

PRESENTS

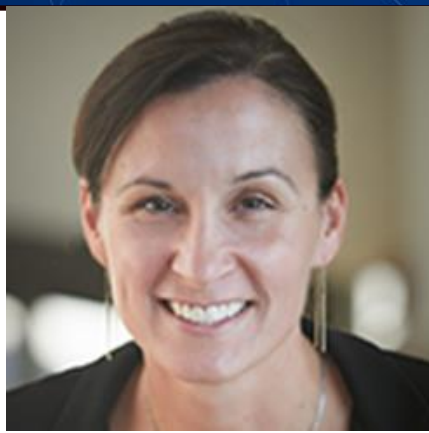


**MA Goes
DigitALL**

Celebrating our progress and momentum towards 100% universal service!



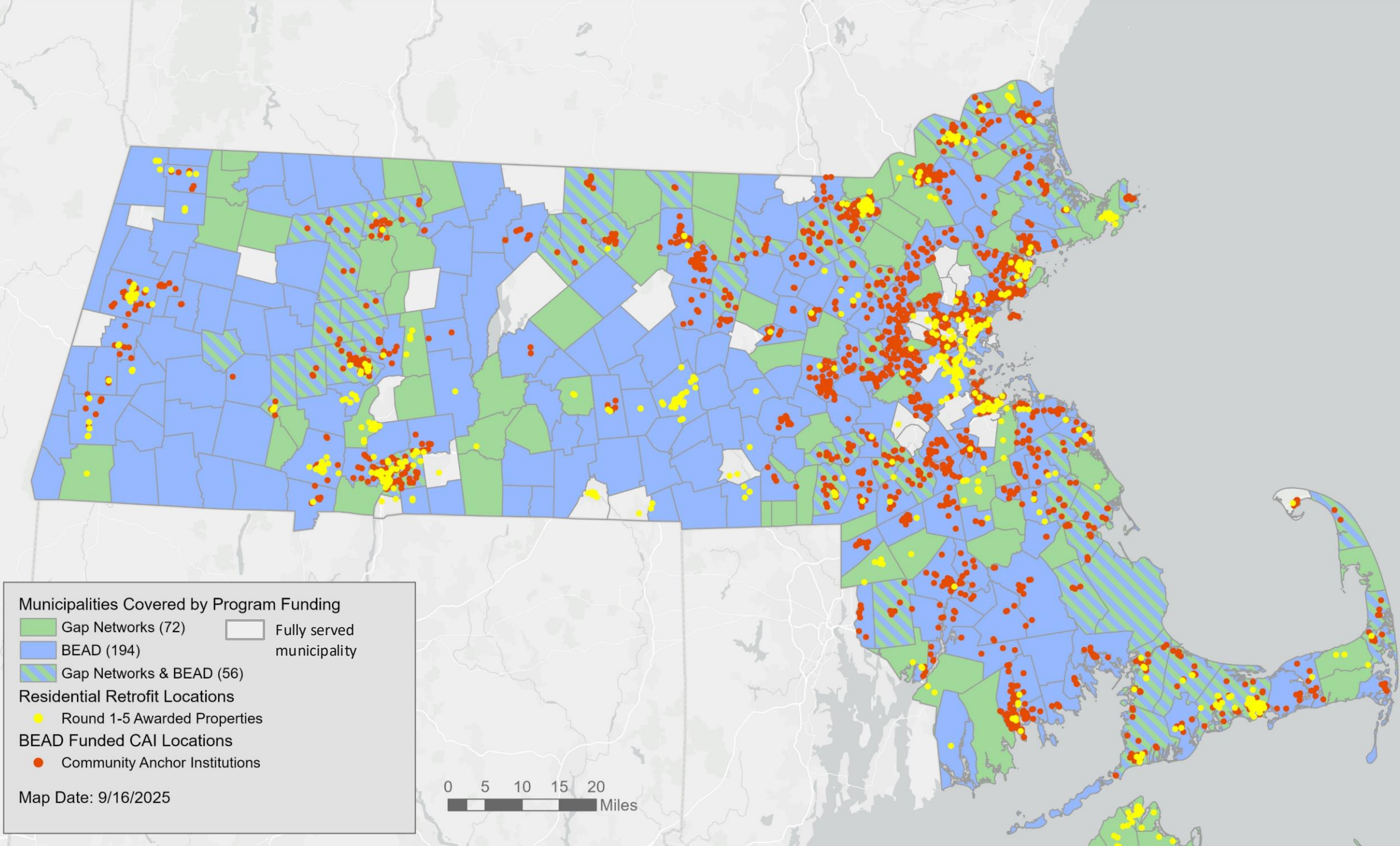
Josh Eichen
Director of
Program
Development



Jody Jones
MBI Program
Executive



**Michael
Baldino**
MBI Director &
General
Counsel





CONNECTED & ONLINE

**MBI's new Connected & Online
Program launched on October 6.
Applications are due November 7.**

**Visit the program website
to learn more!**





Town of
BOURNE *Massachusetts*

CITY of BOSTON

BEVERLY
MASSACHUSETTS



Thank You to Our Award Nominees!



Millbury
Massachusetts



2025 Award Categories

Digital Access Champion

Excellence in Community Impact



2025

Digital Access Champion



THIS AWARD GOES TO

Peter Favorito
City of Boston

Digital Access
Champion



2025 Excellence in Community Impact



THIS AWARD GOES TO

La Colaborativa

**Excellence in
Community
Impact**



2025 Excellence in Public Service



THIS AWARD GOES TO

**Michael
Baldino**

**30 Years of
Public Service**



A Message from Senator Ed Markey

**DON'T LET THE
REPUBLICAN
CHOP
SOCIAL**

The Republicans in Washington
are trying to pass a bill that would
allow them to...
The bill would...
The bill would...
The bill would...
The bill would...
The bill would...
The bill would...
The bill would...
The bill would...
The bill would...

**NOW
ON CLIMATE**

**LET US
DREAM**

**The Declaration of
Independence
with the
Constitution
of the United States of America**

PEPPER CORAL

**VOLUME 1
VOLUME 2
TASCHEN**



PRESENTS



MA Goes Digit**ALL**

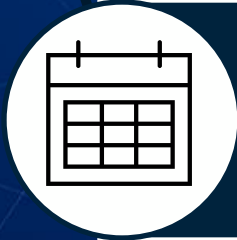


Municipal Digital Equity Planning and Implementation

Municipal Digital Equity Planning



105 municipalities have completed a Digital Equity Plan or Report



117 events, representing **74** municipalities were reported to MBI as part of the planning process

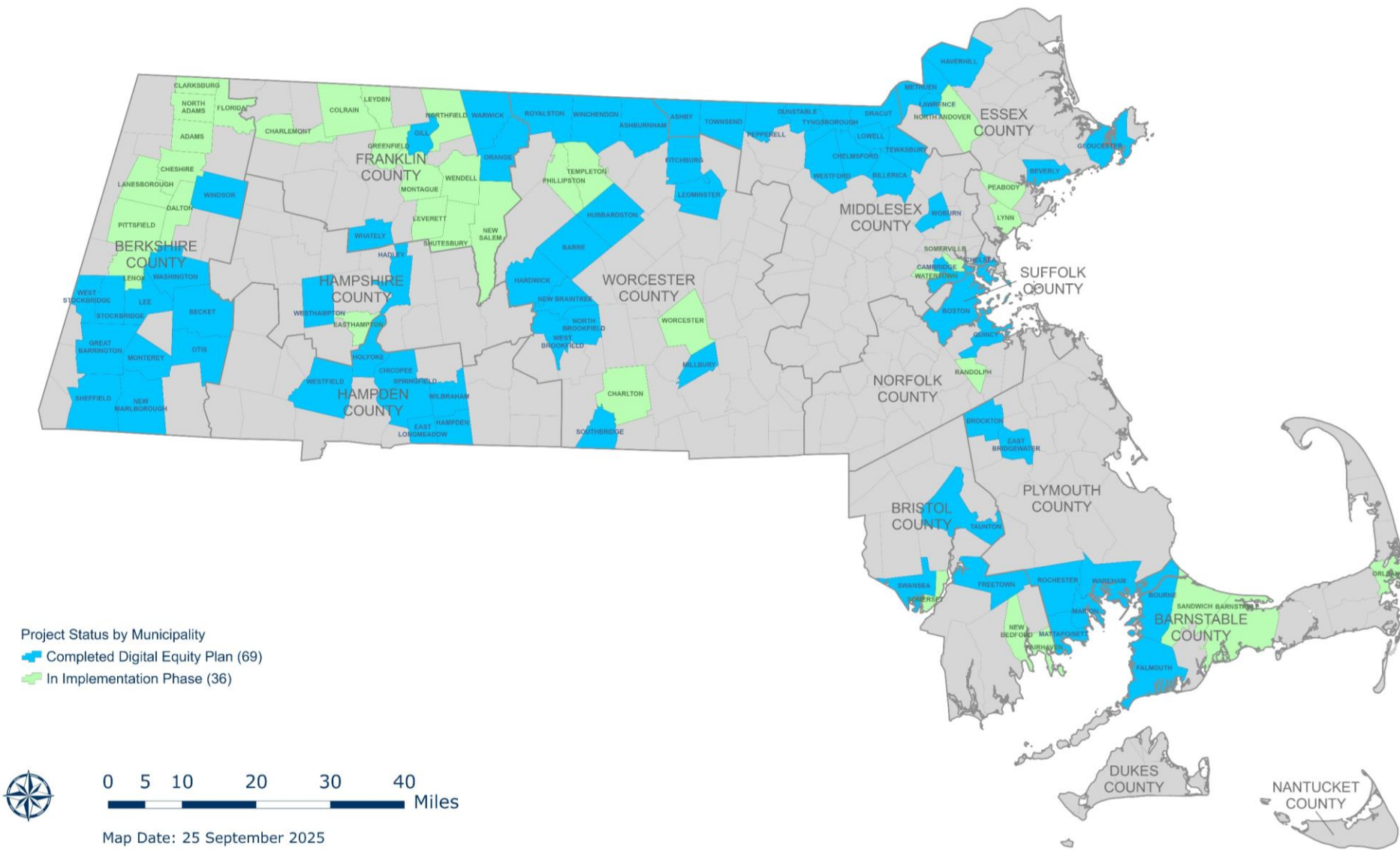


Over **12,000** survey responses collected as part of the program



Nearly **14,000** residents engaged in local planning processes

Municipal Digital Equity Planning Program Status by Municipality as of September 30, 2025





CENTRAL MASSACHUSETTS Regional Planning Commission



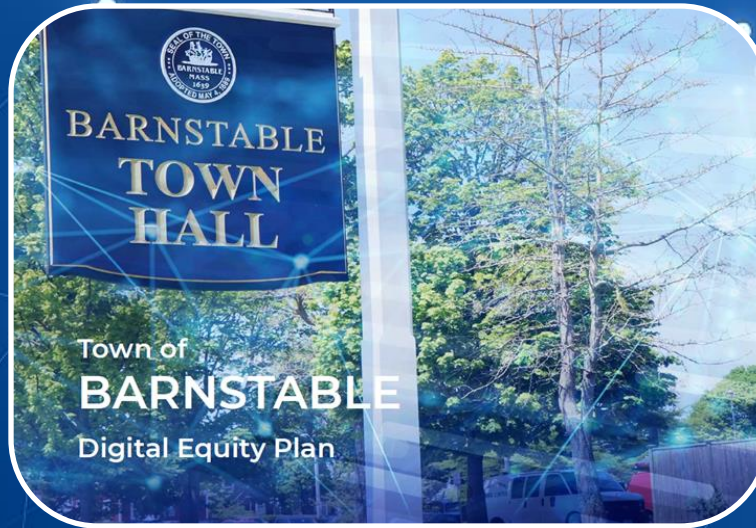
Connecting Worcester

Digital Equity Charette

April 2024



Town of
BOURNE
Digital Equity Plan



Town of
BARNSTABLE
Digital Equity Plan



Town of
FALMOUTH
Digital Equity Plan



Town of
TOWN OF ORLEANS
Digital Equity Plan



Town of
SANDWICH
Digital Equity Plan



CAPE COD
COMMISSION



Lightning Round Presentations

Joint Family



Easthampton
Media



Somerville
Housing
Authority





JOINT FAMILY

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TOGETHER WE THRIVE

Bridging Generational And Digital Divides

Sulagna (Dia) Ghosh

*Founder, Scientist,
WTM Ambassador*



www.jointfamily.us



dia@jointfamily.us



617-299-9109



OUR MISSION

To bridge divides by creating **inclusive learning** spaces where participants from diverse ages & backgrounds can **connect**, **deliberate**, and **respond** to the pressing societal impacts of emerging technologies (eg. Generative Artificial Intelligence).



THE NEED: A GROWING AI DIVIDE

AXIOS

AI tutors are already changing higher ed

THE WALL STREET JOURNAL.

Walmart CEO Issues Wake-Up Call: 'AI Is Going to Change Literally Every Job'

Head count expected to stay flat over next three years, despite growth plans, as AI eliminates or transforms roles

The New York Times

Dr. Chatbot Will See You Now

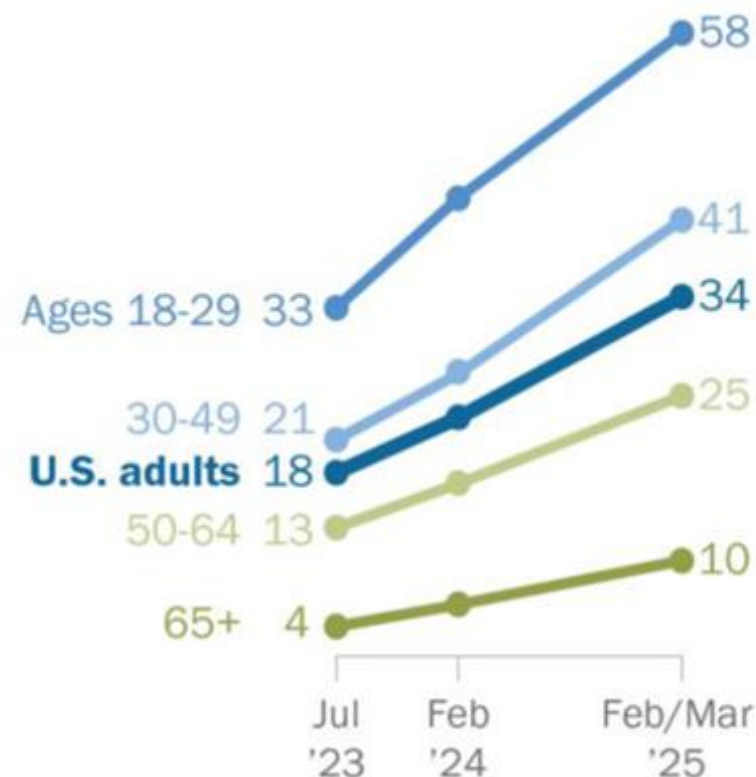
Americans are already turning to A.I. for health information in large numbers, new research suggests.

THE TIMES

Demis Hassabis: 'AI will affect the whole world ... It's going to change everything'

ChatGPT use continues to rise; a majority of adults under 30 have used it

% of U.S. adults who say they have ever used ChatGPT



A BOLD SOLUTION



ONLINE & IN PERSON
WORKSHOPS



Climate
Jobs Impact
Data Privacy
Responsible Use



Algorithmic Bias & Digital
Inclusion



AI Agents, Companions &
Social Connection



Northeastern University
Community-Engaged
Teaching and Research



COMMUNITY
PROJECTS

YES, IT'S POSSIBLE

In less than
2 years ...

**300+
Participants**

*Learning, Deliberating,
Collaborating & Co-
creating*

**20+
Workshops**

*On AI, deep fakes,
digital inclusion,
creativity, algorithmic
bias, mental health &
social connection*

**15+
Partners &
Sponsors**

*Libraries, Community
Orgs, Universities, Art &
Tech Nonprofits*

Middlesex, Suffolk, Norfolk, Essex,
Franklin, Worcester, Hampshire

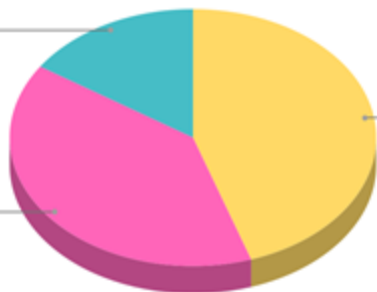
Registered Participants

Baby Boomers and older

15.7%

Gen Z and younger

39.5%



Millennials + Gen X

44.9%

Let's hear what our
participants have to say !



Go Digital Easthampton

Jeff Mastroianni - Executive Director of E•Media



Our “All”

“Our ALL includes older adults, working families with limited digital access, and local nonprofits who rely on technology to connect with community members.”

- Historically left out: seniors without devices or training, residents with limited broadband, and veterans/social services clients who lacked support.
- Now: free classes, one-on-one help, device lending, and community-based access points.

Barrier → Action → Outcome

Barrier

- Many older adults, veterans, and families lacked devices, internet, or basic digital skills.
- Residents faced long waitlists and no consistent local support.

Action

- Launched *Go Digital Easthampton* in partnership with city and community agencies.
- Rolled out **NorthStar curriculum** with classes at the library, Council on Aging, and E•Media.
- Set up *device lending hub* at E•Media: Chromebooks + WiFi hotspots.
- Opened weekly *tech support hours* at E•Media for walk-ins.

Outcome

- **90+ residents** completed classes.
- **15+ devices** loaned out.
- Seniors, veterans, and families now using email, telehealth, and online services independently.

Older residents now have access to devices and training, as well as more than 12 hours of tech help each week



Partners + How to copy us

Partners

- **Library** — Space, staff support, outreach
- **Council on Aging** — Senior engagement, class site
- **Veterans Affairs** — Outreach to veterans
- **Social Services & Public Health** — Referral pipeline, connecting vulnerable residents
- **E•Media** — Training space, weekly tech support, *device lending hub*
- **Alliance for Digital Equity** — Provides a valuable resource for networking

How to copy us

- **Leverage statewide partnerships** — Work with groups like the **Massachusetts Broadband Institute (MBI)** and the **Alliance for Digital Equity** to access funding, curriculum, and technical assistance.
- **Start small but impactful** — Launch a device lending shelf (even 10 laptops + hotspots) at a trusted community hub like a library, senior center, or media center.
- **Use proven tools** — NorthStar Digital Literacy curriculum + local instructors provide a ready-to-go framework.
- **Build the coalition early** — Involve public health, veterans' services, libraries, and local nonprofits to expand reach and sustainability.



Somerville Housing Authority

- **Our ALL** are over 1400 units of public housing residents. This includes low- and moderate-income **older adults, people with disabilities, families with LEP parents, and returning citizens.**
- A **2023 resident survey** showed that many residents **faced challenges accessing reliable internet, using online resources to gain and maintain education, jobs, and/or develop workforce skills.**
- Through our **Digital Navigator Program**, residents gained access to **personalized, one-on-one support in an accessible location**, helping them **build digital skills, gain confidence and independence.** The impact is deepened by the **upward mobility programs** that we maintain and that are available to local housing authorities, including the **HUD FSS and ROSS Programs and the EOHLC SSP and RSC Programs.**



Barrier → Action → Outcome

Barrier for Residents

SHA Action

Outcome

Reliable Internet



Applied for the **MAPC Free Apartment Wi-fi Program/ MBI Residential Retrofit Program**/updated the computer lab



Nearly **1,000** residents will soon be connected with free wi-fi or connected with state-of-the-art broadband infrastructure and more affordable, quality internet

Knowing how to use the internet effectively to get resources for education, jobs, and building workforce skills.



Partnered with the City of Somerville to apply for a **Digital Navigator Program**, closely working with our Resident Services Department



In the past year, **75** public housing residents have been touched with assistance in these areas, 13 resumes created and 4 (that we know of) have been directly assisted into increased employment.



Partners + How to copy us

Partners (who made it possible)

- **Mass Broadband Institute** – *Residential Retrofit Program expanding in-unit connectivity*
 - **Metropolitan Area Planning Council** – *Apartment Wi-Fi Program increasing home access*
- **City of Somerville's Office of Workforce Development** – *Partner in our Digital Navigator initiative*
- **Mystic Learning Center and City of Somerville** – *Collaborators on our updated computer lab and learning space*
- **HUD and EOHLC** – *Funders of the FSS, ROSS, SSP, and RSC programs that help SHA deepen resident support and remove barriers to opportunity*

How to copy us:

- **Survey the community you serve, leave the barriers they may be experiencing open ended. Follow it up with a community meet. Engage your existing stakeholders on the needs, create a feedback loop on plans.**
- **If eligible, apply for the next round of RANGE funding.**

- **Reach out to your friends at SHA:**

Arnaldo Velazquez, Director of Finance & Admin:

ArnaldoV@sha-web.org

Shannon Bennett, LCSW, Director of Resident Services:

ShannonB@sha-web.org



Digital Navigator, Nabila Anandira, Computer Lab Supervisor, Doreen Jenkins, and Resident Services Coordinator, Yi-Lan Tseo in the newly revitalized computer lab on the day of its re-opening.

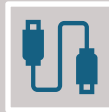
Residential Retrofit Program



Grants made directly to Internet Service Providers (ISP's) to:



Build fiber infrastructure into affordable housing buildings;



Install fiber or CAT 6 cabling into units within affordable housing buildings;



Install smart panels or other needed in unit termination points for improved wiring within affordable housing buildings; and



Other required cabling, RF, or telecommunications equipment as required by individual building conditions within affordable housing buildings.







UNLOCKING DIGITAL ACCESS: BUILDING OPPORTUNITY AND ECONOMIC COMPETITIVENESS



Jay Ash
President & CEO
Massachusetts Competitive
Partnership (MACP)



Brooke Thomson
President & CEO
Associated Industries of
Massachusetts (AIM)



Santi Garces
Chief Information Officer
City of Boston

UNLOCKING DIGITAL ACCESS: BUILDING OPPORTUNITY AND ECONOMIC COMPETITIVENESS

Please scan the QR
code to complete the
after-event survey



MA Goes
DigitALL

Thank You!



MA Goes

Digit**ALL**