

Municipal Digital Equity Implementation Program

Reporting Guidelines & Metrics

Overview

Municipalities must submit two reports to MassTech/Massachusetts Broadband Institute (MBI) as part of the reporting responsibilities within this grant program. The first report is due at the mid-point of the municipality's period of performance (6 months from period of performance start date). The second is due at the close of the performance period (1 year from period of performance start date).

Reports must be completed via [this link](#) by 5 PM ET on the due date. Due dates are dependent on contracts established with municipalities.

The online form will include a section for narrative reporting, a section to report program metrics, and a section to upload invoice documentation. Details on invoice requirements are available in Exhibit 1, Section 3.II of the grant agreement and in the Invoice Guidelines section of this document. Lead project staff, including sub-contractors leading project implementation, should familiarize themselves with all elements of the grant agreement provided by MassTech.

Required metrics are detailed below and on the [grant program website](#) (see **What to Expect > Digital Equity Project Implementation Reporting Requirements**). Quantitative data collection is dependent on the metrics that correspond with the focus area(s) named within each municipality's contract. The reporting form (linked above) will have a section for customizable metrics if "other" is selected as a focus area. Additional metrics are optional unless otherwise specified in a municipality's contract.

Narrative reporting will be focused on the following topics. All questions should be answered in no more than 150 words each (the online form will display a character limit for text entries). Responses should also distinguish between different projects (i.e., device lending at library vs. digital literacy class at senior center vs. outdoor public wi-fi).

- Project progress and accomplished milestones (mid-point)
- Description of how populations served align with ARPA guidelines (mid-point)
- Challenges experienced and how they were overcome (mid-point & final)
- Lessons learned (mid-point & final)
- Project impact (final)
- Sustainability (final)

ARPA Guidelines

Impacted Households and Communities

End beneficiaries of ARPA funds must fall under the U.S. Treasury’s definition of “impacted” or “disproportionately impacted,” including the following:

- Low- or-moderate income households or communities (income at or below 300% of the [Federal Poverty Guidelines](#) for the size of the household OR income at or below 65% of the area median income for the county and size of household)
- Low -income households and communities (income at or below 185%of the Federal Poverty Guidelines for the size of its household OR income at or below 40% of area median income for its county and size of household)
- Households that experienced unemployment
- Households that experienced increased food or housing insecurity
- Households that qualify for the Children’s Health Insurance Program, Childcare Subsidies through the Child Care Development Fund (CCDF) Program, or Medicaid
- Households residing in Qualified Census Tracts
- Households that qualify for certain federal benefits (TANF, SNAP, NSLP, SBP, SSI, Head Start, WIC, Section 8, LIHEAP, Pell Grants)
- Households receiving services provided by Tribal governments
- Households residing in the U.S. territories or receiving services from these governments

Household Size	1	2	3	4	5	6	7	8
185% FPG	\$27,861	\$37,814	\$47,767	\$57,720	\$67,673	\$77,626	\$87,579	\$97,532
300% FPG	\$45,180	\$61,320	\$77,460	\$93,600	\$109,740	\$125,880	\$142,020	\$158,160

Source: [U.S. Dept. of Health and Human Services](#)

Recipients can measure income for a specific household or the median income for the community, depending on whether the response they plan to provide serves specific households or the general community. A default household size of three may be used when easier for administration or when measuring income for a general community. The income limit for 300 percent of the Federal Poverty Guidelines for a household of three is \$77,460 per year. In other words, grantees may presume that a community with median income below this level is impacted by the pandemic. Additionally, grantees may designate additional households as impacted beyond these presumptions, using the Framework for Eligible Uses Beyond Those Enumerated (see pages 32-34 of the [SLFRF Final Rule Overview](#)).

Focus Areas and Required Metrics

Description of Baseline (for all metrics)*

Note if initiative is new or existing at program outset. If new, baseline is zero for all metrics. If existing, provide baseline from existing services, then report on the expansion of services due to funding.

*For Education, Outreach, and Adoption, reference reported Lifeline adoption data via the USAC website and document baseline of existing digital navigator services.

Connectivity for Economic Hardship

- Number of devices provided to individuals/families without stable housing
- Number of devices provided to individuals/families who were eligible for ACP and no longer receiving a subsidy
- Number of users citing ability to access improved resources in education, economic, social, health opportunities because of connectivity devices

Devices in this context are Wi-Fi hot spots distributed for ownership. Hot spots procured as part of a device lending program through locations such as libraries and senior centers should be reported under the Device Distribution and Refurbishment focus area.

Device Distribution and Refurbishment

- Number of devices refurbished
- Number of devices distributed
 - If the funded project/program is focused on device lending, this metric should reflect the total number of checkouts, rather than the number of devices distributed for ownership.

Digital Literacy

- Number of residents able to use basic technology at the level of a Tech Goes Home program graduate or equivalent
- Number of residents able to use intermediate technology at the level of a National Digital Inclusion Alliance (NDIA) Digital Navigator program graduate or equivalent
- Number of residents able to use advanced technology at the level of a CompTIA Network + program graduate or equivalent
- Number of residents learning new digital skill(s) that meet a particular need (e.g. how to use a laptop to participate in a video telehealth visit)

Grantees should use their best judgement when comparing their own digital literacy programs/curricula to the reference points in the metrics above.

Education, Outreach, and Adoption

- Number of residents enrolled in Lifeline reported by grantee and tracked through [USAC website](#)
 - If part of your programming involved assisting residents with enrollment in other low-cost internet programs (e.g. Comcast Internet Essentials), this should be tracked as a custom “other” metric.
- Number of residents receiving digital navigation services, as defined by NDIA
 - The definition of “receiving digital navigation services” is inclusive of group or one-on-one interactions, delivered virtually or in-person, that accomplish the following:
 - Understanding a resident’s digital access goals, assessing their current capacity, and supporting them through direct assistance or referral to other services.
 - Conducting warm hand-offs to other services as needed. These may be digital inclusion-related (e.g., digital skills training) or linked to other social determinants of health (e.g., housing assistance, employment assistance).

- Providing a resident with current information on opportunities and services available to them within their community related to internet, devices, and/or digital skills.

These metrics are not intended to measure outreach. For instance, a text message campaign to inform residents about affordable internet options or tabling a community event and distributing flyers would not count towards this metric. Please feel free to add custom metrics in the “Other” category of the reporting form if you would like to capture these encounters in addition to what is required by MBI.

Depending on the structure of digital navigation for your grant program, it may be possible that you double-count metrics. For example, if you provide digital skills classes to groups of residents, part of which includes a one-day workshop on affordable internet options in which you work with the learners to help them navigate to more affordable internet service – this would count towards the Digital Literacy metric as well as the Education, Outreach, and Adoption metric.

Public Space Modernization

Measured through backend management:

- Number of unique network users
- Length of session (average)

Measured through annual survey: **to be included in final report only**

- Number of users citing ability to access improved resources in education, economic, social, health opportunities because of Wi-Fi systems

Wi-Fi Access

Measured through backend management:

- Number of unique network users
- Length of session (average)

Measured through annual survey: **to be included in final report only**

- Number of households adopting internet usage that were previously unable to
- Number of households able to save costs on internet because of WiFi system
- Number of residents citing improvements to education, economic, social, health opportunities because of Wi-Fi systems

Invoice Guidelines

Invoices should be uploaded within the reporting form, along with all necessary backup documentation, as one PDF file containing the following:

- An invoice cover letter on grantee letterhead that specifies an invoice number and period of performance, invoice total by category, and cumulative total.
- Signed certification (located within grant agreement)
- A supporting excel file to see the breakdown of totals.
- Supporting documents (vendor invoices, PO’s, receipts, labor reports listing hours and rates, etc.) that can be matched to the list of line items on the invoice.
- A summary for the line items that are made up of many receipts (example; multiple Amazon receipts) listing the dollar amounts and the total that is to be used to tie out the amount on the invoice.

Helpful Tips:

- Highlight the actual amounts that are used in the supporting documents. (example; backup page has 10-line items and only 1 amount is being used to tie out total)
- Organize backup documents in the order listed on the original budget.