & Device Support, Digital Literacy, Affordability & Availability	4 Uxbridge Road, Sutton, MA 01590	NA	Shannon Duffy	sduffy@cwmars.org	Local
Sutton Council on Aging / Senior Center	- Computer club / class - Computers available if needed; did not seem like they are regularly available.	Central	Sutton	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Women, LGBTQIA+ Individuals, Youth, LGBTQ+	Public	Municipal Government	Affordability & Availability, Accessibility of Public Resources & Services, Devices & Device Support, Digital Literacy	19 Hough Road Sutton, MA 01590 United States	NA	NA	NA	Local
Sturgis Library	Services are not targeted for a specific covered population, though programs and resources are available for all.	Cape Cod and Islands	Barnstable	General - All Covered Populations	Nonprofit	Library	Accessibility of Public Resources & Services, Devices & Device Support	3090 Main St, Barnstable, MA 02630	NA	Lucy Loomis	director@sturgislibrary.org	Local
Sturbridge Council on Aging / Senior Center	- Features Computers, hotspots, & 24/7 wi-fi - Challenges facing community: lack of knowledge on how to operate devices, internet connection and affordability, etc.	Central	Sturbridge	Aging Individuals (60 and older)	Public	Municipal Government	Affordability & Availability, Accessibility of Public Resources & Services, Devices & Device Support	480 Main Street Fiskdale, MA 01518	NA	Leslie Wong	lwong@sturbridge.gov	Local
STOCKBRIDGE LIBRARY ASSOCIATION	NA	Berkshires	Stockbridge	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans,	Nonprofit	Library	Affordability & Availability, Accessibility of Public Resources & Services,	46 Main Street, Stockbridge, MA 01262	info@stockbridgelibrary.org	Wendy Pearson, Library Director	wpearson@cwmars.org	Regional (region within MA)

				Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Residents of Rural Areas, Members of Religious Minority Groups, Women, LGBTQIA+ Individuals, Youth, Immigrants/Refugees, Members of Racial/Ethnic Minority Groups			Devices & Device Support				
Sterling Senior Center	NA	Central	Sterling	Aging Individuals (60 and older)	Public	Municipal Government, Local or Regional Authority/Council	Devices & Device Support, Digital Literacy	36 Muddy Pond Road P.O. Box 243 Sterling, MA 01564 United States	NA	Veronica Buckley	https://www.sterling-ma.gov/users/veronica-buckley/contact	Local
Springfield Technical Community College	Baystate MBI Partnership Grant Sub-recipient. Our Basic Computer Skills program prepares students for the 21st century by providing instruction in technology and digital literacy. Students work to improve their computer and job-ready skills as well as prepare to earn certificates.	Connecticut River Valley	Springfield	Low-Income Households (<150% federal poverty level)	Academic	Institution of Higher Education	Affordability & Availability, Digital Literacy, Devices & Device Support	One Armory Square, Springfield, MA 01105	webmaster@stcc.edu	NA	NA	Regional (region within MA)
Springfield Partners for Community Action	Baystate MBI Partnership Grant Sub-recipient.	Connecticut River Valley	Springfield	Low-Income Households (<150% federal poverty level)	Nonprofit	Community-Based Organization	Affordability & Availability, Digital Literacy	721 State Street, Springfield MA 01109	NA	NA	NA	Local
Springfield Housing Authority	NA	Connecticut River Valley	NA	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Members of Racial/Ethnic Minority Groups	NA	NA	NA	NA	NA	NA	NA	NA
Spencer Council on Aging / Senior Center	- Computer available for public use - Assist individuals in tech troubleshooting and applying for services online - Trying to set up tech help program with high school - Outreach visits by outreach coordinator	Central	Spencer	Aging Individuals (60 and older)	Public	Municipal Government	Affordability & Availability, Devices & Device Support, Accessibility of Public Resources & Services	68 Maple St. Spencer, MA 01562	NA	April Caruso	acaruso@spencerma.gov	Local

Spanish American Center	NA	Central	Ashburnham, Ashby, Athol, Ayer, Clinton, Fitchburg, Gardner, Groton, Harvard, Hubbardston, Lancaster, Leominster, Lunenburg, Petersham, Phillipston, Shirley, Sterling, Templeton, Townsend, Royalston, Westminster, Winchendon	Members of Racial/Ethnic Minority Groups, Individuals with a Language Barrier (English learners or low-literacy)	Private	Non-Profit Organization, Foundation/Philanthropic Organization	Affordability & Availability, Digital Literacy	112 Spruce St, Leominster, MA 01453	NA	NA	NA	Regional (region within MA)
Southwest Boston Senior Services d/b/a Ethos	NA	Boston Metro	NA	Aging Individuals (60 and older)	Nonprofit	Housing Organization, Community-Based Organization, Non-Profit Organization, Digital Equity Organization	Affordability & Availability, Devices & Device Support, Digital Literacy	Ethos, 555 Amory Street, Jamaica Plain MA 02130	NA	Valerie K. Frias (CEO)	vfrias@ethocare.org, 617-477-6634	Statewide
southendtechcenter.org	The mission of the South End Technology Center @Tent City is to facilitate the use of emerging technologies in ways that encourage people to become innovators and producers, to tell their own stories, and to learn ways of creating just and humane communities.	Boston Metro	NA	Members of Racial/Ethnic Minority Groups, Youth, LGBTQIA+ Individuals, Immigrants/Refugees, Low-Income Households (<150% federal poverty level)	Other	Community-Based Organization, Other Education Organization (not school)	Devices & Device Support, Digital Literacy, Affordability & Availability	359 Columbus Avenue, Boston, MA 02116	miguelkingone@gmail.com	Michael King	miguelkingone@gmail.com	Local
Southeastern Massachusetts Ser-Jobs for Progress	Offers adult education classes, including computer literacy classes	Southeast	NA	General - All Covered Populations	Nonprofit	Workforce Development Organization	Digital Literacy	164 Bedford St, Fall River, MA 02720	NA	NA	NA	Local
Southeast Regional Planning and Economic Development District	SRPEDD is working to help municipalities prioritize digital equity and broadband expansion. It is important to hear from voices at all levels within our communities about ongoing digital equity initiatives and to create a plan that will ensure digital access for all. SRPEDD will work with communities to assist in enrolling in a formal digital equity plan. Similar to the Municipal Vulnerability Preparedness (MVP) program, the Municipal Digital Equity program will allow towns to develop a tailored approach toward expanding digital equity access for all.	Southeast	NA	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Incarcerated Individuals (in non-Federal facilities), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy),	Public	Regional Planning Council, Regional Economic Development Council, MA State Government	Accessibility of Public Resources & Services	88 Broadway, Taunton MA 02780	info@srpedd.org	Grant King	gking@srpedd.org	Regional (region within MA)

Organization	Notes	Region	Town/City	Covered Population	Type	Category	Focus Areas	Address	Email	Contact	Contact Email	Scope
	SRPREDD Commissioner Bob Espindola has identified himself as a leader and advocate for expanding broadband access in Massachusetts. He formed the Massachusetts Broadband Coalition (MBC) in 2023 to invite local leaders to share information and increase awareness around digital equity. Visit www.ma-bc.org to learn more			Members of Racial/Ethnic Minority Groups, Members of Religious Minority Groups, Residents of Rural Areas, LGBTQIA+ Individuals, Women, Immigrants/Refugees, Youth								
Southbridge Council on Aging / Casaubon Senior Center	- In the process of procuring new computers; do not currently have any	Central	Southbridge	Aging Individuals (60 and older)	Public	Municipal Government	Accessibility of Public Resources & Services	153 Chestnut Street Southbridge, MA 01550	NA	Kathleen (Katie) Alicea-Tilton	kaliceatilton@southbridgemass.org	Local
South Middlesex Opportunity Council: Joan Brack Adult Learning Center	For their GED program, they said that students should already know how to use a computer. Therefore, the next steps should be setting up a meeting about the implementation of computer classes that take place in the same center so they can create a step by step education process for those who need it.	Central	Framingham	Low-Income Households (<150% federal poverty level)	Nonprofit	Non-Profit Organization	Digital Literacy, Affordability & Availability	10 Roxanna St - Framingham	NA	Ann Colvin Vance	hiset@smoc.org	Regional (region within MA)
South East Asian Coalition of Central Massachusetts	NA	Central	Worcester	Individuals with a Language Barrier (English learners or low-literacy), Immigrants/Refugees	Nonprofit	Foundation/Philanthropic Organization	Digital Literacy, Affordability & Availability	50 Portland St, Suite 521, Worcester, MA 01608	info@seacma.org	NA	NA	Regional (region within MA)
Somerset Public Library	Universal Class- Offers online courses, including over 40 computer training courses	Southeast	Somerset	General - All Covered Populations	Public	Library	Digital Literacy	1464 County St, Somerset, MA 02726	NA	Diane White	dwhite@sailsinc.org	Hyperlocal (e.g., a specific school or library)
Somerset Berkley Regional High School	Teaches all students to be technologically proficient and have digital awareness by the time they graduate	Southeast	Somerset	Youth	Academic	P-12 School	Digital Literacy	NA	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
Snow Library	Services are not targeted for a specific covered population, though programs and resources are available for all.	Cape Cod and Islands	Orleans	General - All Covered Populations	Nonprofit	Library	Devices & Device Support, Affordability & Availability, Accessibility of Public Resources & Services	67 Main St, Orleans, MA 02653	NA	Tavi Prugno	tprugno@clamsnet.org	Local
Simon Fairfield Public Library	NA	Central	Douglas	General - All Covered Populations	Public	Library	Affordability & Availability, Devices & Device Support	290 Main St. P. O. Box 607 Douglas, MA 01516	NA	Justin Snook	jsnook@cwmars.org	Hyperlocal (e.g., a specific school or library)
ShutesburyNET (Town of Shutesbury Municipal Broadband Network)	We provide a $300 subsidy plus a free modem and WiFi router and pass every home within Town borders to make broadband accessible and affordable.	Connecticut River Valley	Shutesbury	Residents of Rural Areas	Public	Municipal Government	Affordability & Availability	1 Cooleyville Road, Shutesbury, MA 01072	broadband@shutesbury.org	Gayle Huntress, Municipal Light Plant Manager	broadband@shutesbury.org	Local

Name	Description/Resources	Region	Town/City	Focus Population	Type	Organization Type	Barriers Addressed	Address	Email	Contact	Contact Email	Geographic Scope
Shrewsbury Public Library	No particular focus populations Resources: - Wi-fi - Computer workstations - Borrowable laptops - Computer & Technology classes	Central	Shrewsbury	General - All Covered Populations	Public	Library	Affordability & Availability, Digital Literacy, Accessibility of Public Resources & Services, Devices & Device Support	609 Main Street Shrewsbury, MA 01545	splreference@cwmars.org	Priya Rathnam	prathnam@shrewsburyma.gov	Local
Shrewsbury Council on Aging	Resources - Computers available for public use - Hold fraud and scam awareness programs - Monthly technology sessions Challenges - there is more demand for computer/smart phone skills courses than COA has resources to provide - SELCO does not participate in federal Affordable Connectivity Program	Central	Shrewsbury	Aging Individuals (60 and older)	Public	Municipal Government	Affordability & Availability, Accessibility of Public Resources & Services, Privacy & Cybersecurity, Digital Literacy, Devices & Device Support	98 Maple Avenue Shrewsbury, MA 01545	NA	Hollie Lucht	hlucht@shrewsburyma.gov	County
Shirley Charitable Foundation	NA	Central	Shirley	Youth, Aging Individuals (60 and older)	Nonprofit	Non-Profit Organization	Affordability & Availability	P.O. Box 1277 Shirley, MA 01464	NA	NA	NA	Local
Sharing Hope, Inc.	Sharing Hope Inc. advances the common good through the sharing of kindness, compassion, and empathy to all. Our focus is providing services to the needs of those who are homeless, children and women who are victims of domestic violence, as well as, educating the community about the importance of giving back.	Northeast	Lawrence	Low-Income Households (<150% federal poverty level), Youth, Women	Nonprofit	Community-Based Organization	Devices & Device Support	7 East Platt Street Lawrence MA 01841	sharinghopeinc1@gmail.com	NA	NA	Local
Senior2Senior	Technical education skills for seniors across southeastern ma and the cape	Southeast, Cape Cod and Islands	NA	Aging Individuals (60 and older)	Academic	Other Education Organization (not school)	Digital Literacy	NA	seniortwosenior@gmail.com	NA	NA	Multi-Regional (regions within MA)
Senior Care, Inc.	MHAC MBI Partnership Grant Sub-recipient. The SeniorCare Technology Navigator program provides free one-to-one assistance to help older adults (age 60 or older) access the internet, learn about technology resources and programs, and utilize technology to meet their individual goals.	Northeast	Beverly, Gloucester, Ipswich, Essex, Hamilton, Manchester-by-the-Sea, Rockport, Topsfield, Wenham	Aging Individuals (60 and older), Individuals with Disabilities	Nonprofit	Community-Based Organization	Digital Literacy, Devices & Device Support	49 Blackburn Center Gloucester, MA 01930	srcare@seniorcareinc.org	NA	NA	Regional (region within MA)
Seekonk Public Library	- Digital Learn- beginner computer use classes (Setting up email, etc.) - GCF Learn Free- computer classes on Word, Excel, and Powerpoint - Free Public wifi	Southeast	Attleboro	General - All Covered Populations	Public	Library	Digital Literacy, Affordability & Availability	410 Newman Ave, Seekonk, MA 02771	NA	Kathleen Hibbert	khubbert@sailsinc.org	Hyperlocal (e.g., a specific school or library)
Second Street Second Chances	We work with formerly incarcerated individuals to help them connect to resources in the community. Provide them	Berkshires	Pittsfield	Incarcerated Individuals (in non-Federal facilities),	Nonprofit	Community-Based Organization	Accessibility of Public Resources & Services, Digital Literacy,	264 Second Street Pittsfield MA 01201	2ndstreet@sdb.state.ma.us	Jason Cuyler	jason.cuyler@sdb.state.ma.us	County

	with navigational services. We partner with BCC, the BIC, Berk Cty. Reg. Housing Authority, Community Legal Aid, BHS, and Berk Museum. We have three computers on-site that clients can use to do job applications, online trainings. We have met with over 500 people since July 1, 2022 inside and outside (i.e., unduplicated names).			Low-Income Households (<150% federal poverty level), Individuals with Disabilities, Veterans			Affordability & Availability					
Sawyer Free Library	Device access and hotspots, also device recommendations. Used to host TGH. Piloting ACP registration.	Northeast	NA	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Youth, Members of Racial/Ethnic Minority Groups, Women, Members of Religious Minority Groups, LGBTQIA+ Individuals	Public	Library	Devices & Device Support	21 Main St 2nd Floor, Gloucester, MA 01930	NA	Jenny Benedict	jbenedict@sawyerfreelibrary.org	Local
Salem Public Schools	Salem Public Schools Instructional Technology team believes in using technology to foster independence in learners as they access new knowledge and acquire the essential skills needed for life beyond the classroom. We believe that technology is an essential tool for enhancing teaching and learning through engaging lesson design and data-informed practices, and strive to support its use by educators and administrators as they focus on our students growth. We believe that families should have access to resources and communication tools in support of their students education. Salem Public Schools uses Chromebooks to deliver content to students. We are now a 1:1 district, meaning each student has a Chromebook to use every day. Students in grades 6 through 12 bring their Chromebooks home with them daily. In grades PreK through 5, students should inform their classroom teacher if they are having issues with their technology. The teacher will contact the Instructional Technology Department on their behalf. In grades 6 through 12, students should visit our technology help desks at Collins Middle School, Saltonstall Elementary School or Salem High School.	Northeast	Salem	Youth	Public	P-12 School, Municipal Government	Devices & Device Support, Digital Literacy, Affordability & Availability	Salem High School Help Desk: First Floor IMC 77 Willson St. Salem, MA 01970/ Collins Middle School 29 Highland Ave, Salem, MA 01970 Data Team: Room 436	NA	Carlos Arias Reyes	cariasreyes@salemk12.org	Local
Sacred Heart School Lynn	At Sacred Heart School, we are committed to empowering students to reach their highest academic potential by providing an	Northeast	Lynn	Youth	Academic	P-12 School	Devices & Device Support	571 Boston St, Lynn, MA 01905	NA	NA	NA	Local

	education that is grounded in Catholic ideals in a diverse and family-centered environment.										
Rutland Free Public Library	NA	Central	Rutland	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Members of Religious Minority Groups, Women, LGBTQIA+ Individuals, Youth, Immigrants/Refugees, LGBTQ+	Public	Library	Affordability & Availability, Accessibility of Public Resources & Services, Devices & Device Support	280 Main St. Rutland, MA 01543	NA	Kerry Remington	kerry@rutlandlibrary.org	Local
Royalston Cultural Council	Because the "Royalston Cultural Council offers grants to individuals, schools, and organizations to bring innovative cultural programming to Royalston and nearby towns" I thought it would be good to see which communities around there are in need of accessible digital access and from that a grant could be offered buy the Royalston cultural council.	Central	Royalston	Youth	Public	Local or Regional Authority/Council	Affordability & Availability	PO Box 125 Royalston, MA 01368	https://www.royalston-ma.gov/user/205/contact	Carla Rabinowitz	https://www.royalston-ma.gov/user/185/contact	Local
Roca Inc	NA	Boston Metro, Connecticut River Valley	NA	Members of Racial/Ethnic Minority Groups, Incarcerated Individuals (in non-Federal facilities)	NA	NA	NA	NA	NA	NA	NA	NA
Riverside	One Tech. Navigator in community mental health programs and one in services for people with Intellectual Disabilities or Brain Injuries. Vinfen MBI Partnership Grant Sub-recipient.	Central, Boston Metro, Northeast	Burlington, Lynnfield, Somerville, Bellingham, Blackstone, Brimfield, Brookfield, Franklin, Holland, Hopedale, Medway, Mendon, Milford, Millville, North Brookfield, Northbridge, Oxford, Southbridge,	Individuals with Disabilities	Nonprofit	Health Clinic/Center, Other	Affordability & Availability, Digital Literacy, Devices & Device Support	270 Bridge Street, Suite 301 Dedham MA 02026	info@riversidecc.org	NA	NA	Multi-Regional (regions within MA)

			Sturbridge, Sutton, Upton, Uxbridge, Wales, Warren, Webster, West Brookfield, Needham, Norwood, Dedham, Newton, Wakefield, North Reading, Cambridge, Canton, Dover, Foxborough, Medfield, Millis, Norfolk, Plainville, Sharon, Walpole, Wellesley, Weston, Westwood, Wrentham								
Richards Memorial Library (Paxton, MA)	- Two public computers (little demand) - 24/7 Wi-Fi; recently extended range with ARPA grant - Most tech help they provide pertains to library apps, but they also help with miscellaneous online troubleshooting when requested - Printing is their most popular service - Librarian received training in ACP; observes that not many people are aware of it	Central	Paxton	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Members of Religious Minority Groups, Women, LGBTQIA+ Individuals, Youth, Immigrants/Refugees, LGBTQ+	Public	Municipal Government	Devices & Device Support, Affordability & Availability, Accessibility of Public Resources & Services	44 Richards Avenue, Paxton, Massachusetts 01612	richards@cwmars.org	Pam Chenevert	NA	Local
Richard Sugden Library (Spencer)	- Offer wifi, hotspots, desktop computers, and Chromebooks - Observed community members with lack of devices at home - Many community members require assistance operating devices	Central	Spencer	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Members of Religious Minority Groups, Women,	Public	Library	Affordability & Availability, Accessibility of Public Resources & Services, Devices & Device Support	8 Pleasant Street Spencer, MA 01562	rslibraryma@gmail.com	Cheryl Donahue	cdonahue@cwmars.org	Local

Organization	Description	Region	Communities Served	Populations	Org Type	Partners	Services	Address	Email	Contact	Contact Email	Scope
				LGBTQIA+ Individuals, Youth, Immigrants/Refugees, LGBTQ+								
Rian Immigrant Center	Our Basic Skills Computer Course is available to anyone that is interested in learning computer skills. We offer computer courses for adults with little or no experience with computers. Learners must attend at least 15 hours of class time and complete a final project. Through the Student Laptop Loaning Program, the Education Services team is able to provide students and clients with free access to working Chromebooks. The purpose of the program is to help close the gap of inequity that exists due to lack of affordable technology. Upon signing our Laptop Loaning Agreement Form, any Education Services student and/or client can borrow a Chromebook through our department. The student and/or client may continue to borrow the Chromebook free of charge so long as the individual remains actively enrolled in one or more of the departments programs. https://www.riancenter.org/	Northeast, Boston Metro, Southeast	NA	Immigrants/Refugees, Low-Income Households (<150% federal poverty level), Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups	Nonprofit	NA	Digital Literacy, Devices & Device Support, Affordability & Availability	One State Street Boston, MA 02109	NA	Caitlin OToole, Director of Education Services	cotoole@riancenter.org	Multi-State
Revere Community School	Revere Community School (RCS) under the City of Revere Talent and Culture Department was established in 2013 with a mission to unite lifelong learners with community with resources; empower its adult learners and encourage workforce development. The Community School is the City of Revere adult education program and serves a diverse student population from Revere and surrounding communities, working with adults and youths from more than 30 different countries. This year the Community School celebrated 10 years of successful community education. When the pandemic started, our program became the lifeline for many low-income and non-English speaking families and seniors. We provided information, food, PPEs, digital devices, internet and many other resources. Every year, over 1000 learners including parent, teachers, and other professionals enroll in RCS courses such as English for Speakers of other language (ESOL); HiSET, Citizenship; Computer training (basic and workforce); Spanish language, financial literacy/ job training workshops and a laptop lending library with access our	Boston Metro, Northeast, Southeast	Revere, Chelsea, Everett, Lynn, Malden, Quincy, Winthrop, Medford	General - All Covered Populations	Nonprofit	Municipal Government, Community-Based Organization, Other Education Organization (not school)	Digital Literacy, Devices & Device Support, Affordability & Availability	101 School Street, Revere, MA 02151	RCSrevere@gmail.com	Fatou Drammeh	FDrammeh@revere.org	Local

	support services to skills, attend college, gain employment and citizenship. MBI Outreach and Engagement Grant Awardee for SDEP engagement.											
Revere Community School	NA	Boston Metro	NA	Members of Racial/Ethnic Minority Groups, Individuals with a Language Barrier (English learners or low-literacy), Low-Income Households (<150% federal poverty level)	NA	NA	NA	NA	NA	NA	NA	NA
Resources for Opioid Awareness & Recovery	Focus on those struggling with addiction	Central	Lunenburg	Low-Income Households (<150% federal poverty level)	Public	Local or Regional Authority/Council	Affordability & Availability, Digital Literacy	NA	lunenburg.roar@gmail.com	NA	NA	Local
Raynham Public Library	Hotspot lending- people can check out a hotspot for up to 4 weeks	Southeast	Raynham	General - All Covered Populations	Public	Library	Devices & Device Support	760 S Main St, Raynham, MA 02767	NA	Karen O'Brien	kobrien@sailsinc.org	Hyperlocal (e.g., a specific school or library)
Randolph Library	NA	Southeast	NA	Members of Racial/Ethnic Minority Groups, Individuals with a Language Barrier (English learners or low-literacy), Aging Individuals (60 and older), Low-Income Households (<150% federal poverty level)	NA	NA	NA	NA	NA	NA	NA	NA
Quincy Community Technology Integration, and Support	CTIS is actively developing planning activities associated with working with underrepresented residents, specifically providing technology instruction, computers, internet, and focus groups! Last year, over 150 learners participated in technology instruction, providing a pathway to employment opportunities. CTIS currently has a waiting list of potential learners, with an interest in signing up for the 15-hours of technology instruction. MBI Outreach & Engagement Awardee	Southeast	Quincy	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Incarcerated Individuals (in non-Federal facilities), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Members of	Public	Municipal Government	Accessibility of Public Resources & Services, Affordability & Availability, Digital Literacy, Devices & Device Support, Privacy & Cybersecurity	1245 Hancock Street, Suite #7 Quincy, MA 02169	NA	John Cain	jcain@quincyma.gov	Local

			Religious Minority Groups, Women, LGBTQIA+ Individuals, Youth, Immigrants/Refugees									
Quaboag Valley Community Development Corporation	Quaboag Valley Community Development Corporation (QVCDC) is a CDFI, and member-based, non-profit organization committed to economic development and helping small businesses grow and prosper. Serving the 20 towns of the Quaboag Region and Southern Worcester County. In addition to small business loans, classes and technical assistance, we in partnership with the Town of Ware originated the Quaboag Connector transportation service that provides low-cost rides to work and medical appointments in the region. We have several social service programs including senior outreach and financial capabilities classes. We are currently assisting Wayfinder's with state RAFT applications. Many of our programs are focused on populations under 80% HUD Median income, although many participants are under 50%. visit https//:qvcdc.org for more information.	Central, Connecticut River Valley	Ware	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Individuals with Disabilities	Nonprofit	Workforce Development Organization	Affordability & Availability	23 West Main Street, Ste. 1 Ware, MA 01082	carol@qvcdc.org	Melissa Fales	melissa@qvcdc.org	Regional (region within MA)
Quaboag Hills Substance Use Alliance	Our mission is to work collaboratively and with cultural awareness, to prevent and reduce substance misuse, especially among youth; to break down stigma associated with substance use disorder; to reduce health problems resulting from substance use disorder; to contribute to community efforts to expand access to treatment services; and to value all pathways to recovery.	Central, Connecticut River Valley	Barre, Belchertown, Brimfield, Brookfield, East Brookfield, Hardwick, Holland, Hubbardston, Monson, New Braintree, North Brookfield, Oakham, Palmer, Wales, Ware, Warren, West Brookfield	Low-Income Households (<150% federal poverty level), Residents of Rural Areas, LGBTQIA+ Individuals, Youth	Public	Other	Affordability & Availability	Ware Town Hall, 126 Main Street, Ware, MA 01082	NA	Gail Gramarossa	ggramarossa@townofware.com	Regional (region within MA)
Public Health Institute of Western MA	Baystate MBI Partnership Grant Sub-recipient.	Connecticut River Valley	NA	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Incarcerated Individuals (in non-Federal facilities), Veterans, Individuals with Disabilities, Individuals with a Language Barrier	Nonprofit	Public Safety Entity	Affordability & Availability, Digital Literacy	127 State Street, 4th floor Springfield, MA 01101-4895	info@publichealthwm.org	NA	NA	Regional (region within MA)

Name	Description	Region	Municipality	Covered Populations	Type	Org Type	Focus Areas	Address	Email	Contact	Contact Email	Scope
				(English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Residents of Rural Areas, Members of Religious Minority Groups, Women, LGBTQIA+ Individuals, Youth, Immigrants/Refugees								
Public Access Cable Committee	https://www.lunenburgma.gov/sites/default/files/field/files-docs/youtube_channel_access.pdf	Central	Lunenburg	General - All Covered Populations	Public	Municipal Government	Accessibility of Public Resources & Services	TC Passios School 1025 Mass Ave, Rm 11 Lunenburg, MA 01462	PAC@lunenburgma.gov	NA	NA	Local
Provincetown Public Library	Services are not targeted for a specific covered population, though programs and resources are available for all.	Cape Cod and Islands	Provincetown	General - All Covered Populations	Nonprofit	Library	Accessibility of Public Resources & Services, Digital Literacy, Devices & Device Support	356 Commercial St, Provincetown, MA 02657	NA	Courtney Francis	cfancis@clamsnet.org	Local
Princeton Public Library	- Three computers available for public use - Borrowable hotspots - Hotspots are in very high demand - Biggest challenge: older residents do not know how to operate devices	Central	Princeton	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Members of Racial/Ethnic Minority Groups, Members of Religious Minority Groups, Individuals with a Language Barrier (English learners or low-literacy), Women, LGBTQIA+ Individuals, Youth, Immigrants/Refugees, LGBTQ+	Public	Library	Affordability & Availability, Accessibility of Public Resources & Services, Devices & Device Support	2 TOWN HALL DRIVE PRINCETON, MA 01541	kspecht@cwmars.org	NA	NA	Local
Princeton Council on Aging / Senior Center	NA	Central	Princeton	Aging Individuals (60 and older)	Public	Municipal Government	Accessibility of Public Resources & Services	206 Worcester Rd. Suite 18 Princeton, MA 01541	NA	Kelly Aveni	asst-coa@town.princeton.ma.us	Local
Prince Hall Community Corporation	Prince Hall's current project is to implement an innovative training program designed to close the digital divide for seniors by teaching them how to effectively and efficiently utilize technology in their daily lives. The program will provide 15 hours of instruction to all	Boston Metro	NA	Aging Individuals (60 and older), Members of Racial/Ethnic Minority Groups	Nonprofit	Community-Based Organization	Digital Literacy, Devices & Device Support	24 Washington Street Dorchester, MA 02121	NA	Justin A. Petty	jpetty@princehall.org	Statewide

		Region	City	Covered Population	Sector	Organization Type	Digital Equity Focus Area	Address	Email	Contact Name	Contact Email	Scope
	participants focusing on such topics as operating a computer, connecting to the Internet, finding needed information, and using email word-processing and virtual meetings. Those who successfully complete the program will receive a Chromebook and will be assisted in getting Internet access in their homes.											
Preservation of Affordable Housing (POAH)	Free WiFi for residents of Salem Heights Apartments 12 Pope Street Salem, MA Leasing Site: http://www.salem-heights.com	Northeast	Salem	Low-Income Households (<150% federal poverty level)	Nonprofit	Housing Organization	Affordability & Availability	2 Oliver Street, Suite 500	Boston, MA 02109	info@poah.org	NA	NA	National
Plumb Memorial Library	- Free public wifi accessible from the library as well as in the parking lot - Hotspot lending	Southeast	Rochester	General - All Covered Populations	Public	Library	Affordability & Availability, Devices & Device Support	17 Constitution Way, Rochester, MA 02770	NA	Kristen Cardoso	kcardoso@sailsinc.org	Hyperlocal (e.g., a specific school or library)
Plainville Public Library	Hotspot lending- people can check out a hotspot for 1-15 days Online computer skills classes	Southeast	Plainville	General - All Covered Populations	Public	Library	Affordability & Availability, Digital Literacy	198 South St, Plainville, MA 02762	NA	Melissa Campbell	mcampbell@sailsinc.org	Hyperlocal (e.g., a specific school or library)
Plainville Broadband MLP	Town owned broadband network, providing fast and affordable broadband	Southeast	Plainville	General - All Covered Populations	Public	Internet Service Provider	Affordability & Availability	NA	NA	NA	NA	Local
Pittsfield Council on Aging	Technology training for seniors in group and one-on-one sessions	Berkshires	Pittsfield	Aging Individuals (60 and older)	Public	Municipal Government	Digital Literacy, Affordability & Availability, Devices & Device Support	330 North Street	coa@cityofpittsfield.org	Jim Clark	jclark@cityofpittsfield.org	Local
Pittsfield Community Television	NA	Berkshires	Pittsfield	General - All Covered Populations	Nonprofit	NA	Digital Literacy, Accessibility of Public Resources & Services, Affordability & Availability	4 Federico Drive	info@pittsfieldtv.org	Shawn Serre	sserre@pittsfieldtv.org	County
Pioneer Valley Planning Commission	PVPC is a pre-qualified consultant for MBI's Municipal Digital Equity Planning Program.	Connecticut River Valley	NA	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Residents of Rural Areas, Members of Religious Minority Groups, Women, LGBTQIA+	Public	Regional Planning Council, MA State Government	Accessibility of Public Resources & Services, Affordability & Availability, Privacy & Cybersecurity	60 Congress Street - Floor 1 Springfield, MA 01104-3419	NA	Eric Weiss	eweiss@pvpc.org	Regional (region within MA)

Name	Notes	Region	Town	Population	Type	Org Type	Focus Area	Address	Email	Contact	Contact Email	Scope
				Individuals, Youth, Immigrants/Refugees, Incarcerated Individuals (in non-Federal facilities)								
Phillipston Youth Supporters	NA	Central	Phillipston	Youth	Nonprofit	Non-Profit Organization, Other Education Organization (not school)	Affordability & Availability	P.O. Box 316 East Templeton, MA 01438	phillipstonyouth@gmail.com	NA	NA	Local
Petersham Lions Club	They focus on fundraising so this is a good asset to look at for monetary needs	Central	Petersham	Low-Income Households (<150% federal poverty level), Youth	Nonprofit	Community-Based Organization, Foundation/Philanthropic Organization, Non-Profit Organization	Affordability & Availability	The Petersham Lions Club, PO Box 457, Petersham, MA 01366	NA	NA	NA	Local
Petersham Council on Aging	NA	Central	Petersham	Aging Individuals (60 and older)	Public	Local or Regional Authority/Council	Privacy & Cybersecurity, Accessibility of Public Resources & Services	3 South Main Street, P.O. Box 486, Petersham, Massachusetts 01366	pshamcoa@gmail.com	Kay Berry	pshamcoa@gmail.com	Local
Peabody Public Schools	NA	Northeast	NA	Low-Income Households (<150% federal poverty level)	NA	NA	NA	NA	NA	NA	NA	NA
Peabody Institute Library	NA	Northeast	NA	Low-Income Households (<150% federal poverty level)	NA	NA	NA	NA	NA	NA	NA	NA
Peabody Council on Aging	NA	Northeast	NA	Aging Individuals (60 and older)	NA	NA	NA	NA	NA	NA	NA	NA
Peabody Council on Aging	Computer lab at the senior center with free computer & phone support.	Northeast	Peabody	Aging Individuals (60 and older)	Public	Municipal Government	Devices & Device Support	79 Central St, Peabody, MA 01960	info@Peabodycoa.org	Carolyn Wynn, Director	cwynn@peabodycoa.org	Local
Paxton Council on Aging / John Bauer Senior Center	- No public computers; little need - Volunteer IT helpers - Digital divide between younger and older generations of seniors	Central	Paxton	Aging Individuals (60 and older)	Public	Municipal Government	Accessibility of Public Resources & Services, Devices & Device Support	17 West Street Paxton, MA 01612	NA	Cindy Love	clove@townofpaxton.net	Local
Pave Your Path	Organization aimed at helping women break out of poverty, offers computer and technology classes	Southeast	Attleboro	Women, Low-Income Households (<150% federal poverty level)	Nonprofit	Non-Profit Organization, Other Education Organization (not school)	Digital Literacy	95 Pine St, Attleboro, MA 02703	NA	Gail Mocklin	gmocklin@paveyourpath.org	Local

Pathways, Inc.	Our program provides GED/HiSet prep and English language classes to adults on the North shore. Were preparing individuals to be successful in the workplace or in further training.	Northeast	Gloucester, Salem	Low-Income Households (<150% federal poverty level), Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups	Nonprofit	Other Education Organization (not school), Workforce Development Organization	Devices & Device Support	330 Lynnway Suite 302, Lynn, MA 01901	director@pathwayslynn.org	NA	NA	Local
Oxford Free Public Library	NA	Central	Oxford	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Members of Religious Minority Groups, Women, LGBTQIA+ Individuals, Youth, Immigrants/Refugees, LGBTQ+	Public	Library	Affordability & Availability, Accessibility of Public Resources & Services, Devices & Device Support	339 Main Street Oxford, MA 01540	NA	Brittany McDougal Bialy	bmcdougal@oxfordma.us	Local
Oxford Council on Aging / Senior Center	- Two computers available for public use - Provide assistance with applying for services online (difficult when seniors have no smartphones or emails to receive notifications on) - Digital divide between younger and older generations of seniors	Central	Oxford	Aging Individuals (60 and older)	Public	Municipal Government	Affordability & Availability, Accessibility of Public Resources & Services, Devices & Device Support	323 Main Street Oxford, MA 01540	seniorcenter@oxfordma.us	Laura Beth Wilson	lwilson@oxfordma.us	Local
Outstanding Life	NA	Berkshires, Cape Cod and Islands, Central, Boston Metro, Northeast, Connecticut River Valley, Southeast	NA	LGBTQ+, Aging Individuals (60 and older)	NA	NA	NA	NA	NA	NA	NA	NA
Outer Cape Health Services	NA	Cape Cod and Islands	Yarmouth, Dennis, Brewster, Harwich, Chatham, Orleans,	Low-Income Households (<150% federal poverty	Nonprofit	Health Clinic/Center	Digital Literacy, Devices & Device Support	NA	NA	Brianne Smith	bsmith@outercape.org	Local

			Eastham, Wellfleet, Truro, Provincetown	level), Aging Individuals (60 and older), Individuals with Disabilities, Residents of Rural Areas, Youth, Immigrants/Refugees, Women								
Outer Cape Community Solutions (fiscal agent, Helping Our Women)	Outer Cape Community Solutions is a rural health network supporting the towns of Eastham, Wellfleet, Truro, and Provincetown along the forearm of Cape Cod, Massachusetts. As most of these towns are federally designated rural, there are unique challenges accessing healthcare and other human services. This network was created to build collaborative solutions that increase health equity and improve the health and wellbeing of all Outer Cape residents through education, advocacy, and collective action. This work is accomplished through monthly meetings and topic-based work groups focused on care coordination and addressing systemic issues related to social determinants of health. It includes dozens of network partners who provide direct service to the rural community - particularly those with higher needs including low-income, unhoused, elderly, or immigrant residents. The OCCS mission is to build collaborative solutions that increase health equity and improve the health and wellbeing of all Outer Cape residents through education, advocacy, and collective action. OCCS has served as a non-partisan partner in facilitating conversations among agencies with different priorities and missions, identifying core values and collaborating on mutually beneficial programs. OCCS has partnered with municipal government, federally qualified health centers, and other non-government organizations serving the area. MBI Outreach & Engagement Awardee	Cape Cod and Islands	NA	Residents of Rural Areas, Low-Income Households (<150% federal poverty level), Immigrants/Refugees, Individuals with a Language Barrier (English learners or low-literacy), Individuals with Disabilities	Nonprofit	NA	NA	34 Conwell Street, Provincetown, MA, 02657	info@outercapecs.org	Alex Nelson - Network Coordinator	NA	NA
Otis Library	NA	Berkshires	Otis	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Members of Racial/Ethnic Minority Groups, Members of	Public	Library	Accessibility of Public Resources & Services, Devices & Device Support	48 North Main Road, Otis Ma., 01253	havillb@cwmars.org	NA	NA	County

Name	Description	Region		Target Populations	Org Type	Category	Focus Areas	Address	Email	Contact	Contact Email	Scope
				Religious Minority Groups, Residents of Rural Areas, LGBTQIA+ Individuals, Youth, Women, Immigrants/Refugees, Individuals with a Language Barrier (English learners or low-literacy), Individuals with Disabilities								
Osterville Village Library	NA	Cape Cod and Islands	NA	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Residents of Rural Areas, Members of Religious Minority Groups, Women, LGBTQIA+ Individuals, Youth, Immigrants/Refugees	Nonprofit	Library	Affordability & Availability, Accessibility of Public Resources & Services, Devices & Device Support, Digital Literacy	3 Wianno Ave #2028, Osterville, MA 02655	ofl_mail@clamsnet.org	Cyndy Cotton	cyndycotton@clamsnet.org	Regional (region within MA)
Osterville Library	NA	Cape Cod and Islands	NA	Low-Income Households (<150% federal poverty level)	NA	NA	NA	NA	NA	NA	NA	NA
Opportunity Community	TND and Nuestra tenants can join our FREE online classes! Every family that needs a computer receives a FREE Chromebook to participate in our online and in-person classes. Topics inculde basic computer skills, student mentoring, English Language Learning, basic business skills, home finance information, housing information, career planning, and even digital art and cooking. Tech Goes Home program includes: 15 hours of classes; Free Google Chromebook; Apply for free internet access for one year. Students attend this	Boston Metro, Northeast	NA	Low-Income Households (<150% federal poverty level), Youth	Nonprofit	Housing Organization, Community-Based Organization	Digital Literacy, Devices & Device Support, Affordability & Availability	c/o The Neighborhood Developers 4 Gerrish Ave. Chelsea, MA 02150	NA	Donna Saunders, Program Coordinator	dsaunders@oppcommunities.org	Multi-Regional (regions within MA)

	class with a parent, older sibling, or guardian to facilitate learning.											
OpenCape	NA	Cape Cod and Islands	NA	General - All Covered Populations	Nonprofit	Internet Service Provider	Affordability & Availability	NA	NA	Jenn Brann	jenn@opencape.org	Regional (region within MA)
Open Sky	Tech. Navigator in Worcester (address above). Vinfen MBI Partnership Grant Sub-recipient.	Central	Worcester, Leominster, Fitchburg, Athol, Auburn, Southbridge, Gardner, Clinton, Rutland, Millbury, Douglas, Winchendon, Templeton, Shrewsbury, West Boylston, Webster	Individuals with Disabilities, Youth, LGBTQIA+ Individuals	Nonprofit	Housing Organization, Health Clinic/Center, Workforce Development Organization, Community-Based Organization	Accessibility of Public Resources & Services, Digital Literacy, Devices & Device Support	4 Mann Street, Worcester, MA 01602	NA	NA	NA	Regional (region within MA)
Open Cape	Organization focused at getting local and reliable broadband to all of the Cape, Islands, and Southeastern MA	Southeast, Cape Cod and Islands	Barnstable	General - All Covered Populations	Nonprofit	Digital Equity Organization	Affordability & Availability	3195 Main Street Barnstable, MA	NA	NA	NA	Multi-Regional (regions within MA)
Online Consulting Inc. Training Center	As one of the largest private IT training company in the U.S, ONLC could definitely implement affordable access to devices across the country. For the next steps, it would be good to set up meeting about their social services and have them hold a device drive once a month for their lower income students who need training but don't have a device to train on.	Central	Worcester	Youth, Aging Individuals (60 and older)	Private	Workforce Development Organization, For-Profit Corporation or Business	Digital Literacy	255 Park Avenue Suite 1000 Worcester MA 01609	Phone Number: 800-288-8221	NA	NA	National
One Bead	We partner with school and community leaders to carve out career pathways for students of color. Many public schools do not have the time or resources to accommodate guest speakers. One Bead fills this gap by tapping into our network of 100+ leaders and giving students the opportunity to explore career paths ranging from fashion to finance. In the spring of 2020, One Bead made a commitment to invest more resources than ever before into the communities that we serve. All of our programs are supplemented with support services (informational sessions, technology support, etc.) for families. These services are offered in various languages and designed to make our programming more accessible.	Boston Metro	Boston	Low-Income Households (<150% federal poverty level), Youth, Members of Racial/Ethnic Minority Groups, Individuals with a Language Barrier (English learners or low-literacy)	Nonprofit	Other Education Organization (not school)	Devices & Device Support, Digital Literacy	privacy@onebead.org	NA	Reynaldo Benzan-Martinez, Program Director	Reynaldo@OneBead.Org	Local
Old Colony Regional Vocational Technical High School	Offers a computer science program, one of the skills learned is cyber security	Southeast	Rochester	Youth	Academic	P-12 School	Privacy & Cybersecurity	476 North Ave, Rochester, MA 02770	NA	NA	NA	Hyperlocal (e.g., a specific school or library)

Name	Description	Region	Communities Served	Population Served	Sector	Organization Type	Focus Areas	Address	Email		Contact Name	Contact Email	Scope
Old Colony Elder Services	MHAC MBI Partnership Grant Sub-recipient.	Southeast	Abington, Avon, Bridgewater, Brockton, Carver, Duxbury, East Bridgewater, Easton, Halifax, Hanover, Hanson, Kingston, Lakeville, Marshfield, Middleborough, Pembroke, Plumpton, Plymouth, Rockland, Stoughton, Wareham, West Bridgewater, Whitman	Aging Individuals (60 and older), Individuals with Disabilities	Private	Non-Profit Organization	Digital Literacy, Devices & Device Support	144 Main Street, Brockton, MA 02301	ocesinfo@ocesma.org	NA	NA	Regional (region within MA)
Office of Elder Affairs (EoEA)	Provides capacity building support to COAs (councils on aging) across the state for skills training, hybrid programming, and device needs. Through co-design, the office also supports connecting the surrounding community with aging individuals.	Berkshires, Connecticut River Valley, Central, Boston Metro, Northeast, Southeast, Cape Cod and Islands	NA	Aging Individuals (60 and older)	Public	MA State Government	Devices & Device Support, Digital Literacy	One Ashburton Place, 5 floor, Boston, MA 02108	NA	Kathryn Downes	kathryn.g.downes@state.ma.us	Statewide
Oakham Council on Aging / Senior Center	NA	Central	Oakham	Aging Individuals (60 and older)	Public	Municipal Government	Affordability & Availability, Accessibility of Public Resources & Services, Devices & Device Support	2 Coldbrook Road Oakham, MA 01068	NA	Melanie Silva	silvalining322@gmail.com	Local
Oak Bluffs Public Library	Chromebook laptops are available for onsite or offsite use with a library card. Public desktop computers are available in the library on a first come, first served basis. One (1) Accessible PC can be set-up. The Oak Bluffs Public Library has an FM assistive listening system. In addition to the ALS, the library has a personal listening devices available at the reference desk to be used within the library. The library offers free Wi-Fi throughout the building and on library grounds. The library offers free Wi-Fi hotspots for 2-week checkout to patrons in good standing who have signed our Wifi Hotspot Lending Agreement. Unlimited data has been pre-paid by the library.	Cape Cod and Islands	Oak Bluffs	Aging Individuals (60 and older), Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Immigrants/Refugees, Youth, Residents of Rural Areas	Public	Library	Digital Literacy, Affordability & Availability, Devices & Device Support, Accessibility of Public Resources & Services	56R School St Oak Bluffs, MA 02557	oakb_mail@clamsnet.org	NA	NA	County
Norton Public Schools	Technology resources for families-information regarding cybersecurity, etc	Southeast	Norton	Youth	Academic	P-12 School	Privacy & Cybersecurity	NA	NA	NA	NA	Hyperlocal (e.g., a specific school or library)

Name	Description	Region	Municipalities	Covered Populations	Sector	Org Type	Barriers Addressed	Address	Email	Contact	Contact Email	Scope
Norton Public Library	- Niche Academy- Offers online courses including computer skills and avoiding online scams classes - People can checkout a chromebook for free	Southeast	Norton	General - All Covered Populations	Public	Library	Digital Literacy, Affordability & Availability	68 E Main St, Norton, MA 02766	NA	Lee Parker	lparker@sailsinc.org	Hyperlocal (e.g., a specific school or library)
Northwest Worcester County	NA	Connecticut River Valley	NA	General - All Covered Populations	NA	NA	NA	NA	NA	NA	NA	NA
Northshore Community College	NA	Northeast	NA	Low-Income Households (<150% federal poverty level)	NA	NA	NA	NA	NA	NA	NA	NA
Northern Middlesex Council of Governments	NMCOG is sub-contracted under MAPC to provide Digital Equity Planning services to the region.	Northeast	Billerica, Chelmsford, Dracut, Dunstable, Lowell, Pepperell, Tewksbury, Tyngsborough, Westford	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Incarcerated Individuals (in non-Federal facilities), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Members of Religious Minority Groups, Women, LGBTQIA+ Individuals, Youth, Immigrants/Refugees	Public	Regional Planning Council, MA State Government	Accessibility of Public Resources & Services	40 Church St., Suite 200 (2nd Floor) Lowell, MA 01852	mail@nmcog.org	Chris Hayes	chayes@nmcog.org	Regional (region within MA)
Northern Essex Community College	Umass Lowell MBI Partnership Grant Sub-recipient. NECCs Center for Corporate and Community Education offers beginner, intermediate, and advanced courses in Microsoft Excel as well as a course covering the basics of Microsoft Office (Word, Excel, and PowerPoint).	Northeast	Haverhill, Lawrence, Salisbury	Low-Income Households (<150% federal poverty level), Youth	Academic	Institution of Higher Education	Affordability & Availability, Digital Literacy, Devices & Device Support	100 Elliott St, Haverhill, MA 01830	communityeducation@necc.mass.edu	NA	NA	Regional (region within MA)
Northeast Arc	https://ne-arc.org/ The Northeast Arc helps people with disabilities become full participants in the community; choosing for themselves how to live, learn, work, socialize and play.	Northeast	NA	Individuals with Disabilities	Nonprofit	Other Education Organization (not school), Other	Digital Literacy, Accessibility of Public Resources & Services	1 Southside Road Danvers, MA 01923	info@ne-arc.org	NA	NA	Regional (region within MA)

Name	Description	Region	Town	Target Populations	Sector	Org Type	Focus Areas	Address	Email	Contact	Contact Email	Scope
Northbridge Senior Center	#NAME?	Central	Northbridge	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Members of Religious Minority Groups, Women, Youth, LGBTQIA+ Individuals, LGBTQ+	Public	Municipal Government	Digital Literacy, Accessibility of Public Resources & Services	20 Highland Street Whitinsville, MA 01588 United States	kbol@northbridgemass.org	Kelly Bol	NA	Local
Northborough Free Library	NA	Central	Northborough	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Members of Religious Minority Groups, Women, LGBTQIA+ Individuals, Youth, Immigrants/Refugees, LGBTQ+	Public	Library	Affordability & Availability, Accessibility of Public Resources & Services, Devices & Device Support	34 Main Street Northborough, MA 01532	NA	Jenn Bruneau	jbruneau@town.northborough.ma.us	Local
Northborough Council on Aging / Senior Center	- Computer lab with 9 computers - Loanable IPads - Tech Tuesdays: National Honor Society students assist seniors with tech problems	Central	Northborough	Aging Individuals (60 and older)	Public	Municipal Government	Affordability & Availability, Accessibility of Public Resources & Services, Devices & Device Support	119 Bearfoot Rd, Northborough, MA 01532	NA	Kendra Faldetta	kfaldetta@town.northborough.ma.us	Local
North Star Family Services Inc.	For their Education and Skill Building Program, we can set up a meeting and suggest that they provide devices and free wifi for the families, especially for the kids.	Central	Leominster	Low-Income Households (<150% federal poverty level), Youth	Nonprofit	Housing Organization, Foundation/Philanthropic Organization	Affordability & Availability, Digital Literacy	758 Main Street Leominster, MA 01453	info@northstarfs.org	NA	NA	Regional (region within MA)

North Shore Technology Council	The North Shore Technology Council (NSTC) is a regional association of technology business leaders that covers Essex and much of Middlesex counties of Massachusetts. The NSTC provides informational programming and networking opportunities targeted at entrepreneurs in what is recognized as the innovation cluster North of Boston (NOB). The North Shore Technology monthly Technology Forums mission is to provide our members and guests with relevant topics around emerging technology or offerings from organizations around the North Shore and beyond.	Northeast	NA	General - All Covered Populations	Nonprofit	Workforce Development Organization, Foundation/Philanthropic Organization, Digital Equity Coalition	Digital Literacy	100 Cummings Center, Suite 223-F Beverly, MA 01915	administrator@nstc.org	NA	NA	Regional (region within MA)
North Shore Community Development Coalition	North Shore CDC invests in neighborhoods to create thriving communities. We serve over 900 individuals in more than 400 affordable apartments and over 3, 000 individuals in our other programming.	Northeast	NA	Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups, Women, Youth	Nonprofit	Community-Based Organization	Digital Literacy	96 Lafayette Street, 2nd Floor Salem MA 01970	Info@northshorecdc.org	NA	NA	Regional (region within MA)
North Shore Community Action Programs (NSCAP)	North Shore Community Action Programs, Inc. (NSCAP) is the designated anti-poverty agency for Beverly, Danvers, Peabody, and Salem. We also serve residents of 18 other communities in Essex County. The people that come to NSCAP are empowered to move toward self-sufficiency. Low-income families and individuals obtain the skills and knowledge they need to become economically independent, civically engaged, and able to live with dignity.	Northeast	Beverly, Danvers, Gloucester, Peabody, Salem, Lynn	Low-Income Households (<150% federal poverty level)	Nonprofit	Non-Profit Organization	Digital Literacy, Affordability & Availability	119 Rear Foster Street, Building 13 Peabody, MA 01960	NA	James Henderson, Director of Adult Education	jhenderson@nscap.org	Regional (region within MA)
North Central Massachusetts Women's Fund	See if they are able to fund STEM programs for women and girls. These kind of programs are available through community centers. With the funds we could also get devices for those kind of STEM programs.	Central	Fitchburg	Women	Philanthropic	Financial Institution	Affordability & Availability	649 John Fitch Hwy Fitchburg, MA 01420	info@cfncm.org	NA	NA	Regional (region within MA)
North Adams Public Library	NA	Northeast	North Adams	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with a Language Barrier (English learners or low-literacy), Residents of Rural Areas, LGBTQIA+ Individuals,	Public	Library	Affordability & Availability, Digital Literacy, Accessibility of Public Resources & Services	74 Church Street North Adams MA 01247	library@northadams-ma.gov	Ryan Miller	rmiller@northadams-ma.gov	County

Organization	Description	Region	Municipality	Covered Populations	Sector	Type	Focus Areas	Address	Email	Contact	Contact Email	Level
				Women, Immigrants/Refugees, Youth, Members of Religious Minority Groups, Members of Racial/Ethnic Minority Groups, Individuals with Disabilities								
North Adams Public Library	NA	Berkshires	North Adams	Youth	Public	Library	Digital Literacy, Devices & Device Support, Accessibility of Public Resources & Services	74 Church St., North Adams, MA 01247	library@northadams-ma.gov	Veronica Clark	VClark@northadams-ma.gov	Local
North Adams Council on Aging	The Council on Aging is responsible for understanding, supporting, strengthening, and improving the lives of North Adams residents who are 55 or older through advocacy, communication and collaboration. Council on Aging members help to identify unmet needs among the senior population, and work with the staff of the Mary Spitzer Senior Center to develop and implement programs and services that help to meet those needs.	Berkshires	North Adams	Aging Individuals (60 and older)	Public	Municipal Government	Digital Literacy, Privacy & Cybersecurity, Devices & Device Support, Accessibility of Public Resources & Services	Council on Aging Mary Spitzer Center 116 Ashland Street North Adams, MA 01247	spitzer_center@northadams-ma.gov	Sandy Lamb	Slamb@northadams-ma.gov	Local
New North Citizens Council, Inc	Baystate MBI Partnership Grant Sub-recipient. NNCC provides comprehensive family supports and social service programs, opportunities for citizen involvement and participation, and individual and class advocacy to residents of Hampden County. Our services and programs include community advocacy, child care, health services, disability services, and much, much more.	Connecticut River Valley	Agawam, Blandford, Brimfield, Chester, Chicopee, East Longmeadow, Hampden, Holland, Holyoke, Longmeadow, Ludlow, Monson, Montgomery, Palmer, Russell, Springfield, Tolland, Southwick, West Springfield, Wales, Westfield, Wilbraham	Low-Income Households (<150% federal poverty level), Individuals with Disabilities, Members of Racial/Ethnic Minority Groups, Youth, Individuals with a Language Barrier (English learners or low-literacy)	Nonprofit	Community-Based Organization	Affordability & Availability, Digital Literacy	2455 Main Street Springfield, MA 01107	joesiahg@newnorthcc.org	NA	NA	County
New England Cable & Telecommunications Association (NECTA)	NA	Berkshires, Cape Cod and Islands, Central, Boston Metro, Northeast, Connecticut River Valley, Southeast	NA	General - All Covered Populations	NA	NA	NA	NA	NA	NA	NA	NA

New Bedford Public Schools	Provides middle and high school students with a free laptop	Southeast	New Bedford	Youth	Academic	P-12 School	Devices & Device Support	NA	NA	NA	NA	Local
New Bedford Public Schools	Students who do not have internet at home are provided with a hot spot	Southeast	New Bedford	Youth	Academic	P-12 School	Affordability & Availability	NA	NA	NA	NA	Local
New Bedford Public School District	Uses a program called Keyboarding Without Tears to teach computer readiness and digital citizenship	Southeast	New Bedford	Youth	Academic	P-12 School	Digital Literacy	NA	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
New Bedford Free Public Library	computer classes for adult beginners and hot spot lending for up to two weeks	Southeast	New Bedford	General - All Covered Populations	Public	Library	Digital Literacy, Affordability & Availability, Devices & Device Support	NA	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
New American Association of Massachusetts	1. offers multiple classes, events, workshops, and forums online, and have developed educational curriculums to enhance digital literacy to their community of English learners, new immigrants and refugees 2. NAAM has a device loan program	Southeast, Cape Cod and Islands, Northeast, Berkshires, Connecticut River Valley, Central, Boston Metro	Lynn	Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups, Immigrants/Refugees, Aging Individuals (60 and older), Women	Nonprofit	Non-Profit Organization	Devices & Device Support, Digital Literacy	330 Lynnway, Suite 302 Lynn, MA 01901	info@naamass.org	Natasha Soolkin	nsoolkin@naammass.org	Statewide
Neighborhood of Affordable Housing	NOAH's project is to support families in the East Boston community currently living within subsidized units. The project will distribute technology equipment and internet access while creating spaces at the Neighborhood of Affordable Housing to facilitate virtual interactions with residents and program participants.	Boston Metro	NA	Low-Income Households (<150% federal poverty level)	Nonprofit	Housing Organization, Community-Based Organization, Non-Profit Organization	Affordability & Availability, Devices & Device Support	143 Border St. East Boston, MA 02128	info@noahcdc.org	Philip R. Giffee	pgiffee@noahcdc.org	Local
National Electrical Contractors Association of Greater Boston Inc (NECA) Boston	NA	Boston Metro	NA	General - All Covered Populations	NA	NA	NA	NA	NA	NA	NA	NA
Municipal Broadband Advisory Committee	Provides advice to the Selectboard about the benefits of "establishing and municipally provided broadband network"	Southeast	Dartmouth	General - All Covered Populations	Other	NA	NA	NA	NA	NA	NA	NA
Mujeres Unidas Avanzando	MUA helps Latinas who have been on the outskirts of society-whether low-income, formerly incarcerated, or living in shelters. They help these individuals become self-sufficient and assume leadership roles within the community.	Boston Metro	NA	Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Women	Nonprofit	NA	Digital Literacy	54 Clayton St # 1, Dorchester, MA 02122	contact@muaboston.org	Zoila Diaz	NA	Regional (region within MA)

Name	Description	Region	Town/Cities	Covered Populations	Type	Organization Type	Focus Area	Address	Email/Phone	Contact	Contact Email	Scope
MTTI Career and Technical Trade School	Offers a computer service technician/network installer course	Southeast	Seekonk	General - All Covered Populations	Academic	Institution of Higher Education	Digital Literacy	1241 Fall River Ave Seekonk, MA 02771	NA	NA	NA	MUlti-Regional (regions within MA)
Mothers for Justice and Equality	NA	Boston Metro	NA	Women	Nonprofit	Community-Based Organization	Digital Literacy, Devices & Device Support	2201 Washington St, Boston, MA 02119	info@mothersforjusticeandequality.org	Monalisa Smith	msmith@mothersforjusticeandequality.org	Local
Moore Communications	This company focuses on small/local business owners.	Central	Townsend	General - All Covered Populations	Private	Internet Service Provider, Other	Digital Literacy, Privacy & Cybersecurity, Devices & Device Support	209 Fitchburg Road Townsend MA 01469	Phone Number: 978-798-6100	NA	NA	Local
Monterey Library	The library has three desktops, a lap top and 2 ipads available for library use, 6 hotspots available to take home. We offer free printing and scanning service. We also assist people with their technology issues if possible.	Berkshires	Monterey	Aging Individuals (60 and older)	Public	Library	Affordability & Availability, Digital Literacy, Devices & Device Support	452 MAIN ROAD MONTEREY MA 01245	montereylibrary@gmail.com	Mark Makuc	montereylibrary@gmail.com	Local
Montachusett Veteran Outreach Center	NA	Central	Ashburnham, Ashby, Athol, Ayer, Clinton, Fitchburg, Gardner, Groton, Harvard, Hubbardston, Lancaster, Leominster, Lunenburg, Petersham, Phillipston, Shirley, Sterling, Templeton, Townsend, Royalston, Westminster, Winchendon	Veterans	Philanthropic	Foundation/Philanthropic Organization	Affordability & Availability, Digital Literacy	268 Central Street Gardner MA	No email, but phone number is (978) 632-9601	NA	NA	Regional (region within MA)
Montachusett Regional Planning Commission	MRPC is a pre-qualified consultant for MBI's Municipal Digital Equity Planning Program.	Central	Ashburnham, Ashby, Athol, Ayer, Clinton, Fitchburg, Gardner, Groton, Harvard, Hubbardston, Leominster, Lunenburg, Petersham, Phillipston, Royalston, Templeton, Shirley, Sterling, Winchendon, Westminster, Townsend	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Residents of Rural Areas, Members of Religious Minority Groups, Women, LGBTQIA+	Public	Regional Planning Council, MA State Government	Accessibility of Public Resources & Services, Affordability & Availability	Montachusett Regional Planning Commission 464 Abbott Avenue, Leominster, MA 01453	NA	Karen Chapman	kchapman@mrpc.org	Regional (region within MA)

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				Individuals, Youth, Immigrants/Refugees								
Montachusett Public Health Network	They have potential to implement a digital literacy program to help recovering addicts rejoin the workforce.	Central	Fitchburg	Low-Income Households (<150% federal poverty level)	Public	Health Clinic/Center, Local or Regional Authority/Council, Municipal Government	Digital Literacy	14 Wallace Avenue- Old Fitchburg Armory	NA	Sue Christensen	schristensen@fitchburgma.gov	Regional (region within MA)
Montachusett Opportunity Council	NA	Central	Ashburnham, Ashby, Athol, Ayer, Clinton, Fitchburg, Gardner, Groton, Harvard, Hubbardston, Lancaster, Leominster, Lunenburg, Petersham, Phillipston, Shirley, Sterling, Templeton, Townsend, Royalston, Westminster, Winchendon	Low-Income Households (<150% federal poverty level), Youth, Women	Nonprofit	Non-Profit Organization, Community-Based Organization, Foundation/Philanthropic Organization	Affordability & Availability, Digital Literacy, Devices & Device Support	601 River Street Fitchburg, MA 01420	No email, but phone number is 978-345-7040	NA	NA	Regional (region within MA)
MOLARI Employment and Healthcare Services	MOLARI is both an Employment agency (serving everyone, all listed on the asset focus list, but we as an EEOE, we do not target any specific group) and a homecare agency serving the elder population throughout the county. Applications need to be completed online, annual trainings need to be done online with, safety assessments, timekeeping etc, all are done online, require an internet connection as well as a suitable device. MOLARI provides this for those who do not have access.	Berkshires	Pittsfield, Adams, Alford, Becket, Blandford, Clarksburg, Windsor, Williamstown, Peru, Lenox, Stockbridge, Great Barrington, Lee, Sheffield, Tyringham, North Adams, Chesire, Lanesborough, West Stockbridge, Richmond, Hinsdale	Aging Individuals (60 and older)	Private	For-Profit Corporation or Business	Devices & Device Support, Accessibility of Public Resources & Services, Digital Literacy	166 East Street	guin@molariinc.com	MOLARI INC	guin@molariinc.com	County
Mill Cities Community Investments	Latino and immigrant leaders founded MCCI in 2008 to bridge the capital access gap in low-to-moderate-income and under-resourced communities. We are headquartered in Lawrence, MA, and have historically served key Merrimack Valley cities and towns of Lawrence, Lowell, and Haverhill. MCCI maintains a deep commitment to the Merrimack Valley while expanding services statewide. MCCI is a community development financial institution (CDFI). CDFIs are private-sector financial organizations with	Northeast	Lawrence, Lowell, Haverhill, Salem, Lynn	Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups, Immigrants/Refugees	Other	Financial Institution	Devices & Device Support	50 Island Street Entry B, Suite 103, Lawrence, MA 01840	office@mccinvest.org	NA	NA	Regional (region within MA)

	community development as their primary goal. CDFIs are different from conventional financial institutions because we have in-depth knowledge of the communities we serve. And we work closely with our customers and community leaders to develop innovative ways to deliver loans, investments, and financial services.										
Mildred Hailey Tenants	NA	Boston Metro	NA	Low-Income Households (<150% federal poverty level)	NA	NA	NA	NA	NA	NA	NA	NA
Middlesex Community College	UMass Lowell MBI Partnership Grant Sub-recipient.	Northeast	NA	Low-Income Households (<150% federal poverty level), Youth, Members of Racial/Ethnic Minority Groups	Academic	Institution of Higher Education	Affordability & Availability, Digital Literacy, Devices & Device Support	591 Springs Road, Bedford, MA 01730; 33 Kearney Square, Lowell, MA 01852	middlesex@midd lesex.mass.edu	NA	NA	County
Middleborough Public Schools	'- Device (laptops) loan program for 6-12th grade students - https://docs.google.com/document/d/17Ep bPymZXwYLnifciJ_K8YP-6L3mlOd6_9X2c7ubEug/edit#heading=h.k o1vgk97fzd6	Southeast	Middleborough	Youth	Academic	P-12 School	Devices & Device Support	NA	NA	NA	NA	Local
Middleborough Public Schools	- https://www.middleboro.k12.ma.us/Page/5 877 - provides hotspots to students who do not have internet in their home	Southeast	Middleborough	Youth	Academic	P-12 School	Devices & Device Support	NA	NA	NA	NA	Local
Metropolitan Area Planning Council	MAPC is at its core a planning agency, and we see digital equity planning as a key tool for municipalities to support digital equity throughout Greater Boston. In addition to planning services, MAPC provides procurement and technical support to municipalities, public housing agencies, and affordable housing managers to build and maintain in-home broadband networks for their residents. We also coordinate and support efforts to address gaps in device access and digital literacy so that residents can take full advantage of broadband access.	Boston Metro	NA	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Individuals with Disabilities, Veterans, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Residents of Rural Areas, Incarcerated Individuals (in non-Federal facilities), Members of Religious Minority Groups, Women,	Public	Regional Planning Council, MA State Government	Accessibility of Public Resources & Services, Affordability & Availability	60 Temple Place Boston, MA 02111	NA	Will Pfeffer	wpfeffer@mapc.org	Regional (region within MA)

				LGBTQIA+ Individuals, Youth, Immigrants/Refugees							
MetroNorth Workforce Investment Board	Grantee under MBI's DE Partnerships Program for Education, Outreach, Adoption; Digital Literacy; and Device Access	Northeast, Boston Metro	Arlington, Belmont, Burlington, Cambridge, Chelsea, Everett, Malden, Medford, Melrose, North Reading, Reading, Revere, Somerville, Stoneham, Wakefield, Watertown, Wilmington, Winchester, Winthrop, Woburn	Low-Income Households (<150% federal poverty level)	Public	Workforce Development Organization, MA State Government	Affordability & Availability, Digital Literacy, Devices & Device Support	SPACES Davis Square 240 Elm Street, 2nd/3rd Fl. Somerville, MA 02144	info@MassHireMetroNorth.org	Chris Albrizio-Lee	NA	Regional (region within MA)
Methuen Adult Learning Center	The Methuen Adult Learning Center is a community of learning within the Methuen Public Schools where adults are empowered through highly effective education services including language, numeracy, digital literacy, self efficacy skills development, and access to support services. The Center is dedicated to improving and enriching the lives of its students and their families in an environment that promotes persistence and is welcoming, respectful, and dignified. The Methuen Adult Learning Center is beginning its 33rd year and serves over 200 students annually. The classes are FREE of charge and are funded by the Massachusetts Department of Elementary and Secondary Education, Methuen Public Schools and the City of Methuen.	Northeast	Methuen	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Members of Religious Minority Groups, Women, LGBTQIA+ Individuals, Immigrants/Refugees	Public	Other Education Organization (not school), Municipal Government	Devices & Device Support	Callan Center for Adult Education 36 Boylston Street Methuen, MA 01844	NA	Nancy Lopez	nylopez@methuen.k12.ma.us	Local
Merrick Public Library	NA	Central	Brookfield	General - All Covered Populations	Public	Library	Affordability & Availability, Devices & Device Support	2 Lincoln Street Brookfield, MA 01506	NA	Brenda Metterville	brookfieldlibrary@gmail.com	Hyperlocal (e.g., a specific school or library)
Merriam-Gilbert Public Library (West Brookfield)	- Six hotspots available for borrowing (very popular) - Computers available for public use - Regularly offer informal tutoring on device usage - Challenges: many people have poor quality / no internet access or no home computer	Central	West Brookfield	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy),	Public	Library	Accessibility of Public Resources & Services, Affordability & Availability, Devices & Device Support	3 West Main Street West Brookfield, MA 01585	NA	MaryAnne Pelletier	mapelletier@cwmars.org	Local

Name	Description	Region	City/Town	Covered Populations	Type	Entity	Focus Area	Address	General Contact	Contact Name	Contact Email	Scale
				Members of Racial/Ethnic Minority Groups, Women, LGBTQIA+ Individuals, LGBTQ+, Youth								
Mattapoisett Police Department	Provides internet safety and cyber security information for children	Southeast	Mattapoisett	General - All Covered Populations	Public	Public Safety Entity	Privacy & Cybersecurity	64 County Road, Mattapoisett MA 02739	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
Mattapoisett Free Public Library	Universal Class- Offers online courses, including over 40 computer training courses Hotspot lending- people can checkout a hotspot for free	Southeast	Mattapoisett	General - All Covered Populations	Public	Library	Affordability & Availability, Digital Literacy	7 Barstow St, Mattapoisett, MA 02739	NA	Jennifer Jones	jjones@sailsinc.org	Local
Mattapoisett Council on Aging	Offers online technology and computer skills courses	Southeast	Mattapoisett	Aging Individuals (60 and older)	Other	Local or Regional Authority/Council	Digital Literacy	NA	NA	NA	NA	Local
Mattapoisett Council on Aging	Provides computer education resources on a variety of topics	Southeast	Mattapoisett	Aging Individuals (60 and older)	Public	Local or Regional Authority/Council	NA	17 Barstow St, Mattapoisett, MA 02739	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
MassINC	NA	Boston Metro	NA	General - All Covered Populations	NA	NA	NA	NA	NA	NA	NA	NA
MassHire Northern Central Career Center	https://www.mass.gov/locations/masshire-north-central-career-center	Central	Leominster	Low-Income Households (<150% federal poverty level), Individuals with Disabilities, Veterans, Individuals with a Language Barrier (English learners or low-literacy)	Public	Workforce Development Organization	Accessibility of Public Resources & Services, Affordability & Availability, Digital Literacy	100 Erdman Way, Leominster, MA 01453	No general email, but phone number is (978) 534-1481	Staci Johnson	staci.johnson@detma.org	Multi-Regional (regions within MA)
MassHire Lowell	Umass Lowell MBI Partnership Grant Sub-recipient.	Northeast	Lowell	Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups, Women, Youth	Public	Workforce Development Organization, MA State Government	Accessibility of Public Resources & Services, Affordability & Availability, Digital Literacy, Devices & Device Support	107 Merrimack St. Lowell, MA 01852	NA	NA	NA	Local
MassHire Career Centers	Offers computers, internet access, and computer skills classes	Southeast	Attleboro, Taunton	Low-Income Households (<150% federal poverty level)	Public	Workforce Development Organization	Digital Literacy	NA	spaid@masshire bristol.org	NA	NA	Regional (region within MA)
MassHire Cape and Islands Workforce Board	NA	Cape Cod and Islands	NA	Youth	Nonprofit	Workforce Development Organization	Digital Literacy, Accessibility of Public Resources & Services	426 North St #9, Hyannis, MA 02601	info@masshire-capeandislandswb.com	Kara Galvin	kara@masshire-capeandislandswb.com	Regional (region within MA)

MassHire Berkshire Career Center	We offer once-a-month computer basics courses. The second of the Wednesday. We can accommodate a max. of 10 attendees. It's not currently well-attended. Transportation is a major barrier to attendance and having to pay for parking. It's taught by a workshop facilitator. We are looking to partner with the library to offer Tech Goes Home. We are developing ideas for who could facilitate. We have 10 computers in our computer lab but it's only open during class hours. We also have 10 computers in a resource room (desktop computers) that are used for customers that need technology to do job search assistance. We will help them if they need it. Those are WELL USED all the time. The room includes a copier and printer. We also have 4 computers that are strictly for unemployment navigational assistance only: if someone needs assistance filing an unemployment claim. We cannot file an unemployment claim for them but we can walk them through the process. We would love to be able to offer more than just computer basics course. We would like to offer a more in-depth computer literacy program. We have the computers but not the staff. The state was giving out free laptops during Covid but no more. In Berkshire County we gave out over 400 in our office during COVID. That program is no longer. They never had to give those back. For our youth pop. we are allowed to provide - although they can keep - their high set (instead of GED, h.s. equivalency) we can loan them a laptop (45) and hotspots (20). We loan them for youth programs as well. We start working with youth at age 14. For many youth, we see that their engagement with the internet is over their phones.	Berkshires	Pittsfield	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Members of Religious Minority Groups, Women, LGBTQIA+ Individuals, Youth, Immigrants/Refugees	Nonprofit	Workforce Development Organization	Digital Literacy	160 North Street, Pittsfield, MA 01201	NA	Pam Wojtkowski	pwojtkowski@masshireberkshirecc.com	Regional (region within MA)
MassHire	MassHire North Central & MassHire Merrimack Valley are Umass Lowell MBI Partnership Grant Sub-recipients.	Central, Northeast	Lawrence, Leominster, Amesbury, Andover, Boxford, Georgetown, Groveland, Haverhill, Merrimac, Methuen, Newbury, Newburyport, North Andover, Rowley, Salisbury, West Newbury, Ashburnham, Ashby, Townsend, Pepperell,	Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups, Residents of Rural Areas, Women, Youth, Individuals with a Language Barrier (English learners or low-literacy), Veterans, Individuals with Disabilities	Public	Workforce Development Organization, MA State Government	Affordability & Availability, Digital Literacy, Devices & Device Support	100 ERDMAN WAY LEOMINSTER, MA 01453; One Union Street 2nd Floor, Suite 202 Lawrence, MA 01840	info@masshiremvwb.org	Jeff Roberge	jroberge@masshirenorthcentralwb.com	Multi-Regional (regions within MA)

							Westminster, Lunenburg, Fitchburg, Shirley, Groton, Ayer, Harvard, Lancaster, Sterling, Princeton, Clinton, Athol, Barre, Berlin, Bolton, Gardner, Hubbardston, Royalston, Winchendon, Templeton				
MassCUE	MassCUE is Massachusetts leading organization for educators with a passion for digital teaching and learning. We offer a variety of professional development opportunities, provide grant funding to promote innovation, recognize excellence and promote advocacy and educational campaigns that represent and promote the interests of our members.	Berkshires, Connecticut River Valley, Central, Boston Metro, Northeast, Southeast, Cape Cod and Islands	NA	General - All Covered Populations	Nonprofit	Other Education Organization (not school)	Digital Literacy, Privacy & Cybersecurity	209 Burlington Road, Suite 113 Bedford, MA 01730-1404	sdemers@massc ue.org	Savvy Demers, Executive Director	NA	Statewide
MassBay Community College	NA	Boston Metro	NA	Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups	NA	NA	NA	NA	NA	NA	NA	NA
Massachusetts League of Community Health Centers (CHC)	NA	Berkshires, Cape Cod and Islands, Central, Northeast, Boston Metro, Connecticut River Valley, Southeast	NA	Individuals with Disabilities, Low-Income Households (<150% federal poverty level)	NA	NA	NA	NA	NA	NA	NA	NA
Massachusetts League of Community Health Centers	Lead grantee with C3 and Link Health for MBI's DE Partnerships Program	Central, Northeast, Cape Cod and Islands	NA	General - All Covered Populations	Nonprofit	Health Clinic/Center	Affordability & Availability, Accessibility of Public Resources & Services	Headquarters: 40 Court Street, 10th Floor, Boston, MA 02108 James W. Hunt, Jr. Training & Learning Center: 16 Brooks Street, Worcester, MA 01606	massleague@ma ssleague.org	Shirma Pierre, Chief of Staff	NA	Multi-Regional (regions within MA)
Massachusetts Healthy Aging Collaborative	NA	Berkshires, Central, Connecticut River Valley, Boston Metro, Northeast, Southeast,	NA	Aging Individuals (60 and older), Individuals with Disabilities, Residents of Rural Areas	Other	Community-Based Organization, Non-Profit Organization, Other	Affordability & Availability, Digital Literacy	NA	NA	James Fuccione	james.fuccione@ma healthyaging.org	Statewide

		Cape Cod and Islands										
Massachusetts Education and Career Opportunities, Inc. (MassEdCO)	MassEdCO is the Commonwealths largest provider of community-based education and career readiness services for low-income, first generation, underrepresented and marginalized youth and adults in MA.	Berkshires, Connecticut River Valley, Central, Boston Metro, Northeast, Southeast, Cape Cod and Islands	NA	Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups, Youth	Nonprofit	Other Education Organization (not school), Workforce Development Organization	Affordability & Availability, Digital Literacy, Accessibility of Public Resources & Services	18 Chestnut Street, Suite 210 ¢ Worcester MA 01608	info@massedco.org	Mark Bilotta, CEO	mbilotta@massedco.org	Statewide
Massachusetts Community Media, Inc.	MassAccess is the advocacy agency for the 206 community media (public access) organizations in Massachusetts.	Berkshires, Connecticut River Valley, Central, Boston Metro, Northeast, Southeast, Cape Cod and Islands	NA	General - All Covered Populations	Nonprofit	Non-Profit Organization	Accessibility of Public Resources & Services	6 Liberty Square #2143 Boston, MA 02109	board@massaccess.org	David Gauthier	davidg@wincam.morg	Statewide
Massachusetts Business Alliance for Education	The Massachusetts Business Alliance for Education is a non-profit, non-partisan organization that, together with our members, promotes and supports continuous improvement in our schools and innovation that is needed to ensure that EVERY student receives a high-quality education that prepares them for success in college, career, and citizenship.

Closing the Digital Equity Gap: https://www.mbae.org/initiatives/digitalequity/# | Berkshires, Connecticut River Valley, Central, Boston Metro, Northeast, Southeast, Cape Cod and Islands | NA | Youth | Nonprofit | Non-Profit Organization, Other | Digital Literacy | 10 Post Office Square, Suite 800 South Boston, MA 02109 | info@mbae.org | Jackney Priorly Joseph | NA | Statewide |
| Massachusetts Broadband Coalition | Founded by Bob Espindola | Southeast | Dartmouth, Mattapoisett, Taunton, Westport | General - All Covered Populations | Other | NA | Affordability & Availability | NA | members+managers@ma-bc.org | NA | NA | Regional (region within MA) |
| Massachusetts Board of Library Commissioners | NA | Berkshires, Central, Boston Metro, Connecticut River Valley | NA | Individuals with Disabilities | NA | NA | NA | NA | NA | NA | NA | NA |
| Massachusetts Association for the Blind and Visually Impaired | The Massachusetts Association for the Blind and Visually Impaired offers
- Direct service Access Technology Training
- Technical assistance to organizations providing technology training, regarding serving individuals with disabilities
- Education to organizations seeking to improve print/digital accessibility
- Advocacy for inclusion of people with | Berkshires, Central, Boston Metro, Connecticut River Valley, Southeast, Northeast, Cape Cod and Islands | NA | Low-Income Households (<150% federal poverty level), Individuals with Disabilities, Members of Racial/Ethnic Minority Groups | Nonprofit | Community-Based Organization | Affordability & Availability, Digital Literacy, Devices & Device Support | 200 Ivy St, Brookline, MA 02446 | info@mabcommunity.org | Cynthia Canham | ccanham@mabcommunity.org | Statewide |

	disabilities in digital equity planning and program development											
Mass Law Reform Institute (MLRI)	NA	Berkshires, Cape Cod and Islands, Central, Boston Metro, Northeast, Connecticut River Valley, Southeast	NA	Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups, Individuals with a Language Barrier (English learners or low-literacy)	NA	NA	NA	NA	NA	NA	NA	NA
Mass Competitive Partnership	NA	Boston Metro	NA	General - All Covered Populations	NA	NA	NA	NA	NA	NA	NA	NA
Mass Community Action Council (MassCap)	NA	Berkshires, Cape Cod and Islands, Central, Boston Metro, Northeast, Connecticut River Valley, Southeast	NA	Low-Income Households (<150% federal poverty level)	NA	NA	NA	NA	NA	NA	NA	NA
Mashpee Wampanoag Tribe	The Tribe being a Sovereign Government offers all governmental and social services, including housing, fuel assistance, education through local schools as well as the Tribes own school, medical, elder services, child placement, advocacy for victims of crime , and food service. The Tribe administers $13 million dollars annually through Federal Grants, economic development programs as well as its annual general account. The need to maintain internal control relies on quality internet services and externally the digital divide interrupts services to all Tribal members due to lack of services. A equitable digital, internet available service to Tribal member would secure communication to all Tribal Members. The Tribe relies on the tribal on-line newspaper "The Mittark", eblast to members notifying them of current programs, services, meetings and special events. MBI Outreach & Engagement Awardee	Cape Cod and Islands	Mashpee	Members of Racial/Ethnic Minority Groups, Members of Religious Minority Groups, Aging Individuals (60 and older), Residents of Rural Areas, Low-Income Households (<150% federal poverty level), Incarcerated Individuals (in non-Federal facilities), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Women, LGBTQIA+ Individuals, Youth, Immigrants/Refugees	Public	Tribal Government	Accessibility of Public Resources & Services, Affordability & Availability	483 Great Neck Road South Mashpee, MA 02649	NA	NA	NA	Statewide

Organization	Description	Region	Municipalities	Covered Populations	Sector	Org Type	Focus Areas	Address	Email	Contact	Website	Service Level
Mashpee Wampanoag Tribal Council	NA	Cape Cod and Islands	NA	Members of Racial/Ethnic Minority Groups	NA	NA	NA	NA	NA	NA	NA	NA
Marthas Vineyard Older Adult Digital Equity Coalition	Our Older Adult Digital Equity Coalition is focused on providing assistance and other resources to older adults to improve their literacy with cell phones, tablets, and notebook computers. Coalition Members: - Consumer Activists - Councils on Aging - HAMV - Martha's Vineyard High School - Marthas Vineyard Libraries - NAACP - YMCA AARP affiliate Older Adults Technology Services (OATS) Senior Planet (check out the Senior Planet Programs link for digital skills development offerings)	Cape Cod and Islands	NA	Aging Individuals (60 and older)	Nonprofit	Digital Equity Coalition	Digital Literacy, Affordability & Availability, Accessibility of Public Resources & Services	NA	ctrish@hamv.org	NA	NA	County
Marthas Vineyard Community Education & Training (ACE MV)	Through our pathway programs, cohort models, training modules and workshop series and community networking events, we connect adult learners (18+) with meaningful career opportunities, continuing education, relevant skills, enrichment courses and one-on-one navigational counseling.	Cape Cod and Islands	Aquinnah, Chilmark, Edgartown, Oak Bluffs, Tisbury, West Tisbury	Low-Income Households (<150% federal poverty level)	Nonprofit	Other Education Organization (not school)	Digital Literacy	517 State Road Vineyard Haven, MA 02568	info@acemv.org	Alexandra Bullen Coutts, Executive Director	NA	County
Martha's Vineyard Regional High School Library	The MVRHS Library serves the community by providing access to print and electronic resources for research and inquiry, tools for project creation, information literacy instruction, a collection of high quality and interest, and a variety of spaces for teaching and learning. "Navigating Digital Information" course for high school freshman.	Cape Cod and Islands	Aquinnah, Chilmark, Edgartown, Oak Bluffs, Tisbury, West Tisbury	Youth	Academic	Library, P-12 School	Digital Literacy	100 Edgartown-Vineyard Haven Road P.O. Box 1385 Oak Bluffs MA 02557	NA	Kevin McGrath	https://www.mvrhs.org/library/contact/	County
Marion Computer	Offers cyber security awareness training	Southeast	Marion	General - All Covered Populations	Private	For-Profit Corporation or Business	Privacy & Cybersecurity	397 Wareham Rd, Marion, MA 02738	NA	NA	NA	Regional (region within MA)
Mansfield Public Schools	Digital learning and technology integration plan that prioritizes digital literacy for students	Southeast	Mansfield	Youth	Academic	P-12 School	Digital Literacy	NA	NA	NA	NA	Local
Mansfield Public Library	Offers online courses, including over 40 computer training courses, free public wifi	Southeast	Mansfield	General - All Covered Populations	Public	Library	Digital Literacy, Affordability & Availability	255 Hope St, Mansfield, MA 02048	NA	Catherine Coyne	ccoyne@sailsinc.org	Local
MakeIT Haverhill, a Program of	MakeIT Haverhill, a program of Community Action Inc (CAI) is located in the most challenged neighborhood of	Northeast	NA	Low-Income Households (<150% federal poverty	Nonprofit	Community-Based Organization	Digital Literacy, Devices & Device Support, Accessibility of Public	301 Washington St Haverhill, MA 01821	info@makeithaverhill.com	Keith Boucher, Founder	keith@makeithaverhill.com	Local

Organization	Description	Region	City	Covered Populations	Sector	Organization Type	Focus Areas	Address	Email	Contact		Reach
Community Action Inc	Haverhill, a gateway city with the highest poverty levels and a large immigrant community, many who dont speak English and lack technical skills. Our focus on English language, Computer skills and access to the internet leading to Digital Literacy for all, provides a framework for workforce development. We use this framework (as well as the wrap around services offered by CAI) to assist community members to gain employment via our job fairs and relationship with employers, as well as career advancement working with our partners. Together we work towards Family Financial Stability.			level), Aging Individuals (60 and older), Incarcerated Individuals (in non-Federal facilities), Members of Racial/Ethnic Minority Groups, Individuals with a Language Barrier (English learners or low-literacy), Immigrants/Refugees			Resources & Services, Affordability & Availability, Privacy & Cybersecurity					
Make It Haverhill	NA	Northeast	NA	Members of Racial/Ethnic Minority Groups, Individuals with a Language Barrier (English learners or low-literacy), Aging Individuals (60 and older), Low-Income Households (<150% federal poverty level)	NA	NA	NA	NA	NA	NA	NA	NA
Main South CDC	NA	Central	NA	Low-Income Households (<150% federal poverty level)	NA	NA	NA	NA	NA	NA	NA	NA
macSales Cape Cod	https://macsalescapecod.pcsolutionscapecod.com/	Cape Cod and Islands	NA	General - All Covered Populations	Private	For-Profit Corporation or Business	Affordability & Availability	923 MA-6A Unit D, Yarmouth, MA 02675	NA	NA	NA	NA
MACIR	Mission: To advance racial equity in tech careers by offering accelerated IT vocational training and facilitating job placement opportunities. Individuals without a college education undergo IT Support training in our program, leading to Google certification and assistance in securing entry-level IT positions offering competitive salaries ranging from 50K to 70K. Students with aspirations for a college degree benefit from our impactful collaboration with the University of the People. This partnership grants access to tuition-free college courses, enabling our students to pursue higher education without the weight of student loans. This exceptional chance empowers our graduates to launch their careers with financial strength, paving the way for future investments.	Boston Metro	Boston	Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups, Individuals with a Language Barrier (English learners or low-literacy), Members of Religious Minority Groups, Women, Immigrants/Refugees	Nonprofit	Workforce Development Organization, Digital Equity Organization	Digital Literacy, Affordability & Availability, Privacy & Cybersecurity	175 McClellan Hwy	Suite 3	East Boston, MA 02128	info@macir.org	Rachid Moukhabir	NA	Local

Organization	Description	Region	Municipality	Covered Populations	Type	Category	Services	Address	Email	Contact	Contact Email	Scope
	MBI Outreach & Engagement Awardee											
MACIR	NA	Boston Metro	NA	Members of Racial/Ethnic Minority Groups, Individuals with a Language Barrier (English learners or low-literacy)	NA	NA	NA	NA	NA	NA	NA	NA
MA Healthy Aging Collaborative	NA	Berkshires, Cape Cod and Islands, Central, Northeast, Boston Metro, Connecticut River Valley, Southeast	NA	Aging Individuals (60 and older)	NA	NA	NA	NA	NA	NA	NA	NA
Lynn Music Foundation	The organizations mission is to provide resources to Lynn artists in music and the arts, helping them to reach their fullest potential by creating an environment for collaboration, and providing professional development opportunities for Lynn artists. Through programming and services offered, the foundation will work to foster a sense of camaraderie and collaboration between members of the music community, with the ultimate goal of creating a more vibrant and diverse music scene. The foundation will work to provide access to instruments, lessons, and workshops to local youth and adults. Additionally, The Lynn Music Foundation will host a variety of events, such as concerts, workshops, and master classes, that provide members of the community with the opportunity to network and learn more about the music industry.	Northeast	Lynn	General - All Covered Populations	Nonprofit	Other Education Organization (not school)	Devices & Device Support	25 Exchange St. Lynn, MA 01901	NA	NA	NA	Local
Lynn Museum/LynnArts	NA	Northeast	Lynn	General - All Covered Populations	Nonprofit	Other Education Organization (not school)	Devices & Device Support	590 Washington Street Lynn, MA 01901	office@lynnmuseum.org	NA	NA	Local
Lunenburg Adult Activity Center	NA	Central	Lunenburg	Aging Individuals (60 and older)	Public	Municipal Government, Local or Regional Authority/Council	Devices & Device Support, Affordability & Availability	25 Memorial Drive Lunenburg, MA 01462	NA	S. Doherty	sdoherty@lunenburgma.gov	Local
Love Live Local	Organization provides digital education to small business owners through their Business Boost program. Organization also advocates on behalf of expanded broadband accessibility and digital equity.	Cape Cod and Islands	NA	General - All Covered Populations	Nonprofit	Community-Based Organization	Affordability & Availability, Digital Literacy	539 South St, Hyannis, MA 02601	amanda@lovelivelocal.com	Amanda Converse	amanda@lovelivelocal.com	Regional (region within MA)

Little Brothers Friends of the Elderly	MHAC MBI Partnership Grant Sub-recipient. Classes of 10-15 adults in public/affordable senior housing are given laptops and internet connectivity free of charge along with weekly training provided by LBFE staff and college students from our partner organizations. Digital Dividends aims to close the digital divide for isolated, low-income older adults. Participants learn basic to advanced tech skills based on their current knowledge, including Zoom, Google, Spotify, Gmail, and more. LBFE Boston partners with Senior Planet from AARP for curricula in English, Chinese, and Spanish.	Boston Metro	Boston	Aging Individuals (60 and older), Low-Income Households (<150% federal poverty level), Individuals with a Language Barrier (English learners or low-literacy)	Nonprofit	Community-Based Organization, Other	Affordability & Availability, Digital Literacy, Devices & Device Support	2 Park Plaza Suite 314, Boston, MA 02116	NA	Nikki Shults, Executive Director	nshults.bos@littlebrothers.org	Multi-State
Little Brothers	NA	Boston Metro	NA	Aging Individuals (60 and older)	NA	NA	NA	NA	NA	NA	NA	NA
Literacy Volunteers of the Montachusett Area	Setting up a meeting about their tutoring service and how they could get tutors who have tech and computer skills to teach the students would be the next steps. This would help increase digital literacy among the ESL community.	Central	Acton, Ashburnham, Ashby, Ayer, Clinton, Fitchburg, Gardner, Groton, Harvard, Hubbardston, Lancaster, Leominster, Lunenburg, Pepperell, Princeton, Shirley, Sterling, Templeton, Townsend, Westminster, Winchendon	Members of Racial/Ethnic Minority Groups, Individuals with a Language Barrier (English learners or low-literacy)	Private	Non-Profit Organization	Digital Literacy	City Hall, First Floor 718 Main Street PO BOX 7197 Fitchburg, MA 01420	info@lvmonta.org	NA	NA	Regional (region within MA)
Literacy Volunteers of Berkshire County	For 43 years, we have been located in the Berkshire Athenaeum. We are an independent 501C3 that has been operating off of the Library Public Hotspot. Last year we received a grant from Literacy Volunteers of MA for a much-needed new computer and wireless color printer. We are unable to utilize all of the features because we don't have our own internet service. We are hoping to receive funds to cover our monthly internet service which is approximately $1200. per year. At Literacy Volunteers of Berkshire County, we firmly believe that literacy is the cornerstone of a thriving and inclusive society. Unfortunately, limited English proficiency continues to be a significant barrier for many individuals including our New Americans, hindering their	Berkshires	Adams, Alford, Pittsfield, Otis, Williamstown, Dalton, Hinsdale, Lenox, Stockbridge	Immigrants/Refugees, Individuals with a Language Barrier (English learners or low-literacy)	Nonprofit	Non-Profit Organization	Affordability & Availability, Devices & Device Support	1 Wendell Avenue	info@literacyberkshires.org	Literacy Volunteers of Berkshire County	info@literacyberkshires.org	County

	opportunities for personal and professional growth. Our organization is committed to empowering adults through literacy education, ensuring they can unlock their full potential and actively participate in the community. ‹ The impact of illiteracy goes beyond the individual; it affects families, the local economy, and the overall social fabric of our community. Your support plays a vital role in our ability to address this critical issue effectively. ‹ Your contribution to Literacy Volunteers of Berkshire County can make a tangible difference by strengthening our capacity to serve more students. Our short-term goal for this fiscal year is to increase the number of students served by 30%.											
Literacy Network of South Berkshire	NA	Berkshires	NA	Immigrants/Refugees, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Residents of Rural Areas	Nonprofit	Community-Based Organization, Non-Profit Organization, Other Education Organization (not school)	Digital Literacy	32 Park Street, Lee MA 01238	info@litnetsb.org	Leigh Doherty	ldoherty@litnetsb.org	County
Link Health	Grantee under MBI's DE Partnerships Program for Education, Outreach, Adoption	Central, Northeast, Cape Cod and Islands	NA	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Women, Youth, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Residents of Rural Areas	Nonprofit	Health Clinic/Center	Digital Literacy, Affordability & Availability	NA	NA	Dr. Alister Martin	NA	Multi-Regional (regions within MA)
Life Needs Coop, Inc.	NA	Berkshires	NA	Individuals with Disabilities	Nonprofit	Community-Based Organization, Non-Profit Organization, Other Education Organization (not school)	Digital Literacy, Accessibility of Public Resources & Services	205 North Plain Road Great Barrington 01230	info@stantonhome.org	NA	NA	County
LGBT Asylum Task Force	NA	Central	NA	LGBTQ+, Low-Income Households	NA	NA	NA	NA	NA	NA	NA	NA

			(<150% federal poverty level)								
Lesley University New Bedford	M.Ed. In digital literacy and computer science program	Southeast	New Bedford	General - All Covered Populations	Academic	Institution of Higher Education	Digital Literacy	128 Union Street, New Bedford 02740	demello@lesley.edu	NA	NA	Local
Leominster Public Library	They have laptops for people to borrow	Central	Leominster	Youth, Low-Income Households (<150% federal poverty level)	Public	Library	Devices & Device Support	30 West Street Leominster, MA 01453	leomref@leominster-ma.gov	Alexander Lent	alent@leominster-ma.gov	Local
Lee Public Library	NA	Berkshires	Lee	Low-Income Households (<150% federal poverty level), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Residents of Rural Areas, Members of Racial/Ethnic Minority Groups, Women, Aging Individuals (60 and older), LGBTQIA+ Individuals, Youth, Immigrants/Refugees, Members of Religious Minority Groups, Incarcerated Individuals (in non-Federal facilities)	Public	Library	Digital Literacy, Affordability & Availability, Devices & Device Support	100 Main St. Lee, MA 01238	NA	Damon Vorce	lee@cwmars.org	Regional (region within MA)
LEAP for Education	LEAP for Education (LEAP) runs free, after-school and summer programs designed to bridge the opportunity gap for students from underserved communities across Essex County, Massachusetts. Providing free wifi access in community spaces serving students and youth programming.	Northeast	Lynn, Salem	Low-Income Households (<150% federal poverty level), Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Youth, Immigrants/Refugees	Nonprofit	Other Education Organization (not school)	Digital Literacy, Affordability & Availability	35 Congress Street, Suite 102, Salem, MA 01970	NA	Linda Saris, EXECUTIVE DIRECTOR	lsaris@leap4ed.org	Local
LEADS	NA	Berkshires, Cape Cod and Islands, Central, Boston Metro, Northeast,	NA	General - All Covered Populations	NA	NA	NA	NA	NA	NA	NA	NA

		Connecticut River Valley, Southeast										
Lawrence Public Library	The second floor houses the Adult Computer Lab. The lab has twenty-four public access computers with: - Internet access - Microsoft Office - Printer capabilities: 15 cents/black and white copy, 30 cents/ full color copy - Visually impaired access The Lawrence Public Library offers a wide array of technical services to help patrons keep up with the latest technology. Patrons can access the internet, use computers and printers, and even check out laptops or audio/visual equipment from the library's Media Center.	Northeast	Lawrence	General - All Covered Populations	Public	Library	Affordability & Availability, Digital Literacy, Devices & Device Support	51 Lawrence St, Lawrence, MA 01841	Libraryinfo@cityo flawrence.com	NA	NA	Local
Lawrence Partnership	The Digital Optimization Program will provide independently-owned food businesses the guidance and tools to take advantage of technologies that strengthen their financial and operational fundamentals; identify, attract and retain new customers; and offer innovative products and services.	Northeast, Boston Metro	Lawrence, Methuen, Haverhill, Andover, North Andover, Boston	General - All Covered Populations	Nonprofit	Community-Based Organization	Affordability & Availability, Digital Literacy	420 Common Street Lawrence, MA 01840	NA	Karina Calderon, Deputy Director	kcalderon@lawrence partnership.org	Regional (region within MA)
Lawrence Community Works	Providing free community Wi-Fi for 3-6 community buildings serving residents and small businesses (In Process). Digital Skills 4 Life (DS4L): A four-week, Spanish language program that provides a beginners guide to computer basics. Movement City Youth Network: an international community of creative, technology-focused, out-of-school learning programs. Youth members work with adult mentors to explore their own ideas, develop new skills, and build confidence in themselves through the use of technology.	Northeast	Lawrence	Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups, Youth, Individuals with a Language Barrier (English learners or low-literacy)	Nonprofit	Community-Based Organization	Digital Literacy, Affordability & Availability	168 Newbury Street Lawrence, MA 01841	info@lawrenceco mmunityworks.o rg	Jessica Andors, Executive Director	jandors@lawrenceco mmunityworks.org	Local
Latinos for Education	NA	Boston Metro	NA	Low-Income Households (<150% federal poverty level), Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups	NA	NA	NA	NA	NA	NA	NA	NA

Name	Description	Region	City/Town	Covered Populations	Sector	Org Type	Focus Areas	Address	Email	Contact	Contact Email	Scope
Latino Support Network	The Latino Support Network is also a Massachusetts certified Community Development Corporation (CDC) and we work collaboratively with our local residents, community-based organizations, local government and others to create affordable housing in the city of Lynn and provide pathways to increase home ownership and create greater wealth in our community.	Northeast, Boston Metro	Lynn, Boston	Members of Racial/Ethnic Minority Groups, Individuals with a Language Barrier (English learners or low-literacy), Women, Low-Income Households (<150% federal poverty level)	Nonprofit	Housing Organization	Digital Literacy	140 Union St, #203-205, Lynn, MA, 01901	info@latinosupportnetwork.org	Elizabeth Paz, Director of Curriculum and Learning	NA	Local
Latino Support Network	1. Advocates for social and economic empowerment of Latinx community 2. Partners with Tech Goes Home to offer computer literacy classes and small business technology classes. These classes include a free laptop and one year of free internet	Boston Metro, Northeast	Lynn, Boston	Members of Racial/Ethnic Minority Groups	Nonprofit	Workforce Development Organization, Community-Based Organization	Digital Literacy, Devices & Device Support	140 Union St, #203-205, Lynn, MA, 01901	info@latinosupportnetwork.org	Cardaliz Paez	cpaez@latinosupportnetwork.org	Regional (region within MA)
Lasr Services	consulting firm that offers software and computer training courses	Southeast	Swansea	General - All Covered Populations	Private	For-Profit Corporation or Business	Digital Literacy	NA	lreailly@lasrservices.com	NA	NA	Local
Lanesborough Public Library	NA	Berkshires	Lanesborough	Aging Individuals (60 and older), Residents of Rural Areas	Public	Library	Accessibility of Public Resources & Services, Devices & Device Support, Digital Literacy	83 North Main St Lanesborough, MA 01237	NA	Sheila Parks	library.director@lanesborough-ma.gov	Local
Lanesborough Council on Aging	The Lanesborough Councils on Aging (COA) is the community focal point for social and support services for older adults, families, and caregivers town. Their mission is to help develop local priorities, serve as advocates, and offer opportunities for older adults and their families to access programs, services, and activities.	Berkshires	Lanesborough	Aging Individuals (60 and older)	Public	Municipal Government	Devices & Device Support, Privacy & Cybersecurity, Digital Literacy, Accessibility of Public Resources & Services	Lanesborough Town Hall 83 North Main Street P.O. Box 1492 Lanesborough, MA 01237	lgayle@lanesborough-ma.gov	Lorna Gayle	lgayle@lanesborough-ma.gov	Local
Lancaster Cultural Council	NA	Central	Lancaster	Members of Racial/Ethnic Minority Groups, LGBTQIA+ Individuals, Youth	Public	Local or Regional Authority/Council	Affordability & Availability, Devices & Device Support	Prescott Building 701 Main Street, Suite 1 Second Floor Lancaster, MA 01523 United States	NA	Denise Hurley	https://www.ci.lancaster.ma.us/user/1273/contact	Local
Lancaster Council on Aging	NA	Central	Lancaster	Aging Individuals (60 and older)	Public	Local or Regional Authority/Council	Digital Literacy, Devices & Device Support	Lancaster Community Center 39 Harvard Road Lancaster, MA 01523 United States	NA	Caitlin Roy	No email, but phone number is 978-733-1249 opt 2	Local
Lakeville Public Library	Hotspot lending- people can checkout a hotspot for free for a week	Southeast	Lakeville	General - All Covered Populations	Public	Library	Affordability & Availability, Accessibility of Public	4 Precinct St, Lakeville, MA 02347	NA	Jayme Viveiros	jviveiros@lakevillema.gov	Local

Name	Description	Region	City/Town	Target Populations	Org Type	Org Category	Focus Areas	Address	Email	Contact	Contact Email	Scope
							Resources & Services, Digital Literacy, Privacy & Cybersecurity, Devices & Device Support					
La Alianza Hispana	Its goal is to empower individuals and strengthen the Latino community by leveraging partnerships to provide social, educational, and health services, and technology resources.	Boston Metro	NA	Members of Racial/Ethnic Minority Groups, Individuals with a Language Barrier (English learners or low-literacy), Immigrants/Refugees	Nonprofit	Community-Based Organization	Affordability & Availability	1000 Massachusetts Ave # 101, Boston, MA 02118	NA	Marisol Amaya	mamaya@laalianza.org	Regional (region within MA)
Kids in Tech Inc.	NA	Northeast	Lowell	Low-Income Households (<150% federal poverty level), Youth	Nonprofit	P-12 School	Digital Literacy	P.O. Box 9057 Lowell, MA 01853	info@kidsintech.org	Olu Ibrahim	info@kidsintech.org	Local
Jr. Tech	Jr. Tech programming is available statewide, though based on the Cape. Programming includes the Girls STEM Summit, which often incorporates elements of digital education and literacy for youth.	Cape Cod and Islands	NA	Youth	Nonprofit	Other Education Organization (not school)	Digital Literacy	NA	info@juniortech.org	Phyllis Russell	phyllis@juniortech.org	Statewide
Joshua Hyde Public Library (Sturbridge, MA)	- Features Computers, hotspots, & 24/7 wi-fi - Many challenges facing community: lack of knowledge on how to operate devices, internet connection and affordability, etc.	Central	Sturbridge	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Members of Religious Minority Groups, Women, Youth, LGBTQIA+ Individuals, LGBTQ+, Immigrants/Refugees	Public	Library	Affordability & Availability, Accessibility of Public Resources & Services, Devices & Device Support	306 Main Street Sturbridge, MA 01566	sturbridgejhpl@cwmars.org	Becky Plimpton	bplimpton@cwmars.org	Local
Jones Library	The Jones Library provides a variety of services addressing digital equity, including providing in-library access to technology and the internet, loanable wi-fi hotspots and devices, and drop-in and by-appointment technology support and	Connecticut River Valley	Amherst	Youth, Immigrants/Refugees, Individuals with a Language Barrier (English learners or low-literacy), Low-	Public	Library	Digital Literacy, Affordability & Availability, Devices & Device Support,	43 Amity Street, Amherst, MA	info@joneslibrary.org	Matthew Berube	berubem@joneslibrary.org	Local

Name	Description	Region	City	Covered Populations	Sector	Org Type	Focus Areas	Address	Email/Phone	Contact	Contact Email	Scope
	instruction. We also promote the Affordable Connectivity Program and other similar programs to our patrons.			Income Households (<150% federal poverty level), Aging Individuals (60 and older)			Accessibility of Public Resources & Services					
Jonathan Bourne Public Library	Services are not targeted for a specific covered population, though programs and resources are available for all.	Cape Cod and Islands	Bourne	General - All Covered Populations	Nonprofit	Library	Accessibility of Public Resources & Services	19 Sandwich Rd, Bourne, MA 02532	NA	Colleen Cunningham	ccunningham@bournelibrary.org	Local
Joe's Computer Services	Offers computer training, computer repair, and cybersecurity help	Southeast	North Attleborough	General - All Covered Populations	Private	For-Profit Corporation or Business	Digital Literacy, Devices & Device Support, Privacy & Cybersecurity	580 Kelley Boulevard Suite 4, North Attleboro, MA 02760	info@joescomputerservices.biz	NA	NA	Local
Jacob Edwards Library (Southbridge, MA)	- Lend hotspots - 5 computers available for public use - 24/7 wifi - Would like to be a destination for community members who lack stable internet access at home / during natural disasters	Central	Southbridge	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Women, LGBTQIA+ Individuals, Youth, LGBTQ+	Public	Library	Affordability & Availability, Devices & Device Support, Accessibility of Public Resources & Services	236 Main Street Southbridge, MA 01550	refjel@cwmars.org	Margaret Morrissey	mmorriss@cwmars.org	Local
inConcert Web Solutions Inc	They support small business owners.	Central	Gardner	General - All Covered Populations	Private	Internet Service Provider, Workforce Development Organization	Digital Literacy, Privacy & Cybersecurity, Devices & Device Support	55 Lake Street " Suite 210 Gardner, Massachusetts 01440	Phone Number: 978-632-5300	NA	NA	Local
Immigrants Assistance Center	Provides workforce readiness training, including computer and software training	Southeast	New Bedford	Individuals with a Language Barrier (English learners or low-literacy), Immigrants/Refugees	Nonprofit	Other	Digital Literacy	58 Crapo Street New Bedford, MA 02740	NA	Helena DaSilva Hughes	NA	Regional (region within MA)
Immigrant Learning Center	have one full-time position for digital literacy classes open from January 2023. The ESOL Digital Literacy Instructor is responsible for carrying out The Immigrant Learning Centers Digital Literacy Program in coordination with other teachers and administrative staff.	Boston Metro	Malden	Low-Income Households (<150% federal poverty level), Immigrants/Refugees	Nonprofit	Community-Based Organization	Digital Literacy	https://www.ilctr.org/esol-el-ml-resources/	https://www.ilctr.org/about/	Vincent Rivers, Executive Director	NA	Regional (region within MA)

Iglesia Pea de Horeb	NA	Northeast	Saugus	Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups	Other	Community-Based Organization, Other	Devices & Device Support, Digital Literacy	480 Lincoln Ave, Saugus, Massachusetts 01906	churchpenadehoreb1@gmail.com	NA	NA	Local
Hyannis Public Library	NA	Cape Cod and Islands	NA	Low-Income Households (<150% federal poverty level), Incarcerated Individuals (in non-Federal facilities), Immigrants/Refugees, Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Members of Religious Minority Groups, Women, Youth, LGBTQIA+ Individuals, Residents of Rural Areas	Nonprofit	Library	Accessibility of Public Resources & Services, Affordability & Availability, Digital Literacy, Devices & Device Support	401 Main Street, Hyannis MA 02601	hpl_mail@clamsnet.org	Antonia Stephens	astephens@clamsnet.org	Regional (region within MA)
Hubbardston Public Library	They offer devices other than laptops as well (Kindle Fires and Tablet)	Central	Hubbardston	Youth, Low-Income Households (<150% federal poverty level)	Public	Library	Devices & Device Support	7 Main Street, Unit 8 - Hubbardston, MA 01452	http://www.hubbardstonpubliclibrary.org/contact.asp	Chris Barbera	978-928-4775	Local
Hubbard Memorial Library	NA	Connecticut River Valley	Ludlow	Low-Income Households (<150% federal poverty level), Incarcerated Individuals (in non-Federal facilities), Veterans, Aging Individuals (60 and older), Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Residents of Rural	Public	Library	Accessibility of Public Resources & Services, Devices & Device Support, Digital Literacy	24 Center St., Ludlow MA 01056	library@ludlow.ma.us	Olivia Eberli	oeberli@cwmars.org	Local

			Areas, Members of Religious Minority Groups, Women, LGBTQIA+ Individuals, Youth, Immigrants/Refugees								
Home PC Help Desk	Offers a variety of services, including one on one computer training	Southeast	Westport	General - All Covered Populations	Private	For-Profit Corporation or Business	Digital Literacy	PO Box 1312 Westport MA 02790	NA	NA	NA	Regional (region within MA)
Holyoke Community College	Baystate MBI Partnership Grant Sub-recipient. While supplies last, HCC library offers the loan of Chromebooks, laptops, hotspots, and/or calculators to our registered students.	Connecticut River Valley	NA	Low-Income Households (<150% federal poverty level)	Public	Institution of Higher Education	Affordability & Availability, Digital Literacy	303 Homestead Ave., Holyoke, MA 01040	onlineprograms @hcc.edu	NA	NA	Regional (region within MA)
Holyoke CC	NA	Connecticut River Valley	NA	Low-Income Households (<150% federal poverty level), Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups	NA	NA	NA	NA	NA	NA	NA	NA
Hinsdale Public Library	Free public wifi, computer access	Berkshires	Hinsdale	Low-Income Households (<150% federal poverty level), Veterans, Individuals with a Language Barrier (English learners or low-literacy), Individuals with Disabilities, Women, Members of Religious Minority Groups, Residents of Rural Areas	Public	Library	Affordability & Availability	58 Maple Street Hinsdale MA 01235	hinsdalelibraryma@gmail.com	Mae Afriam	hinsdalelibraryma@gmail.com	Local
Hillcrest Educational Foundations	NA	Berkshires	Adams, Becket, Chesire, Dalton, Lee, Pittsfield, Lenox, Great Barrington, Stockbridge, West Stockbridge	Low-Income Households (<150% federal poverty level), Youth, Individuals with Disabilities	Nonprofit	Other Education Organization (not school)	Digital Literacy, Affordability & Availability	788 South St. Pittsfield, MA 01201	tgidarakos@hillcrestec.org	Shaun Cusson	shaunc@hillcrestec.org	Regional (region within MA)
Healthy Aging Martha's Vineyard	HAMV is a planning, advocacy, and community-building organization dedicated to creating an aging-friendly Island since 2013. Our mission is to ensure	Cape Cod and Islands	Aquinnah, Chilmark, Edgartown, Oak	Aging Individuals (60 and older)	Nonprofit	Community-Based Organization	Digital Literacy, Accessibility of Public Resources & Services	NA	NA	Cindy Trish, Executive Director	ctrish@hamv.org	County

	we have the infrastructure and services in place to serve our growing Older Adult population. Today 1 in 3 of our Islanders are 65+.		Bluffs, Tisbury, West Tisbury								
HAWC	HAWC provides free services to abuse victims. HAWC serves 23 cities on Massachusetts North Shore from Salem, Gloucester, and Lynn locations.	Northeast	Gloucester, Lynn, Salem	General - All Covered Populations	Nonprofit	Community-Based Organization	Devices & Device Support	27 Congress Street Salem, MA 01970	NA	NA	NA	Regional (region within MA)
Haverhill Promise	We're a cross-sector collaboration between schools, non-profits, teachers, parents, health entities, early education providers, and businesses that are interested in playing a role in ensuring that all Haverhill students have the tools necessary to achieve grade level reading by the end of the 3rd grade.	Northeast	Haverhill	Youth	Nonprofit	Other Education Organization (not school)	Devices & Device Support	NA	NA	Jessica Kallin	Jessica.Kallin@haverhill-ps.org	Local
Haven Project	The Haven Project is well known as a key advocate and provider of unique and age-appropriate services to homeless young adults on the North Shore. It continues to grow in the number of clients assisted and programs are expanding to meet the growing and complex needs of the homeless young adult population. Our main Client Services Center is located in downtown Lynn adjacent to Central Square Station " a transportation hub. At our service center, we evaluate individual situations and provide a space for the youth to get off the street and recover. We provide meals and unrestricted access to a food pantry. We offer basic needs items including clothing, backpacks, and hygiene items, access to a shower and laundry on-site, and emergency funds. We also help clients access health care, emergency phones, food stamps, and provide IDs.	Northeast	Lynn	Low-Income Households (<150% federal poverty level), Youth, LGBTQIA+ Individuals, Women	Nonprofit	Community-Based Organization, Housing Organization, Other Education Organization (not school)	Devices & Device Support	57 Munroe St, Lynn, MA 01901	office@havenproject.net	NA	NA	Regional (region within MA)
Harvard Street Neighborhood Health Center, Incorporate	The Harvard Street Neighborhood Health Center's current project is to facilitate telehealth access in Dorchester, Mattapan, and Roxbury by providing the equipment and training residents need to engage. The project seeks to provide cell phones and entry-level laptops for participants alongside technology training and a mobile application to overcome language, cultural, and age-related barriers	Boston Metro	NA	Aging Individuals (60 and older), Individuals with a Language Barrier (English learners or low-literacy)	Public	Health Clinic/Center	Affordability & Availability, Devices & Device Support, Digital Literacy	632 Blue Hill Avenue, Dorchester, MA 02121	NA	Charles Murphy	charles.murphy@harvardstreet.org	Local
Harvard Cable TV	It would be good to reach out to them about promoting their volunteering opportunities to low-income youth especially so they can learn how to use the	Central	Harvard	Youth, Low-Income Households (<150% federal poverty level)	Public	Local or Regional Authority/Council, Municipal Government	Accessibility of Public Resources & Services, Digital Literacy	14 Massachusetts Ave. Harvard, MA 01451	contact@harvardcabletv.com	NA	NA	Local

Name	Description	Region	Coverage	Covered Populations	Type	Organization Type	Focus Areas	Address	Email	Contact	Contact Email	Scope
	technology as well experiencing what it's like to work with cable access.											
Hampden County Continuum of Care Coalition	Baystate MBI Partnership Grant Sub-recipient. The Springfield-Hampden County Continuum of Care (CoC) is a network of municipalities, organizations, community residents, and businesses that coordinate initiatives with the primary goal of ending homelessness in our community. The Springfield Hampden County CoC covers all cities and towns within Hampden County Massachusetts. The City of Springfield, through the Office of Housing, serves as its lead.	Connecticut River Valley	Springfield	Low-Income Households (<150% federal poverty level)	Public	Housing Organization, Municipal Government	Affordability & Availability, Digital Literacy	1600 East Columbus Ave. 1st Floor Springfield, MA 01103	NA	Gerry McCafferty	gmccafferty@springfieldcityhall.com	Regional (region within MA)
Haitian Community Partners Foundation	HCPS, since its establishment, has been dedicated to providing social services to a diverse population in the Greater Brockton area. This has been made possible through the efforts of a committed network of Haitian and American professionals and volunteers. Acting as a crucial intermediary between the broader community and the rapidly growing linguistic minority in Brockton, HCPS has worked in collaboration with various organizations and leaders, including the Brockton Mayor's Office, HarborOne, YMCA, Brockton Career Center, and faith-based leaders. Together, they have mobilized community members, increased awareness, and bridged gaps in existing services. MBI Outreach & Engagement Awardee	Southeast	Brockton, Abington, Avon, Bridgewater, East Bridgewater, Easton, Hanson, Stoughton, West Bridgewater, Whitman	Immigrants/Refugees, Members of Religious Minority Groups, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Low-Income Households (<150% federal poverty level), Women, LGBTQIA+ Individuals	Nonprofit	Community-Based Organization, Other Education Organization (not school)	Digital Literacy, Accessibility of Public Resources & Services	71 Legion Parkway suite 22 Brockton MA 02301	NA	Marline Amedee	mamarline@gmail.com	Local
Ground Work Lawrence	Groundwork Lawrence (GWL) has been making change happen since its beginnings in 1999. Through its environmental and open space improvements, healthy food access programs, youth education, employment initiatives, community programming and events, GWL creates the building blocks of a healthy community, and empowers residents to improve their quality of life.	Northeast	Lawrence	General - All Covered Populations	Nonprofit	Community-Based Organization	Devices & Device Support	50 Island St #101, Lawrence, MA 01840	NA	Lesly Melendez, Executive Director	lmelendez@groundworklawrence.org	Local
Groton's Woman's Club	One of their main actions is fundraising, which could help raise money for more affordable devices for school-going kids.	Connecticut River Valley	Groton	Youth, Women	Philanthropic	Foundation/Philanthropic Organization	Affordability & Availability	Groton Womans Club P.O. Box 798 Groton, MA 01450	womansclubgrotonma@gmail.com	Cindy Boyle	womansclubgrotonma@gmail.com	Local
Groton Digital Equity & Inclusion Committee	This committee is willing to meet with other stakeholders to "to identify areas that need to be evaluated to determine if they are still appropriate in today's culture.	Central	Groton	Low-Income Households (<150% federal poverty level), Aging	Public	Municipal Government,	Affordability & Availability	173 Main St. Groton, MA 01450	selectboard@grotonma.gov	NA	NA	Local

			Individuals (60 and older), Individuals with Disabilities, Women, LGBTQIA+ Individuals, Members of Racial/Ethnic Minority Groups		Local or Regional Authority/Council						
	The committee will provide observations and give recommendations to the Select Board and suggest ideas to help to educate the citizens of Groton and make it a more welcoming community."											
Greenfield Community College	Baystate MBI Partnership Grant Sub-recipient. Computer Basics for Seniors; Technology access at campus library	Connecticut River Valley	NA	General - All Covered Populations	Public	Institution of Higher Education	Affordability & Availability, Digital Literacy, Devices & Device Support	One College Drive Greenfield, MA 01301	NA	Judy Raper	raperj@gcc.mass.edu	County
Greater Worcester Community Foundation	NA	Central	NA	Low-Income Households (<150% federal poverty level)	NA	NA	NA	NA	NA	NA	NA	NA
Greater New Bedford Workforce Investment Board	NA	Southeast	NA	Low-Income Households (<150% federal poverty level)	NA	NA	NA	NA	NA	NA	NA	NA
Greater New Bedford Community Health Center	TGH MBI Partnership Grant Sub-recipient.	Southeast	New Bedford, Wareham, Dartmouth, Acushnet, Fairhaven, Freetown, Lakeville, Marion, Mattapoisett, Rochester	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Youth, Women, Members of Racial/Ethnic Minority Groups, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy)	Public	Health Clinic/Center	Devices & Device Support, Digital Literacy	874 Purchase St, New Bedford, MA 02740	NA	NA	NA	Regional (region within MA)
Greater Lawrence Community Action Council, Inc.	Our mission in the Workforce Development & Adult Learning Program at Greater Lawrence Community Action Council is to provide our students from all over our community a high-quality training and guidance in order to acquire useful skills and knowledge, gain access to new opportunities, and achieve economic self-sufficiency.	Northeast	Lawrence, North Andover, Methuen, Haverhill, Boxford, Andover	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Youth	Nonprofit	Non-Profit Organization	Digital Literacy	305 Essex St. 3rd Floor Lawrence, MA 01840	workforce@glcac.org	NA	NA	Regional (region within MA)
Grafton Public Library	NA	Central	Grafton	General - All Covered Populations	Public	Library	Affordability & Availability	35 Grafton Common Grafton, MA 01519	info@graftonlibrary.org	NA	NA	Hyperlocal (e.g., a specific school or library)
Grafton Council on Aging	NA	Central	Grafton	Aging Individuals (60 and older)	Public	Local or Regional Authority/Council	Devices & Device Support, Affordability & Availability	30 Providence Road Grafton, MA 01519	NA	Shannon Smith	smiths@grafton-ma.gov	Hyperlocal (e.g., a specific school or library)

Name	Description	Region	Municipality	Population Focus	Type	Organization Type	Focus Areas	Address	Phone	Contact	Email	Scope
Gladys E. Kelly Public Library (Webster, MA)	No particular population focus Resources - Wi-fi - Computers - Hotspots - Tech help	Central	Webster	General - All Covered Populations	Public	Library	Affordability & Availability, Accessibility of Public Resources & Services, Devices & Device Support	2 Lake Street Webster, MA 01570	NA	Sondra Murphy	smurphy@cwmars.org	Local
Gilbert Albert Community Center, Inc.	GACC is an educational faith-based organization that support the most vulnerable population in Dorchester, including immigrant, refugee, new-comer and asylee. The organization provides them with basic digital education, English as a second language, health awareness, we partner with twenty local organizations to provide job search, career coach and cultural arts practice.	Boston Metro	Boston	Immigrants/Refugees, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Low-Income Households (<150% federal poverty level)	Other	Other Education Organization (not school)	Digital Literacy	155 Washington Street Dorchester MA 02121	NA	Nicole Albert	lanycole9@gmail.com	Local
Gardner Public Schools	This is specifically for the Homeless Education Procedure. They offer career and technical education services comparable to the other students in the school in order to make sure the homeless students are able to also have equal education. https://www.gardnerk12.org/DocumentCenter/View/3833/Homeless-Education-Procedures	Central	Gardner	Low-Income Households (<150% federal poverty level), Youth	Public	P-12 School	Digital Literacy, Accessibility of Public Resources & Services	160 Elm Street Gardner, MA 01440	tel: 978-632-1000	Mark J. Pellegrino	NA	County
Gadgets Made EaZy	https://www.gadgetsmadeeazy.com/	Cape Cod and Islands	NA	General - All Covered Populations	Private	For-Profit Corporation or Business	Devices & Device Support, Digital Literacy	205 Worcester Ct Ste A5, Falmouth, MA 02540	NA	Sarah Canning	sarah@gadgetsmadeeazy.com	NA
GAAMHA	NA	Central	Gardner, Fitchburg, Leominster, Athol, Winchendon, Orange, Ashburnham, Westminster, Templeton, Hubbardston, Lunenburg	Individuals with Disabilities	Nonprofit	Community-Based Organization, Foundation/Philanthropic Organization	Digital Literacy, Affordability & Availability	208 COLEMAN STREET GARDNER, MA 01440	No email, but phone number is 978-632-0934	NA	NA	Regional (region within MA)
Freetown Lakeville Regional School District	Prioritizes technology skills and digital literacy in their district technology plan	Southeast	Freetown, Lakeville	Youth	Academic	P-12 School	Digital Literacy	NA	NA	NA	NA	Local
Franklin Regional Council of Governments	The FRCOG is a pre-qualified consultant to do Municipal Digital Equity Planning work in Franklin County.	Connecticut River Valley	NA	Residents of Rural Areas	Public	Regional Planning Council, MA State Government	Accessibility of Public Resources & Services, Affordability & Availability	12 Olive Street, Suite 2 Greenfield, Massachusetts 01301	info@frcog.org	Jessica Atwood	jatwood@frcog.org	Regional (region within MA)

Organization	Description	Region	Town	Covered Populations	Type	Org Type	Focus Areas	Address	Email	Contact	Contact Email	Scope
FQHC Telehealth	NA	Berkshires, Cape Cod and Islands, Central, Boston Metro, Northeast, Connecticut River Valley, Southeast	NA	General - All Covered Populations	NA	NA	NA	NA	NA	NA	NA	NA
Found in Translation	Found in Translation's current project is to support students and alumni in Dorchesters Found in Translation program by providing the equipment and technology literacy training necessary to partake in a medical interpreting certificate training course and in the interpreting profession more generally.	Boston Metro	NA	Women, Individuals with a Language Barrier (English learners or low-literacy), Low-Income Households (<150% federal poverty level)	Nonprofit	NA	Devices & Device Support, Digital Literacy	1532B Dorchester Ave, Boston, MA 02122	info@found-in-translation.org	Abigail Setterholm	abigail@found-in-translation.org	Regional (region within MA)
Fobes Memorial Library (Oakham, MA)	NA	Central	Oakham	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Residents of Rural Areas, Members of Religious Minority Groups, Women, LGBTQIA+ Individuals, Youth, Immigrants/Refugees, LGBTQ+	Public	Library	Affordability & Availability, Accessibility of Public Resources & Services, Devices & Device Support	4 Maple Street #9 Oakham, MA 01068	fobeslibrary@gmail.com	NA	NA	Local
Florida Free Library	NA	Berkshires	Florida	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Residents of Rural Areas, Youth	Public	Library	Devices & Device Support, Digital Literacy, Accessibility of Public Resources & Services	56 North County Road Florida, MA 01247-9614	director@floridafreelibrary.com	NA	NA	Local
Florida Council on Aging	NA	Berkshires	Florida	Aging Individuals (60 and older)	Public	Municipal Government	Devices & Device Support, Privacy & Cybersecurity, Digital Literacy, Accessibility of	379 Mohawk Trail, Drury, MA 01343	Flaseniors.flamass@gmail.com	NA	NA	Local

						Public Resources & Services					
Fitchburg Public School	Community Resources: https://getatstuff.massmatch.org/welcome.aspx	Boston Metro, Berkshires, Connecticut River Valley, Northeast, Central, Cape Cod and Islands, Southeast	Fitchburg	Youth	Public	P-12 School	Affordability & Availability	376 South Street Fitchburg, Massachusetts 01420	fpsquestions@fitchburg.k12.ma.us	Jonathan Thompson	NA	Statewide
Family Services of Merrimack Valley	NA	Northeast	NA	Low-Income Households (<150% federal poverty level)	Nonprofit	Health Clinic/Center, Community-Based Organization	Devices & Device Support	430 N Canal St, Lawrence, MA 01840	info@fsmv.org	NA	NA	Regional (region within MA)
FalmouthNet	FalmouthNet is working to bring fast, reliable, and affordable Internet access to the Falmouth community.	Cape Cod and Islands	Falmouth	General - All Covered Populations	Other	NA	Affordability & Availability	NA	NA	David Isenberg	info@falmouthnet.org	Local
Falmouth Public Libraries	Services are not targeted for a specific covered population, though programs and resources are available for all.	Cape Cod and Islands	Falmouth	General - All Covered Populations	Public	Library	Accessibility of Public Resources & Services, Devices & Device Support	Various locations	NA	Brian Stokes	bstokes@falmouthpubliclibrary.org	Local
Fall River Public Library	People can make an appointment with a librarian to get tech help	Southeast	Fall River	General - All Covered Populations	Public	Library	Devices & Device Support	104 N Main St, Fall River, MA 02720	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
Fall River Housing Authority	Offers an adult education program, which includes computer literacy	Southeast	Fall River	Low-Income Households (<150% federal poverty level)	Public	Local or Regional Authority/Council	Digital Literacy	85 Morgan St, Fall River, MA 02722	NA	NA	NA	Local
Fairhaven Council on Aging	Using grant funding, Fairhaven COA plants to purchase new laptop and set up a tech support program	Southeast	Fairhaven	Aging Individuals (60 and older)	Nonprofit	NA	Devices & Device Support	229 Huttleston Ave, Fairhaven, MA 02719	NA	NA	NA	Local
Fairhaven Council on Aging	Offers computer classes for seniors	Southeast	Fairhaven	Aging Individuals (60 and older)	Public	Local or Regional Authority/Council	Digital Literacy	229 Huttleston Ave, Fairhaven, MA 02719	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
Essex County Habitat for Humanity	Essex County Habitat for Humanity brings people together to build affordable homes, strengthen families and communities, and foster hope.	Northeast	NA	Low-Income Households (<150% federal poverty level)	Nonprofit	Housing Organization	Devices & Device Support	Lawrence ReStore 647 Andover St. Lawrence, MA 01840	NA	Meegan ONeil, Executive Director	meegan@essexcountyhabitat.org	County
Essex County Digital Equity Coalition	The ECCF serves as a hub to convene the Essex County DE Coalition.	Northeast	NA	General - All Covered Populations	Other	Digital Equity Coalition	Affordability & Availability, Accessibility of Public Resources & Services	175 Andover Street, Suite 101 Danvers, Massachusetts 01923	info@eccf.org	Kate Machet, Director of Strategic Initiatives	k.machet@eccf.org	County

Essex County Community Foundation	Interactive Map | Essex County Community Foundation (eccf.org)	Northeast	Gloucester	Low-Income Households (<150% federal poverty level), Residents of Rural Areas, Members of Racial/Ethnic Minority Groups	Philanthropic	Foundation/Philanthropic Organization	Affordability & Availability, Accessibility of Public Resources & Services, Digital Literacy	175 Andover Street, Suite 101 Danvers, Massachusetts 01923	info@eccf.org	Beth Francis - president	b.francis@eccf.org	Regional (region within MA)
Essex County Community Foundation	ACP Ambassador program in Haverhill, digital equity challenges, expanding broadband access with free Wi-Fi in community-based centers, including YMCAs, Boys and Girls clubs, homeless shelters, and food pantries, neighborhood Wi-Fi, building networks in the Point Neighborhood in Salem (partnered with North Shore CDC) and in Lawrence (partnered with Lawrence Community Works.), countywide digital literacy program with Tech Goes Home.	Northeast	NA	Members of Racial/Ethnic Minority Groups, Low-Income Households (<150% federal poverty level), Youth	Philanthropic	Foundation/Philanthropic Organization	Affordability & Availability, Accessibility of Public Resources & Services, Digital Literacy, Devices & Device Support	175 Andover St Suite 101, Danvers, MA	NA	NA	NA	County
Essex County Community Foundation	NA	Northeast	NA	Members of Racial/Ethnic Minority Groups, Individuals with a Language Barrier (English learners or low-literacy), Aging Individuals (60 and older), Incarcerated Individuals (in non-Federal facilities), LGBTQ+, Veterans, Low-Income Households (<150% federal poverty level)	NA	NA	NA	NA	NA	NA	NA	NA
Esperanza Academy	At Esperanza Academy, we are fortunate to serve our students, their families, and the community of Lawrence. We are a tuition-free independent school because we believe that everyone deserves the right to high-quality independent school education. Our school is a revolutionary antidote to racism; we, as an academic community, emphasize racial and cultural identity affirmation, love of community, and restorative justice. By creating a culture of achievement in which academic success and self-discovery are paramount, we protect and nurture the innate confidence that each of our girls possesses. We accomplish this by being a restorative justice school that believes that relationships must come first. We believe that it is critical to center the lived	Northeast	Lawrence	Youth, Women, Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups	Nonprofit	Other Education Organization (not school)	Devices & Device Support	198 Garden St, Lawrence, MA 01840	info@esperanzaacademy.org	NA	NA	Local

	experiences and cultural backgrounds of our families and to create a program that honors each of our students and the depth of beauty in their cultural and ethnic backgrounds. Above all, we know the systemic barriers that our students will face, so collectively, we work every day to create the world they wish to see. The magnitude of positive ripple effects on local, national, and global communities when investments in girls and women occur, is breathtaking. We believe in the amazing power of our girls and we welcome you to join us in witnessing their brilliance.										
Erving Public Library	NA	Connecticut River Valley	Erving	Aging Individuals (60 and older), Individuals with Disabilities, Residents of Rural Areas	Public	Library	Accessibility of Public Resources & Services, Digital Literacy	2 Care Drive, Erving, MA 01344	library@erving-ma.gov	Abigail Baines	abigail.baines@erving-ma.gov	County
English for New Bostonians	English for New Bostonians (ENB) serves immigrant communities in Greater Boston through 20 community-based sites located in neighborhoods across the City of Boston and workplace English programs conducted in partnership with employers located in Chelsea, Somerville, Burlington, Dedham, and Framingham. ENB envisions a city and a Commonwealth in which adult immigrants have an open door to economic pathways, resources and community life by learning English. This vision goes hand in hand with advancing digital equity as immigrants are not able to fully participate in the workforce or engage in civic life without digital inclusion and digital education. In recognition of this, nearly all ENB-supported ESOL classes include a focus on digital literacy and tech skills, and many classes are conducted virtually or hybrid. ENBs coaching model is student-led. Students meet one-on-one with a coach to articulate their needs and goals and develop an Education and Career Goals Plan. This Plan guides the work each student does with her/his coach, as well as beyond their ENB experience. As an example of ENB response to student English and digital literacy needs in a changing environment, when Boston shut down in March 2020, ENBs Program Manager held calls with each of ENBs 20 grantees about transition to online learning. She and our Training/Technical Assistance Coordinator assisted ESOL staff	Boston Metro	Boston, Chelsea, Burlington, Dedham, Framingham, Somerville	Individuals with a Language Barrier (English learners or low-literacy), Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups, Youth, Immigrants/Refugees, Members of Religious Minority Groups	Nonprofit	Community-Based Organization, Other Education Organization (not school), Workforce Development Organization	Affordability & Availability, Digital Literacy, Devices & Device Support	185 Devonshire St., Suite 700 Boston, MA 02110	NA	Carly Burton	cburton@englishfornewbostonians.org	Local

Organization	Description	Region	Municipalities	Covered Populations	Type	Org Type	Services	Address	Email	Contact	Contact Email	Scope
	to adapt strategies and help students keep their families safe while learning English and tech skills and adjusting to employment realities. ENB staff surveyed all programs to determine tech needs and coordinated supply of Chromebooks, Zoom accounts, and hotspots for students and teachers. Overall, 41 of 42 classes across 20 programs were up and running shortly after shutdown. That year, we also conducted student and teacher surveys to compile the report Immigrants Unmute: Voices from Bostons Adult ESOL Pandemic Response, ⬜ (Fall 2020). MBI Outreach & Engagement Awardee											
English for New Bostonians	NA	Berkshires, Cape Cod and Islands, Central, Boston Metro, Northeast, Connecticut River Valley, Southeast	NA	Individuals with a Language Barrier (English learners or low-literacy)	NA	NA	NA	NA	NA	NA	NA	NA
Emmaus, Inc.	We help people facing homelessness rebuild their lives and reach their fullest potential by providing shelter, housing, and supportive services.	Northeast	Haverhill	Low-Income Households (<150% federal poverty level)	Nonprofit	Housing Organization, Community-Based Organization	Devices & Device Support	127 How Street, Haverhill MA 01830	NA	NA	NA	Local
Elizabeth Taber Library	Offers free tech help	Southeast	Marion	General - All Covered Populations	Public	Library	Devices & Device Support	8 Spring St, Marion, MA 02738	NA	Elizabeth Sherry	esherry@sailsinc.org	Hyperlocal (e.g., a specific school or library)
Electrical Contractors Association of Greater Boston: NECA Boston Chapter	NA	Boston Metro	NA	General - All Covered Populations	NA	NA	NA	NA	NA	NA	NA	NA
Elder Services of Worcester Area, Inc.	NA	Central	Worcester, Auburn, Barre, Boyston, Holden, Shrewsbury, Grafton, New Braintree, Oakham, West Boylston, Rutland, Paxton, Leicester, Millbury, Hardwick	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Individuals with Disabilities, Members of Racial/Ethnic Minority Groups, Individuals with a Language Barrier (English learners or low-literacy), Residents of Rural	Nonprofit	Community-Based Organization	Affordability & Availability, Devices & Device Support	67 Millbrook Street Suite 100	irinfo@eswa.org	Ashley Gibbons	agibbons@eswa.org	County

				Areas, Women, LGBTQIA+ Individuals, Immigrants/Refugees, Veterans								
Elder Services of the Worcester Area	MHAC MBI Partnership Grant Sub-recipient.	Central	Barre, Hardwick, New Braintree, Oakham, Rutland, Paxton, Holden, West Boylston, Boyston, Worcester, Leicester, Auburn, Millbury, Shrewsbury, Grafton	Aging Individuals (60 and older), Individuals with Disabilities	Nonprofit	Community-Based Organization	Digital Literacy, Devices & Device Support	67 Millbrook Street | Worcester, MA 01606	NA	Katherine Hudson, Director of Programs	khudson@eswa.org	Regional (region within MA)
Elder Services	NA	Berkshires	NA	General - All Covered Populations	Nonprofit	Community-Based Organization	Digital Literacy	877 South Street, Pittsfield MA	kphillips@esbci.org	NA	NA	Regional (region within MA)
Egremont Free Library	NA	Berkshires	Egremont	Residents of Rural Areas	Public	Library	Digital Literacy	1 Buttonball Lane, So. Egremont. MA 01258	EGRLibrary@egremont-ma.gov	NA	NA	Local
EforAll Cape Cod	E for All provide digital literacy support for those enrolled in their Business Accelerator and other programs.	Cape Cod and Islands	NA	Residents of Rural Areas, Women, Immigrants/Refugees	Nonprofit	Workforce Development Organization	Digital Literacy	NA	info@eforall.org	Christin Marshall	christin@eforall.org	Regional (region within MA)
Edgartown Public Library	Free WiFi is accessible throughout the building, on the library grounds, and in both parking lots - available 24 hours a day, seven days a week. Chromebook laptops are available to check out for two-week loans. The library currently has five (5) public access computers that are available for a one (1) hour session on a first-come, first-served basis. Sign up for a one-on-one session with our tech savvy library staff, and upgrade your tech literacy. You can learn how to access e-books, audio books, language learning software, and streaming movies, all with the power of your library card, all for free.	Cape Cod and Islands	Edgartown	General - All Covered Populations	Public	Library	Affordability & Availability, Digital Literacy, Devices & Device Support	26 West Tisbury Road Edgartown, MA 02539	info@edgartownlibrary.org	Lisa Horton Sherman, Director	NA	Local
Eastham Public Library	Services are not targeted for a specific covered population, though programs and resources are available for all.	Cape Cod and Islands	Eastham	General - All Covered Populations	Nonprofit	Library	Devices & Device Support, Accessibility of Public Resources & Services	190 Samoset Rd #3145, Eastham, MA 02642	NA	Melanie McKenzie	mmckenzie@clamsnet.org	Local
East Boston Community Council	The EBCC's current project is to support English Language Learning (ELL) students and their families by providing internet	Boston Metro	NA	Immigrants/Refugees	Nonprofit	Community-Based Organization	Digital Literacy, Devices & Device Support, Affordability & Availability	282 Meridian St 2nd fl, East Boston, MA 02128	administration@ebecc.org	Frank Ramirez	framirez@ebecc.org	Regional (region within MA)

	services at home and internet training, along with tablets for students in need.										
Dukes County Sheriff's Office	NA	Cape Cod and Islands	Aquinnah, Chilmark, West Tisbury, Tisbury, Oak Bluffs, Edgartown, Gosnold	General - All Covered Populations	Public	Public Safety Entity	Privacy & Cybersecurity, Accessibility of Public Resources & Services	9 Flight Path, West Tisbury MA	NA	Cpt. Anthony Gould	agould@dcsoma.org	County
Duffy Health Center	NA	Cape Cod and Islands	NA	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Women, Immigrants/Refugees, Members of Racial/Ethnic Minority Groups	Nonprofit	Health Clinic/Center	Digital Literacy, Devices & Device Support	94 Main St, Hyannis, MA 02601	NA	Sara Grambach	sgrambach@duffyhealthcenter.org	County
Douglas Adult Social Center	NA	Central	Douglas	Aging Individuals (60 and older)	Public	Local or Regional Authority/Council	Digital Literacy, Devices & Device Support	NA	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
Diman Regional Vocational Tech High School	12 hour computers for beginners course through their continuing education program	Southeast	Fall River	General - All Covered Populations	Academic	P-12 School	Digital Literacy	251 Stonehaven Road, Fall River, MA 02723	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
Dighton Public Library	free public wifi	Southeast	Dighton	General - All Covered Populations	Public	Library	Affordability & Availability	979 Somerset Ave, Dighton, MA 02715	NA	Jocelyn Tavares	jtavares@sailsinc.org	Hyperlocal (e.g., a specific school or library)
Dighton Council on Aging	Offers computer and technology classes/support	Southeast	Dighton	Aging Individuals (60 and older)	Public	Local or Regional Authority/Council	Digital Literacy, Devices & Device Support	1059 Somerset Ave, Dighton, MA 02715	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
Dickinson Memorial Library in Northfield, MA - public library	We provide free wifi access, inside and outside the building. Access to hotspots for check out for people to use at home, access to public computers, tech support on those library devices and on people's own devices, and general help navigating and understanding tech and the internet.	Connecticut River Valley	Northfield	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Individuals with Disabilities, Residents of Rural Areas, Women, Youth, LGBTQIA+ Individuals, Immigrants/Refugees, Individuals with a Language Barrier (English learners or	Public	Library	Affordability & Availability	115 Main St, Northfield MA	dmemlib@gmail.com	Misha Storm	northfielddirector@cwmars.org	Local

			low-literacy), Veterans									
Department of Transitional Assistance	work programs- Provides workforce training, including computer skills training	Southeast	NA	Low-Income Households (<150% federal poverty level)	Public	MA State Government	NA	multiple locations	NA	NA	NA	Statewide
Dennis Public Library	Services are not targeted for a specific covered population, though programs and resources are available for all.	Cape Cod and Islands	Dennis	General - All Covered Populations	Nonprofit	Library	Devices & Device Support, Accessibility of Public Resources & Services	5 Hall Street, Dennis Port	NA	Cindy Cullen	ccullen@town.dennis.ma.us	Local
Dennis Center for Active Living	Dennis Center for Active Living is committed to furthering programs to advance digital equity for senior population.	Cape Cod and Islands	Dennis	Aging Individuals (60 and older)	Public	Municipal Government	NA	NA	NA	Brenda Vazquez	bvazquez@town.dennis.ma.us	Local
David & Joyce Milne Public Library	NA	Berkshires	NA	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Members of Racial/Ethnic Minority Groups, Residents of Rural Areas	Public	Library	Devices & Device Support, Accessibility of Public Resources & Services, Affordability & Availability	1095 Main St.	milnelibrary@williamstownma.gov	Pat McLeod	pmcleod@williamstownma.gov	Regional (region within MA)
Dartmouth Public Schools	All high schoolers and some middle schoolers are provided with laptops	Southeast	Dartmouth	Youth	Academic	P-12 School	Devices & Device Support	NA	NA	NA	NA	Local
Dartmouth Public Library	'- Niche academy- offers online courses on computer skills - free public wifi - hotspot lending- people can borrow hotspots for up to two weeks - list of books to help with digital/computer literacy skills (https://www.town.dartmouth.ma.us/DocumentCenter/View/1332/Library-Books-About-Computers-PDF?bidId=)	Southeast	Dartmouth	General - All Covered Populations	Public	Library	Digital Literacy, Affordability & Availability	211 Cross Rd, North Dartmouth, MA 02747	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
Dartmouth Council on Aging	Offers computer classes for seniors	Southeast	Dartmouth	Aging Individuals (60 and older)	Public	Local or Regional Authority/Council	Digital Literacy	48 Lakeview St, Carver, MA 02330	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
Dalton Free Public Library	Right now we are available at any time to help any one who needs help with any of their personal devices or our public computers. Primarily it is our older patrons but it is certainly not limited to them. Assistance can be logging onto a personal device, printing a document, navigating the internet, filling out and submission of online forms, etc.	Berkshires	Dalton	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Residents of Rural Areas, Youth	Public	Library	Devices & Device Support, Accessibility of Public Resources & Services, Digital Literacy, Privacy & Cybersecurity, Affordability & Availability	462 Main Street, Dalton, MA 01226	dalton@cwmars.org	Kimberly Gwilt	kgwilt@cwmars.org	Hyperlocal (e.g., a specific school or library)

	Patrons drop in or call ahead to let us know they are coming in. We are hoping in the near future to have an open time at least monthly to offer individuals a set time to drop in and/or offer programs in the basics of how to navigate the digital world. This would be in addition to our drop in any time.											
Dalton Council on Aging and Senior Center	The Center is currently being connected with fios internet. This will make our Center's public wifi more stable and able to provide classes should we be able to obtain equipment for guests use. (current laptops are nearly 14 years old!)	Berkshires	Dalton	Aging Individuals (60 and older), Individuals with Disabilities, Veterans	Public	Municipal Government	Digital Literacy, Accessibility of Public Resources & Services, Devices & Device Support	40 Field Street Extension, Dalton MA 01226	NA	Kelly Pizzi	KPizzi@dalton-ma.gov	Local
CyberTrust Massachusetts	The Massachusetts cyber sector is large and growing but the talent pipeline of skilled, experienced, and diverse candidates cant keep pace. At the same time, many local governments, non-profits, and small businesses are underresourced against growing cyber threats. CyberTrust Massachusetts addresses these challenges by enabling the regional cyber ecosystem as a trusted partner to industry, academia, and government.	Berkshires, Connecticut River Valley, Central, Boston Metro, Northeast, Southeast, Cape Cod and Islands	NA	General - All Covered Populations	Nonprofit	Workforce Development Organization	Privacy & Cybersecurity	NA	info@cybertrust mass.org	Meghan Martinez	meghan@cybertrust mass.org	Statewide
Cyber Seniors	They are likely active in other areas too but we are entering this for now to ensure they are included - BRPC staff documenting activity at the COA in Pittsfield.	Berkshires	Pittsfield	Aging Individuals (60 and older)	Nonprofit	Digital Equity Organization	Digital Literacy	NA	info@cybersenior s.org	Judy Raper	raperj@gcc.mass.ed u	National
CSforMA, Inc.	CSforMA is the Massachusetts Computer Science Education Hub for passionate stakeholders dedicated to ensuring that all K-12 students have access to, are able to take and be successful in high-quality computer science coursework. Our priority is to broaden the participation of females, students of color, rural students, and other underserved populations. Our work consists of: - Consulting with K-12 School Districts in the Implementation of Digital Literacy and Computer Science (DLCS) - Developing coursework, academic pathways and work-based learning opportunities to allow students to achieve the DLCS standards and gain valuable college and career success - Providing professional development experiences for educators to help them gain DLCS Licensure and remain current in the field - Connecting stakeholders through a web	Berkshires, Central, Northeast, Connecticut River Valley, Boston Metro, Southeast, Cape Cod and Islands	NA	Youth	Nonprofit	Non-Profit Organization	Digital Literacy	299 Rice Avenue; Revere, MA 02151	deborah@csform a.org	Deborah Boisvert	deborah@csforma.o rg	Statewide

	presence, annual CSforMA Action Summits and CSforMA Celebrations of Achievement.										
Cotuit Public Library	Services are not targeted for a specific covered population, though programs and resources are available for all.	Cape Cod and Islands	Barnstable	General - All Covered Populations	Nonprofit	Library	Affordability & Availability, Devices & Device Support, Accessibility of Public Resources & Services	871 Main St, Cotuit, MA 02635	NA	Jessica Rubber-Dube	director@cotuitlibrary.org	Local
Cortico	https://cortico.ai/	Boston Metro	NA	General - All Covered Populations	Private	NA	Accessibility of Public Resources & Services	https://cortico.ai/	hello@cortico.ai	Alex Kelly Berman	NA	Multi-State
Community Television for the Southern Berkshires	NA	Berkshires	NA	General - All Covered Populations	Nonprofit	NA	Digital Literacy	40 Limestone Road, Lee, MA 01238	info@ctsbtv.org	Richard Frederick	NA	Local
Community Teamwork, Inc.	UMass Lowell MBI Partnership Grant Sub-recipient. Serving 63 cities & towns in Middlesex & Essex Counties.	Northeast	NA	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Residents of Rural Areas, Women, LGBTQIA+ Individuals, Youth	Nonprofit	Housing Organization, Community-Based Organization	Affordability & Availability, Digital Literacy, Devices & Device Support	155 Merrimack St Lowell	NA	Ann Sirois, Chief Planning and Development Officer	asirois@commteam.org	Regional (region within MA)
Community Health Needs Assessment 9 North Central Massachusetts	The Mental Health and Diversity, Equity, Inclusion and Belonging resources they have available, we could reach out to CHNA9 about including digital equity resources available to community as well implementing device distribution and digital literacy programs.	Central	Abington, Ashburnham, Ashby, Ayer, Barre, Berlin, Bolton, Clinton, Fitchburg, Gardner, Groton, Hardwick, Harvard, Hubbardston, Lancaster, Leominster, Lunenburg, New Braintree, Oakham, Pepperell, Princeton, Rutland, Shirley, Sterling, Templeton, Townsend, Westminster, Winchendon	Low-Income Households (<150% federal poverty level)	Public	Federal Government, Foundation/Philanthropic Organization	Affordability & Availability, Digital Literacy, Devices & Device Support	NA	https://chna9.com/contact-2/	NA	NA	Regional (region within MA)

Name	Notes	Region	City/Town	Covered Populations	Org Type	Org Subtype	Barrier Focus	Address	Email (org)	Contact	Contact Email	Scope
Community Health Center	NA	Cape Cod and Islands	NA	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Women, Immigrants/Refugees	Nonprofit	Health Clinic/Center	Accessibility of Public Resources & Services	NA	NA	Katy O'Connell	koconnell@chcofcapecod.org	Regional (region within MA)
Community Foundation of Western Massachusetts (51063)	NA	Connecticut River Valley	NA	General - All Covered Populations	Philanthropic	Foundation/Philanthropic Organization	Affordability & Availability, Accessibility of Public Resources & Services	333 Bridge Street	wmass@communityfoundation.org	Meredith Lewis	mlewis@communityfoundation.org	Regional (region within MA)
Community Economic Development Center	Interest in expanding digital equity program capacity in the future	Southeast	Acushnet	Individuals with a Language Barrier (English learners or low-literacy)	Nonprofit	Community-Based Organization	Accessibility of Public Resources & Services	PO Bix 63005 New Bedford MA 02746	cedcfamilia@gmail.com	Corinn Williams	corinn@cedcnewbedford.org	Local
Community Development Partnership	NA	Cape Cod and Islands	NA	Low-Income Households (<150% federal poverty level), Individuals with a Language Barrier (English learners or low-literacy), Immigrants/Refugees, Residents of Rural Areas	Nonprofit	Community-Based Organization	Accessibility of Public Resources & Services	260 Cranberry Hwy Unit 1, Orleans, MA 02653	NA	Tricia Murray	tricia@cdp.org	NA
Community Connections	Has a Day Habilitation that offers computer skills training	Southeast	Fall River	Individuals with Disabilities	Nonprofit	NA	Digital Literacy	125 Hartwell St, Fall River, MA 02721	NA	NA	NA	Local
Community Care Cooperative (C3)	Grantee under MBI's DE Partnerships Program for Education, Outreach, Adoption in Essex County	Northeast	NA	Low-Income Households (<150% federal poverty level), Youth, LGBTQIA+ Individuals, Women, Individuals with Disabilities, Members of Racial/Ethnic Minority Groups, Residents of Rural Areas, Aging	Nonprofit	Health Clinic/Center	Digital Literacy, Accessibility of Public Resources & Services	75 Federal Street 7th Floor Boston, MA 02110	share@communitycarecooperative.org	Marcie Dyer	mdyer@c3aco.org	County

			Individuals (60 and older)								
Community Action, Inc.	Community Action, Inc. provides resources and opportunities for individuals, families and communities to overcome poverty. The Adult Learning Center assists adult learners looking to advance their educational and career goals. We offer two different programs: English language classes for English language learners and High School Equivalency courses for adults needing to achieve a High School Equivalency Credential. Students are taught digital literacy skills, civics, career and professional development, transition to college, and the academic and life skills needed to thrive in future endeavors. In addition, students are also provided individualized advising and support services.	Northeast	West Newbury, Salisbury, Rowley, Newburyport, Newbury, Merrimac, Haverhill, Groveland, Georgetown, Boxford, Amesbury, Beverly, Essex, Gloucester, Hamilton, Ipswich, Lawrence, Manchester-by-the-Sea, Rockport, Topsfield, Wenham	Low-Income Households (<150% federal poverty level), Youth, Women	Nonprofit	Community-Based Organization	Digital Literacy	3 Washington Square, 3rd Floor Haverhill, MA 01830	NA	Erin Paszko, PhD, Director of Adult Education	epaszko@communit yactioninc.org	Regional (region within MA)
Community Action Committee of Cape Cod & the Islands	NA	Cape Cod and Islands	NA	Low-Income Households (<150% federal poverty level), Immigrants/Refuge es, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups	Nonprofit	Community-Based Organization, Workforce Development Organization	Accessibility of Public Resources & Services, Affordability & Availability	372 North St, Hyannis, MA 02601	NA	Kris Dower	kris@cacci.cc	Regional (region within MA)
Common Capital	Baystate MBI Partnership Grant Sub-recipient.	Connecticut River Valley, Berkshires	NA	Members of Racial/Ethnic Minority Groups, Women	Other	Financial Institution	Affordability & Availability, Digital Literacy	1780 Main St, Springfield, MA 01103	NA	Raymond Lanza-Weil, President	rlanzaweil@common capitalma.org	Multi-Regional (regions within MA)
Codman Square Neighborhood Development Corporation	CSNDC's current project is to expand existing workforce training programs (e.g. the Green Infrastructure certification program) in Dorchester and expand Codman Squares ability to offer hybrid training opportunities.	Boston Metro	NA	Low-Income Households (<150% federal poverty level)	Nonprofit	NA	Digital Literacy	587 Washington Street, Dorchester, MA 02128	NA	Gail Latimore	gail@csndc.com	Regional (region within MA)
Code & Circuit	Our classes get young people comfortable with computer science, and help them discover, code, create, and engineer as tools for problem solving. Using Big Picture thinking, we guide students in thinking about their future, sustainability, and how to serve as agents for change. https://www.codeandcircuit.org/about	Northeast	NA	Youth	Nonprofit	Other Education Organization (not school)	Digital Literacy, Devices & Device Support	36 Main St. 2nd Floor, Amesbury	NA	Dr. Lori Towle, Executive Director	lori@codeandcircuit. org	Regional (region within MA)

Coastline Elderly Services	Computer training classes for elderly individuals	Southeast	NA	Aging Individuals (60 and older)	Nonprofit	Non-Profit Organization	Digital Literacy	863 Belleville Ave, New Bedford, MA 02790	NA	NA	NA	Local
Coalition for a Better Acre	Umass Lowell MBI Partnership Grant Sub-recipient. Will be working with UMass Lowell on an initiative called Tech Comes to the Acre to pilot a program for seniors to increase digital literacy, decrease isolation, and provide access to Chrome Books.	Northeast	Lowell, Dracut, Haverhill	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Members of Racial/Ethnic Minority Groups, Women, Individuals with a Language Barrier (English learners or low-literacy), Youth, Immigrants/Refugees, Members of Religious Minority Groups	Nonprofit	Housing Organization, Community-Based Organization, Workforce Development Organization, Other Education Organization (not school)	Affordability & Availability, Digital Literacy, Devices & Device Support	517 Moody Street, 3rd Floor Lowell, MA 01854	NA	Yun-Ju Choi, Executive Director	yun-ju.choi@cbacre.org	County
Clinton Adult Learning Center	NA	Central	Clinton	Low-Income Households (<150% federal poverty level), Individuals with a Language Barrier (English learners or low-literacy)	Public	Other Education Organization (not school)	Digital Literacy, Affordability & Availability	150 School Street Clinton, MA, 01510	clintonadulted@thecalc.org	NA	NA	Local
Clinical Support Options	Vinfen MBI Partnership Grant Sub-recipient. Tech. Navigators at 877 South Street, Suite 200 Pittsfield; 8 Atwood Drive, Suite 201 Northampton; and 755 Worthington Street, Springfield	Berkshires, Connecticut River Valley	Athol, Pittsfield, Greenfield, Northampton, Springfield, Great Barrington, Gardner, Orange, Amherst	Individuals with Disabilities, Low-Income Households (<150% federal poverty level)	Nonprofit	Health Clinic/Center, Housing Organization	Affordability & Availability, Digital Literacy, Devices & Device Support	8 Atwood Dr. Ste. 301 Northampton, MA 01060	INFO@CSOINC.ORG	NA	NA	Multi-Regional (regions within MA)
Clarksburg Town Library	NA	Berkshires	Clarksburg	Low-Income Households (<150% federal poverty level), Veterans, Immigrants/Refugees, Youth, Aging Individuals (60 and older), Individuals with Disabilities, LGBTQIA+ Individuals, Women, Members of Religious Minority Groups, Residents of Rural Areas, Members of Racial/Ethnic Minority Groups,	Public	Library	Affordability & Availability, Digital Literacy, Devices & Device Support, Accessibility of Public Resources & Services	711 W Cross Road Clarksburg MA 01247	NA	Daniel Matz	NA	County

				Individuals with a Language Barrier (English learners or low-literacy)								
CLAMS, Inc.	CLAMS is a non-profit, cooperative association of libraries on Cape Cod, Martha's Vineyard, and Nantucket, that share resources through a computer network with terminals located in each member library.	Cape Cod and Islands	NA	General - All Covered Populations	Nonprofit	Other	Affordability & Availability	NA	NA	Eileen Chandler	echandler@clamsnet.org	Regional (region within MA)
City of Lynn Council on Aging	https://www.facebook.com/LynnSeniorCenter/	Northeast	Lynn	Aging Individuals (60 and older)	Public	Municipal Government	Digital Literacy, Devices & Device Support	37 Friend Street Lynn, MA 01902	tfreedman@lynnma.gov	Meegan Simpson Best	mbest@lynnma.gov	Local
City of Boston	MBI has awarded funds to the City of Boston under the Digital Equity Partnerships Program to participate in all 6 program areas. The City also has an existing Digital Equity Fund	Boston Metro	Boston	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Incarcerated Individuals (in non-Federal facilities), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Members of Religious Minority Groups, Women, LGBTQIA+ Individuals, Youth, Immigrants/Refugees	Public	Municipal Government	Accessibility of Public Resources & Services, Affordability & Availability, Digital Literacy, Devices & Device Support	1 CITY HALL SQUARE, SUITE 500 BOSTON, MA 02201-2013	DIGITAL.EQUITY@BOSTON.GOV	Peter Favorito	peter.favorito@boston.gov	Local
Citizens Inn	Transitional housing pilot providing free access through hotspots to families moving from shelter into transitional housing. Citizens Inn works to break the patterns of instability that lead to hunger and homelessness. Our newly, imagined resource center helps bridge the gap and break down barriers to independence. It also acts as a drop-in location, where participants can access free-Wifi and check out laptops and take home hotspots with them.	Northeast	Peabody, Salem, Lynnfield	Low-Income Households (<150% federal poverty level), Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Women, Youth, Immigrants/Refugees, LGBTQIA+ Individuals	Nonprofit	Housing Organization, Community-Based Organization	Affordability & Availability, Digital Literacy	81 Main Street Peabody, MA 01960	info@citizensinn.org	Carolina Trujillo, Executive Director	ctrujillo@citizensinn.org	Local

Cheshire Public Library	NA	Berkshires	Chesire	Low-Income Households (<150% federal poverty level), Veterans, Individuals with Disabilities, Members of Racial/Ethnic Minority Groups, Residents of Rural Areas, Women, Members of Religious Minority Groups, Youth, LGBTQIA+ Individuals, Immigrants/Refugees	Public	Library	Affordability & Availability, Digital Literacy, Devices & Device Support	23 Depot St. Cheshire, MA 01225	NA	Amy Emerson-Inhelder	cheshire@cwmars.org	Regional (region within MA)
Cheshire Council on Aging	The Cheshire Center for Active Living is a town department. It was organized to develop a comprehensive network of in-home and community-based services and supportive programs for people sixty years of age and over in the Town of Cheshire.	Berkshires	Chesire	Aging Individuals (60 and older)	Public	Municipal Government	Digital Literacy, Devices & Device Support, Accessibility of Public Resources & Services, Privacy & Cybersecurity	Community / Senior Center 119 School Street PO Box 507 Cheshire, MA 01225	coa@cheshire-ma.gov	Brenda Caufield	coa@cheshire-ma.gov	Local
Charlton Public Library	Residents who are 17 and older and have good standing with the library are eligible to borrow up to one hotspot per household https://www.charltonlibrary.org/Pages/Index/194070/hotspots	Central	Charlton	Residents of Rural Areas, Youth	Public	Library	Affordability & Availability	40 Main St, Charlton MA	cpldirector@cwmars.org	Kathryn Webber	NA	Local
Charland Technology Inc.	This company focuses on small/mid-size businesses.	Central	Hubbardston	General - All Covered Populations	Private	Internet Service Provider	Digital Literacy, Privacy & Cybersecurity, Devices & Device Support	104 Gardner Road Hubbardston, MA	info@charlandtech.com	Greg C	gregc@charlandtech.com	Local
Central Massachusetts Reginal Planning Commission	CMRPC is a pre-qualified consultant for MBI's Municipal Digital Equity Planning Program	Central	NA	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Incarcerated Individuals (in non-Federal facilities), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Residents of Rural Areas, Members of	Public	Regional Planning Council, MA State Government	Accessibility of Public Resources & Services	One Mercantile Street, Suite 520 Worcester, MA 01608	NA	Gloria Agossou	gagossou@cmrpc.org	Regional (region within MA)

			Religious Minority Groups, Women, LGBTQIA+ Individuals, Youth, Immigrants/Refugees								
Central Boston Elder Services (CBES)	CBES is the pioneer among Aging Services Provers in Mass. to establish and operate a computer lab for the benefit elderly and disabled individuals. CBES has been offering free classes for the past 16 years providing basic and intermediate levels of instruction in MS Word, Excel, Keyboarding, PowerPoint Internet and social media. For the past 18 months CBES has partnered with Comcast in offering free computer classes and awarding a free iPad to each participant completing the program. CBES provides services in Boston neighborhoods of: Dorchester, Roxbury, Allston, Mission Hill, Jamaica Plain, Back Bay, Fenway, South End	Boston Metro	Boston	Aging Individuals (60 and older)	Nonprofit	Community-Based Organization	Affordability & Availability, Digital Literacy, Devices & Device Support	2315 Washington Street, Boston, MA 02119	NA	Royal Bolling, Director of Elder Computer Training Program	rbolling@centralboston.org	Local
Central Boston Elder Services	CBES' current project is to support low-income, elderly Roxbury residents by providing tablets, training, ongoing end-user support, and internet access. Participants will learn how to access the internet, set up email accounts, and how to participate in virtual meetings to help reduce isolation and learn about programs and community resources.	Boston Metro	NA	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older)	Nonprofit	Health Clinic/Center	Digital Literacy, Devices & Device Support	2315 Washington Street Boston, MA 02119	NA	Sylvia Exantus	sexantus@centralboston.org	Regional (region within MA)
Central Berkshire Habitat for Humanity	Central Berkshire Habitat for Humanity has community navigators that support residents in accessing resources and applying for resources especially for those that have limited or no internet access and non native speakers.	Berkshires	Dalton, Great Barrington, Lee, Lenox, Pittsfield	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Residents of Rural Areas, Women, Immigrants/Refugees	Nonprofit	Housing Organization, Community-Based Organization, Workforce Development Organization	Affordability & Availability, Accessibility of Public Resources & Services, Devices & Device Support	314 Columbus Ave, Pittsfield, MA 01201	info@berkshirehabitat.org	Carolyn Valli	CEO@berkshirehabitat.org	County
Centerville Public Library	Services are not targeted for a specific covered population, though programs and resources are available for all.	Cape Cod and Islands	Barnstable	General - All Covered Populations	Nonprofit	Library	Digital Literacy, Devices & Device Support, Accessibility of Public Resources & Services	585 Main St, Centerville, MA 02632	NA	Victoria Allard	vallard@clamsnet.org	Local

Name	Description	Region	City	Populations Served	Org Type	Org Category	Focus Areas	Address	Email	Contact Name	Contact Email	Scope
Centerboard	1. Has case managers that act as digital navigators. 2. Operates a very low-income residential building for families, and would like to provide enhanced WiFi to all 33 units 3. Would like to develop a device distribution program for homeless population and assist them with monthly costs related to digital devices	Northeast	Lynn	Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups, Immigrants/Refugees	Nonprofit	Non-Profit Organization	Affordability & Availability	NA	NA	Heather Hildebrand	hhildebrand@centerboard.org	Local
Center for Women & Enterprising Central Massachusetts	NA	Central	Westborough	Women	Nonprofit	Workforce Development Organization, Non-Profit Organization	Digital Literacy, Affordability & Availability	69 Milk St., Ste. 217 Westborough, MA 01581	info.CentralMA@cweonline.org	NA	NA	Regional (region within MA)
Center for New Americans	NA	Connecticut River Valley	NA	Individuals with a Language Barrier (English learners or low-literacy)	NA	NA	NA	NA	NA	NA	NA	NA
Center for New Americans	Baystate MBI Partnership Grant Sub-recipient. Center for New Americans (CNA) is a community-based, non-profit adult education center that provides the under-served immigrant, refugee and migrant communities of Massachusetts' Pioneer Valley with education and resources to learn English, become involved community members and obtain tools necessary to maintain economic independence and stability.	Connecticut River Valley	NA	Immigrants/Refugees, Individuals with a Language Barrier (English learners or low-literacy)	Nonprofit	Other Education Organization (not school), Other	Digital Literacy, Affordability & Availability	42 Gothic St, Northampton, MA 01060; 150 Fearing Street Amherst, MA 01002; 278 Main Street Suite 411 Greenfield, MA 01301	NA	NA	NA	Regional (region within MA)
Center for Living and Working	https://www.centerlw.org/services/youth/	Central	Worcester	Individuals with Disabilities, Youth	Nonprofit	Non-Profit Organization, Foundation/Philanthropic Organization, Workforce Development Organization	Devices & Device Support, Digital Literacy	18 Chestnut St Suite 540 Worcester 01608	opsearch@centerlw.org	NA	NA	Regional (region within MA)
Center for Community Health Education Research and Service	CCHERS current project is to improve older African American/Black and Latinx (AA/BL) adults self-management of diabetes by increasing their self-efficacy in using technology. The proposal seeks to engage high school students (juniors and seniors) in training to become certified nursing assistants (CNAs) to help elders living independently to self-manage their diabetes.	Boston Metro	NA	Aging Individuals (60 and older), Immigrants/Refugees, Individuals with a Language Barrier (English learners or low-literacy)	Nonprofit	Community-Based Organization	Digital Literacy	320 Huntington Avenue, Suite #222YMC	info@reachcoalition.org	Luke Matthew	L.Mathew@Northeastern.edu	Regional (region within MA)
Catholic Charitable Bureau of the Archdiocese	Catholic Charities North & South are sub-awardees under MBI's TGH Partnership Grant	Northeast, Southeast	Brockton, Lynn	Low-Income Households (<150% federal poverty level), Individuals	Philanthropic	NA	Digital Literacy, Devices & Device Support	Catholic Chariites North - 117 N Common St, Lynn, MA 01902 / Catholic	info@ccab.org	NA	NA	Multi-Regional (regions within MA)

			with a Language Barrier (English learners or low-literacy), Immigrants/Refugees, Members of Racial/Ethnic Minority Groups, Aging Individuals (60 and older), Women				Charities South - 169 Court Street Brockton, MA 02302				
Castle Square Tenants Organization (CSTO)	NA	Boston Metro	NA	Aging Individuals (60 and older), Low-Income Households (<150% federal poverty level)	NA	NA	NA	NA	NA	NA	NA	NA
Castle Square Tenants Organization	https://www.cstoboston.org/ Castle Square Tenants Organization's mission is to promote the economic, educational and social empowerment of low and moderate income individuals by providing access to safe, quality affordable housing and supportive direct service programs. DE-focused Programs: 1. Square Tech Computer Repair: Operating year round, located in the heart of the Castle Square community in Bostons South End, and a licensed Microsoft refurbisher, Square Techs purposes are: to provide youth with basic hands-on IT training; develop youths 21st century skills; and help bridge the economic digital divide. 2. The Square Tech Teen Program is a paid internship that recruits High School students between ages of 14 - 19 while providing training in technology and business focused workshops. 3. CSTOs Technology Center is used to help connect residents, families, and program participants with the tools needed to be successful in the 21st century. The Technology Center features desktop computers with Windows 10 office 2010, a mounted projector and screen and is managed and maintained internally by Square Tech IT Staff.	Boston Metro	NA	Low-Income Households (<150% federal poverty level), Youth, Members of Racial/Ethnic Minority Groups, Aging Individuals (60 and older)	Nonprofit	Community-Based Organization	Devices & Device Support, Digital Literacy, Privacy & Cybersecurity	476 Tremont St - Boston, MA 02116	info@cstoboston.org	Irene Matos-Chan	ichan@cstoboston.org	Hyperlocal (e.g., a specific school or library)
Castle Square Tenants Organization	Their current project is to build digital skills among Castle Squares senior residents and elder Board Members of the Castle Square Tenants Organization (CSTO) by hosting a daily drop-in class and online	Boston Metro	NA	Aging Individuals (60 and older)	Nonprofit	Housing Organization	Digital Literacy	476 Tremont Street, Boston, MA 02116	info@cstoboston.org	Deborah Backus	dbackus@cstoboston.org	Regional (region within MA)

	chats that offer both digital skills demos and informal Q&A sessions.											
Casa Mariposa	We provide culturally inclusive, responsive and respectful education and subsidized housing to marginalized immigrants and their families as they navigate adjustment to life in Lynn. We do so through direct services and community engagement.	Northeast	Lynn	Immigrants/Refugees, Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups, Individuals with a Language Barrier (English learners or low-literacy)	Nonprofit	Housing Organization, Community-Based Organization	Devices & Device Support	20 Pond St. Marblehead, MA 01945	casamariposalynn@gmail.com	NA	NA	Regional (region within MA)
Casa Da Saudade Library, Immigrant Assistance Center	NA	Southeast	NA	Low-Income Households (<150% federal poverty level), Immigrants/Refugees, Individuals with a Language Barrier (English learners or low-literacy)	Nonprofit	NA	Affordability & Availability, Digital Literacy, Devices & Device Support	NA	NA	NA	NA	NA
Carver Public Schools Technology Program	Starting in kindergarten, students are taught digital literacy and digital safety skills	Southeast	Carver	Youth	Academic	P-12 School	Digital Literacy	NA	NA	NA	NA	Local
Carver Public Schools	https://carver.org/carver-home/parentsandfamilies/digital-literacy-and-technology-safety-resources-for-parents-and-families/ Cyber safety and digital literacy resources for parents and families	Southeast	Carver	Youth	Academic	P-12 School	Privacy & Cybersecurity	NA	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
Carver Public Library	#NAME?	Southeast	Carver	General - All Covered Populations	Public	Library	Affordability & Availability	2 Meadowbrook Way, Carver, MA 02330	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
Carver Council on Aging	Offers free computers for seniors to use	Southeast	Carver	Aging Individuals (60 and older)	Public	Local or Regional Authority/Council	Affordability & Availability, Devices & Device Support, Digital Literacy	48 Lakeview St, Carver, MA 02330	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
Cape Organization for the Rights of the Disabled	NA	Cape Cod and Islands	NA	Individuals with Disabilities	Nonprofit	Community-Based Organization	Accessibility of Public Resources & Services	765 Attucks Lane, Hyannis, MA 02601	cordinfo@cilcapecod.org	Coreen Brinckerhoff	coreen@cilcapecod.org	County
Cape Cod Vet Center (US Veterans Administration)	NA	Cape Cod and Islands	NA	Veterans	Public	Federal Government, Health Clinic/Center	Accessibility of Public Resources & Services	474 West Main Street, Hyannis, MA 02601-3653	NA	David Doerfler	david.doerfler@va.gov	Regional (region within MA)

Name	Description	Region	Municipalities	Covered Populations	Entity Type	Org Type	Focus Area	Address	Email	Contact	Contact Email	Regional Scope
Cape Cod Technology Council	NA	Cape Cod and Islands	NA	General - All Covered Populations	Nonprofit	Other	Accessibility of Public Resources & Services	NA	NA	Stephen Smith	steve@cctechcouncil.org	Regional (region within MA)
Cape Cod Technology Council	NA	Cape Cod and Islands, Southeast	NA	General - All Covered Populations	NA	NA	NA	NA	NA	NA	NA	NA
Cape Cod Computer Specialists	https://capespecialists.com/	Cape Cod and Islands	NA	General - All Covered Populations	Private	For-Profit Corporation or Business	Devices & Device Support	376 MA-130 Unit B, Sandwich, MA 02563	NA	NA	NA	NA
Cape Cod Community College	Offers multiple types of computer literacy courses	Cape Cod and Islands, Southeast	NA	General - All Covered Populations	Academic	Institution of Higher Education	Digital Literacy	2240 Iyannough Road, West Barnstable, MA, 02668	NA	NA	NA	Multi-Regional (regions within MA)
Cape Cod Commission	The Cape Cod Commission is a pre-qualified planning service provider through the Massachusetts Broadband Institutes (MBI) Municipal Digital Equity Planning Program for the 15 towns of Barnstable County. The purpose of this program is to assist municipalities in assessing the digital divide in their community including issues the internet connections, device, and skills appropriate for an individuals civic, social, and employment needs.	Cape Cod and Islands	NA	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Residents of Rural Areas, Members of Religious Minority Groups, Women, LGBTQIA+ Individuals, Youth, Immigrants/Refugees	Public	Regional Planning Council, MA State Government	Accessibility of Public Resources & Services	3225 Main St. Barnstable, MA 02630	frontdesk@capecodcommission.org	Steve Tupper	stupper@capecodcommission.org	Regional (region within MA)
CanCode Communities	More information: Berkshires - CanCode Communities	Berkshires	Williamstown, Great Barrington, Hancock, Lanesborough, Lee, North Adams, Pittsfield, Richmond	Low-Income Households (<150% federal poverty level), Veterans, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Residents of Rural Areas, Women, Youth, Immigrants/Refugees	Nonprofit	Workforce Development Organization	Affordability & Availability, Digital Literacy, Privacy & Cybersecurity, Devices & Device Support	75 Troy Road East Greenbush, NY 12061	annmarie@cancode.org	Annmarie Lanesey	annmarie@albanycancode.org	Regional (region within MA)

Organization	Description	Region	Communities	Covered Populations	Sector	Type	Focus Areas	Address	Email	Contact Name	Contact Email	Scope
Bushnell-Sage Library	NA	Berkshires	Egremont, Great Barrington, New Marlborough, Sheffield	General - All Covered Populations	Nonprofit	Library	Affordability & Availability, Accessibility of Public Resources & Services, Digital Literacy, Privacy & Cybersecurity, Devices & Device Support	48 Main St, Sheffield, MA 01257	bushnellsage@gmail.com	Deena Caswell	dcaswell@ccwmars.org	Local
Brockton Public Library	NA	Southeast	NA	General - All Covered Populations	Public	Library	Devices & Device Support	NA	NA	NA	NA	Local
Bristol Community College	Digital literacy course offered online at BCC https://bristolcc.coursestorm.com/course/high-school-equivalency-preparation-north-star-certification-program	Southeast	NA	General - All Covered Populations	Academic	Institution of Higher Education	Digital Literacy	NA	NA	NA	NA	Regional (region within MA)
Bridgewater State University	NA	Southeast	NA	Members of Racial/Ethnic Minority Groups, Individuals with a Language Barrier (English learners or low-literacy), Low-Income Households (<150% federal poverty level)	NA	NA	NA	NA	NA	NA	NA	NA
Brewster Ladies Library	Services are not targeted for a specific covered population, though programs and resources are available for all.	Cape Cod and Islands	Brewster	General - All Covered Populations	Nonprofit	Library	Accessibility of Public Resources & Services, Devices & Device Support, Digital Literacy, Privacy & Cybersecurity	1822 Main St, Brewster, MA 02631	NA	Brittany Taylor	btaylor@brewsterladieslibrary.org	Local
Brace Cove Foundation	The mission of Brace Cove Foundation is to enrich lives through engaged grant making on the North Shore of Boston.	Northeast	NA	General - All Covered Populations	Philanthropic	Community-Based Organization, Foundation/Philanthropic Organization	Digital Literacy	NA	NA	Lianna Sours, Manager of Operations	LSours@bracecove.org	Regional (region within MA)
Boys and Girls Club of Lower Merrimack Valley	Providing free wifi access in community spaces serving students and youth programming	Northeast	Amesbury, Newburyport, Salisbury, Newbury, West Newbury, Rowley, Merrimac	Youth	Nonprofit	Community-Based Organization	Affordability & Availability	18 Maple Street | PO Box 5906 Salisbury, MA	NA	Katie Beal, Program Director	katiebeal@bgclmv.org	Local
Boys and Girls Club of Lawrence	Providing free wifi access in community spaces serving students and youth programming.	Northeast	Lawrence	Youth	Nonprofit	Community-Based Organization	Affordability & Availability	136 Water Street, Lawrence, MA 01841	NA	Stephanie Cabrera, Director of Technology	scabrera@lawrencebgc.com	Local

Boys and Girls Club	Offers a computer literacy program as a choice for students in the after school program	Southeast	Taunton	Youth	Academic	Other Education Organization (not school)	Digital Literacy	19 Court Street Taunton, MA 02780	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
Boys and Girls Club	Offers a "Skill Tech" after school program to teach computer skills basics	Southeast	Fall River	Youth	Nonprofit	Community-Based Organization	Digital Literacy	803 Bedford St, Fall River, MA 02723	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
Boys & Girls Club	The B&G Clubs of Brockton, Lawrence, & New Bedford are TGH MBI Partnership Grant Sub-recipients.	Northeast, Southeast	Brockton, Lawrence, New Bedford	Youth	Nonprofit	Community-Based Organization	Devices & Device Support, Digital Literacy	233 Warren Ave, Brockton, MA 02301; 166 Jenney St, New Bedford, MA 02740; 136 Water Street, Lawrence, MA 01841	NA	Jennifer Aldworth, Executive Director Massachusetts Alliance of Boys & Girls Clubs	jaldworth@westendhouse.org	Multi-Regional (regions within MA)
Boylston Public Library	NA	Central	NA	General - All Covered Populations	Public	Library	Affordability & Availability, Devices & Device Support, Digital Literacy, Privacy & Cybersecurity	695 Main Street, Boylston, MA 01505	NA	Alexi Nix	anix@cwmars.org	Hyperlocal (e.g., a specific school or library)
Boston Housing Authority	NA	Boston Metro	NA	Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups, Individuals with a Language Barrier (English learners or low-literacy), Aging Individuals (60 and older)	NA	NA	NA	NA	NA	NA	NA	NA
Boston Center for Independent Living	Tech. Navigator at 1526 Dorchester Ave location. Vinfen MBI Partnership Grant Sub-recipient.	Boston Metro	Boston	Aging Individuals (60 and older), Individuals with Disabilities	Nonprofit	Health Clinic/Center, Housing Organization	Accessibility of Public Resources & Services, Digital Literacy, Devices & Device Support	60 Temple Place, Boston, MA 02111	NA	NA	NA	Local
Boston Center for Independent Living	BCIL's current project is to provide 150 persons with disabilities with key technology to facilitate their use of laptops, PCs, and tablets. Hotspots will be provided to ensure Internet connections and adaptive equipment will be purchased to ensure a persons digital devices are usable by them. The project will serve residents of Dorchester, Mid-Dorchester, Roxbury, and Mattapan.	Boston Metro	NA	Individuals with Disabilities	Nonprofit	Other, Non-Profit Organization	Accessibility of Public Resources & Services, Devices & Device Support	60 Temple Place, 5th Floor, Boston, MA 02111	NA	Susan Smith	ssmith@bostoncil.org	Local
Blackstone Public Library	Participated in outreach efforts at local events	Central	Blackstone	General - All Covered Populations	Public	Library	Affordability & Availability, Digital Literacy, Devices & Device Support, Privacy & Cybersecurity	86 Main Street Blackstone, MA 01504	NA	Lisa Cheever	lcheever@cwmars.org	Local

Organization	Description	Region	City/Town	Population Served	Sector	Org Type	Barrier	Address	Website/Email	Contact Name	Contact Email	Scope
Blackshires Community Empowerment Foundation	The Blackshires Community Empowerment Foundation aims to provide resources and networking support to both established and emerging community leaders whom endeavor to expand their community impact. By removing barriers to success and encouraging a cooperative framework, the next generation of community leaders will be more connected and skilled in the ongoing development and revitalization of our community and its families.	Berkshires, Connecticut River Valley	Pittsfield	Low-Income Households (<150% federal poverty level)	Nonprofit	Foundation/Philanthropic Organization	NA	267 Onotoa Pittsfield Mass 01201	team@blackshires.net	John Lewis	john@teamr3set.com	Regional (region within MA)
Black Economic Alliance Foundation	A 2019 survey identified expanding broadband internet and skills training as 2 of 8 priorities for Black workers. https://foundation.blackeconomicalliance.org/policy-focus-and-research-polls-surveys-data/	Berkshires, Connecticut River Valley, Central, Boston Metro, Northeast, Southeast, Cape Cod and Islands	NA	Members of Racial/Ethnic Minority Groups	Nonprofit	Foundation/Philanthropic Organization	Affordability & Availability	NA	info@blackeconomicalliance.org	NA	NA	National
Bishop Stang High School	Students use their own laptop/tablet in class to increase digital literacy and technology skills	Southeast	Dartmouth	Youth	Academic	P-12 School	Digital Literacy	500 Slocum Rd, Dartmouth, MA 02747	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
Big Brothers Big Sisters	We are the only youth mentor agency in Franklin County. We provide youth, ages 6-19 with mentors in the community as well as through our 3 current programs. We run Friday night programs at Deerfield Academy and Northfield Mount Hermon and run a Virtual high School program Wednesday evenings. We serve all youth in the entire Franklin County region.	Berkshires, Connecticut River Valley	NA	Low-Income Households (<150% federal poverty level), Individuals with a Language Barrier (English learners or low-literacy), Residents of Rural Areas, LGBTQIA+ Individuals, Members of Racial/Ethnic Minority Groups	Nonprofit	Non-Profit Organization	NA	16 Court Square, third floor, Greenfield MA, 01301	bbbs-fc.org	Abbe Bresciano, Program Supervisor	abresciano@bbbs-fc.org	County
Beverly Bootstraps	Education has always been a core component of our mission. Our Adult Education programs focus on providing accessible, practical courses to help students expand their skills, employment opportunities and increase their wages. Taught by a dedicated group of staff and volunteers, many of our programs offer ongoing, one-to-one instruction to provide the support each individual needs to achieve long-term success. Both daytime and evening classes are offered throughout the year.	Northeast	Beverly, Essex, Manchester-by-the-Sea, Wenham, Hamilton	Low-Income Households (<150% federal poverty level)	Nonprofit	Community-Based Organization	Digital Literacy	35 Park Street, Beverly, MA 01915	NA	Sue Gabriel, Executive Director	sgabriel@beverlybootstraps.org	Regional (region within MA)

Name	Description	Region	Municipalities	Covered Populations	Sector	Organization Type	Digital Equity Focus	Address	Email	Contact	Contact Email	Geographic Scope
Better Broadband for Falmouth (BB4F)	Informal group of Falmouth citizens improving Falmouths internet infrastructure and services, which includes publicizing and supporting signups for affordable internet programs such as the ACP.\n\nhttps://bb4f.tumblr.com/	Cape Cod and Islands	NA	Low-Income Households (<150% federal poverty level)	Other	NA	Affordability & Availability	NA	NA	David Isenberg	isen@isen.com	Regional (region within MA)
Beth Israel Deaconess Medical Center	Tech. Navigators at 330 Brookline Avenue, Boston & 480 Maple St, Danvers locations. Vinfen MBI Partnership Grant Sub-recipient.	Boston Metro, Northeast, Southeast, Cape Cod and Islands	Boston, Chelsea, Lexington, Needham, Dedham, Quincy, Waltham, Provincetown, Amesbury, Andover, Brockton, Cambridge, Braintree, Brookline, Duxbury, Haverhill, Medfield, Methuen, Milton, Newburyport, Newton, Pembroke, Plymouth, Randolph, Salem, Sandwich, Mashpee, Sharon, Wayland, Wellesley, Danvers	Individuals with Disabilities, Aging Individuals (60 and older), LGBTQIA+ Individuals, Women, Low-Income Households (<150% federal poverty level), Veterans, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Residents of Rural Areas, Youth	Other	Health Clinic/Center, Other Education Organization (not school), Workforce Development Organization, Hospital or Other Medical Provider	Affordability & Availability, Digital Literacy, Devices & Device Support	330 Brookline Avenue, Boston, MA 02215	patientrelations @bidmc.harvard. edu	NA	NA	Multi-Regional (regions within MA)
Berlin Public Library	NA	Central	Berlin	General - All Covered Populations	Public	Library	Affordability & Availability, Devices & Device Support	23 Carter Street Berlin, MA 01503	NA	Victorya Dube	NA	Hyperlocal (e.g., a specific school or library)
Berlin Council on Aging	NA	Central	NA	Aging Individuals (60 and older)	Public	Local or Regional Authority/Council	Affordability & Availability, Digital Literacy, Devices & Device Support	23 Linden Street Lower Level Room 118 Berlin, MA 01503	NA	Victoria Flynn-Sankaran	coadirector@townof berlin.com	Hyperlocal (e.g., a specific school or library)
Berkshire Taconic Community Foundation	Baystate MBI Partnership Grant Sub-recipient.	Berkshires	NA	General - All Covered Populations	Philanthropic	Foundation/Phila nthropic Organization	Affordability & Availability, Digital Literacy	800 North Main Street Sheffield, MA 01257-9503	info@berkshireta conic.org	Peter Taylor	ptaylor@berkshireta conic.org	Multi-State
Berkshire Regional Planning Commission	BRPC is a pre-qualified consultant to provide services to municipalities participating in MBI's Municipal Digital Equity Planning Program. The ability to engage in digital equity planning will be a critical step for municipal leaders and staff to build a broad understanding of how internet access, or lack thereof, affects residents of their community.\nIn parallel with Municipal Digital Equity Planning, BRPC is also serving as the Berkshire County liaison for MBIs Digital Equity Partnerships Program. The Digital	Berkshires	NA	Residents of Rural Areas	Public	Regional Planning Council, MA State Government	Accessibility of Public Resources & Services, Affordability & Availability	1 Fenn Street, Suite 201, Pittsfield, MA 01201	NA	Wylie Goodman	wgoodman@berkshi replanning.org	Regional (region within MA)

	Equity Partnerships Program will implement digital equity projects that meet the goals outlined in the Commonwealths ARPA COVID recovery legislation (codified as Chapter 102 of the Acts of 2021) that created a $50 million fund to bridge the digital divide. Partners such as The Alliance for Digital Equity and Baystate Health work with local and regional organizations (BRPC) to implement projects in six program areas.										
Berkshire Educational Resources K12	NA	Berkshires	NA	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Members of Racial/Ethnic Minority Groups, Individuals with a Language Barrier (English learners or low-literacy), Members of Religious Minority Groups, Youth, Women, Immigrants/Refuges, Residents of Rural Areas, LGBTQIA+ Individuals, LGBTQ+	Academic	Other Education Organization (not school)	Affordability & Availability, Digital Literacy, Devices & Device Support, Accessibility of Public Resources & Services, Privacy & Cybersecurity	1 Fenn Street Pittsfield MA 01201	berkshirek12@gmail.com	Jake Eberwein	Jakeeberwein@gmail.com	County
Berkshire District Attorney's Office	NA	Berkshires	NA	Residents of Rural Areas, Youth	Public	Public Safety Entity	Privacy & Cybersecurity	7 North Street Pittsfield MA 01201	contact.berkshireda@mass.gov	Julia Sabourin	julia.sabourin@mass.gov	County
Berkshire Athenaeum	NA	Berkshires	Pittsfield	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Incarcerated Individuals (in non-Federal facilities), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups,	Public	Library	Affordability & Availability, Digital Literacy, Devices & Device Support	1 Wendell Avenue, Pittsfield, MA 01201	info@pittsfieldlibrary.org	Sydney Anderson	sydney@pittsfieldlibrary.org	Local

Name	Description	Region	Town(s)	Target Population	Org Type	Org Category	Service Type	Address	Email	Contact Name	Contact Email	Scope
				Women, LGBTQIA+ Individuals, Youth, Immigrants/Refugees								
Berkley Council on Aging	Free access to computers	Southeast	Berkley	Aging Individuals (60 and older)	Public	Local or Regional Authority/Council	Devices & Device Support	1 North Main St, Berkley MA 02779	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
Berkley Community School	https://tdimascio.wixsite.com/mysite School that teaches digital literacy skills in their computer classes	Southeast	Berkley	Youth	Public	P-12 School	Digital Literacy	59 S Main St, Berkley, MA 02779	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
Behavioral Health Network	Tech. Navigator at main location (address above). Vinfen MBI Partnership Grant Sub-recipient.	Connecticut River Valley, Berkshires, Boston Metro	Agawam, Greenfield, Holyoke, Orange, Springfield, Ware, Northampton, Palmer, Westfield, Boston	Individuals with Disabilities, Youth, Women	NA	Health Clinic/Center	Digital Literacy, Devices & Device Support, Accessibility of Public Resources & Services	417 Liberty Street, Springfield, MA 01104	NA	NA	NA	Regional (region within MA)
Becket Athenaeum	NA	Berkshires	Becket, Washington	Low-Income Households (<150% federal poverty level), Individuals with Disabilities, Members of Racial/Ethnic Minority Groups, Residents of Rural Areas, Women, Youth, LGBTQIA+ Individuals, Aging Individuals (60 and older), Individuals with a Language Barrier (English learners or low-literacy), Veterans, Members of Religious Minority Groups, Immigrants/Refugees	Nonprofit	Library	Affordability & Availability	PO Box 9, 3367 Main St Becket, MA 01223	info@bwlibrary.org	Ellen Manley	ellen@bwlibrary.org	Local
Beaman Memorial Public Library (West Boylston)	NA	Central	West Boylston	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy),	Public	Library	Affordability & Availability, Accessibility of Public Resources & Services, Devices & Device Support	8 Newton Street, West Boylston, MA 01583	beaman@cwmars.org	NA	NA	Local

Name	Description	Region	Towns	Covered Populations	Type	Org Type	Barriers	Address	Email	Contact	Contact Email	Scope
				Members of Racial/Ethnic Minority Groups, Women, Youth, LGBTQIA+ Individuals, LGBTQ+, Members of Religious Minority Groups, Immigrants/Refugees								
Bay Path Regional Vocational Technical High School	Students of our 10 member towns (Including Charlton) are eligible to borrow a hotspot to provide WiFi access at home year-round	Central	Rutland, Paxton, Spencer, Charlton, North Brookfield, East Brookfield, Dudley, Southbridge, Auburn, Oxford, Webster	Youth, Residents of Rural Areas, Low-Income Households (<150% federal poverty level)	Academic	P-12 School	Affordability & Availability	57 Old Muggett Hill Road	NA	TJ Carron	tjcarron@baypath.net	Regional (region within MA)
Bay Path Regional Vocational Technical High School	Students of our 10 member towns (Including Charlton) learn about Digital Literacy throughout their High-School/Career Training experience. Technology has had a tremendous impact on trades and amplify the importance of having the critical skills to find, understand, evaluate, create and communicate digital content.	Central	Charlton, Spencer, North Brookfield, Oxford, Webster, Rutland	Residents of Rural Areas, Youth	Public	P-12 School	Digital Literacy, Devices & Device Support	57 Old Muggett Hill Road, Charlton MA	NA	NA	NA	Regional (region within MA)
Barre Senior Center	NA	Central	Barre, Hardwick	General - All Covered Populations	Public	Local or Regional Authority/Council	Affordability & Availability, Digital Literacy, Devices & Device Support	557 South Barre Rd. Barre, MA 01005	NA	Eileen Clarkson	coa@townofbarre.com	Hyperlocal (e.g., a specific school or library)
Ayer-Shirley Education Foundation	This foundation does a lot of fundraising for schools. That money could be directed to more access to devices, internet etc for schools whose students cannot afford it.	Central	Shirley, Ayer	Youth	Nonprofit	Foundation/Philanthropic Organization	Affordability & Availability	PO Box 502 Ayer, MA 01432	info@ayershirleyeducationfoundation.org	Cliff Bailey	NA	Local
Ayer Library	They made their wifi accessible outside of their building, 24 hours a day. This makes it so that kids don't have to worry about not getting wifi after the library's closing hours.	Central	Ayer	Low-Income Households (<150% federal poverty level), Youth	Public	Library	Accessibility of Public Resources & Services, Affordability & Availability, Devices & Device Support	26 East Main Street Ayer, MA 01432	ayerlibrary@cwmars.org	NA	NA	Local
Auburn Senior Center	NA	Central	NA	Aging Individuals (60 and older)	Public	Local or Regional Authority/Council	NA	4 Goddard Drive, Auburn, MA 01501	NA	Jean Boulette, Executive Director of Elder Affairs	NA	Local
Auburn Public Library	NA	Central	Auburn	General - All Covered Populations	Public	Library	Accessibility of Public Resources & Services, Devices & Device Support	NA	NA	Jean E. Collins	jcollins@town.auburn.ma.us	Hyperlocal (e.g., a specific school or library)

Attleboro Public Schools	All middle and high school students are provided laptops	Southeast	Attleboro	Youth	Academic	P-12 School	Devices & Device Support	NA	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
Attleboro Public Library	Hot Spot lending- People can checkout a hotspot for free from the library for 2 weeks Universal Class- Offers online courses, including over 40 computer training courses	Southeast	Attleboro	General - All Covered Populations	Public	Library	Affordability & Availability, Digital Literacy	74 N Main St, Attleboro, MA 02703	NA	Amy Rhilinger	arhilinger@sailsinc.org	Local
Attleboro Enterprises Inc, Mansfield Connections	Offers programs for people with disabilities, including computer classes	Southeast	Mansfield	Individuals with Disabilities	Nonprofit	Non-Profit Organization	Digital Literacy	75 Forbes BLVD Mansfield MA 02408	NA	Traci Cabral	tcabral@attleboroenterprises.org	Local
Attleboro Council on Aging	Offers introductory computer classes for seniors	Southeast	Attleboro	Aging Individuals (60 and older)	Public	Local or Regional Authority/Council	Digital Literacy	25 S Main St, Attleboro, MA 02703	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
Athol Academic Excellence Subcommittee	Set up a meeting to see if they are able to hold technology programs for students to make sure they are able to excel in the future	Central	Athol, Royalston	Youth	Public	Local or Regional Authority/Council	Digital Literacy	1062 Pleasant Street, Athol MA 01331	NA	Nancy E. Burnham	No email, but phone number is 978-249-4551	Local
Aspergers/Autism Network of New England	The next steps are getting AANE to implement computer skills workshops to prepare their clients for the workforce	Central	Watertown, Worcester	Individuals with Disabilities	Nonprofit	Foundation/Philanthropic Organization, Non-Profit Organization	Digital Literacy	85 Main Street, Suite 3, Watertown, MA 02472	Phone Number: (617) 393-3824	NA	NA	Regional (region within MA)
Asian Business Empowerment Council	NA	Boston Metro	NA	Members of Racial/Ethnic Minority Groups	NA	NA	NA	NA	NA	NA	NA	NA
Ashby Library	The main thing that could support digital equity is the library's scholarship program. It is a generous amount that supports students accepted at any educational institution as a full time student. The scholarship could help students in need pay for their devices so affordability is not an obstacle they have to face when pursuing a higher education. https://www.ashbylibrary.org/scholarship/	Central	Ashby	Youth, Low-Income Households (<150% federal poverty level)	Public	Library	Affordability & Availability	812 Main Street Ashby, MA 01431	%20ashbylibrary@cwmars.org	Dwight Horan	horand@wit.edu	Local
Ashby Council on Aging	NA	Central	Ashby	Aging Individuals (60 and older)	Public	Local or Regional Authority/Council	Digital Literacy, Devices & Device Support	Ashby COA, Town Hall 895 Main St. Ashby, MA 01431	coa2@ashbyma.gov	April Forest	COA@ashbyma.gov	Local
Ashburnham Stevens Memorial Library	They have a "Takeout Technology" program aka they have devices for borrow.	Central	Ashburnham	Low-Income Households (<150% federal poverty level), Youth	Public	Library	Devices & Device Support	20 Memorial Dr, Ashburnham, MA 01430	https://ashburnhamlibrary.org/contact.html	NA	NA	Local

	https://ashburnhamlibrary.org/takeout-technology.html										
Ashburnham Council on Aging	NA	Central	Ashburnham	Aging Individuals (60 and older)	Public	Local or Regional Authority/Council	Digital Literacy, Devices & Device Support	Town Hall 32 Main Street 2nd Floor Auditorium Ashburnham, MA 01430	Phone Number: (978) 827-4100 ext 124	NA	NA	Local
Arc of Bristol County	- Offers computer classes - Taunton Area Resource Center has computers for people to use	Southeast	Taunton	Individuals with Disabilities	Nonprofit	NA	Digital Literacy, Devices & Device Support, Affordability & Availability	437 Bay St, Taunton, MA 02780	NA	NA	NA	Regional (region within MA)
Andover Islamic Center	NA	Northeast	Andover	Members of Religious Minority Groups, Members of Racial/Ethnic Minority Groups	Other	Community-Based Organization	Devices & Device Support	204 Andover St, Suite 201 Andover, MA 01810	info@andoverislamiccenter.org	NA	NA	Local
Amplify POC Cape Cod	NA	Cape Cod and Islands	NA	Members of Racial/Ethnic Minority Groups, Immigrants/Refugees	Nonprofit	Workforce Development Organization	Accessibility of Public Resources & Services	NA	NA	Tara Vargas Wallace	NA	Regional (region within MA)
Amesbury Cultural Center	Providing free Wi-Fi access in community space serving community members.	Northeast	Amesbury	General - All Covered Populations	Nonprofit	NA	Affordability & Availability	Amesbury City Hall, 62 Friend Street Amesbury, MA 01913	amesburycc@gmail.com	NA	NA	Local
Allston Brighton Community Development Corporation	Allston Brighton CDC's current project is to offer in-person technology education courses in English and Spanish for older Bostonians who live in the organizations affordable rental portfolio. The organization will additionally provide participants with a Chromebook and other supplies after completing the course	Boston Metro	NA	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older)	Nonprofit	Non-Profit Organization, Housing Organization, Community-Based Organization	Digital Literacy, Devices & Device Support	18R SHEPARD ST #100 Brighton MA 02135	INFO@ALLSTONBRIGHTONCDC.ORG	Sean Tatar	tatar@allstonbrightoncdc.org	Local
Alliance for Digital Equity	NA	Connecticut River Valley	NA	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Individuals with Disabilities, Members of Racial/Ethnic Minority Groups, Residents of Rural Areas, Women, Youth, Individuals with a Language Barrier (English learners or low-literacy),	Nonprofit	Non-Profit Organization	Affordability & Availability, Accessibility of Public Resources & Services, Digital Literacy, Devices & Device Support	NA	AllianceForDigitalEquity@gmail.com	Frank Robinson	Frank.Robinson@baystatehealth.org	Regional (region within MA)

Name	Description	Region	Cities/Towns	Covered Populations	Entity Type	Org Type	Focus Areas	Address	Email	Contact	Contact Email	Scope
				Immigrants/Refuges								
Aging Services of North Central Massachusetts	They have potential to include services such as tech help and digital literacy classes in their senior living program.	Central	Ashburnham, Ashby, Athol, Ayer, Clinton, Fitchburg, Gardner, Groton, Harvard, Hubbardston, Lancaster, Leominster, Lunenburg, Petersham, Phillipston, Shirley, Sterling, Templeton, Townsend, Royalston, Westminster, Winchendon	Aging Individuals (60 and older), Individuals with Disabilities	Private	Non-Profit Organization	Digital Literacy	680 Mechanic Street Leominster, MA 01453	info@asncm.org	NA	NA	Regional (region within MA)
African Community Education (ACE)	At African Community Education we empower African refugee and immigrant youth through educational, leadership, and cultural programming. We believe in a customized approach to meet the educational needs of each student to achieve better results.	Central	Worcester	Immigrants/Refuges, Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups, Individuals with a Language Barrier (English learners or low-literacy)	Nonprofit	Other Education Organization (not school)	Affordability & Availability	51 Gage St Worcester, MA 01605	info@acechildren.org	Kaska Yawo, Executive Director & Co-foudner	NA	Local
African Community Education	NA	Central	NA	Members of Racial/Ethnic Minority Groups	NA	NA	NA	NA	NA	NA	NA	NA
Advocates	Tech. Navigator at 1094 Worcester Rd, Framingham location. Vinfen MBI Partnership Grant Sub-recipient.	Central, Northeast, Southeast, Boston Metro	Ashland, Boston, Framingham, Harvard, Randolph, Boxborough, Lexington, Marlborough, Waltham	Individuals with Disabilities	Nonprofit	Health Clinic/Center	Digital Literacy, Affordability & Availability, Devices & Device Support	1881 Worcester Road Framingham, MA 01701	https://advocates.org/contact	NA	NA	Multi-Regional (regions within MA)
AdvanTech	offers cybersecurity services	Southeast	Fall River	General - All Covered Populations	Private	For-Profit Corporation or Business	Privacy & Cybersecurity	283 Flint Street, Fall River, MA 02723	NA	NA	NA	Local
Adams Free Library	NA	Berkshires	Adams	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a	Public	Library	Affordability & Availability, Digital Literacy, Accessibility of Public Resources & Services, Devices & Device Support	92 Park St. Adams, MA 01220	NA	Holli Jayko	hjayko@town.adams.ma.us	Regional (region within MA)

			Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Residents of Rural Areas, Women, LGBTQIA+ Individuals, Members of Religious Minority Groups, Youth, Immigrants/Refugees									
Adams Council on Aging (COA)	The Adams Council on Aging (COA) is a town department. It was organized to develop a comprehensive network of in-home and community-based services and supportive programs for people sixty years of age and over in the Town of Adams.	Berkshires	Adams	Aging Individuals (60 and older)	Public	Municipal Government	Digital Literacy, Devices & Device Support, Privacy & Cybersecurity, Accessibility of Public Resources & Services	Council on Aging 3 Hoosac Street Adams, MA 01220	NA	Sarah Fontaine	sfontaine@town.adams.ma.us	Local
Acushnet Senior Center	Offers free computers for seniors to use	Southeast	Dighton	Aging Individuals (60 and older)	Public	Local or Regional Authority/Council	Devices & Device Support	59 1/2 S Main St, Acushnet, MA 02743	NA	NA	NA	Hyperlocal (e.g., a specific school or library)
Acushnet Public Library	#NAME?	Southeast	Acushnet	General - All Covered Populations	Public	Library	Affordability & Availability	232 Middle Rd, Acushnet, MA 02743	NA	Elisabeth Botelho	ebotelho@sailsinc.org	Hyperlocal (e.g., a specific school or library)
Action, Inc.	Providing free wifi access in community space serving adult learners in Cape Ann. We offer affordable housing and homelessness prevention, fuel assistance and energy conservation programs, and education and job training. Our Adult Basic Education program works with people age 18 and above to improve their reading and writing skills so they can achieve their High School Equivalency diploma. Instruction is designed to expand job readiness and employment opportunities. We offer classes in partnership with North Shore Community College, which are designed to meet each adult learners individual needs. We also provide job readiness training and the resources to learn about different career and job opportunities.	Northeast	Gloucester, Ipswich, Manchester-by-the-Sea, Rockport, Essex	Low-Income Households (<150% federal poverty level)	Nonprofit	Housing Organization, Other Education Organization (not school), Community-Based Organization	Digital Literacy, Affordability & Availability, Accessibility of Public Resources & Services	180 Main Street Gloucester, MA 01930	NA	Nikki Marin, DIRECTOR OF EDUCATION & TRAINING	NA	Regional (region within MA)
Action Inc.	Providing free Wi-Fi access in community space serving adult learners in Cape Ann.	Northeast	Gloucester	General - All Covered Populations	Nonprofit	Community-Based Organization	Affordability & Availability, Accessibility of Public Resources & Services	180 Main Street Gloucester, MA 01930	NA	Peggy Hegarty-Steck CHIEF EXECUTIVE OFFICER	Tel: 978-282-1000	Local

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Name	Description	Region	City	Covered Populations	Org Type	Org Category	Services	Address	Email	col11	col12	Scope
Action for Boston Community Development	NA	Boston Metro	NA	Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups, Aging Individuals (60 and older)	NA	NA	NA	NA	NA	NA	NA	NA
Abdelgadir Education Foundation	TGH MBI Partnership Grant Sub-recipient.	Central	Worcester	Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups	Nonprofit	Other Education Organization (not school)	Devices & Device Support, Digital Literacy	NA	NA	NA	NA	Local
Abby's House	NA	Central	NA	Low-Income Households (<150% federal poverty level)	NA	NA	NA	NA	NA	NA	NA	NA
A PC For Everyone	refurbishment and distribution of laptops	Southeast	Mansfield	General - All Covered Populations	Nonprofit	Digital Equity Organization	Devices & Device Support	NA	NA	NA	NA	Local
19 Carter	NA	Central	Berlin	Aging Individuals (60 and older)	Nonprofit	Community-Based Organization	Digital Literacy, Devices & Device Support	19 Carter Street, Berlin, Massachusetts 01503	jess19carter@gmail.com	NA	NA	Local
Boys & Girls Club of Fitchburg, Leominster and Gardner: Bruce Lawrence Teen Center	NA	Central	Gardner, Leominster, Fitchburg	Youth	Nonprofit	Non-Profit Organization	Digital Literacy, Devices & Device Support	365 Lindell Ave. Leominster, MA 01453	HR@bgcfl.org	NA	NA	Regional (region within MA)

Assets – Programs

Organization Name	Summary Notes	Regions	Town	Covered Populations	Asset Digital Equity and Broadband Focus Area	Address	Program Name	Program Sponsor Organization	Program Digital Equity and Broadband Focus	Program Direct/Intermediary	Program Funding Source	Program Links/References	Program Org	Coverage Area
Village Neighbors	Volunteers give technical support for electronic devices and simple computer problems. Services include: Electronics / TV, Mac, PC, Phone / tablet, Accessing internet	Connecticut River Valley	Shutesbury, Leverett, Wendell, New Salem	Aging Individuals (60 and older)	Devices & Device Support, Digital Literacy	NA	Technical Support for Residents Over Age 60	NA	Devices & Device Support, Digital Literacy	Direct Service	State Gov, Donations	https://www.villageneighbors.org/	Village Neighbors	Local
Holyoke Community College	NA	Connecticut River Valley	West Springfield, Springfield, Holyoke, Ludlow	Members of Racial/Ethnic Minority Groups, Individuals with a Language Barrier (English learners or low-literacy), Immigrants/Refugees	Digital Literacy, Affordability & Availability	NA	Digital Skills for adult English Learners	NA	Digital Literacy, Affordability & Availability	Direct Service	State Gov, Philanthropy, Federal Gov	www.hcc.edu/esol	Holyoke Community College	County
T-Mobile	Children can qualify for Project 10Million through eligibility for the National School Lunch Program or participation in government programs, including: - Supplemental Nutrition Assistance Program (SNAP) via P-EBT or EBT - Temporary Assistance for Needy Families (TANF) - Food Distribution Program on Indian Reservations (FDPIR) - Community Eligibility Provision (CEP) - Medicaid - Head Start - Foster youth, migrant, homeless, or runaway youth Includes free 100GB of internet per year for 5 years and a free hotspot with shipping.	Berkshires, Connecticut River Valley, Boston Metro, Central, Southeast, Northeast, Cape Cod and Islands	NA	Low-Income Households (<150% federal poverty level), Youth	Affordability & Availability, Devices & Device Support	NA	Project 10Million	NA	Affordability & Availability, Devices & Device Support	Intermediary	NA	Free Internet for Students: Project 10Million | T-Mobile	T-Mobile	National

Name	Notes	Region	City	Target Populations	Barriers Addressed	Address	Program	Funding	Focus Areas	Type	Gov Level	URL	Org	Scale
21st CCLC	NA	Berkshires	Pittsfield	Low-Income Households (<150% federal poverty level), Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Youth	Accessibility of Public Resources & Services, Digital Literacy, Devices & Device Support, Affordability & Availability	NA	Pittsfield Public Schools 21st CCLC	No	Accessibility of Public Resources & Services, Digital Literacy, Devices & Device Support, Affordability & Availability	Direct Service	State Gov, Federal Gov	NA	21st CCLC	Local
YWCA Central Massachusetts	Computers available to residents of shelter program	Central	NA	Women	Devices & Device Support, Affordability & Availability, Accessibility of Public Resources & Services	One Salem Square, Worcester, MA 01608	Transitional Housing Program	NA	Devices & Device Support, Affordability & Availability, Accessibility of Public Resources & Services	Direct Service	NA	Transitional Housing ¢ YWCA (ywcacm.org)	YWCA Central Massachus etts	County
YMCA Cape Cod	NA	Cape Cod and Islands	NA	Youth, Low-Income Households (<150% federal poverty level)	Devices & Device Support, Accessibility of Public Resources & Services	2245 Iyannough Rd, West Barnstable, MA 02668	Y Achievers Cape Cod	NA	Devices & Device Support, Accessibility of Public Resources & Services	Direct Service	NA	NA	YMCA Cape Cod	Regional (region within MA)
Workforce Central Career Center	NA	Central	Worcester	Low-Income Households (<150% federal poverty level), Youth	Affordability & Availability, Digital Literacy	44 Front Street , 6th Floor Worcester MA 01608	GED Out of School Program	Workforce Investment Act (WIA)	Affordability & Availability, Digital Literacy	Direct Service	State Gov	https://www.workfor cecentralma.org/wor kforce-central-career-center-1360/	Workforce Central Career Center	Regional (region within MA)
Worcester State University	NA	Central	Worcester	Youth, Members of Racial/Ethnic Minority Groups, Immigrants/Ref ugees, Individuals with a Language Barrier (English learners or low-literacy)	Affordability & Availability, Digital Literacy, Devices & Device Support	537 Chandler Street, Worcester, MA 01602	Latino Education Institute	NA	Affordability & Availability, Digital Literacy, Devices & Device Support	Direct Service	NA	Latino Education Institute - Worcester State University	Worcester State University	Local

Worcester Senior Center	Computer lab available; technology program assistant provides one-on-one scheduled instructional help.	Central	Worcester	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Women, Youth, LGBTQ+, LGBTQIA+ Individuals, Immigrants/Refugees, Members of Religious Minority Groups	Affordability & Availability, Devices & Device Support, Digital Literacy	128 Providence Street Worcester, MA 01604	Computer Lab / One-on-One Senior Instruction	NA	Affordability & Availability, Devices & Device Support, Digital Literacy	Direct Service	Local Gov	Worcester Senior Center	City of Worcester, MA (worcesterma.gov)	Worcester Senior Center	Local
Winchendon Cultural Council	The STEM Enrichment program received a $1, 340 grant.	Central	Winchendon	Youth	Digital Literacy	Town Hall 109 Front Street Winchendon, MA 01475-1758	STEM Enrichment	NA	Digital Literacy	Direct Service	Local Gov, State Gov	https://masscultural council.org/local-council/winchendon/	Winchendon Cultural Council	Local
Winchendon Community Action Committee	NA	Central	Winchendon	Youth, Low-Income Households (<150% federal poverty level), LGBTQIA+ Individuals, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups	Digital Literacy, Devices & Device Support, Affordability & Availability	5 Summer Drive, Winchendon, MA 01475, USA	Healthcare & IT Program	NA	Digital Literacy, Devices & Device Support, Affordability & Availability	Direct Service	Donations, Local Gov	https://drive.google.com/file/d/1nPVM6j8 MbA8cHinhorAO6cfH ap7Bubd4/view https://www.theheal collaborative.org/co mmunityresourcesan dservices https://www.winche ndon-cac.org/freshstart	Winchendon Community Action Committee	County

Organization	Description	Region	Town	Covered Populations	Barriers	Address	Program		Barriers	Service Type	Funding	Notes	Organization	Level
Westborough Council on Aging	One desktop computer is available for community use; should acquisition of a new senior center building transpire, they plan to devote more space to a computer lab. - Tech help program with Assabet Valley Regional Technical High School; students provide tech trouble shooting services to seniors on occasional bases. - Many seniors who live in elderly housing cannot afford to pay for internet.	Central	Westborough	Aging Individuals (60 and older)	Affordability & Availability, Accessibility of Public Resources & Services, Devices & Device Support	4 Rogers Road Westborough, MA 01581 United States	Westborough Senior Center	NA	Affordability & Availability, Accessibility of Public Resources & Services, Devices & Device Support	Direct Service	Local Gov	Council On Aging (Senior Center) | Westborough MA	Westborough Council on Aging	Local
Wendell Free Library	NA	Connecticut River Valley	Wendell	Aging Individuals (60 and older), Low-Income Households (<150% federal poverty level)	Devices & Device Support, Affordability & Availability, Digital Literacy	7 Wendell Depot Rd, Wendell 01379	Tech Help programs	NA	Devices & Device Support, Affordability & Availability, Digital Literacy	Direct Service	Donations	This program is by registration and is advertised locally and on our website.	Wendell Free Library	Local
Watertown Housing Authority	The Watertown Free Public Library partnered with the Housing Authority to offer four older adult classes and three family classes to educate our residents on-site on how to safely use internet, email and general phone/ tablet use.	Boston Metro	NA	Low-Income Households (<150% federal poverty level), Immigrants/Refugees	Digital Literacy	142 Mechanic St, Watertown, NY 13601	Digital literacy classes	NA	Digital Literacy	Direct Service	NA	NA	Watertown Housing Authority	Local
Watertown Free Public Library	NA	Boston Metro	NA	Low-Income Households (<150% federal poverty level), Immigrants/Refugees, Individuals with a Language Barrier (English learners or low-literacy), Aging Individuals (60 and older)	Affordability & Availability, Devices & Device Support	123 Main St, Watertown, MA 02472	Library device lending program	NA	Affordability & Availability, Devices & Device Support	Intermediary	State Gov	NA	Watertown Free Public Library	Local
Watertown Free Public Library	Open to all residents, the library offers a variety of skill building classes and regular weekly tech support, as staffing and resources allow.	Boston Metro	Watertown	General - All Covered Populations	Digital Literacy	123 Main St, Watertown, MA 02472	Digital literacy classes and tech support	Unknown	Digital Literacy	Direct Service	Local Gov	NA	Watertown Free Public Library	Local
Watertown Council on Aging	NA	Boston Metro	Watertown	General - All Covered Populations	Devices & Device Support	31 Marshall St, Watertown, MA 02472	Device lending program and digital literacy class	NA	Devices & Device Support	Intermediary	NA	The Council on Aging has limited devices for loan and offers a single digital literacy class facilitated by the library.	Watertown Council on Aging	Local

Organization	Notes	Region	City/Town	Target Population	Focus Area	Address	Program		Focus Area	Service Type	Funding	Website	Organization	Scope
Victory Programs	NA	Boston Metro	NA	Low-Income Households (<150% federal poverty level), Women, Aging Individuals (60 and older)	Accessibility of Public Resources & Services, Affordability & Availability, Digital Literacy, Devices & Device Support, Privacy & Cybersecurity	965 Massachusetts Avenue, Boston, MA 02118	Victory Programs	NA	Accessibility of Public Resources & Services, Affordability & Availability, Digital Literacy, Devices & Device Support, Privacy & Cybersecurity	Direct Service	Donations, Philanthropy, State Gov, Local Gov	Home - Victory Programs (vpi.org)	Victory Programs	Statewide
Viability, Inc.	NA	Berkshires	NA	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Individuals with Disabilities	Accessibility of Public Resources & Services	703 W. Housatonic Street, Suite 209, Pittsfield, MA 01201	DEAF and Hard of Hearing Independent Living Services	NA	Accessibility of Public Resources & Services	Direct Service	State Gov	www.viability.org	Viability, Inc.	Regional (region within MA)
Veterans, Inc.	Allows resident clients to borrow technology in order to access social services.	Central	Worcester	Veterans	Accessibility of Public Resources & Services	multiple locations	Devices for Accessing Social Services	NA	Accessibility of Public Resources & Services	Intermediary	NA	Home - Veterans Inc.	Veterans, Inc.	Multi-State
Verizon	NA	Central	Fitchburg	Low-Income Households (<150% federal poverty level)	Affordability & Availability	Verizon, 975 Merriam Ave Ste 115, Leominster, MA 01453	Verizon Lifeline	NA	Affordability & Availability	Intermediary	Federal Gov	https://www.verizon.com/support/residential/account/manage-account/lifeline-discount http://www.fitchburgma.gov/954/Public-Resources	Verizon	Multi-State
United Way of Tri-County: Wheat Community Connections	NA	Central	Sterling	Youth	Affordability & Availability	Mailing Address: United Way of Tri-County 46 Park Street Framingham, MA 01702	Tools for School Program	NA	Affordability & Availability	Direct Service	Donations	https://www.uwotc.org/backpack	United Way of Tri-County: Wheat Community Connections	County

Organization	Description	Region	Municipalities	Target Population	Focus Areas	Address	Partner	Partner 2	Focus Areas	Role	Funding	Website	Name	Scope
United Way North Central Massachusetts	They have potential to implement computer classes as well as device distribution to the students who are enrolled in this program.	Central	Ashburnham, Ashby, Athol, Ayer, Clinton, Fitchburg, Gardner, Groton, Harvard, Hubbardston, Lancaster, Leominster, Lunenburg, Petersham, Phillipston, Shirley, Sterling, Templeton, Townsend, Royalston, Westminster, Winchendon	Youth, Low-Income Households (<150% federal poverty level)	Digital Literacy, Devices & Device Support	649 John Fitch Highway Fitchburg, MA 01420	United Way Youth Venture	NA	Digital Literacy, Devices & Device Support	Direct Service	Donations, Philanthropy	https://uwncm.org/united-way-youth-venture/	United Way North Central Massachusetts	Regional (region within MA)
United Cerebral Palsy	NA	Berkshires	NA	Individuals with Disabilities	Affordability & Availability, Digital Literacy, Accessibility of Public Resources & Services, Devices & Device Support	208 West Street Pittsfield MA 01201	UCP's Assistive Technology	NA	Affordability & Availability, Digital Literacy, Accessibility of Public Resources & Services, Devices & Device Support	Direct Service	NA	https://ucpwma.org/	United Cerebral Palsy	Statewide
UMass Lowell Innovation Hub (Haverhill)	Since 2022, the UMass Lowell Innovation Hub Haverhill has partnered with the Essex County Community Foundation to annually present the Digital Equity Challenge. To date, we helped to fund an internet connectivity program in Haverhill, a digital literacy program for seniors in Lynn, a county-wide device refurbishment program, and an online literacy program for preschoolers and their families. Read more below about this event and stay tuned for details on 2024 Digital Equity programming.	Northeast	NA	Aging Individuals (60 and older), Youth, Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups	Digital Literacy, Devices & Device Support, Affordability & Availability	2 Merrimack Street, 3rd Floor, Haverhill, MA 01830	Digital Equity Challenge	Essex County Community Foundation	Digital Literacy, Devices & Device Support, Affordability & Availability	Intermediary	Philanthropy	https://www.uml.edu/innovation-hub/news-events/digital-equity-challenge/	UMass Lowell Innovation Hub (Haverhill)	County
Town of Orleans: Council on Aging	NA	Cape Cod and Islands	Orleans	Aging Individuals (60 and older)	Digital Literacy	Orleans, MA	Sip and Swipe Cafe	NA	Digital Literacy	Direct Service	Local Gov, Philanthropy	https://www.town.orleans.ma.us/220/Council-on-Aging-Senior-Center	Town of Orleans: Council on Aging	Local
Town of Harvard	If the scholarship is able to help kids get a higher education, the organization would also be help with digital equity.	Central	Harvard	Youth, Low-Income Households (<150% federal poverty level)	Affordability & Availability	1900 West Prk Drive, Suite 280, Westborough, MA 01581	Sarah Watson Scholarship	NA	Affordability & Availability	Intermediary	State Gov	https://www.harvard-ma.gov/home/news/sarah-watson-scholarship	NA	Statewide

Town of Bourne	NA	Cape Cod and Islands	Bourne	Aging Individuals (60 and older)	Affordability & Availability, Digital Literacy	239 Main St, Bourne, MA 02532	Bourne Council on Aging	NA	Affordability & Availability, Digital Literacy	Direct Service	NA	NA	Town of Bourne	Local
Three County Continuum of Care (a project of Community Action Pioneer Valley via HUD)	Updates to this project can be found at Home	Three County CoC	Massachusetts (communityaction.us) around mid-December 2023	Berkshires, Connecticut River Valley	Greenfield, North Adams, Pittsfield, Amherst, Northampton, Hadly	Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups, Individuals with Disabilities, Residents of Rural Areas, Women, LGBTQ+, Youth, Aging Individuals (60 and older), LGBTQIA+ Individuals	Accessibility of Public Resources & Services, Devices & Device Support	Central location/based out of 277 Main St in Greenfield MA; serves all of Franklin, Hampshire & Berkshire County	(Upcoming) Online Training Platform for Housing Project Participants	Grant funds received from MHSA (Mass. Housing & Shelter Alliance)	Accessibility of Public Resources & Services, Devices & Device Support	NA	Federal Gov, State Gov, Donations	Planned for January 2024: Online Training Platform to be facilitated by the Continuum of Care (CoC). The CoC is not a direct service provider, but we award funding and provide operational support/oversight to housing/homelessness programs; we also partner with all housing programs (even with other funding sources), i.e. shelters, state projects, etc.- our network also includes mental health, substance use providers and others with overlapping populations served. This Platform, in addition to providing universal trainings and resources to our partner agencies, will have a Participant/Client page where people experiencing or at-risk of homelessness or with housing questions can access resources and recorded trainings in areas such as: renter rights/responsibilities, eviction prevention and general navigation tools for the housing and related systems.	Three County Continuum of Care (a project of Community Action Pioneer Valley via HUD)	Multi-Regional (regions within MA)
The Literacy Project	Students keep the Chromebook after leaving the program.	Connecticut River Valley	Amherst, Northampton, Greenfield, Orange, Ware	General - All Covered Populations	Devices & Device Support	15 Bank Row, Greenfield, MA 01301	Providing Chromebooks to Our Students	NA	Devices & Device Support	Direct Service	Federal Gov, State Gov	https://www.literacyproject.org/	The Literacy Project	Regional (region within MA)
The Literacy Project	NA	Connecticut River Valley	Amherst, Northampton, Greenfield, Orange, Ware	General - All Covered Populations	Devices & Device Support, Affordability & Availability	15 Bank Row, Greenfield, MA 01301	Providing Internet Hotspots to Our Students	NA	Devices & Device Support, Affordability & Availability	Direct Service	Federal Gov, State Gov	https://www.literacyproject.org/	The Literacy Project	Regional (region within MA)

The Literacy Project	Laptop computers for students to borrow if doing online GED exam.	Connecticut River Valley	Amherst, Greenfield, Northampton, Orange, Ware	General - All Covered Populations	Devices & Device Support	15 Bank Row, Greenfield, MA 01301	Lend Laptops For Our Students' GED Exams	NA	Devices & Device Support	Direct Service	Federal Gov, State Gov	https://www.literacyproject.org/	The Literacy Project	Regional (region within MA)
The Literacy Project	Students may renew this free subscription yearly if they are still taking classes at The Literacy Project.	Connecticut River Valley	Amherst, Northampton, Greenfield, Ware, Orange	General - All Covered Populations	Affordability & Availability	15 Bank Row, Greenfield, MA 01301	One Year Internet Subscription to Our Students	NA	Affordability & Availability	Direct Service	Federal Gov, State Gov	https://www.literacyproject.org/	The Literacy Project	Regional (region within MA)
The Groton Channel	NA	Central	Groton	Youth	Digital Literacy, Accessibility of Public Resources & Services	703 Chicopee Row ‹Groton, MA 01450	Groton Channel Workshops	NA	Digital Literacy, Accessibility of Public Resources & Services	Direct Service	Local Gov, State Gov	https://www.thegrotonchannel.org/workshops.html	The Groton Channel	Local
Templeton Community Television	Set up a meeting for providing money for devices to those who are interested in media-related careers to make achieving future goals easier	Central	Templeton	Youth	Affordability & Availability	Town Hall 160 Patriots Road PO Box 620 East Templeton 01438	Video Sponsorships for Craft Fair	NA	Affordability & Availability	Direct Service	State Gov	https://www.templetonma.gov/templeton-community-television	Templeton Community Television	Local
Tech Goes Home	In partnership with TGH and offers basic computer literacy and small business technology classes. The program includes a free laptop and 1 year of Internet access.	Berkshires, Connecticut River Valley, Central, Boston Metro, Northeast, Southeast, Cape Cod and Islands	NA	General - All Covered Populations	Affordability & Availability, Accessibility of Public Resources & Services, Digital Literacy, Privacy & Cybersecurity, Devices & Device Support	140 Union St #203-206, Lynn, MA, 01901	Latino Support Network	NA	Affordability & Availability, Accessibility of Public Resources & Services, Digital Literacy, Privacy & Cybersecurity, Devices & Device Support	Direct Service	NA	https://www.latinosupportnetwork.org	Tech Goes Home	Statewide
St Mark Community Education	St Mark Community Education Program's project is to recruit and train 20 multilingual volunteers to offer at least 30 free digital skills courses in different languages to workers who are either unemployed or underemployed. The courses will be offered online and in the Boston Public Libraries neighborhood branches once they reopen.	Boston Metro	NA	Low-Income Households (<150% federal poverty level), Individuals with a Language Barrier (English learners or low-literacy), Immigrants/Refugees	Digital Literacy	25 Beach St, Dorchester, MA 02122	St Mark Community Education Program	Eastern Bank, Arbella Insurance, Rian Immigrant Center, English for New Bostonians, Cummings Foundation, East Boston Savings Bank	Digital Literacy	Direct Service	Donations, Federal Gov	https://www.stmarksesol.org/	St Mark Community Education	Regional (region within MA)
Southeast Asian Coalition of Central MA	Assists individuals in applying for ACP. Has hosted occasional computer classes, but too short on staff to entertain those classes right now.	Central	Worcester	Immigrants/Refugees	Accessibility of Public Resources & Services, Digital Literacy	50 Portland St, Suite 521, Worcester, MA 01608	Computer Instruction / ACP Accessibility	NA	Accessibility of Public Resources & Services, Digital Literacy	Direct Service	Philanthropy, Donations	NA	Southeast Asian Coalition of Central MA	Local

Organization	Notes	Region	Cities/Towns	Covered Populations	Categories	Address	Program	Additional Note	Categories	Service Type	Funding	URL	Organization	Scope
Somerville-Cambridge Elder Services (SCES)	NA	Boston Metro	Cambridge, Somerville	Aging Individuals (60 and older), Low-Income Households (<150% federal poverty level), Individuals with Disabilities	Affordability & Availability, Devices & Device Support, Accessibility of Public Resources & Services	61 Medford St, Somerville, MA 02143	SCES Technology Coaches	NA	Affordability & Availability, Devices & Device Support, Accessibility of Public Resources & Services	Direct Service	State Gov	https://eldercare.org/join-us/volunteer-opportunities/	Somerville-Cambridge Elder Services (SCES)	Local
SeniorCare - MA Aging Services Access Point (ASAP), Federal Area Agency on Aging (AAA)	Currently device distribution is limited to older adults served by SeniorCare who are enrolled in eligible ASAP home care programs.	Northeast	Beverly, Essex, Gloucester, Hamilton, Ipswich, Manchester-by-the-Sea, Rockport, Topsfield, Wenham	Aging Individuals (60 and older), Low-Income Households (<150% federal poverty level), Women	Affordability & Availability, Digital Literacy, Privacy & Cybersecurity, Devices & Device Support	49 Blackburn Center, Gloucester (agency main offices - services occur off site)	Digital Navigator	NA	Affordability & Availability, Digital Literacy, Privacy & Cybersecurity, Devices & Device Support	Direct Service	Federal Gov, ARPA, State Gov	https://seniorcareinc.org/technology-navigator/	SeniorCare - MA Aging Services Access Point (ASAP), Federal Area Agency on Aging (AAA)	Regional (region within MA)
Salasin Project	The office has a general computer for clients to fill out forms with an advocate. Advocates help connect clients to other community resources. Planning future drop-in hours.	Connecticut River Valley	NA	General - All Covered Populations	Affordability & Availability	474 Main Street Greenfield, MA 01301	General Computer Available for Use by Clients with Salasin Advocate	NA	Affordability & Availability	Direct Service	NA	https://salasinproject.org/	Salasin Project	Regional (region within MA)
Robertson Memorial Library	NA	Connecticut River Valley	Leyden	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Residents of Rural Areas, Youth	Accessibility of Public Resources & Services	849 Greenfield Rd. Leyden MA 01031	Free Broadband	CWMARS	Accessibility of Public Resources & Services	Direct Service	Local Gov	NA	Robertson Memorial Library	Hyperlocal (e.g., a specific school or library)
RFK Community Alliance	NA	Central	Lancaster	Youth, Low-Income Households (<150% federal poverty level)	Digital Literacy, Affordability & Availability	971 Main Street Lancaster, MA 01523-2569	Young Adult Supported Living Program	NA	Digital Literacy, Affordability & Availability	Direct Service	Donations, Philanthropy	https://www.rfkcommunity.org/our-services/young-adult-supported-living-program	RFK Community Alliance	County
RCAP Solutions Massachusetts	NA	Central	Worcester	Residents of Rural Areas	Digital Literacy, Devices & Device Support	191 May Street Worcester, MA 01602	Open for Business Program	NA	Digital Literacy, Devices & Device Support	Direct Service	State Gov	https://openforbusiness.rcap.org/	RCAP Solutions Massachusetts	National
Quinsigamond Community College	NA	Central	Worcester	Youth	Digital Literacy, Privacy & Cybersecurity	670 West Boylston Street, Worcester, MA 01606	Computers & Technology Courses	People have to pay a certain amount for whichever course they decide to take.	Digital Literacy, Privacy & Cybersecurity	Direct Service	State Gov	https://wfdqcc.augusoft.net/index.cfm?method=ClassListing.ClassListingDisplay&int_category_id=2&int_sub_category_id=6&int_catalog_id=	Quinsigamond Community College	Regional (region within MA)

Organization	Description	Region	Cities/Towns	Target Population	Focus Area	Address	Program	Funder	Focus Area 2	Service Type	Funding Source	URL	Org Name	Scope
Polus Center for Social and Economic Development	NA	Central	Petersham, Worcester, Gardner	Individuals with Disabilities, Youth, Low-Income Households (<150% federal poverty level)	Digital Literacy	6 N Main St Petersham, MA 01366	Independent Living Toolbox: Communication and Technology Skills	U.S. Department of States Bureau of International Narcotics and Law Enforcement Affairs, and The Office of Weapons Removal and Abatement in the U.S. State Department's Bureau of Political-Military Affairs,	Digital Literacy	Direct Service	Donations, Federal Gov, Philanthropy	https://www.poluscenter.org/polus-us/independent-living-skills	Polus Center for Social and Economic Development	County
Pittsfield Public Schools	This program provides tremendous opportunities for community/family engagement	Berkshires	Pittsfield	Low-Income Households (<150% federal poverty level), Individuals with Disabilities, Members of Racial/Ethnic Minority Groups, Youth, Immigrants/Refugees	Affordability & Availability, Digital Literacy, Devices & Device Support, Accessibility of Public Resources & Services	269 First St. Pittsfield, MA 01201	21st Century Community Learning Centers	NA	Affordability & Availability, Digital Literacy, Devices & Device Support, Accessibility of Public Resources & Services	Intermediary	State Gov, Federal Gov, Local Gov	21st Century Community - Pittsfield Public Schools	Pittsfield Public Schools	National
Pingree School	With the goal of assuring more access to high quality education, the dual mission of Prep@Pingree is to provide an ongoing academic and cultural enrichment program for talented, hard-working, middle school students predominantly from Lynn and Lawrence and to strengthen the Pingree School community. Through an intensive five-week summer program and supplemental year-round support, Prep@Pingree prepares admitted students for independent, parochial, and public high school. Prep@Pingree balances rigorous academics with co-curricular experiences aimed at developing the whole student, staff members, and anyone who connects with Prep@Pingree.	Northeast	NA	Youth	Devices & Device Support	537 Highland Street South Hamilton, MA 01982	Prep@Pingree	NA	Devices & Device Support	Direct Service	NA	https://www.pingree.org/community-life/prep	Pingree School	Multi-State

Name	Description	Region	City/Town	Population	Service Category	Address	Program	Entity	Service Category 2	Service Type	Funding	URL	Organization	Scope
Pernet Family Health Service	NA	Central	Worcester	Youth	Affordability & Availability, Devices & Device Support	237 Millbury Street Worcester, MA 01610	Homework Club & Step Up Program	NA	Affordability & Availability, Devices & Device Support	Direct Service	NA	Youth Programs - Pernet Family Health Service	Pernet Family Health Service	Local
Perkins School for the Blind	Perkins Access provides technical assistant and consultation for companies, higher education, government, and nonprofits, to make their websites and applications accessible to people with a variety of disabilities.	Boston Metro	NA	Individuals with Disabilities	Affordability & Availability, Devices & Device Support	175 N Beacon St, Watertown, MA 02472	Perkins Access	NA	Affordability & Availability, Devices & Device Support	Direct Service	Federal Gov	https://perkinsaccess.org/	Perkins School for the Blind	National
Perkins School for the Blind	Internet connectivity to facilitate two-way communication via phone or internet for people who experience dual vision and hearing loss.	Boston Metro	NA	Low-Income Households (<150% federal poverty level), Individuals with Disabilities	Affordability & Availability, Devices & Device Support	NA	National Deafblind Equipment Distribution Program	The FCC	Affordability & Availability, Devices & Device Support	Direct Service	Federal Gov	https://www.fcc.gov/general/national-deaf-blind-equipment-distribution-program	Perkins School for the Blind	National
Open Sky Community Services	Set up a meeting to discuss computer skills classes for their clients, since their employment services program are trying to prepare them for the workforce.	Central	Worcester	Individuals with Disabilities	Digital Literacy	4 Mann Street Worcester, MA 01602	Employment Services for those with Developmental and Intellectual Disabilities	NA	Digital Literacy	Direct Service	Donations, Philanthropy	https://www.openskycs.org/services/developmental-intellectual-disabilities/employment-services.html	Open Sky Community Services	Regional (region within MA)
NSLBA From the Traditional to the Digital	From the traditional to the digital 5 hours - Design and graphic identity; digital marketing and Social media. 3 weeks in total - 15 total hours	Northeast	Lynn	General - All Covered Populations	Digital Literacy	33 Sutton St, Lynn, MA 01901	North Shore Latino Business Association	NA	Digital Literacy	Direct Service	NA	https://mynslba.com/	NSLBA From the Traditional to the Digital	Local

NSCC Campus Internet Support/Accessibility	-Radically increased internet bandwidth increases on both campuses. Almost a 10-fold increase on both the Lynn and Danvers campuses. Lynn was completed in December, 2022 and Danvers will be completed this June 2023. -In early 2021 we licensed an all access virtual computer lab that allows students to access our lab software and computing power remotely from any low-end device including things like Chromebooks, iPads, smartphones, etc. What we've noticed is that the virtual lab is often used during off hours, between 9PM and 2AM and on weekends. We feel that this is because many of our students are working full-time jobs and supporting families. They get their kids to bed in the evening and then they have time to do their school work. -Implemented a BYOD network to make it easier for all NSCC members to access NSCC provided wireless. This helps support personally-owned devices used for school work as well as part of our multi-factor security imitative. -We continue to license currently registered students for Microsoft office for personal devices via our yearly Microsoft Agreement. We also offer a host of free or reduced cost software that is accessible via the My Northshore portal. This includes Adobe products. -We reorganized the IS department and reworked job descriptions to ensure that there is a front-line Helpdesk professional staff support in Lynn (as opposed to just technicians.) This initiative also included extended phone support	Northeast	NA	General - All Covered Populations	Devices & Device Support, Accessibility of Public Resources & Services	North Shore Community College	NA	NA	Devices & Device Support, Accessibility of Public Resources & Services	Intermediary	NA	https://www.northshore.edu/	NSCC Campus Internet Support/Accessibility	Hyperlocal (e.g., a specific school or library)

Organization	Description	Region	Towns	Target Population	Service	Location	Program	Funding	Service Category	Type		Website	Organization	Scope
	hours for things like password resets until 9PM.													
Northern Hilltowns Consortium of COAs	We are located in the north west hilltowns of western hampshire county. Our programming is sporadically supported by grant funding.	Connecticut River Valley	Chesterfield, Worthington, Williamsburg, Westhampton, Plainfield, Goshen, Cummington	Aging Individuals (60 and older), Residents of Rural Areas	Digital Literacy, Devices & Device Support	400 Main Rd, P.O. Box 7, Chesterfield, MA 01012	Northern Hilltown Digital Literacy Outreach	NA	Digital Literacy, Devices & Device Support	Direct Service	NA	www.northernhilltownscoas.org	Northern Hilltowns Consortium of COAs	Local
Northeast Advanced Manufacturing Consortium (NAMC)	Its goal is to expand manufacturing training programs across the North Shore to sustain long-term career opportunities and industry success. As the need for incoming talent grows, the program provides no-cost training, networking, and job placement opportunities to help move unemployed, underemployed, or inexperienced individuals into promising career paths.	Northeast	NA	Low-Income Households (<150% federal poverty level), Individuals with Disabilities, Veterans, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Women, Members of Religious Minority Groups, LGBTQIA+ Individuals, Youth, Immigrants/Refugees	Digital Literacy	technical schools and educational institutions across the North Shore,	The Advanced Manufacturing Training and Expansion Program	GE Foundation (grant)	Digital Literacy	Direct Service	NA	https://masshire-nscareers.org/programs/the-advanced-manufacturing-training-and-expansion-program/	Northeast Advanced Manufacturing Consortium (NAMC)	Regional (region within MA)
North Shore Community College, Endicott College, Gordon College, Merrimack College, Middlesex Community College, Northern Essex Community College, Salem State University, UMass Lowell	Prior Learning Assessment (PLA) gives Essex and Middlesex County residents the chance to earn college credit for prior learning and work experience by credentialing skills attained outside of the traditional classroom. For more info: Linda Brantley, lbrantle@northshore.edu	Northeast	NA	Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups	Digital Literacy	Essex & Middlesex Counties	Northeast Regional Prior Learning Assessment Consortium	ECCF	Digital Literacy	Direct Service	NA	https://www.northshore.edu/nerplac/	North Shore Community College, Endicott College, Gordon College, Merrimack College, Middlesex Community College, Northern Essex Community College, Salem State University, UMass Lowell	Regional (region within MA)

Organization	Description	Region	Towns	Population	Services	Address	Program	Partner	Service Category	Type	Funding	Website	Org Name	Scope
North Shore Community College	NSCCs Adult Learning Center (ALC) is a college and career readiness course that offers free literacy, math, and High School Equivalency Test (HiSET) or GED prep classes to help students without a high school credential pursue further education, job training, and well-paid careers.	Northeast	Danvers, Lynn	Low-Income Households (<150% federal poverty level)	Digital Literacy, Devices & Device Support	1 Ferncroft Road, Danvers, MA 01923	Adult Learning Center	NA	Digital Literacy, Devices & Device Support	Direct Service	NA	https://www.northshore.edu/adult-learning/index.html	North Shore Community College	Regional (region within MA)
NewVue Communities	This program focuses on for-profit businesses that have been negatively impacted by COVID	Central	Athol, Phillipston, Templeton, Winchendon	General - All Covered Populations	Affordability & Availability	470 Main Street, Fitchburg, MA 01420 |	Athol, Phillipston, Templeton & Winchendon COVID-19 Microenterprise Business Assistance Grant Program	NA	Affordability & Availability	Intermediary	Local Gov, State Gov	https://newvuecommunities.org/aptwmap/	NewVue Communities	Regional (region within MA)
Narrangansett Regional School District	NA	Central	Phillipston, Templeton	Youth	Devices & Device Support	462 BALDWINVILLE ROAD BALDWINVILLE, MA	Chromebook Program	NA	Devices & Device Support	Intermediary	State Gov	https://www.nrsd.org/page/1-1-chromebook-information	Narrangansett Regional School District	Regional (region within MA)
Mystic Valley Elder Services	The Technology Access Program (TAP) provides in home visits to support older adults in meeting their technology goals. TAP provides community events to offer tech support and in person classes.	Boston Metro	NA	Aging Individuals (60 and older), Individuals with Disabilities	Devices & Device Support, Accessibility of Public Resources & Services, Digital Literacy, Affordability & Availability	Office at 300 Commercial Street Malden MA. Available in Malden, Medford, Melrose, Stoneham, Wakefield, Reading, North Reading, Chelsea, Revere, Everett, and Winthrop	Technology Access Program	Mystic Valley Elder Services	Devices & Device Support, Accessibility of Public Resources & Services, Digital Literacy, Affordability & Availability	Direct Service	ARPA, Local Gov	Home - Mystic Valley Elder Services (mves.org) Technology Access Program (TAP) volunteers help bridge the tech divide for older adults and people with disabilities. They enable participants to stay connected with loved ones, manage finances online, communicate with healthcare providers, apply for services, and more. In addition, TAP promotes affordability and accessibility among residents from diverse backgrounds and supports their ability to live independently in the community.	Mystic Valley Elder Services	Regional (region within MA)

Organization	Suggestion	Region	Cities/Towns	Target Population	Focus Area	Address	Program	Notes	Focus Area	Service	Funding	Website	Organization	Scope
Mount Wachusett Community College	Set up a meeting to see if they could give affordable access to these programs as well as a device distribution drive for lower income students	Central	Gardner	Low-Income Households (<150% federal poverty level), Youth	Digital Literacy	444 Green Street Gardner, MA 01440	Workforce Access and Educationn	NA	Digital Literacy	Direct Service	Local Gov, Donations	https://mwcc.edu/corporate-career-and-continuing-education/workforce-access-and-education/	Mount Wachusett Community College	County
Mount Wachusett Community College	NA	Connecticut River Valley	Gardner, Fitchburg, Leominster	Youth	Digital Literacy	444 Green Street Gardner, MA 01440	Computer Programs & Technology	People have to pay to take the classes in the program	Digital Literacy	Direct Service	State Gov	https://mwcc.3dcartstores.com/computer-programs-and-technology.html	Mount Wachusett Community College	Regional (region within MA)
Montachusett YMCA	It would be good to see if the YMCA would offer tutoring services to the military family kids for computer skills, which is important for school. Usually military facilities offer tutoring classes, so the Y could offer that as well.	Central	Ashburnham, Ashby, Athol, Ayer, Clinton, Fitchburg, Gardner, Groton, Harvard, Hubbardston, Lancaster, Leominster, Lunenburg, Petersham, Phillipston, Shirley, Sterling, Templeton, Townsend, Royalston, Westminster, Winchendon	Veterans, Youth	Digital Literacy	Montachusett Community Branch YMCA, 55 Wallace Avenue, Fitchburg, MA	YMCA Military Outreach Initiative	NA	Digital Literacy	Direct Service	Philanthropy	https://www.ymcaofcm.org/?s=military+outreach+initiative	Montachusett YMCA	Regional (region within MA)
Minute Man Arc	They offer computer training for their clients	Central	Acton, Concord	Individuals with Disabilities	Digital Literacy	35 Forest Ridge Road Concord, MA 01742	Day Habilitation	http://www.minutemanarc.org/sponsors/	Digital Literacy	Direct Service	Donations, State Gov	http://www.minutemanarc.org/programs/day-habilitation/	Minute Man Arc	Regional (region within MA)
MassHire North Shore Workforce Board	NA	Central	Leominster	Low-Income Households (<150% federal poverty level), Youth	Affordability & Availability, Digital Literacy	100 Erdman Way Leominster, MA 01453	Youth Works	NA	Affordability & Availability, Digital Literacy	Direct Service	State Gov	https://masshire-northshorewb.com	MassHire North Shore Workforce Board	County
MassHire Cape & Islands Career Center	NA	Cape Cod and Islands	NA	Veterans	Digital Literacy, Devices & Device Support	372 North Street, Hyannis MA 02601	Veterans Services	NA	Digital Literacy, Devices & Device Support	Direct Service	Federal Gov	https://www.masshire-capeandislands.com/veterans-services/	MassHire Cape & Islands Career Center	Regional (region within MA)

Name	Description	Regions		Target Populations	Focus	Address	Program		Focus	Role	Funding	URL	Name	Scope
MassCyberCenter	The MassCyberCenter created the Cybersecurity Mentorship Program to provide opportunities for diverse Massachusetts undergraduate college students to learn about careers in cybersecurity and develop their professional networks through direct engagement with industry professionals. The goal of the Cybersecurity Mentorship Program is to encourage diverse undergraduate college students to continue to pursue a career in cybersecurity and promote the diversity of the cybersecurity workforce in Massachusetts.	Berkshires, Connecticut River Valley, Central, Boston Metro, Northeast, Southeast, Cape Cod and Islands	NA	Youth, Members of Racial/Ethnic Minority Groups, Women	Privacy & Cybersecurity	2 Center Plaza, Suite 200 Boston, MA 02108	Massachusetts Cybersecurity Mentorship Program	NA	Privacy & Cybersecurity	Intermediary	State Gov	https://masscybercenter.org/massachusetts-cybersecurity-ecosystem/massachusetts-cybersecurity-mentorship-program	MassCyber Center	Statewide
Massachusetts Association for the Blind and Visually Impaired	Trainers have lived experience with blindness/low vision and/or extensive experience with access technology for people with disabilities. Training is provided in groups or 1:1. Training is available in-person in local community centers or libraries, or virtually.	Connecticut River Valley, Central, Northeast, Berkshires, Boston Metro, Southeast, Cape Cod and Islands	NA	Low-Income Households (<150% federal poverty level), Individuals with Disabilities, Members of Racial/Ethnic Minority Groups, Individuals with a Language Barrier (English learners or low-literacy)	Digital Literacy, Devices & Device Support	multiple locations	Access Technology Training for People with Visual Disabilities	NA	Digital Literacy, Devices & Device Support	Direct Service	State Gov, Philanthropy, Donations, ARPA	https://www.mabvi.org/services/assistive-technology/	Massachusetts Association for the Blind and Visually Impaired	Multi-Regional (regions within MA)
Mass. eHealth Institute (MassTech)	Digital health was identified as a key component of the Commonwealths economic development plan (PDF) in 2015 and in January 2016 the Massachusetts Digital Health Initiative was convened to bring together public, private, academic, and healthcare partners to build a stronger and more connected statewide digital health ecosystem.	Boston Metro, Central	NA	General - All Covered Populations	Privacy & Cybersecurity	NA	Massachusetts' Digital Health Initiative	Private Partnerships	Privacy & Cybersecurity	Intermediary	State Gov	https://massdigitalhealth.org/initiative	Mass. eHealth Institute (MassTech)	Statewide

Organization	Description	Region	Municipalities	Population	Focus Areas	Address	Program	Funding Sources	Focus Areas 2	Service Type	Gov Partners	URL	Name	Scope
Mass General Brigham	As of Jan. 2023, MGB has "acquired over 2,000 cellular-enabled tablets to start a loaner program for patients in primary care practices" and "provided outreach to over 16,000 patients for Patient Gateway enrollment"	Boston Metro, Cape Cod and Islands, Connecticut River Valley, Northeast	Boston, Brookline, Cambridge, Northampton, Aquinnah, Chilmark, Oak Bluffs, Tisbury, Gosnold, West Tisbury, Edgartown, Newton, Wellesley, Salem, Chelsea, Revere, Lynn, Peabody	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Women, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups	Digital Literacy, Devices & Device Support	20 healthcare locations in the state	Digital Access Program	NA	Digital Literacy, Devices & Device Support	Direct Service	NA	https://www.massgeneralbrigham.org/en/about/newsroom/articles/bridging-the-digital-divide https://www.massgeneralbrigham.org/en/about/newsroom/articles/lee-park-md-qa-bridging-the-digital-divide	Mass General Brigham	Multi-Regional (regions within MA)
Lynn Community TV	For a very low annual membership fee or free, we provide training and access to professional studio and field video equipment to create online (and cable) content, training in how to promote said content online as well as hosting on lynntv.org, and we provide fast wi-fi, meeting space and a computer lab with printer. Training for all is included.	Northeast	Lynn	Incarcerated Individuals (in non-Federal facilities)	Affordability & Availability, Digital Literacy, Devices & Device Support, Accessibility of Public Resources & Services	181 Union St, Lynn, MA, 01901	Lynn Community TV	NA	Affordability & Availability, Digital Literacy, Devices & Device Support, Accessibility of Public Resources & Services	Direct Service	NA	https://lynntv.org/	Community Media Center	Statewide
LUK inc.	NA	Central	Ashburnham, Ashby, Athol, Ayer, Clinton, Fitchburg, Gardner, Groton, Harvard, Hubbardston, Lancaster, Leominster, Lunenburg, Petersham, Phillipston, Shirley, Sterling, Templeton, Townsend, Royalston, Westminster, Winchendon	Low-Income Households (<150% federal poverty level), Youth	Digital Literacy, Affordability & Availability	545 Westminster Street Fitchburg, MA 01420 4727	Career Explorations	https://www.luk.org/about/funding-sources/	Digital Literacy, Affordability & Availability	Direct Service	Federal Gov, State Gov	https://www.luk.org/service/career-exploration/	LUK inc.	Regional (region within MA)

Leverett Library	NA	Connecticut River Valley	Leverett	Aging Individuals (60 and older), Veterans, Residents of Rural Areas, LGBTQIA+ Individuals, Individuals with Disabilities, Members of Racial/Ethnic Minority Groups, Individuals with a Language Barrier (English learners or low-literacy), Women, Immigrants/Refugees, Youth, Low-Income Households (<150% federal poverty level), Members of Religious Minority Groups	Digital Literacy, Devices & Device Support, Affordability & Availability, Privacy & Cybersecurity, Accessibility of Public Resources & Services	75 Montague Rd. Leverett	informal technology training	no	Digital Literacy, Devices & Device Support, Affordability & Availability, Privacy & Cybersecurity, Accessibility of Public Resources & Services	Direct Service	Local Gov	NA	Leverett Library	Local
Leverett Library	The town of Leverett does not have cell coverage in the majority of our rural town. This makes it difficult for those traveling in the region, for those who cannot afford to have internet in their homes, and for those who need to make a phone call when on the move. This public library service is critical for our community.	Connecticut River Valley	Leverett	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Residents of Rural Areas, Members of Religious Minority Groups, Women, LGBTQIA+ Individuals, Youth, Immigrants/Refugees	Affordability & Availability, Accessibility of Public Resources & Services, Digital Literacy, Devices & Device Support	75 Montague Rd. Leverett, MA 01054	Internet access 24/7 on property	no	Affordability & Availability, Accessibility of Public Resources & Services, Digital Literacy, Devices & Device Support	Direct Service	Local Gov	NA	Leverett Library	Local

Leverett Library	As with all our programs, we invite anyone, regardless of where they live, to use our services. Though I've specified that we serve the town of Leverett, we also see patrons from our neighboring towns such as Wendell, Shutesbury, Montague, Sunderland, Amherst and more.	Connecticut River Valley	Leverett	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Residents of Rural Areas, Members of Religious Minority Groups, Women, LGBTQIA+ Individuals, Youth, Immigrants/Refugees	Affordability & Availability, Accessibility of Public Resources & Services, Digital Literacy, Devices & Device Support	75 Montague Rd., Leverett, MA 01054	public computers, printer, and photocopier	NA	Affordability & Availability, Accessibility of Public Resources & Services, Digital Literacy, Devices & Device Support	Direct Service	Local Gov	NA	Leverett Library	Local
Lenox Library	NA	Berkshires	Lenox	Residents of Rural Areas	Affordability & Availability, Accessibility of Public Resources & Services, Devices & Device Support	18 Main Street, Lenox, MA 01240	Hotspot Lending	Lenox Library Association	Affordability & Availability, Accessibility of Public Resources & Services, Devices & Device Support	Direct Service	Local Gov, Donations	https://lenoxlib.org/programs-services/hotspots/	Lenox Library	Regional (region within MA)
LBFE Boston	Digital Dividends is offered primarily in public/affordable senior housing. We provide a Chromebook, internet connectivity, and weekly training and support to older adults.	Boston Metro	Boston	Aging Individuals (60 and older), Low-Income Households (<150% federal poverty level), Individuals with a Language Barrier (English learners or low-literacy), Women, Members of Racial/Ethnic Minority Groups, Individuals with Disabilities, Immigrants/Refugees	Digital Literacy, Devices & Device Support, Affordability & Availability	Boston	Digital Dividends	NA	Digital Literacy, Devices & Device Support, Affordability & Availability	Direct Service	Philanthropy, ARPA, Local Gov, Donations	https://lbfeboston.org/what-we-do/programs/	LBFE Boston	Local

Program	Description	Region	Municipality	Population	Focus Area	Address	Organization	URL	Focus Area	Service Type	Funding	URL	Name	Scope
KnowBe4 Training	All employees are enrolled in an annual Security Program Training distributed by KnowBe4, comprised of the following: - Security Awareness Foundations - Data Security -- PCI; Written Information Security Plan (WISP); Information Technology Resources Usage Policy; Red Flag; PII and You; Information Privacy; Information Security Policy " Personally Identifiable Information (PII) and Personal Account Number (PAN); Phishing Foundations	Berkshires, Connecticut River Valley, Central, Boston Metro, Southeast, Northeast, Cape Cod and Islands	NA	General - All Covered Populations	Digital Literacy, Privacy & Cybersecurity, Devices & Device Support	1 Ferncroft, Danvers, MA, 01923	North Shore Community College	NA	Digital Literacy, Privacy & Cybersecurity, Devices & Device Support	Direct Service	NA	https://www.northshore.edu/	KnowBe4 Training	Hyperlocal (e.g., a specific school or library)
Inspirational Ones	Providing free wifi access to students and youth programming in temporary Youth and Community Center.	Northeast	Methuen	Youth	Affordability & Availability	184 Pleasant Valley Street Suite 2-104 Methuen, MA 01844	Methuen Youth & Community Center	NA	Affordability & Availability	Direct Service	NA	https://www.inspirationalones.org/youthinnovation/	Inspirational Ones	Local
Hubbardston Community Access	NA	Central	Hubbardston	Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups, Aging Individuals (60 and older), LGBTQIA+ Individuals, Women	Accessibility of Public Resources & Services	Town of Hubbardston 7 Main Street Hubbardston, MA 01452	Hubbardston Community Access Policies & Procedures	NA	Accessibility of Public Resources & Services	Direct Service	Local Gov	https://www.hubbardstonma.us/sites/g/files/vyhlif3276/f/pages/hubbardston_community_access_policies_procedures.pdf	Hubbardston Community Access	Local
House of Peace and Education Inc.	NA	Central	Gardner	Low-Income Households (<150% federal poverty level), Women	Digital Literacy, Affordability & Availability	29 Pleasant Street, Gardner, MA 01440	Job Readiness and Training Program	http://www.hopegardner.org/partners-page.html	Digital Literacy, Affordability & Availability	Direct Service	Donations, Local Gov	http://www.hopegardner.org/programs.html	House of Peace and Education Inc.	Local
HMEA's Autism Resource Central	This specific program is in partnership with Dell.	Central	Worcester	Individuals with Disabilities	Digital Literacy, Affordability & Availability	712 Plantation Street Worcester, MA 01605	Neurodiversity @ Work	NA	Digital Literacy, Affordability & Availability	Direct Service	Philanthropy, Donations	https://www.autismresourcecentral.org/employment-services/	HMEA's Autism Resource Central	Regional (region within MA)
Helping Our Women	NA	Cape Cod and Islands	NA	Women	Devices & Device Support	Eastham, MA	HOW Tablet Program	NA	Devices & Device Support	Direct Service	Philanthropy	https://helpingourwomen.org/	Helping Our Women	Regional (region within MA)
Hawthorne Brook Middle School	NA	Central	Ashby, Townsend	Youth	Digital Literacy	64 Brookline Street, Townsend, MA 01469	Engineering & Technology Program	NA	Digital Literacy	Direct Service	State Gov	https://www.nmrsd.org/Page/759	Hawthorne Brook Middle School	Local

Name	Description	Region	City	Covered Populations	Dimensions	Address	Program	Col1	Dimensions2	Type	Funding	Website	Organization	Scope
Haven from Hunger	The new Resource Center helps bridge the gap and break down barriers to independence. Participants can access free WiFi and check out laptops and hotspots, so that they can apply for jobs, work on resumes, search for housing, renew IDs, etc.	Northeast	Peabody, Salem, Lynnfield	Low-Income Households (<150% federal poverty level), Women, Members of Racial/Ethnic Minority Groups, Immigrants/Refugees, Individuals with a Language Barrier (English learners or low-literacy), Youth, Individuals with Disabilities	Devices & Device Support, Accessibility of Public Resources & Services	71 Wallis Street, Peabody	Haven from Hunger Resource Center	NA	Devices & Device Support, Accessibility of Public Resources & Services	Direct Service	Donations	https://citizensinn.org/haven-from-hunger/	Citizens' Inn	Local
Griswold Memorial Library	Schedule a 30-minute appointment to improve or learn new skills, or to troubleshoot a specific issue.	Connecticut River Valley	Colrain	General - All Covered Populations	Affordability & Availability, Devices & Device Support, Digital Literacy	12 Main Rd, Colrain, MA 01340	One-on-one tech help	NA	Affordability & Availability, Devices & Device Support, Digital Literacy	Direct Service	NA	https://colrain-ma.gov/p/27/Griswold-Memorial-Library	Griswold Memorial Library	Hyperlocal (e.g., a specific school or library)
Griswold Memorial Library	Computer basics (including mouse skills!), internet basics, job search basics, Word, Excel, and more are available for free!	Connecticut River Valley	Colrain	General - All Covered Populations	Affordability & Availability, Digital Literacy	12 Main Rd, Colrain, MA 01340	Self-paced learning modules	NA	Affordability & Availability, Digital Literacy	Direct Service	NA	https://colrain-ma.gov/p/27/Griswold-Memorial-Library	Griswold Memorial Library	Hyperlocal (e.g., a specific school or library)
Griswold Memorial Library	NA	Connecticut River Valley	Colrain	General - All Covered Populations	Affordability & Availability	12 Main Rd, Colrain, MA 01340	Public Wi-Fi	NA	Affordability & Availability	Direct Service	NA	https://colrain-ma.gov/p/27/Griswold-Memorial-Library	Griswold Memorial Library	Hyperlocal (e.g., a specific school or library)

Org	Notes	Region	City	Target Population	Service Areas	Location	Program	Partner	Service Areas	Service Type	Gov Level	Link	Org	Scope
Greylock Federal Credit Union	NA	Berkshires	NA	Low-Income Households (<150% federal poverty level), Incarcerated Individuals (in non-Federal facilities), Aging Individuals (60 and older), Veterans, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Residents of Rural Areas, Members of Racial/Ethnic Minority Groups, Members of Religious Minority Groups, Women, LGBTQIA+ Individuals, Youth, Immigrants/Refugees, LGBTQ+	Digital Literacy, Privacy & Cybersecurity	NA	Life Changes: Digital Citizenship	Greylock Federal Credit Union	Digital Literacy, Privacy & Cybersecurity	Direct Service	NA	https://greylock.banzai.org/wellness/resources/internet-safety	Greylock Federal Credit Union	Statewide
Greenfield COA	Project under development.	Connecticut River Valley	Greenfield	Aging Individuals (60 and older)	Devices & Device Support	Greenfield Senior Center 35 Pleasant St Greenfield MA 01301	Tech Savvy Seniors	MA EOEA	Devices & Device Support	Direct Service	State Gov	under development	Greenfield COA	Local
Girls Inc.	NA	Central	Worcester	Women, Youth	Affordability & Availability, Digital Literacy, Devices & Device Support	125 Providence St, Worcester, MA 01604	Saint-Gobain Technology Center	NA	Affordability & Availability, Digital Literacy, Devices & Device Support	Direct Service	NA	Girls Inc. of Worcester (girlsincworcester.org) Girls Inc. opens technology center (telegram.com)	Girls Inc.	Local
GCC-Community Education	NA	Connecticut River Valley	Greenfield	Aging Individuals (60 and older)	Digital Literacy	1 College Dr., Greenfield	digital literacy for seniors	NA	Digital Literacy	Direct Service	State Gov	https://greenfield-ma.gov/news_detail_T4_R116.php	GCC-Community Education	Regional (region within MA)

Organization	Description	Region	City/Town	Covered Populations	Services	Address	Project	Partners	Services 2	Service Type	Gov Level	URL	Org	Scope
G3	Level Up is G3s Early Education and Care Teacher Apprenticeship Program, available to incumbent workers of G3's employer partner sites. . Thanks to Tech Goes Home, all participants receive a free Chromebook laptop and information about how to access a year's worth of free internet at home.	Northeast	Haverhill, Boston, Methuen	General - All Covered Populations	Devices & Device Support, Affordability & Availability, Digital Literacy	1452 Dorchester Avenue, Boston, MA 02122	The Level Up Project	YMCA, Combined Jewish Philanthropies, Imagine That, Tech Goes Home	Devices & Device Support, Affordability & Availability, Digital Literacy	Direct Service	NA	https://g3works.com /levelup	G3	Multi-State
Franklin County Sheriff's Office	Online or self-paced, inmates use computers in classes to practice and utilize digital literacy skills	Connecticut River Valley	NA	Incarcerated Individuals (in non-Federal facilities)	Digital Literacy, Affordability & Availability	NA	North Star Digital Literacy Learning	NA	Digital Literacy, Affordability & Availability	NA	NA	NA	Franklin County Sheriff's Office	County
Franklin County Sheriff's Office	Wide selection of education websites secured and available to inmates involved in adult education. These include research databases such as JSTOR, as well as certificate programs such as OSHA and ToolingU.	Connecticut River Valley	NA	Incarcerated Individuals (in non-Federal facilities)	Affordability & Availability, Devices & Device Support	NA	Computer Access for Secured Educational Websites	NA	Affordability & Availability, Devices & Device Support	NA	NA	NA	Franklin County Sheriff's Office	County
FQHC Telehealth Consortium	A community-facing initiative to recruit and train Telehealth Navigators that support patients in engaging with telehealth. The program will build a skilled workforce from the communities it serves.	Northeast	Gloucester, Lynn, Peabody, Salem	Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups, Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy)	Digital Literacy, Devices & Device Support	Lynn Community Health Center and North Shore Community Health	Telehealth Navigator Initiative	MBI, ECCF	Digital Literacy, Devices & Device Support	Direct Service	State Gov	https://fqhctelehealt h.org/funding/	FQHC Telehealth Consortium	Regional (region within MA)
Fitchburg Public Library	Individuals 18+ with an active library card can borrow the WiFi hotspots for 2 weeks at a time, which provide free Tmobile WiFi service to the borrower. Please reach out to Ashley (kenneya@cwmars.org) if there are any questions about this asset. The public can call 978-829-1780 or email fplref@cwmars.org with questions.	Central	Fitchburg	General - All Covered Populations	Affordability & Availability, Digital Literacy, Devices & Device Support	610 Main Street, Fitchburg MA 01420	WiFi Hotspot Lending Program	NA	Affordability & Availability, Digital Literacy, Devices & Device Support	Direct Service	Local Gov	http://fitchburgpubli clibrary.org/247/Com puters-WiFi https://bark.cwmars. org/eg/opac/record/3 872562?locg=40	Fitchburg Public Library	Local
Fiber Connect of the Berkshires	NA	Berkshires	Egremont, Monterey	Low-Income Households (<150% federal poverty level)	Affordability & Availability	Egremont and Monterey, , MA	Subsidized broadband service	NA	Affordability & Availability	Direct Service	NA	https://www.fiberco nnect.website/lowinc omesubsidyprogram	Fiber Connect of the Berkshires	Regional (region within MA)
Fiber Connect of the Berkshires	NA	Berkshires	Egremont, Monterey	Low-Income Households (<150% federal poverty level)	Affordability & Availability	Egremont and Monterey, MA	Low-Income Subsidy	NA	Affordability & Availability	Direct Service	NA	https://www.fiberco nnect.website/	Fiber Connect of the Berkshires	Regional (region within MA)

Executive Office of Elder Affairs (EOEA)	NA		Berkshires, Connecticut River Valley, Central, Boston Metro, Northeast, Southeast, Cape Cod and Islands	NA	Aging Individuals (60 and older), Residents of Rural Areas	Digital Literacy, Affordability & Availability, Devices & Device Support	N/A	Enhancing Digital Literacy for Older Adults Grant	NA	Digital Literacy, Affordability & Availability, Devices & Device Support	Intermediary	State Gov	The Executive Office of Elder Affairs (EOEA) has announced a $1.5 million grant program to help Councils on Aging (COAs) improve the digital literacy of older adults. Grants of up to $100, 000 per COA are available for COAs in Massachusetts to purchase devices, software, or broadband for older adults; and/or provide training and support for older adults to enhance their digital literacy. Apply before 5:00 PM on May 22, 2023. COAs representing Gateway Cities and rural communities are encouraged to apply. https://www.mass.gov/info-details/enhancing-digital-literacy-for-older-adults-grant#who-can-apply?-	Executive Office of Elder Affairs (EOEA)	Statewide

Name	Description	Region	Municipalities	Covered Population	Service Type	Address	Program	NA	Service Type 2	Service Model	Funder	Contact	Organization	Level
Essex County Sheriff's Department	The vision is to reduce recidivism by streamlining access to resources throughout Essex County, ensuring program accountability, and allowing participants the opportunity to successfully navigate the criminal justice system by returning home as productive community members.	Northeast	Boxford, Manchester-by-the-Sea, Lynn, Lawrence, Peabody, Salem, Marblehead, West Newbury, Amesbury, Nahant, North Andover, Swampscott, Topsfield, Lynnfield, Newburyport, Newbury, Essex, Georgetown, Ipswich, Rockport, Rowley, Beverly, Danvers, Groveland, Hamilton, Merrimac, Methuen, Gloucester, Middleton, Salisbury, Saugus, Wenham, Haverhill, Andover	Incarcerated Individuals (in non-Federal facilities)	Devices & Device Support, Digital Literacy	LAWRENCE OFFICE 360 Merrimack St. Entrance G, 4th floor Lawrence, MA 01843; LYNN OFFICE 100 Willow St. Lynn MA 01902	Supporting Transitions And Reentry (STAR) program	NA	Devices & Device Support, Digital Literacy	Direct Service	State Gov	Contact: STARPROGRAM@ESSEXSHERIFFMA.ORG Website: essexsheriffma.org/sheriffs-biography/pages/supporting-transitions-and-reentry-star-program	Essex County Sheriff's Department	County
Elder Services of Cape Cod & Islands	Free computer classes covering computer basics, protecting privacy online, intermediate classes, and computer essentials.	Cape Cod and Islands	NA	Aging Individuals (60 and older)	Digital Literacy, Devices & Device Support	NA	Elder Services of Cape Cod & Islands: Senior Planet Courses	NA	Digital Literacy, Devices & Device Support	Direct Service	Philanthropy	www.escci.org	Elder Services of Cape Cod & Islands	County
EforAll Lynn/ EparaTodos Lynn	Loaner laptops and software license uses.	Northeast	Lynn	General - All Covered Populations	Devices & Device Support, Accessibility of Public Resources & Services	614 Washington Street, Lynn, MA, 01901	E for All	NA	Devices & Device Support, Accessibility of Public Resources & Services	Intermediary	NA	NA	EforAll Lynn/ EparaTodos Lynn	Local

Org	Description	Region	City	Towns	Target Population	Service Need	Address	Program	Funding Sources	Service Area	Service Type	Funding Type	Website	Org Name	Scope
ECCF	NA	Northeast	NA		Low-Income Households (<150% federal poverty level), Incarcerated Individuals (in non-Federal facilities), Individuals with Disabilities, Members of Racial/Ethnic Minority Groups, Members of Religious Minority Groups, Women, LGBTQIA+ Individuals, Youth, Immigrants/Refugees	Affordability & Availability, Digital Literacy, Devices & Device Support	175 Andover St, Danvers	ECCF digital equity initiative	Www.ECCF.org	Affordability & Availability, Digital Literacy, Devices & Device Support	Intermediary	Philanthropy	NA	ECCF	County
Easterseals Massachusetts	NA	Connecticut River Valley, Berkshires, Central, Boston Metro, Northeast, Southeast, Cape Cod and Islands	NA		Individuals with Disabilities	Devices & Device Support	18 Chestnut Street, Suite 200 Worcester, MA 01608	Assistive Technology	NA	Devices & Device Support	Direct Service	NA	Easterseals Massachusetts	Assistive Technology (AT)	Easterseals Massachusetts	Statewide
Dukes County and the Towns of Marthas Vineyard	Vineyard Health Care Access helps people to get health insurance and coverage for health care through government programs. Provided in a confidential setting by experienced, knowledgeable, caring professionals at no charge as a community service of Dukes County and the towns of Martha's Vineyard for island residents of all ages.	Cape Cod and Islands	Adams, Aquinnah, Chilmark, Edgartown, Oak Bluffs, Tisbury, West Tisbury		Residents of Rural Areas	Accessibility of Public Resources & Services	114 New York Ave (Oak Bluffs	Vineyard Health Care Access Program	Massachusetts Health Connector, Island Health Care, Marthas Vineyard Hospital, Community and individual donors, Marthas Vineyard Community Foundation, Peter and Elizabeth C Tower Foundation, Cronigs Market, St. Andrews Church	Accessibility of Public Resources & Services	Direct Service	Local Gov	http://mvhealthcareaccess.org/	Dukes County and the Towns of Marthas Vineyard	County
Dress for Success Western Massachusetts	NA	Connecticut River Valley	Springfield		Women	Digital Literacy	Springfield MA	Digital Literacy	no	Digital Literacy	Direct Service	Donations	Programs (dfswm.org)	Dress for Success Western Massachusetts	Regional (region within MA)

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Organization	Description	Region	City/Town	Covered Population	Solution Area(s)	Address	Program	Funding	Solution Area(s)	Role	Funding Source	Partners	Website	Org	Scope
Dartmouth Public Schools	NA	Southeast	Dartmouth	Youth	Digital Literacy	366 Slocum Rd, Dartmouth, MA 02747	Dartmouth Middle School Digital Literacy Class	NA	Digital Literacy	Direct Service	NA		https://dartmouth.theweektoday.com/article/middle-school-officials-present-improvement-plans/30062	Dartmouth Public Schools	Hyperlocal (e.g., a specific school or library)
Creative Collective	This series assists our members in furthering their use and knowledge of current business software and media technology. This is usually intermediate level education.	Northeast	Salem	Women	Digital Literacy, Accessibility of Public Resources & Services	265 Essex St #205, Salem, MA, 01970	Winter Webinar Series	No funding is received	Digital Literacy, Accessibility of Public Resources & Services	Direct Service	NA		https://creativecollectivema.com/	Creative Collective	Regional (region within MA)
Council on Aging	NA	Berkshires	Egremont	Aging Individuals (60 and older)	Digital Literacy	Egremont	Digital Literacy	NA	Digital Literacy	Direct Service	State Gov		NA	Council on Aging	County
Community Compact Cabinet		Berkshires, Connecticut River Valley, Central, Boston Metro, Northeast, Southeast, Cape Cod and Islands	NA	General - All Covered Populations	Affordability & Availability	NA	Municipal Fiber Grant Program	Local match of 5% required.	Affordability & Availability	Intermediary	State Gov		https://www.mass.gov/municipal-fiber-grant-program	Community Compact Cabinet	Statewide
Community Action Pioneer Valley	I listed Amherst Northampton and Greenfield, but the actual coverage area is every town in Franklin County, every town in Hampshire County, and some towns of the North Quabbin	Connecticut River Valley	Amherst, Northampton, Greenfield	Low-Income Households (<150% federal poverty level), Residents of Rural Areas	Affordability & Availability	393 Main St. Greenfield MA 01301	Community Resources & Advocacy	NA	Affordability & Availability	Direct Service	State Gov		Help Paying for Internet - CAPV (communityaction.us)	Community Action Pioneer Valley	Multi-Regional (regions within MA)
Coastline Elderly Services, Inc. (Coastline)	Coastline will host free computer classes designed specifically for seniors who want a better understanding of technology and to learn how to use their devices or connect with family and friends virtually. Classes will be led by teacher Kraig Perry and will be held from March 2022 through May 2024.	Southeast	NA	Aging Individuals (60 and older)	Digital Literacy	NA	Free Computer Classes for Seniors	Council on Aging, Coastline	NA	NA	NA		https://coastlinenb.org/computer-training-classes/	NA	Local
Cleghorn Neighborhood Center	They don't have a specific website, so the information is on the FItchburg community resource sheet on page 5 and it's the fifth one down.	Central	Fitchburg	Low-Income Households (<150% federal poverty level)	Digital Literacy, Affordability & Availability, Devices & Device Support	2-18 Fairmount St. Fitchburg MA 01420	Free Adult Education	NA	Digital Literacy, Affordability & Availability, Devices & Device Support	Direct Service	State Gov		http://www.ci.fitchburg.ma.us/DocumentCenter/View/3645/Community-Resource-Guide Page 5	Cleghorn Neighborhood Center	Local
Clark University	NA	Central	NA	General - All Covered Populations	Digital Literacy	950 Main St. Worcester, MA	Certificate in Digital Literacy	NA	Digital Literacy	Intermediary	Federal Gov, State Gov, Donations		https://www.clarku.edu/academics/graduate/programs/certificate/certificate-in-digital-literacy/	Clark University	Local

Centro Las Americas Inc	NA	Central	Worcester	Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups, Youth	Affordability & Availability, Digital Literacy	11 Sycamore St Worcester MA 01608	Youth Support Program	Massachusetts Department of Children & Families (	Affordability & Availability, Digital Literacy	Direct Service	State Gov	https://www.centroinc.org/copy-of-children-family-services	Centro Las Americas Inc	County
Center for Social Justice @ WNEU School of Law	https://www.masslive.com/springfield/2022/10/western-new-england-university-school-of-law-hopes-kiosks-providing-free-legal-services-remove-barriers-to-justice-system.html https://www.westernmassnews.com/2022/10/12/wneu-setting-up-free-legal-kiosks-help-economically-disadvantaged-springfield/	Connecticut River Valley	Agawam, Belchertown, Chicopee, East Longmeadow, Easthampton, Holyoke, Springfield, Palmer, Ludlow, Longmeadow, Northampton, Westfield, West Springfield	Low-Income Households (<150% federal poverty level), Individuals with Disabilities, Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups	Affordability & Availability, Digital Literacy, Accessibility of Public Resources & Services, Devices & Device Support	1215 Wilbraham Road, Springfield, MA 01119	Free Legal Kiosk project	NA	Affordability & Availability, Digital Literacy, Accessibility of Public Resources & Services, Devices & Device Support	Direct Service	Donations, Philanthropy	https://www.legalkiosks.com/projects/western-new-england	Center for Social Justice @ WNEU School of Law	Statewide
Center for New Americans	We have a grant to enroll immigrants in the ACP and we teach digital literacy as part of our ESOL classes	Connecticut River Valley	Amherst, Northampton, Greenfield	Individuals with a Language Barrier (English learners or low-literacy)	Affordability & Availability, Digital Literacy, Devices & Device Support	Greenfield, Amherst, Northampton	Education and access	NA	Affordability & Availability, Digital Literacy, Devices & Device Support	Direct Service	State Gov, Donations	www.cnam.org/ but this service is available for our students only	Center for New Americans	Regional (region within MA)
Cape Cod Community College	Devices and internet access available to students onsite. Digital literacy support interwoven throughout curriculum to support students through their learning journey.	Cape Cod and Islands	NA	Individuals with a Language Barrier (English learners or low-literacy)	Affordability & Availability, Digital Literacy	Hyannis Center, 540 Main Street, Hyannis, MA 02601	ESOL Program at the Adult Education Center	NA	Affordability & Availability, Digital Literacy	Direct Service	NA	https://www.capecod.edu/aec/	Cape Cod Community College	NA

CanCode Communities	Within the picturesque Berkshires region of Massachusetts, an expanding community of software and technology companies is fueling a burgeoning innovation economy. Answering the need to build a vibrant tech talent pipeline, BerkshiresCanCode is focused on delivering computer coding education and training to support the regions aspirations. Working closely with educational partner Massachusetts College of Liberal Arts, and community partners Berkshire Innovation Center and 1Berkshire, BerkshiresCanCode offers programs designed to build beginner digital skills and upskill residents for tech career opportunities while also assisting employers in developing a pool of highly skilled workers for the digital economy of the region.	Berkshires	Pittsfield, North Adams, Williamstown, Lee, Becket, Great Barrington, Stockbridge	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Veterans, Individuals with a Language Barrier (English learners or low-literacy), Residents of Rural Areas, Members of Racial/Ethnic Minority Groups, Women, Youth, Immigrants/Refugees, Individuals with Disabilities	Digital Literacy	Berkshire County	Berkhires CanCode	n/a	Digital Literacy	Direct Service	Philanthropy, State Gov, Donations	Berkshires - CanCode Communities	CanCode Communities	Multi-State
brpc	325 ppl served a year, challenges are finding staffs, no teachers to run program nor computers, 200, 000 needed.	Berkshires	Pittsfield	Aging Individuals (60 and older)	Digital Literacy	1 fewnn street, 01201	1 oion 1 digitsal literacy	NA	Digital Literacy	Direct Service	Philanthropy	NA	brpc	Local
Boys & Girls Club of Worcester	NA	Central	Worcester, Dudley	Youth	Affordability & Availability, Devices & Device Support	65 Boys & Girls Club Way, Worcester, MA	Learning Center	NA	Affordability & Availability, Devices & Device Support	Direct Service	NA	Learning Center | Boys & Girls Club of Worcester (bgcworcester.org)	Boys & Girls Club of Worcester	Local
Bigelow Free Public Library	NA	Central	Clinton	Youth, Low-Income Households (<150% federal poverty level)	Affordability & Availability	54 Walnut Street Clinton, MA 01510	Wi-Fi Hotspots for Borrow	NA	Affordability & Availability	Direct Service	Local Gov	https://bigelowlibrary.org/library-of-things/wi-fi-hotspots/	Bigelow Free Public Library	Local
Best Buddies MA & RI	NA	Central	Worcester	Individuals with Disabilities	Digital Literacy	51 Union Street, Suite 308 Worcester, MA 01606	Integrated Employment	NA	Digital Literacy	Direct Service	Donations	https://www.bestbuddies.org/mari/jobs/	Best Buddies MA & RI	County

Bernardston	NA	Connecticut River Valley	Bernardston, Leyden	Aging Individuals (60 and older)	Accessibility of Public Resources & Services, Devices & Device Support, Affordability & Availability	Bernardston Senior Center & Leyden	Public Computer Lab	Executive Office of Elder Affairs & Town of Bernardston & Town of Leyden	Accessibility of Public Resources & Services, Devices & Device Support, Affordability & Availability	Direct Service	Federal Gov, Local Gov	Project is still in the implementation stage.	Bernardston	Regional (region within MA)
Bernardston	NA	Connecticut River Valley	Bernardston, Charlemont, Colrain, Heath, Leyden, Northfield, Rowe, Warwick	Aging Individuals (60 and older)	Digital Literacy	20 Church Street Bernardston, Ma 01337	We are about to begin a grant funded program Enhancing Digital Literacy. This would include the use of 50 Claris Tablets and Cyber Seniors training software.	Executive Office of Elder Affairs	Digital Literacy	Direct Service	Federal Gov	Northern Franklin County Digital Discovery BSC has recently partnered with the Executive Office of Elder Affairs and COAs from Charlemont, Colrain, Heath, Leyden, Northfield, Rowe and Warwick to bridge the digital divide in Northern Franklin County. We will be providing seniors through a lottery, access to a Claris Companion tablet. The tablets have many features like messaging, video calling, games, photo albums, news and many other apps. Each Claris tablet will come with in-person instruction and access to Cyber-Seniors. Cyber-Seniors is a web based learning platform that has one on one tech help, many daily webinars, fitness and wellness, virtual tours, cyber security classes and much more! If you would like to participate in this project please contact your local COA, for Bernardston residents please contact Jennifer at (413) 648-5413 by September 22.	Bernardston	Regional (region within MA)

Berkshire Black Economic Council	Berkshire Black Economic Council supports local, black entrepreneurs by welcoming them to our BBEC Conference Room! During office hours, the entrepreneurs have access to various BBEC resources, such as loaner laptops. These resources are currently available twice a week on Tuesdays & Thursdays from 10:30a-2:30p in the Dunham Mall Conference Room.	Berkshires	Pittsfield	Members of Racial/Ethnic Minority Groups	Affordability & Availability, Devices & Device Support, Accessibility of Public Resources & Services	33 Dunham Mall, Suite 101 Pittsfield, MA 01201	BBEC Conference Room Hours	NA	Affordability & Availability, Devices & Device Support, Accessibility of Public Resources & Services	Direct Service	NA	NA	Berkshire Black Economic Council	Regional (region within MA)
Berkshire Atheneum	The class is attended primarily by seniors working on different types of devices both Apple and Microsoft, sometimes that's a problem because literacy skills are often device-specific. Some people have laptops and others only have tablets. Attendance tends to be around 10-15 people and many require 1:1 assistance that the library can't give them. Funding for this program is from a grant from AT&T and the Public Library Association.	Berkshires	NA	General - All Covered Populations	Digital Literacy	1 Wendell Avenue, Pittsfield, MA 01201	Digital Skills Class	At & T, Public Library Association	Digital Literacy	Direct Service	Philanthropy	https://www.pittsfieldlibrary.org/calendar/events/2023/7/11/digital-literacy-for-all	Berkshire Atheneum	Local
Beacon of Hope Community Services	For their Life Skills Program, Beacon of Hope can offer computer skills classes to their clients. They already do "training in the areas of money management, cooking, health, safety, and mentoring is provided on a monthly basis" so adding basic computer skills into that training would be helpful.	Central	Leominster	Individuals with Disabilities	Digital Literacy	62 West Street P.O. Box 426 Leominster, MA 01453	Life Skills Program	NA	Digital Literacy	Direct Service	Local Gov, Federal Gov	https://beaconofhopema.org/life-skills/	Beacon of Hope Community Services	Regional (region within MA)

Organization	Notes	Region	County	Target Population	Focus Area	Address	Program	NA	Focus Area	Service Type	Gov Level	URL / Description	Organization	Scope
Barnstable Senior Services Division	NA	Cape Cod and Islands	Barnstable	Aging Individuals (60 and older)	Digital Literacy	825 Falmouth Rd, Hyannis, MA 02601	Bridging the Digital Divide	NA	Digital Literacy	Direct Service	Local Gov	https://townofbarnstable.us/seniorservices From COA Newsletter: Bridging the Digital Divide. Technology plays a huge role in our daily lives and it is important for everyone to have access to reliable and user-friendly devices. The BCOA/BACC now has a Chromebook for your use and we are here to assist you with connecting to virtual-appointments, resources, and online programs in a safe and secure environment. Contact: Stacey Cullen, Caregiver/ Support Services Coordinator for assistance.	Barnstable Senior Services Division	Local
Ayer Senior Center	This is a program to be implemented in the future. Right now the Council of Aging is trying to expand the senior center in order to have a bigger space to host more activities for the seniors. One of the activities that the council wants to see is Computer Training.	Central	Ayer	Aging Individuals (60 and older)	Digital Literacy	Ayer Council on Aging 18 Pond Street Rear Ayer, MA 01432 United States	Computer Training Program	NA	Digital Literacy	Direct Service	Local Gov, State Gov	https://www.ayer.ma.us/council-aging-sr-center/files/seniorcommunity-center-update-presentation-031423	Ayer Senior Center	Local
Ayer Public Access Corporation	NA	Central	Ayer	Youth, Low-Income Households (<150% federal poverty level), LGBTQIA+ Individuals, Members of Racial/Ethnic Minority Groups	Accessibility of Public Resources & Services, Digital Literacy	Ayer-Shirley Regional High School 141 Washington Street Ayer, MA 01432	APAC Classes, Workshops, and Training	NA	Accessibility of Public Resources & Services, Digital Literacy	Direct Service	State Gov, Local Gov	https://www.ayerpublicaccess.org/classes-with-apac.html	Ayer Public Access Corporation	Local

Name	Description	Region	City	Target Populations	Focus	Address	Program	Partners	Focus Areas	Service Type	Funding Sources	Website	Name	Scope
Arc of Opportunity	NA	Central	Fitchburg	Individuals with Disabilities	Digital Literacy	564 Main Street Fitchburg, MA 01420	Day Supports Program	The Department of Developmental Services, Massachusetts Rehabilitation Commission, The United Way of North Central Massachusetts, The Department of Medical Assistance, Grants and fund raising, Local school systems	Digital Literacy	Direct Service	Donations, State Gov, Local Gov	https://www.arcofopportunity.org/programs/day-supports	Arc of Opportunity	Local
AgeSpan	MHAC convenes a statewide and cross-sector network to support and promote inclusive age- and dementia friendly communities. Relative to digital equity, MHAC is on MBI's statewide planning workgroup, is an awardee of the Digital Equity Partnerships Program, convenes a quarterly Technology Learning Collaborative for Healthy Aging and is a technical advisor on the Executive Office of Elder Affairs' grant to 24 councils on aging relative to digital literacy.	Central, Boston Metro, Northeast, Southeast	NA	Aging Individuals (60 and older), Low-Income Households (<150% federal poverty level), LGBTQIA+ Individuals, Members of Racial/Ethnic Minority Groups	Accessibility of Public Resources & Services, Digital Literacy, Devices & Device Support	280 Merrimack St., #400, Lawrence, MA	Massachusetts Healthy Aging Collaborative	NA	Accessibility of Public Resources & Services, Digital Literacy, Devices & Device Support	Intermediary	Philanthropy	https://mahealthyagingcollaborative.org/	AgeSpan	Multi-Regional (regions within MA)
African Community Education	NA	Central	Worcester	Youth, Low-Income Households (<150% federal poverty level), Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups, Immigrants/Refugees	Affordability & Availability, Digital Literacy	51 Gage St Worcester, MA 01605	Saturday Program	https://www.africancommunityeducation.org/About-ACE/?view=partners	Affordability & Availability, Digital Literacy	Direct Service	Local Gov, Philanthropy, Donations	https://www.africancommunityeducation.org/Our-Work/?view=programs	African Community Education	County

Organization	Description	Region	Municipality	Covered Populations	Focus Areas	Address	Program		Focus Areas 2	Service Type	Gov	URL		Scope
1199SEIU	Training@1199Funds.org infoMA@1199Funds.org The 1199SEIU Training and Employment Funds (TEF) provide services to eligible 1199SEIU members in three basic categories: - Training and Education " classes, workshops, programs and assistance for healthcare workers seeking to advance their careers. - Job Security and Employment " services, programs and assistance for workers who have been laid-off or are seeking employment. - Labor-Management Projects " helping workers, the Union and management collaborate to resolve common challenges.	Northeast, Boston Metro, Southeast, Cape Cod and Islands, Central	NA	General - All Covered Populations	Digital Literacy, Devices & Device Support, Affordability & Availability	89 Lewis Bay Road, Unit 2 Hyannis, MA 02601; 108 Myrtle Street Suite 101 Quincy, MA 02171	Training and Employment Funds (TEF)	NA	Digital Literacy, Devices & Device Support, Affordability & Availability	Direct Service	NA	https://www.1199seiubenefits.org/computer-courses/	1199SEIU	National
Gardner Senior Center	"The Age-Friendly program framework equips local leaders and residents with resources for assessing the needs of older adults related to many of the most important social determinants of health including but not limited to housing, transportation, health care, essential key services, and opportunities to participate in community activities. It serves as an organizing structure for making community improvements for our seniors, fosters and builds on existing partnerships and community efforts, and provides the springboard to implement initiatives that improve the environment for our seniors."	Central	Gardner	Aging Individuals (60 and older)	NA	294 Pleasant Street Gardner, MA 01440	Age-Friendly Program	NA	NA	Direct Service	Local Gov	https://www.gardner-ma.gov/AgendaCenter/ViewFile/Agenda/_05242023-3797 Page 43	Gardner Senior Center	Local
Bay State Council of the Blind	Our program provides Accessibility training for mobile devices and tablets, utilizing accessibility features for people with vision loss. The trainers are visually impaired themselves, volunteers, who aid members in their community.	Berkshires, Connecticut River Valley, Central, Boston Metro, Northeast, Southeast, Cape Cod and Islands	Worcester	Individuals with Disabilities	Devices & Device Support	3 Salem St., Worcester, MA, Worcester public library	Electronic learning, visual, easy solutions, (ELVES)	NA	Devices & Device Support	Direct Service	NA	NA	NA	County

Greenfield Public Library	1/2 hour scheduled one on one tech sessions - available to all ages; we will also have impromptu sessions, under 5 minutes, for easy questions(ie: How to download reading app, send email to printer, etc)	Connecticut River Valley	Greenfield	General - All Covered Populations	Digital Literacy	412 Main St., Greenfield, MA 01301	One-on-One Tech Sessions	Friends of the Greenfield Public Library, Greenfield Public Library Trustees, Greenfield Public Library Foundation	Digital Literacy	Direct Service	Federal Gov, Local Gov, State Gov, Donations	https://greenfieldpubliclibrary.org/	Greenfield Public Library	Hyperlocal (e.g., a specific school or library)
Greenfield Public Library	12 laptops for use in library (Laptop Vending Machine) - available to all ages 12+	Connecticut River Valley	Greenfield	General - All Covered Populations	Devices & Device Support	412 Main St., Greenfield, MA 01301	Laptops Available to Ages 12+	Friends of the Greenfield Public Library, Greenfield Public Library Trustees, Greenfield Public Library Foundation	Devices & Device Support	Direct Service	Federal Gov, Local Gov, State Gov, Donations	https://greenfieldpubliclibrary.org/	Greenfield Public Library	Hyperlocal (e.g., a specific school or library)
Greenfield Public Library	12 wired public computers - available to all ages 12+	Connecticut River Valley	Greenfield	General - All Covered Populations	Devices & Device Support	412 Main St., Greenfield, MA 01301	Public Computers Available to Ages 12+	Friends of the Greenfield Public Library, Greenfield Public Library Trustees, Greenfield Public Library Foundation	Devices & Device Support	Direct Service	Donations, Local Gov, Federal Gov, State Gov	https://greenfieldpubliclibrary.org/	Greenfield Public Library	Hyperlocal (e.g., a specific school or library)
Greenfield Public Library	10 Mobile Hotspots (ages 18+, library card required)	Connecticut River Valley	Greenfield	General - All Covered Populations	Devices & Device Support	412 Main St., Greenfield, MA 01301	10 Mobile Hotspots	Friends of the Greenfield Public Library, Greenfield Public Library Trustees, Greenfield Public Library Foundation	Devices & Device Support	Direct Service	Federal Gov, State Gov, Local Gov, Donations	https://greenfieldpubliclibrary.org/	Greenfield Public Library	Hyperlocal (e.g., a specific school or library)
Greenfield Public Library	printer/copier/scanning services - available to all ages	Connecticut River Valley	Greenfield	General - All Covered Populations	Devices & Device Support	412 Main St., Greenfield, MA 01301	Printer/Copier/Scanning Services	Friends of the Greenfield Public Library, Greenfield Public Library Trustees, Greenfield Public Library Foundation	Devices & Device Support	Direct Service	Federal Gov, State Gov, Local Gov, Donations	https://greenfieldpubliclibrary.org/	Greenfield Public Library	Hyperlocal (e.g., a specific school or library)
Greenfield Public Library	12 wired computers - available for children ages 6-12	Connecticut River Valley	Greenfield	General - All Covered Populations	Devices & Device Support	412 Main St., Greenfield, MA 01301	Public Computers Available to Ages 6-12	Friends of the Greenfield Public Library, Greenfield Public Library Trustees, Greenfield Public Library Foundation	Devices & Device Support	Direct Service	Federal Gov, State Gov, Local Gov, Donations	https://greenfieldpubliclibrary.org/	Greenfield Public Library	Hyperlocal (e.g., a specific school or library)

Organization	Description	Region	Town	Covered Populations	Service Area	Address	Service	Funders	Service Area 2	Service Type	Funding Source	Website	Organization 2	Org Type
Greenfield Public Library	12 laptops for use in library (Laptop Vending Machine) - for ages 6-12. Children under 6 yrs must be supervised by adult at all times.	Connecticut River Valley	Greenfield	General - All Covered Populations	Devices & Device Support	412 Main St., Greenfield, MA 01301	Laptops Available to Ages 6-12	Friends of the Greenfield Public Library, Greenfield Public Library Trustees, Greenfield Public Library Foundation	Devices & Device Support	Direct Service	Federal Gov, State Gov, Local Gov, Donations	https://greenfieldpubliclibrary.org/	Greenfield Public Library	Hyperlocal (e.g., a specific school or library)
Northfield Senior Center	Program is developed in partnership with Bernardston Senior Center. Also includes new hire in Bernardston to offer tech support to seniors.	Connecticut River Valley	Bernardston, Northfield	Aging Individuals (60 and older)	Devices & Device Support	69 Main Street Northfield, MA 01360	Chromebook Lottery for Seniors	NA	Devices & Device Support	Direct Service	NA	NA	Northfield Senior Center	Local
Northfield Senior Center	Walk-ins come in with tech questions and staff provide basic assistance.	Connecticut River Valley	Northfield	Aging Individuals (60 and older)	Devices & Device Support, Digital Literacy	69 Main Street Northfield, MA 01360	Senior Center Basic Tech Support	NA	Devices & Device Support, Digital Literacy	NA	NA	https://www.northfieldma.gov/senior-center	Northfield Senior Center	Hyperlocal (e.g., a specific school or library)
S. White Dickinson Memorial Library	One computer on-site for patrons to access internet, job applications, etc.	Connecticut River Valley	Whately	General - All Covered Populations	Devices & Device Support	202 Chestnut Plain Road Whately MA 01093	On-site Computer	NA	Devices & Device Support	Direct Service	Local Gov, State Gov	https://www.whately.org/library	S. White Dickinson Memorial Library	Hyperlocal (e.g., a specific school or library)
S. White Dickinson Memorial Library	Devices are wireless, so patrons can easily connect their own PCs.	Connecticut River Valley	Whately	General - All Covered Populations	Devices & Device Support	202 Chestnut Plain Road Whately MA 01093	Printer/Copier/Scanner Services	NA	Devices & Device Support	Direct Service	State Gov, Local Gov	https://www.whately.org/library	S. White Dickinson Memorial Library	Hyperlocal (e.g., a specific school or library)
S. White Dickinson Memorial Library	NA	Connecticut River Valley	Whately	General - All Covered Populations	Affordability & Availability	202 Chestnut Plain Road Whately, MA 01093	Public Wi-Fi Access	NA	Affordability & Availability	Direct Service	State Gov, Local Gov	https://www.whately.org/library	S. White Dickinson Memorial Library	Hyperlocal (e.g., a specific school or library)
The Brick House	4 Computers and 5 Chromebooks Available " for people to use to fill out job applications, anything related to programming, school work, etc.	Connecticut River Valley	Montague	General - All Covered Populations	Devices & Device Support	24 Third St. Turners Falls, MA 01376	Onsite Computers and Chromebooks	NA	Devices & Device Support	Direct Service	State Gov, Donations	https://brickhousecommunity.org/	The Brick House	Hyperlocal (e.g., a specific school or library)
The Brick House	Public Wi-Fi onsite	Connecticut River Valley	Montague	General - All Covered Populations	Affordability & Availability	24 Third St. Turners Falls, MA 01376	Public Wi-Fi Access	NA	Affordability & Availability	Direct Service	State Gov, Donations	https://brickhousecommunity.org/	The Brick House	Hyperlocal (e.g., a specific school or library)
Warwick Free Public Library	Three public computer workstations and public Wi-Fi access. Previously offered two digital literacy programs by local professional volunteer, one-off.	Connecticut River Valley	Warwick	General - All Covered Populations	Devices & Device Support, Affordability & Availability, Digital Literacy	4 Hotel Road Warwick, MA 01378	Three Computer Workstations Available and Public Wi-Fi Access	NA	Devices & Device Support, Affordability & Availability, Digital Literacy	Direct Service	Local Gov, State Gov, Donations	NA	Warwick Free Public Library	Hyperlocal (e.g., a specific school or library)
Town of Orange COA/ Senior Center	NA	Connecticut River Valley	Orange	Aging Individuals (60 and older)	Affordability & Availability	62 Cheney Street Orange, MA 01364	Public Wi-Fi Access	NA	Affordability & Availability	Direct Service	State Gov, Local Gov	https://www.townoforange.org/219/Council-on-Aging	Town of Orange COA/ Senior Center	Hyperlocal (e.g., a specific school or library)

Organization	Description	Region	Town	Population	Category	Address	Service	Partner	Category 2	Service Type	Gov Level	Website	Org Name	Scope
Town of Orange COA/ Senior Center	Device support from director and admin through 1-on-1 hour appointments for whatever they want, also support for person devices. Appointments schedules over the phone or walk-in.	Connecticut River Valley	Orange	Aging Individuals (60 and older)	Devices & Device Support	62 Cheney Street Orange, MA 01364	1-on-1 Tech Support	NA	Devices & Device Support	Direct Service	State Gov, Local Gov	https://www.townoforange.org/219/Council-on-Aging	Town of Orange COA/ Senior Center	Hyperlocal (e.g., a specific school or library)
Town of Orange COA/ Senior Center	Tablets were funded with MCOA grant. There has been little to no participation.	Connecticut River Valley	Orange	Aging Individuals (60 and older)	Devices & Device Support	62 Cheney Street Orange, MA 01364	10 Tablets Available	NA	Devices & Device Support	Direct Service	State Gov, Local Gov	https://www.townoforange.org/219/Council-on-Aging	Town of Orange COA/ Senior Center	Hyperlocal (e.g., a specific school or library)
Montague Public Libraries	Computers and laptops available for onsite use only.	Connecticut River Valley	Montague	General - All Covered Populations	Devices & Device Support	Various	Computers and Laptops Available Onsite	NA	Devices & Device Support	NA	State Gov, Local Gov	https://montaguepubliclibraries.org/	Montague Public Libraries	Local
Montague Public Libraries	30 min troubleshooting sessions 1-on-1. The libraries use to offer digital literacy classes but found that there were few people who didn't know the basics and those that didn't needed 1-on-1 attention for the help to be effective.	Connecticut River Valley	Montague	General - All Covered Populations	Devices & Device Support, Digital Literacy	Various	1-on-1 Tech Troubleshooting Sessions	NA	Devices & Device Support, Digital Literacy	NA	State Gov, Local Gov	https://montaguepubliclibraries.org/	Montague Public Libraries	Local
Montague Public Libraries	Hotspots at each location for people to checkout.	Connecticut River Valley	Montague	General - All Covered Populations	Devices & Device Support, Affordability & Availability	Various	Hotspots Available to Checkout	NA	Devices & Device Support, Affordability & Availability	NA	Local Gov, State Gov	https://montaguepubliclibraries.org/	Montague Public Libraries	Local
Montague Public Libraries	Public Wi-Fi at all locations.	Connecticut River Valley	Montague	General - All Covered Populations	Affordability & Availability	Various	Public Wi-Fi Access	NA	Affordability & Availability	Direct Service	State Gov, Local Gov	https://montaguepubliclibraries.org/	Montague Public Libraries	Local
Charlemont Council on Aging	NA	Connecticut River Valley	Charlemont	Aging Individuals (60 and older)	Digital Literacy	175 Main St Charlemont, MA 01339	Tablet Training Session	Bernardston Senior Center	Digital Literacy	Direct Service	State Gov	https://www.recorder.com/Grants-to-boost-digital-literacy-for-seniors-in-Franklin-County-51999706	Charlemont Council on Aging	Hyperlocal (e.g., a specific school or library)
Wheeler Memorial Library	Six public computers available onsite.	Connecticut River Valley	Orange	General - All Covered Populations	Devices & Device Support	49 E Main St, Orange, MA 01364	Six Public Computers Available	NA	Devices & Device Support	Direct Service	Local Gov	https://orangelib.org/	Wheeler Memorial Library	Hyperlocal (e.g., a specific school or library)
Wheeler Memorial Library	NA	Connecticut River Valley	Orange	General - All Covered Populations	Affordability & Availability	49 E Main St, Orange, MA 01364	5 Wi-Fi Hotspots Available	NA	Affordability & Availability	Direct Service	Local Gov	https://orangelib.org/	Wheeler Memorial Library	Hyperlocal (e.g., a specific school or library)
Wheeler Memorial Library	Public Wi-Fi access is supported by two hotspots (T-mobile satellite) and CWMARs Wi-Fi.	Connecticut River Valley	Orange	General - All Covered Populations	Devices & Device Support	49 E Main St, Orange, MA 01364	1-on-1 Tech Support Sessions	NA	Devices & Device Support	Direct Service	Local Gov	https://orangelib.org/	Wheeler Memorial Library	Hyperlocal (e.g., a specific school or library)
Wheeler Memorial Library	Public Wi-Fi access is supported by two hotspots (T-Mobile satellite) and CWMARs Wi-Fi.	Connecticut River Valley	Orange	General - All Covered Populations	Affordability & Availability	49 E Main St, Orange, MA 01364	Public Wi-Fi Access	NA	Affordability & Availability	Direct Service	Local Gov	https://orangelib.org/	Wheeler Memorial Library	Hyperlocal (e.g., a specific school or library)
Wheeler Memorial Library	NA	Connecticut River Valley	Orange	Youth	Devices & Device Support	49 E Main St, Orange, MA 01364	Tablets for Children to Use On-Site	NA	Devices & Device Support	Direct Service	Local Gov	https://orangelib.org/	Wheeler Memorial Library	Hyperlocal (e.g., a specific school or library)

Assets - Individuals

Organization Name	Summary Notes	Regions	Town	Covered Populations	Coverage Area	Person Name	Person Description	Person Organization	Person Digital Equity and Broadband Focus	Individual Email	Person Link/References
Way Finders	Active member of the Alliance for Digital Equity doing work with Way Finders in Springfield and Holyoke on digital skills and community engagement	Connecticut River Valley	NA	Aging Individuals (60 and older)	Local	Bea Dewberry	Active member of the Alliance for Digital Equity doing work with Way Finders in Springfield and Holyoke on digital skills and community engagement	Way Finders	Digital Literacy, Privacy & Cybersecurity	bdewberry@wayfinders.org	https://www.wayfinders.org/digital-equity
Seekonk Public Schools	She is currently the Director of Technology and Digital learning in Seekonk. She previously worked with Dartmouth schools on digital literacy standards	Southeast	Seekonk, Dartmouth	Youth	Hyperlocal (e.g., a specific school or library)	Trisha Leary	She is currently the Director of Technology and Digital learning in Seekonk. She previously worked with Dartmouth schools on digital literacy standards	Seekonk Public Schools	Digital Literacy	NA	https://jgpr.net/2023/08/01/seekonk-public-schools-welcomes-new-school-business-administrator-and-director-of-technology-and-digital-learning/
Ralph Froio Senior Center Pittsfield	These individuals offer free, volunteer 1:1 instruction to seniors about computers, cellphones, tablets, and any electronic device they are having difficulty with navigating. Anything they have a question about - how do I send a text to shopping online.	Berkshires	Pittsfield	Aging Individuals (60 and older), Individuals with Disabilities, Low-Income Households (<150% federal poverty level), Veterans	Hyperlocal (e.g., a specific school or library)	Linda and Frank Leskovitz	These individuals offer free, volunteer 1:1 instruction to seniors about computers, cellphones, tablets, and any electronic device they are having difficulty with navigating. Anything they have a question about - how do I send a text to shopping online.	Ralph Froio Senior Center Pittsfield	Digital Literacy, Devices & Device Support, Privacy & Cybersecurity	lgleskovitz@aol.com	NA
Princeton Select Board	Hosts computer support program at the Princeton Senior Center.	Central	Princeton	Aging Individuals (60 and older)	Local	Karen Cruise	Hosts computer support program at the Princeton Senior Center.	Princeton Select Board	Devices & Device Support, Digital Literacy	crukaren99@gmail.com	NA
Massachusetts Broadband Coalition	Founder of the Massachusetts Broadband Coalition	Southeast	Fairhaven	General - All Covered Populations	Local	Bob Espindola	Founder of the Massachusetts Broadband Coalition	Massachusetts Broadband Coalition	NA	NA	https://ilsr.org/massachusetts-broadband-coalition-is-formed/
Dighton-Rehoboth School District	Digital Literacy and Computer Science teacher	Southeast	Dighton, Rehoboth	Youth	Local	Gail Darmody	Digital Literacy and Computer Science teacher	Dighton-Rehoboth School District	Digital Literacy	gdarmody@drregional.org	https://gaildarmody.weebly.com/
Department of Housing and Community Development, City of Chelsea	Digital Equity Fellow - American Connection Corps (ACC) Member	Central	Chelsea	Low-Income Households (<150% federal poverty level), Individuals with a Language Barrier	Local	Karl Allen - supervisor	Digital Equity Fellow - American Connection Corps (ACC) Member	Department of Housing and Community Development, City of Chelsea	Digital Literacy, Affordability & Availability, Accessibility of Public Resources & Services	kallen@chelseama.gov	NA

Organization Name	Summary Notes	Regions	Municipality	Covered Populations	Organization Sub-Type		Asset Digital Equity and Broadband Focus Area	Address	Coverage Area	Other Notes
						(English learners or low-literacy)				
Dartmouth Public Libraries- North Branch	NA	Southeast	Dartmouth	General - All Covered Populations	Hyperlocal (e.g., a specific school or library)	Sharani Robins	NA	Dartmouth Public Libraries- North Branch	NA	NA	NA
Bay Path Regional Vocational Technical High School	TJ Carron is the Director of Technology at Bay Path RVTHS. He is also on the Board of Directors for MassCUE, the leading non-profit for Educators with a passion for Technology in the Commonwealth. Our recent Digital Equity Campaign, MASSCUE4ALL, is an example of the work we are doing in Digital Equity across the state in partnership with MA DESE. Link 1: https://www.masscue.org/masscue4all / Link 2: https://www.masscue.org/bc-de/	Central	Charlton	General - All Covered Populations	Statewide	TJ Carron	TJ Carron is the Director of Technology at Bay Path RVTHS. He is also on the Board of Directors for MassCUE, the leading non-profit for Educators with a passion for Technology in the Commonwealth. Our recent Digital Equity Campaign, MASSCUE4ALL, is an example of the work we are doing in Digital Equity across the state in partnership with MA DESE. Link 1: https://www.masscue.org/masscue4all/ Link 2: https://www.masscue.org/bc-de/	Bay Path Regional Vocational Technical High School	Digital Literacy, Affordability & Availability	tjcarron@baypath.net	NA
Attleboro Public Schools	English teacher in Attleboro who focuses on strengthening students' digital literacy	Southeast	Attleboro	General - All Covered Populations	Hyperlocal (e.g., a specific school or library)	Kelly Reed	English teacher in Attleboro who focuses on strengthening students' digital literacy	Attleboro Public Schools	Digital Literacy	kreed@attleborops.net	https://about.me/kellyjreed
Alliance for Digital Equity	Patrick is serving as a solution and technical architect for Alliance programs.	Berkshires, Connecticut River Valley	NA	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Residents of Rural Areas, Members of Racial/Ethnic Minority Groups, Youth, Immigrants/Refugees	Multi-Regional (regions within MA)	Patrick Streck	Patrick is serving as a solution and technical architect for Alliance programs.	Alliance for Digital Equity	Devices & Device Support, Accessibility of Public Resources & Services, Affordability & Availability	pstreck@estli.net	Patrick Streck | LinkedIn www.estli.net

Assets - Other

Organization Name	Summary Notes	Regions	Municipality	Covered Populations	Organization Sub-Type	Asset Digital Equity and Broadband Focus Area	Address	Coverage Area	Other Notes

City of Greenfield	The official group is still in the planning stages, but the local library is ready to help with any digital learning questions seniors and patrons might have.	Connecticut River Valley	Heath	Aging Individuals (60 and older), Residents of Rural Areas	Municipal Government	NA	NA	Local	In the last several months the Council on Aging and our public library have been planning to have a digital/tech help time for seniors. Once we heard about the new grant opportunity, we decided to see what was offered for assistance and go from there.
Clinton Council of Aging	This asset clearly states that aged individuals need social contact to avoid being lonely and isolated. Therefore, having them on our digital equity plan would benefit them as they would be offering device and technical support to the senior citizens to be able to contact their loved ones.	Central	Clinton	Aging Individuals (60 and older), Members of Racial/Ethnic Minority Groups, LGBTQIA+ Individuals, Immigrants/Refugees	Municipal Government	NA	NA	Local	Preventing Loneliness and Social Isolation initiative by Clinton Council of Aging http://www.clintonma.gov/252/Preventing-Loneliness-Social-Isolation
Dighton-Rehoboth Regional School District	NA	Southeast	Dighton	General - All Covered Populations	P-12 School	NA	NA	Local	Digital Literacy Now Grant, Dighton-Rehoboth School district awarded a grant to create digital literacy standards in the district, https://www.reportertoday.com/stories/d-r-awarded-a-digital-literacy-grant, 34429? Contact: Joe Pirraglia, jpirraglia@drregional.org
Essex County	NA	Northeast	NA	Low-Income Households (<150% federal poverty level), Incarcerated Individuals (in non-Federal facilities), Individuals with Disabilities, Members of Racial/Ethnic Minority Groups, Women, Youth, LGBTQIA+ Individuals, Immigrants/Refugees	County Government	NA	NA	County	Essex County Digital Equity Coalition
Massachusetts Department of Elementary & Secondary Education	Massachusetts currently has two virtual schools that serve grades K–12 statewide and seven school districts that operate a Single District Virtual School.	Southeast, Berkshires, Connecticut River Valley, Central, Northeast, Boston Metro, Cape Cod and Islands	NA	Youth	P-12 School	Accessibility of Public Resources & Services	NA	Statewide	Public Virtual Schools. School profiles and accountability reports available through DESE: https://www.doe.mass.edu/cmvs/
Massachusetts Department of Elementary & Secondary Education	The Department of Elementary and Secondary Education supports the catalyzation of K-12 education policy and practice to advance powerful learner-centered experiences. Working collaboratively with educators and other partners, we broker funding, resources, and relationships to enable improved student and educator access to high-quality new learning models, supported by	Southeast, Berkshires, Connecticut River Valley, Central, Northeast, Boston Metro, Cape Cod and Islands	NA	Youth	P-12 School	Privacy & Cybersecurity, Digital Literacy, Devices & Device Support	NA	Statewide	The Department of Elementary and Secondary Education Office of Digital Learning & Technology: https://www.doe.mass.edu/odl/

Organization Name	Summary Notes	Regions	Town	Covered Populations	Plan/Report Name	Full Plan, Report	Plan/Report Notes	Coverage Area	Plan Author	Plan/Report Link
	technology, that prepare them for student and school success.									
Massachusetts Executive Office of Elder Affairs (EOEA)	NA	Southeast	NA	Aging Individuals (60 and older)	MA State Government	NA	NA	Regional (region within MA)		Enhancing Digital Literacy for Older Adults Grant, https://www.mass.gov/info-details/enhancing-digital-literacy-for-older-adults-grant
MassCyber Center	For National Cybersecurity Awareness Month 2019, the Cyber Resilient Massachusetts Municipality Sub-working Group has developed a toolkit to help municipal leaders begin to understand the cybersecurity posture of their municipality and figure out next steps for protecting municipal infrastructure against cyber threats. The intent is to provide guidance and action steps necessary to get the conversation started around cybersecurity preparedness and ultimately protect municipal infrastructure against cyber threats before they occur.	Southeast, Berkshires, Connecticut River Valley, Central, Northeast, Boston Metro, Cape Cod and Islands	NA	General - All Covered Populations	Other State Government	NA	NA	Statewide		Municipal Cybersecurity Toolkit - https://masscybercenter.org/municipal-toolkit
Town of Ashburnham	They have a goal of helping people with disabilities have an Equal Opportunity in accessing telecommunication. Â	Central	Ashburnham	Individuals with Disabilities	Municipal Government	NA	NA	Local		The Accessibility Committee of Ashburnham's municipal government
Town of Fairhaven	NA	Southeast	Fairhaven	General - All Covered Populations	Municipal Government	NA	NA	Regional (region within MA)		Broadband Study Committee, https://www.fairhaven-ma.gov/broadband-study-committee
Town of Taunton	NA	Southeast	Taunton	General - All Covered Populations	Municipal Government	NA	NA	Local		Mass Hire Digital Literacy Reference Guide https://www.taunton-ma.gov/DocumentCenter/View/632/Digital-Literacy-Reference-Guide-PDF
NA	NA	Berkshires	New Marlborough	General - All Covered Populations	NA	NA	1 Mill Rivber Great barrington Road Mill River MA 01244, 205 Norfolk Rd Southfield MA 01259	Regional (region within MA)		These are two public Wi-Fi locations in our town

Assets - Plans

Organization Name	Summary Notes	Regions	Town	Covered Populations	Plan/Report Name	Full Plan, Report	Plan/Report Notes	Coverage Area	Plan Author	Plan Digital Equity and Broadband Focus	Plan/Report Link

Worcester Regional Research Bureau	In July of 2020, the Worcester Regional Research Bureau released a report, Broadening Broadband, that documented access issues, examined municipal broadband as a potential remedy, and laid out the city's challenging broadband market. Charter-Spectrum acts as a near total monopoly, which restricts consumer choice and bargaining power. Following a recommendation in that report, the City created a Municipal Broadband Taskforce (including the WRRB) to investigate improvements to broadband infrastructure. This document expands on that report, by looking at three years of data, examining internet connection speed, and WPS student access.	Central	NA	Low-Income Households (<150% federal poverty level), Youth	Boosting Broadband: Access, Performance, Improvements, and Funding	NA	In July of 2020, the Worcester Regional Research Bureau released a report, Broadening Broadband, that documented access issues, examined municipal broadband as a potential remedy, and laid out the citys challenging broadband market. Charter-Spectrum acts as a near total monopoly, which restricts consumer choice and bargaining power. Following a recommendation in that report, the City created a Municipal Broadband Taskforce (including the WRRB) to investigate improvements to broadband infrastructure. This document expands on that report, by looking at three years of data, examining internet connection speed, and WPS student access.	Local	Worcester Regional Research Bureau	Affordability & Availability	https://www.wrrb.org/wp-content/uploads/2022/04/WRRB-Boosting-Broadband-Report-Final.pdf
Westminster Planning Department	Because construction has not begun yet, there is a lot of potential to implement tech help and computer classes for the seniors with the goal of them keeping in touch with loved ones in mind. It is a good place to have these services.	Central	Westminster	Aging Individuals (60 and older)	Senior Housing Project	19-170_pb_site_plan_set_-_revised-alt-7_11-30-21_-_final_0.pdf (https://v5.airtableuserconte nt.com/v2/23/23/170250480 0000/iPNBroIqcyDvn6Tgjeez 9w/K5L4kfYRWfEthX_wGda8 ZMD3MK8fDSGV7R_s74Bevv MR8HivI29k-xr_kNAR_QO71AHPDqVcNW q_b2FkS48hjNUm6EEIns3Jex VpdPJWs0oqFADpyWto-W86Zwvf7yVjKkdK2ZVXsHU dZTcFzIgM6v-7wKC7PbAQI184-MEANMrBPwF8FLZpy0JW7q 3uN12v7Xq4vTSHfv2GbTcz4 SwKQA/4IsYO8uarv2NPPwn MKwpnotAYwnO6RKlBwo_w 81_UZA)	Because construction has not begun yet, there is a lot of potential to implement tech help and computer classes for the seniors with the goal of them keeping in touch with loved ones in mind. It is a good place to have these services.	Local	Westminster Planning Department	Digital Literacy, Affordability & Availability	https://www.westminster-ma.gov/planning-department/pages/westminster-senior-housing-project
Somerville Internet Access Task Force	NA	Boston Metro	NA	General - All Covered Populations	Recommendations for Expanding Internet Access and Supporting Net Neutrality	NA	NA	Local	Somerville Internet Access Task Force	Affordability & Availability, Accessibility of Public Resources & Services	https://s3.amazonaws.com/somervillema.gov.if-us-east-1/s3fs-public/recommendations-for-expanding-internet-access-and-supporting-net-neutrality.pdf
Prepared for the City of Cambridge by Columbia Telecommunications Corporation	NA	Boston Metro	NA	General - All Covered Populations	Digital Equity in Cambridge: Data and Strategic Recommendations	NA	NA	Local	Prepared for the City of Cambridge by Columbia Telecommu	Affordability & Availability, Digital Literacy, Devices & Device Support, Accessibility of	https://www.cambridgema.gov/-/media/Files/citymanagersoffice/cityofcambridgedigitalequitystudymarch2021.pdf

									nications Corporation	Public Resources & Services	
Northern Hilltown Consortium of COAs	Covered population focus: Aging individuals in a rural area; survey captures information about experiences with technology & internet, and technology knowledge for 1, 188 individuals.	Connecticut River Valley	NA	Aging Individuals (60 and older), Residents of Rural Areas	Aging and Technology Survey 2023 Results	AgingAndTechnologySurvey 2023Results.zip (https://v5.airtableuserconte nt.com/v2/23/23/170250480 0000/iC_LPCJMHZdNImapz9 XNww/IbquCGBSn4FRSl_cLO HnGcj9JBiZGUeTG6afyvWu2 Wd8Uus-lY3eIpUfbYs1t_Cd3vrfJB_Kyn VSps6pL4ITSKp-pJyFY7_vJcu-nkZdF0hzaT5RwC4nAigGUE 5GUZrKI85mr5SDihzW1j6wt 5eK3aElg7wiM8iLVuwttw07 GmvTlYxQoWYvF_oXGUHxp nIn/TSSG2o4nLLUiLxldDt1Nj pD8MTwOlo8ncRkTGtErSB8)	Covered population focus: Aging individuals in a rural area; survey captures information about experiences with technology & internet, and technology knowledge for 1, 188 individuals.	Regional (region within MA)	Northern Hilltown Consortium of COAs	Digital Literacy, Privacy & Cybersecurity, Affordability & Availability	NA
Moroccan American Connections in Revere (MACIR)	The ACP Adoption pilot conducted by MACIR had several goals. The main goal was to register 30 households for the ACP, ten each from Revere, Chelsea and Winthrop. The ACP pilot program was conducted to understand what the best approaches will be to identify those who would benefit from the ACP program, how to recruit them to register for the benefit, and how to best guide them through the processes both of ACP registration and with ISPs to gain internet service to their homes.	Boston Metro	NA	Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups	ACP Adoption Pilot Report (Draft)	MACIR ACP Pilot Deliverable.docx (https://v5.airtableuserconte nt.com/v2/23/23/170250480 0000/7ClL53ID9DcB1IscekjZ-w/CHErwMQKapRLiE4vpxhD COrwMPKHETDLbQV2J39iPk tIP1jr2PynvWlmzU3x6AVIA3 Kz578r3d-voKwpo1SLQTMZRw_Wwv-NIQXBeQ0qteTZ4RYEaanzhX qf5sIZ4PWWvyz4Vc-JW1V0DCf1wtl4BuMvsHlpTjt -fKaS9ghm31M/Mkwj6nB2aX hcurcSuUw4vIYPRJiR0jXEbH TntsI2E2A)	The ACP Adoption pilot conducted by MACIR had several goals. The main goal was to register 30 households for the ACP, ten each from Revere, Chelsea and Winthrop. The ACP pilot program was conducted to understand what the best approaches will be to identify those who would benefit from the ACP program, how to recruit them to register for the benefit, and how to best guide them through the processes both of ACP registration and with ISPs to gain internet service to their homes.	Local	Moroccan American Connections in Revere (MACIR)	Affordability & Availability	NA
Metropolitan Area Planning council (MAPC)	This is a digital Equity Plan for the Greater Boston Municipalities: Chelsea, Revere, Everett	Boston Metro	Chelsea, Revere, Everett	Low-Income Households (<150% federal poverty level), Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups	Digital Equity Plan	Digital-Equity-Report.pdf (https://v5.airtableuserconte nt.com/v2/23/23/170250480 0000/Mf9LWyZol0bYGalcF85 CcQ/oJDMA4XngsQ0HnrRl_ mtdS_p2qprFWci0THvTaHdk e5xE2pvEevbgCPN-1UPfyUkun3A1o1RClkZgFm HTtsBwoaRJqj_GKmQOEAOc j95p9IyL_ibWk2IixKO4jDq4Z meX6P0wt0MZ_j6ZcellbNyO LQbXGUkPCDBw15gkLmNw sA/a2F0Rxqs19NtCe0erSfN4 393CFjT-fl2X384WQAV8m0)	This is a digital Equity Plan for the Greater Boston Municipalities: Chelsea, Revere, Everett	Regional (region within MA)	Metropolita n Area Planning council (MAPC)	Accessibility of Public Resources & Services, Digital Literacy, Affordability & Availability, Privacy & Cybersecurity, Devices & Device Support	Digital-Equity-Report.pdf (mapc.org)
Metropolitan Area Planning Council (MAPC)	The purpose of this document is to articulate an anticipated allocation of remaining $174, 983 in funds from MBI for Gateway City DE projects. Previous allocations have gone towards public wifi	Boston Metro	NA	Low-Income Households (<150% federal poverty level)	MAPC/MBI Gateway Cities Digital Equity 2022 Q4 Report	MAPC 2022 Q4 Report.docx (https://v5.airtableuserconte nt.com/v2/23/23/170250480 0000/Xjk7vvZWb9mZxpVQ-YJqXg/o-mS-2yBzCWon-_pBnRPPYg_4XtBNHF3fXyLM	The purpose of this document is to articulate an anticipated allocation of remaining $174, 983 in funds from MBI for Gateway City DE projects. Previous allocations have gone towards public wifi networks and proposed allocations	Local	Metropolita n Area Planning Council (MAPC)	Affordability & Availability, Devices & Device Support, Digital Literacy	NA

networks and proposed allocations include computer labs and technical support.					YiApOdOoO2eYXXcePQBHV uVRoPVzh9q9EH4V- PSY0DExQhJs- 6dkJTc_Dn4JyMyRjiuREnoyzh Nji61YO4dvzzCynu9xiw9pzT 9guA1QX2EPTYg3cr4Sv2mu nlwJYOKVbeBWdc/Hwe24MS LqbBzyR9YuuizIEHDTFktD1R 5VaV0nUzj5tY)	include computer labs and technical support.				
Metropolitan Area Planning Council (MAPC)	Comprehensive digital equity plan for 3 Gateway Cities, completed in 2022. Key recommendations from this report should be considered for integration in the statewide plan.	Boston Metro	NA	General - All Covered Populations	Digital Equity Plan for Chelsea, Everett, and Revere	Digital-Equity-Report.pdf (https://v5.airtableuserconte nt.com/v2/23/23/170250480 0000/1jOu4ewSJqy9vbn77sE JIA/q8- KftOCIAYnakYmYvcSni6YlbIN hiKbWd8YEexnCjLcU8s7D4J pK7KFU3DQyV4Ygd6NhgyFD O_CSGYSAfaaSV- FUaQ7Bz_AmxIzGYMjTrV8uy x1m2RuJSSFZZkzQAtQ0mRH IdZX5nRecAYOSlwDfODmoG ZKdvbL- x6RVqMctgk/86OGYBrIPStEx m_4S63X- ikp_s4AUOzebfKc_ti9oxg)	Comprehensive digital equity plan for 3 Gateway Cities, completed in 2022. Key recommendations from this report should be considered for integration in the statewide plan.	Local	Metropolita n Area Planning Council (MAPC)	Affordability & Availability, Digital Literacy, Devices & Device Support, Accessibility of Public Resources & Services	NA
MassINC	NA	Berkshires, Connecticut River Valley, Central, Boston Metro, Northeast, Southeast, Cape Cod and Islands	NA	Low-Income Households (<150% federal poverty level)	Promoting Digital Equity in Massachusetts Gateway Cities	NA	NA	Statewide	MassInc	Affordability & Availability, Digital Literacy, Devices & Device Support	https://www.latinosfor education.org/wp- content/uploads/2020/ 12/Promoting-Digital- Equity-in-MA-Gateway- Cities-MassINC.pdf
MassINC	Massachusetts has made progress closing the digital divide since the onset of the COVID-19 pandemic. Far more residents now have access to the internet and adequate computing devices, and have the knowledge to make use of these technologies. Yet, considerable work remains to cement our progress and reach tens of thousands more who still have not found pathways across the digital divide. Attention to this issue, combined with a once-in-a-generation infusion of federal resources, positions Massachusetts for success. Making the most of this unprecedented opportunity is absolutely critical to the social and economic future of our commonwealth. Recognizing the imperative, this report provides critical information and ideas for civic leaders and policymakers. It presents a baseline three-dimensional view of digital equity in Massachusetts, frames the	Boston Metro, Southeast, Berkshires, Connecticut River Valley , Central, Northeast, Cape Cod and Islands	NA	General - All Covered Populations	Connecting Communities Through Digital Equity An Action Plan for State, Community, and Private and Institutional Partners	NA	Massachusetts has made progress closing the digital divide since the onset of the COVID-19 pandemic. Far more residents now have access to the internet and adequate computing devices, and have the knowledge to make use of these technologies. Yet, considerable work remains to cement our progress and reach tens of thousands more who still have not found pathways across the digital divide. Attention to this issue, combined with a once-in-a-generation infusion of federal resources, positions Massachusetts for success. Making the most of this unprecedented opportunity is absolutely critical to the social and economic future of our commonwealth. Recognizing the imperative, this report provides critical information and ideas	Statewide	MassINC	Affordability & Availability, Digital Literacy, Devices & Device Support	https://massincmain.w penginepowered.com/ wp- content/uploads/2022/ 06/MassINC- Connecting- Communities- Report_June-2022.pdf

	challenges and opportunities ahead, and outlines a near-term action plan.						for civic leaders and policymakers. It presents a baseline three-dimensional view of digital equity in Massachusetts, frames the challenges and opportunities ahead, and outlines a near-term action plan.			
Massachusetts Board of Library Commissioners	NA	Cape Cod and Islands, Southeast, Berkshires, Connecticut River Valley, Central, Boston Metro, Northeast	NA	General - All Covered Populations	Outdoor Library Wifi Map	NA	NA	Statewide	Massachusetts Board of Library Commissioners	Affordability & Availability	https://libraries.state.ma.us/wifi
Mass Cultural Council & Mass Government	It shows how there are steps being taken to break down barriers that are keeping people of color from advancing and also how their rights are being protected.	Central	Athol	Immigrants/Refugees, Women, Members of Racial/Ethnic Minority Groups	Executive Order 592 by Governor Charlie Baker: Advancing Workforce Diversity, Inclusion, Equal Opportunity, Non-Discrimination, and Affirmative Action	Racial_Equity_Plan_FY22_24.pdf (https://v5.airtableusercontent.com/v2/23/23/1702504800000/kiftfwN0LlmodIEx-vPhGw/IEepqMt03JVX9xz8olVr2RD0Cg5x3-x1E7BIeG8tTnsWyKn8_UNG1meEUhpZqzHiGiR4BxBBwurfghpmyzdNTb-iBQ2QZHMEv3e616DObqTfrNBQLafcuuSxSgcz8_FsMnMrBftmAQ6rJiLUA8r3ge27krdL1ckCFLWtZRT7h30/qgnCQa4EoucjTrzrnddfae5C8YSg31lDShiWCyQ_UcM)	It shows how there are steps being taken to break down barriers that are keeping people of color from advancing and also how their rights are being protected.	Statewide	Mass Cultural Council & Mass Government	Affordability & Availability	https://www.mass.gov/executive-orders/no-592-advancing-workforce-diversity-inclusion-equal-opportunity-non-discrimination-and-affirmative-action
LifePath	NA	Connecticut River Valley, Central	NA	Aging Individuals (60 and older)	Franklin County and the North Quabbin Age-Friendly Needs Assessment	NA	NA	Regional (region within MA)	LifePath	Affordability & Availability, Digital Literacy	https://docs.google.com/presentation/d/1YQeWfJePLf-kAehpH_Xd0bARJouO2wQPK-y8NNzOaG4/edit#slide=id.p17
LifePath	NA	Connecticut River Valley, Central	NA	Aging Individuals (60 and older)	LifePath Area Plan on Aging	NA	NA	Regional (region within MA)	LifePath	Affordability & Availability, Devices & Device Support	https://lifepathma.org/wp-content/uploads/pdfs-documents/LifePath_Area_Plan_on_Aging_2022-25_Final.pdf
Healthy Aging Martha's Vineyard	HAMV's Mission: To provide ongoing technology training assistance to increase the confidence and competence of Older Adults in accessing essential services online (telemedicine and other support services) and	Cape Cod and Islands	Aquinnah, Chilmark, Edgartown, Oak Bluffs, Tisbury, West Tisbury	Aging Individuals (60 and older)	Older Adult Digital Equity Initiative Plan	OlderAdultDigitalEquityInitiative_7_05_2022.pptx.pdf (https://v5.airtableusercontent.com/v2/23/23/1702504800000/vz20dN7zqkX6_hGPYi5cww/ocpYEiSCmmVb6FhGg3hGF_otnb6_827onLORzb_aF	HAMV's Mission: To provide ongoing technology training assistance to increase the confidence and competence of Older Adults in accessing essential services online (telemedicine and other support	County	Healthy Aging Martha's Vineyard	Digital Literacy	https://www.hamv.org/_files/ugd/c951bb_636135f8381d46bfb337101a455b2e80.pdf

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enrichment opportunities (education, social interaction etc.).					4uYh_zC-SsUCrwtoi9zejI8wvQ6DxpW-3OjkZiBLvvHfnG3vTQBdbpbmkeZom7mwnYNZy9oV-L98GxZjYFmK_dhUDysyQaDkRpw7lvaPJEKImIMXuRKPtk1aRSvGH_agyqsycMM2VUepjaledKAh179J41KkvwPWI4dOaRxTHr-Og/FP9wNM3OES8FGwf8JxXLTJTslexBDYJyjJxDSqeDqPw)	services) and enrichment opportunities (education, social interaction etc.).					
Fairhaven Broadband Study Committee (BSC) and EntryPoint Networks	NA	Southeast	Fairhaven	General - All Covered Populations	Fairhaven Broadband Master Plan	fairhaven_ma_-_broadband_master_plan_-_02_03_2021.pdf (https://v5.airtableusercontent.com/v2/23/23/1702504800000/PcXM5ElCT5vzUMZmNgDGyg/6m8otudCvb2KUTKvRblx_lo4Pglkkadw1Ql3irW8IkLZjVBNB755Wj6fJT0oVvaK7Yo2PlZTPmZ2Jpwjbfnox1wli_P8U6zvgtyKvG7SPBoLNUK_OVXZaF2Ln43cwV-ToTUgdGqf5QcAq2FOO2FeYRXooEcl9biXEcQUcuwzTIKU5TCAxgAXHMX7cey8fdX2SRHywZZSh50ONYOSqCBfcw/qzlR6Y3FZH41rX3JcjWt6yPKv4n73wnp8p6pQ384LO8)	NA	Local	Fairhaven Broadband Study Committee (BSC) and EntryPoint Networks	Affordability & Availability	https://www.fairhaven-ma.gov/sites/g/files/vyhlif7541/f/pages/fairhaven_ma_-_broadband_master_plan_-_02_03_2021.pdf
Essex County Community Foundation, Tufts University, Jonathan M. Tisch College of Civic Life, The Center for State Policy Analysis	In 2021, we released an inaugural report titled Striving for Digital Equity: A report on the challenges and opportunities the Digital Divide presents to Essex County communities. In that paper, we found that roughly 160,000 people in Essex County struggle to secure a basic home computer and fixed broadband. And while the need is certainly greater in some areas, we also identified opportunities for improvement in every town and city. Guided by that initial report, we have assembled a countywide digital equity coalition to push for systemwide change and also invested in a range of high-impact, community-led interventions. To ready ourselves for this next phase of work, we have pursued this follow-up analysis using the latest Census data to understand how best to enhance digital equity in our increasingly diverse county.	Northeast	NA	Low-Income Households (<150% federal poverty level), Members of Racial/Ethnic Minority Groups	Making Progress on Digital Equity	NA	This report builds on previous research done by ECCF & provides context for their efforts to close the digital divide in Essex County.	County	Essex County Community Foundation, Tufts University, Jonathan M. Tisch College of Civic Life, The Center for State Policy Analysis	Affordability & Availability, Digital Literacy, Devices & Device Support	https://www.eccf.org/wp-content/uploads/2022/10/ECCF_Making_progress_on_digital_equity.pdf
Essex County Community Foundation, North Shore Technology Council, MassHire North Shore Workforce Board, Endicott	This report summarizes what came out of a Community Think Lab in May 2022. The event invited industry, academia, government, and non-profit organizations to meet and discuss the challenges of fulfilling the workforce needs of industry on the North Shore, specifically in the technology area. Together, Think Lab participants were asked to bring their expertise to clarify the current state, brainstorm, and propose ideas and experiments	Northeast	NA	Low-Income Households (<150% federal poverty level), Individuals with Disabilities, Members of Racial/Ethnic	Re-Imagining Our Technology Workforce on the North Shore	NA	Outlines challenges and ideas for advancing the technology workforce in the North Shore region.	Regional (region within MA)	Essex County Community Foundation, North Shore Technology Council, MassHire North Shore	Digital Literacy, Accessibility of Public Resources & Services, Devices & Device Support	https://www.eccf.org/wp-content/uploads/2022/10/Workforce-Summary-Production-Copy.pdf

College, North Shore InnoVentures	that could produce creative, sustainable solutions to meet the ever-growing technology workforce needs of our North Shore communities.			Minority Groups, Youth					Workforce Board, Endicott College, North Shore InnoVentures		
Essex County Community Foundation	Overview of ECCF's initiatives since 2020 serving 8, 150 residents with MBI funding. Initiatives include public & residential wifi access, telehelath, device distribution, and growing a DE coalition to over 250 members.	Northeast	NA	General - All Covered Populations	ECCF Annual Report 2022	Annual Report_ECCF_MBI_2022.pdf (https://v5.airtableuserconte nt.com/v2/23/23/170250480 0000/yxeuA_Wlcr8R0W-SlVfLIQ/oFblly496e7YiuD89S fvHE7HwZIFH4kcXplVCItDCd cjN_ftUnBvmEsmn_KR7j6fb mWlOmfagiZavNI4KE4pHjU 5qdh6dWxd9U8VP3LRlafQI9 X9CiONx0Q1jMqo-tZwk7y945EF54rDZcAApxI31 sPPS6UQx5FpAMcO-D83VQE/qab7Y4AzjATi3diNd 7z1QnT0mT6Bf7Ywwos3gop Vv74)	Overview of ECCF's initiatives since 2020 serving 8, 150 residents with MBI funding. Initiatives include public & residential wifi access, telehelath, device distribution, and growing a DE coalition to over 250 members.	Regional (region within MA)	Essex County Community Foundation	Affordability & Availability, Devices & Device Support	NA
Essex County Community Foundation	The reports challenges and digital divide in Essex County	Northeast	Salem, Gloucester, Peabody, Haverhill, Lynn, Rockport, Manchester-by-the-Sea	Low-Income Households (<150% federal poverty level), Individuals with a Language Barrier (English learners or low-literacy), Residents of Rural Areas	Striving for Digital Equity A report on the challenges and opportunities the Digital Divide presents to Essex County communities	Digital Equity Challenges - report.pdf (https://v5.airtableuserconte nt.com/v2/23/23/170250480 0000/YcwtLEtCQtCbxG8-miVCgg/jBWxlt0eAWEOW8W fRbXJj7NBT180W-OlFzlbGkEsjg2Y6LASfS1vFjAe WDUPUyJnIq19zCeCofUpcvj bqCNoljWRMJSVWrfZM_fAZ2 D8v-bMBcOVai89dQkYjb2PvU8XF BKLReNCUNwQ22-47QvYpT501zana4OfYFoR0v Y8jaxfRZf409kViszOyMiJxv8R /enH9eFPWKeRf-fVmyjruePUuW_d5DsGKR8-lhr4OVUo)	The reports challenges and digital divide in Essex County	Regional (region within MA)	Essex County Community Foundation	Affordability & Availability, Digital Literacy, Devices & Device Support, Accessibility of Public Resources & Services	5f91f6762aa5f.pdf.pdf (townnews.com)
ECCF	Summary of existing DE conditions in Essex County.	Northeast	NA	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Members of Racial/Ethnic Minority Groups, Immigrants/Refug ees	Making Progress on Digital Equity An update on bridging the digital divide in Essex County	ECCF_Making_progress_on_ digital_equity.pdf (https://v5.airtableuserconte nt.com/v2/23/23/170250480 0000/QOcFDugRozOerZlnGl hv7Q/eBarJRySqX2JjX6ebnUt apXaVUtAZP02XZGiKUUPKfJ Mcm3sWlMjw7cbBYrwOR5h ILtHYo_nCQz4vUjXwAPsFGifi GzuCbZ9dqBbfn9gbi5Ldj1_b -VZSvwLfchspq2kOXBEqlvZUI 53s5jCSLkMFs9y7E5UOY6Gp -j-ixe03ltvKZQa3aq90B4KW8R	Summary of existing DE conditions in Essex County.	Regional (region within MA)	ECCF	Affordability & Availability, Digital Literacy, Devices & Device Support	https://www.eccf.org/w p-content/uploads/2022/ 10/ECCF_Making_progr ess_on_digital_equity.p df

					CH-VA/FhQ7st3euhDSl3Xi5HcM bz53wYUcOyzxGzBR3i62eMU)					
City of Somerville	recommendations for expanding internet access and supporting net neutrality.	Boston Metro	Somerville	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Members of Racial/Ethnic Minority Groups, Members of Religious Minority Groups, Youth	Somerville Internet Access Task Force	recommendations-for-expanding-internet-access-and-supporting-net-neutrality.pdf (https://v5.airtableusercontent.com/v2/23/23/1702504800000/7ENekOgNzKNuSm1BqXSyLg/sB4qbqG3ifhkIz78Dn-4qT9u-p0osjzrhGsAQQeezEBnSdwBxiLRG6NLJITIZWz-cXZ-EOGl35VvWDJcdJUoTX0zqAOjfcvL-ivENO1rsaSQ9bKXXFwod_6vQmFVSdRmiVvZVmHJ_ldfaloRAM39zcKzuycbfftIqQlqoHSjo1AARbl_KW-X2CTxfdXFtthf-rbr7Rq96iyFutS3A_Pi4MeJGOMaoNdn9Acb-_nE9BHzHkvouSvJx1yBHoB-V5K_/np7x6kYd4Oo39SJpi_oBlhb8yJpXSGew8VfF9ZuEVpo)	recommendations for expanding internet access and supporting net neutrality.	Local	City of Somerville	Digital Literacy, Affordability & Availability, Devices & Device Support, Accessibility of Public Resources & Services	https://www.somervillema.gov/internetaccesstaskforce
City of Quincy	Analyze and set up Broadband Network	Southeast	Quincy	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Members of Racial/Ethnic Minority Groups, Residents of Rural Areas, Members of Religious Minority Groups, Individuals with a Language Barrier (English learners or low-literacy)	Broadband Master Plan	Quincy-broadband-master-plan2020.pdf (https://v5.airtableusercontent.com/v2/23/23/1702504800000/O1oR11NRBHIVmBIbzCLRIQ/K4ZW4U117pscd7GKl6zB-96vHhflWoOPYMaNYuy4dzNgVov8Q5jWeBouZsvkrwXR_L43eT0iF26-D23DZJKDgqjFfO3Zkv_CWNf2NyW3n16TVbzzTcQaDhPQCWTF6oMuC-NW3in5h5eVAqs3vADDFM0Cfc0PSJhDHz0yywprXJZbj8hsJeu7zCRK4thy2AGY/O6D4mZnKZ_Op5xVFhUEqTJanckVZQ-NlPKW_rh3FU4o)	Analyze and set up Broadband Network	Local	City of Quincy	Affordability & Availability, Digital Literacy, Accessibility of Public Resources & Services, Devices & Device Support, Privacy & Cybersecurity	NA
City of New Bedford	New Bedford has started a digital equity planning project to improve broadband access and digital literacy	Southeast	New Bedford	Low-Income Households (<150% federal poverty level)	New Bedford Digital Equity Planning Project	NA	New Bedford has started a digital equity planning project to improve broadband access and digital literacy	Local	NA	Accessibility of Public Resources & Services, Digital Literacy	https://original.newsbreak.com/@massachusetts-updates-1665615/3146617359352-new-bedford-s-digital-equity-planning-project-improving-broadband-access-for-local-residents

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City of Chelsea	Plan is for the Chelsea Municipality, Massachusetts	Central	Chelsea	Low-Income Households (<150% federal poverty level), Individuals with a Language Barrier (English learners or low-literacy), Members of Racial/Ethnic Minority Groups	Chelsea Digital Access Plan	Digital Equity - Chelsea.pdf (https://v5.airtableuserconte nt.com/v2/23/23/170250480 0000/XQ7ayLoJQn0yT9-gsJlaGg/B0O9u7Hkk8Jmqhu WB6YHAvMRf9WqBcn1gTbU zfuQZ35xRDCdlk8I4UQ11-XYFr6hHGNqjaYL-V4Gft9ef7tMg2j6k5t_rkXgJiS ecwbXbG78bGWHOnUUGR3 0FlAhqrE_Fpr7rfy2a4PdXB6J YCmPsszGwEaIASHVIZdUxN FL4Fg/B-keF8g1UddobvrglcJtSqOtTi2 SffSyoY4YIlbxEpg)	Plan is for the Chelsea Municipality, Massachusetts	Local	City of Chelsea	Affordability & Availability, Accessibility of Public Resources & Services, Digital Literacy	cms5.revize.com/revize /chelseama/Document _Center/Departments/ Housing & Community Development/Chelsea Digital Access Plan - April 2023.pdf
Athol Royalston Regional School District	This report is relevant to the Digital Equity plan because it shows how many students from different groups are taking part in the digital literacy programs offered by the Atol-Royalston school district. Based on this report, we can see how we should improve the attendance and also see if more classes can be offered.	Central	Athol, Royalston	Youth, Low-Income Households (<150% federal poverty level), Women, Individuals with Disabilities, Members of Racial/Ethnic Minority Groups, Individuals with a Language Barrier (English learners or low-literacy)	Digital Literacy and Computer Science Coursetaking	Digital Literacy and Computer Science Coursetaking (2022-23) - Athol-Royalston (06150000).pdf (https://v5.airtableuserconte nt.com/v2/23/23/170250480 0000/L2dBbXb9xo5zC08-VsRhHQ/8cQmyfO6KoYv7O_ ulGcPzAzyERc62TwlXG-7IxAgGscaPzNIiunjTaG76eqf dMsEEtaqInpNeZ8AYXEd841 cEc_xUZX1Wuwp44AH138O uAhNbIgsJo-UNBX7KNTCmVqgxf-mGCKlgXiGFVMs32ZfDOZHd tznaBN1PjAgiTTtA8MUVsi0Q MsL-vkLgXD0wLSlvy-dP370toWzSrdNTAOF69d0j6 dypUvcl2Kl1idPlTjLmx6rec2 oZIjYXqnA1xP6/_jIcKmg-hi-9o4yDGrjU6lLm_9uPhI4wPzl 1_Pzgde8)	This report is relevant to the Digital Equity plan because it shows how many students from different groups are taking part in the digital literacy programs offered by the Atol-Royalston school district. Based on this report, we can see how we should improve the attendance and also see if more classes can be offered.	Regional (region within MA)	Athol Royalston Regional School District	Digital Literacy	https://profiles.doe.ma ss.edu/profiles/student .aspx?orgcode=061500 00&orgtypecode=5&lef tNavId=16937&
American Legion Auxiliary	The plan stated that its goal is "providing quality education for children and adults through classroom activities, literacy programs, scholarship promotion and support of education beyond high school, especially for military children." With this goal, digital equity can be achieved with their help as they can implement digital literacy into their literacy programs.	Central	Westminster	Veterans, Youth	Education Program Action Plan	Education_PAP_2022-2023 (1).docx (https://v5.airtableuserconte nt.com/v2/23/23/170250480 0000/js89p0lJ1zeYuu6fkEZvA w/SweuePWksxX2G_0NTjIu0 8yP7-51tJ0AUc213wzY3jeCLbd5Fg _JkTQlDf_hQbvNvraaicmLttL g49R4jAHMl-Gu5SF4v6WpzLsumiQkci2B_ bHEO936Wbz659byIzAZCYJ2 9Haie-FDXTOWPcoGhhEJFWth1sYf n2_RCHXUthE/uWiW5fOIGX DY0OqfG4Jn-RvPZ92LyR5dvfLyHASdT0U)	The plan stated that its goal is "providing quality education for children and adults through classroom activities, literacy programs, scholarship promotion and support of education beyond high school, especially for military children." With this goal, digital equity can be achieved with their help as they can implement digital literacy into their literacy programs.	Local	American Legion Auxiliary	Digital Literacy	https://www.masslegio n-aux.org/files/Education _PAP_2022-2023.docx

American Immigration Council	In this report, we use data from the American Community Survey to examine the scale of the challenge and to see how many, and which, Americans could be helped by expanding broadband internet service.	Southeast, Cape Cod and Islands, Berkshires, Connecticut River Valley, Central, Boston Metro, Northeast	NA	Low-Income Households (<150% federal poverty level), Veterans, Individuals with Disabilities, Members of Racial/Ethnic Minority Groups, Residents of Rural Areas, Individuals with a Language Barrier (English learners or low-literacy), Aging Individuals (60 and older)	Examining Gaps in Digital Inclusion in Massachusetts	NA	In this report, we use data from the American Community Survey to examine the scale of the challenge and to see how many, and which, Americans could be helped by expanding broadband internet service.	Statewide	American Immigration Council	Affordability & Availability, Devices & Device Support	https://www.americanimmigrationcouncil.org/sites/default/files/examining_gaps_in_digital_inclusion_in_massachusetts.pdf
Alliance for Digital Equity	This was the 2021 regional assessment conducted by the Alliance for Digital Equity that informed our subsequent work, ultimately including work funded through the MBI Regional Partnership grant	Connecticut River Valley	NA	Low-Income Households (<150% federal poverty level), Aging Individuals (60 and older), Individuals with Disabilities, Members of Racial/Ethnic Minority Groups, Youth, Immigrants/Refugees, Residents of Rural Areas, Individuals with a Language Barrier (English learners or low-literacy)	The Digital Divide and Challenges of Digital Equity	ALL001-Digital Divide Report-v28-FINAL.pdf (https://v5.airtableusercontent.com/v2/23/23/1702504800000/Cg_pITG8DQ26wwjm8Bt-ZQ/JDwVm1CllFvq4dIxEE3yD0Eju_BSLyR4gWP74JIUskWTPen4u4xYEz3Cqb2aZI4duo5DBnVZzcOfAgfsRkfWuKMENX28NaxWZ7i9zW5lWOhwKaCe0-3c_9b7NVC-Yzbqu1Lq8NX2gBG0a8-VWUhKzApky4PRv1oca3HYz_VszgqStkvZ_FPUo2_zji9nIVNm/wCAcsYTkEyF-DcUaJs1W0_Xm2u1IS_P3ecRfCcU4oXk)	This was the 2021 regional assessment conducted by the Alliance for Digital Equity that informed our subsequent work, ultimately including work funded through the MBI Regional Partnership grant	Regional (region within MA)	Alliance for Digital Equity	Affordability & Availability, Digital Literacy, Privacy & Cybersecurity, Devices & Device Support	https://drive.google.com/file/d/1CvdwY77lsq_PQ7Jraq3dckMOLyDEGAxN/view