Agenda

9/1/21

- Language Access Orientation
- Introductions
- Vision for Boston’s Federal Funds
- Funding Overview & Timeline
- The Current Reality of Digital Access in Boston
- Existing Efforts and Best Practices
- Listening Session
- Conclusion
Welcome to the First #Let’sGoBetter Listening Session

Language Interpretation Services

- Simultaneous interpretation services are being provided for this meeting in the following languages:

- To switch languages, please select the globe icon that will appear at the bottom of your screen and select the language of your choice.
Closed Captioning

Closed captioning is being provided. To access:
1. Find “Closed Caption”
2. Drop-down menu

Subtítulos

Se proporcionan subtítulos. Para acceder:
1. Busque “Closed Caption” (Subtítulos)
2. Abra el menú desplegable
Zoom Protocols - How to Participate

- We will be recording the presentation and posting it on our website.

- Please ask questions by typing them in the chat. If we do not get to your question or are on a phone, you can email the recover@boston.gov and we will answer your questions in the coming days.
**Participant Controls**

**Audio**
- Mute and unmute your microphone.
- Audio Controls (click the ^ arrow next to Mute / Unmute): Allows you to change the microphone and speaker that Zoom is currently using on your computer, leave computer audio, and access the full audio settings.

**Video**
- Start Video / Stop Video: Turns your camera on or off.

**Participants**
- Participants: See who’s currently in the meeting.

**Chat**
- Chat: Access the chat window to chat with other participants.

**Reactions**
- Reactions: Meeting reactions, nonverbal feedback, and Raise Hand allow you to communicate issues or feedback to the host or presenter without disrupting the meeting. These reactions are shown on your video panel and next to your name on the participants panel.

**Interpretation**
To switch languages, please select the globe icon that will appear at the bottom of your screen and select the language of your choice.
• Language Access Orientation (3 min)
• Introductions (5 min)
• Mayor Janey’s Vision for Boston’s Federal Funds (5 min)
• Funding Overview & Timeline (3 min)
• The Current Reality of Digital Access in Boston (5 min)
• Existing Efforts and Best Practices (5 min)
• Listening Session (60-90 min)
• Conclusion (5 min)
Introductions

Trinh Nguyen
Director, Office of Workforce Development

Sarah Sorouii
Workforce & Policy Manager, Office of Workforce Development

David Elges
Chief Information Officer, City of Boston

Omar Khoshafa
Director of Key Initiatives & Strategic Planning, Mayor's Office
Vision for Boston’s Federal Funding

An Equitable Recovery for All Boston Residents

**Strengthening Our Health and Well-Being**
- Opioid Epidemic
- Violence & Trauma
- Food Insecurity

Public Health

**Closing the Racial Wealth Gap**
- Homeownership
- Small businesses

Wealth

**Training our Workforce for the Future**
- Career Training
- Digital Access
- Quality Jobs & Childcare

Jobs
Vision for Boston’s Federal Funding

While exploring investment opportunities in these areas, there will be an emphasis on solutions that incorporate **Arts & Culture** and **Climate Resiliency**.
What are Boston’s available resources for recovery?

Funding Overview

- American Rescue Plan Local Aid
- American Rescue Plan - School
- American Rescue Plan - Housing and Homelessness
- Massachusetts Recovery Funds
- Infrastructure Investment and Jobs Act
- FEMA Reimbursements
- CARES Act (March 2020)
- City Operating Budget
- Coronavirus Relief Bill (December 2020)
What is the impact of ARPA local aid in Boston?

Total Funds
- Boston estimated to receive $558 Million from ARPA, with $424 Million coming directly to Boston and an additional $134 Million from Suffolk County to come from the Commonwealth.
- $136.5 Million has been allocated to date for emergency relief investments and stabilizing Boston’s budget.

Guardrails
- ARPA funding must be committed through December 2024.
- Fit into one of the eligible “uses” of spending on the next slide.
What are Boston’s eligible uses of ARPA Funding?

**Funding Overview**

**Support Public Health Response**
- Services to contain and mitigate the spread of COVID-19, including vaccination, medical expenses, testing, contact tracing, quarantine costs, capacity enhancements, and many related activities
- Behavioral healthcare services, including mental health or substance misuse treatment, crisis intervention, and related services
- Payroll and covered benefits for public health, healthcare, human services, and public safety staff to the extent that they work on the COVID-19 response

**Address Negative Economic Impacts**
- Deliver assistance to workers and families, including support for unemployed workers, aid to households, and survivor’s benefits for families of COVID-19 victims
- Support small businesses with loans, grants, in-kind assistance, and counseling programs
- Speed the recovery of impacted industries, including the tourism, travel, and hospitality sectors
- Rebuild public sector capacity by rehiring staff, replenishing state unemployment insurance funds, and implementing economic relief programs

**Equity-Focused Services**
- Additional flexibility for the hardest-hit communities and families to address health disparities, invest in housing, address educational disparities, and promote healthy childhood environments
- Broadly applicable to Qualified Census Tracts, other disproportionately impacted areas, and when provided by Tribal governments

**Replace Public Sector Revenue Loss**
- Ensure continuity of vital government services by filling budget shortfalls
- Revenue loss is calculated relative to the expected trend, beginning with the last full fiscal year pre-pandemic and adjusted annually for growth
- Recipients may re-calculate revenue loss at multiple points during the program, supporting those entities that experience revenue loss with a lag

**Broadband Infrastructure**
- Focus on households and businesses without access to broadband and those with connections that do not provide minimally acceptable speeds
- Fund projects that deliver reliable service with minimum 100 Mbps download / 100 Mbps upload speeds unless impracticable
- Complement broadband investments made through the Capital Projects Fund

**Water & Sewer Infrastructure**
- Includes improvements to infrastructure, such as building or upgrading facilities and transmission, distribution, and storage systems
- Eligible uses aligned to Environmental Protection Agency project categories for the Clean Water State Revolving Fund and Drinking Water State Revolving Fund
What will the process look like?

**Timeline**

**1 Aug - Sept**
Launch public engagement campaign & gather input with digital tools and community meetings

**2 September**
Taskforce will synthesize feedback into draft ARP investment recommendations

**3 Oct - Mid Nov**
Mayor releases ARP proposal & holds public comment period

**4 Mid Nov - Dec**
Incorporate feedback and publish final version of ARP investments, hold Council hearings & vote

**Phase 1 Events**

1. Affordable homeownership (Aug 26)
2. Supporting small businesses (Aug 31)
3. Substance use disorders (Sep 1)
4. Access to Internet and career training (Sep 1)
5. Career training for quality jobs (Sep 8)
6. Quality jobs and childcare (Sep 15)

**Phase 1 Tools**

- More info: [Boston.gov/recover](http://Boston.gov/recover)
- Phone: Call 311 to provide your feedback
<table>
<thead>
<tr>
<th>Name</th>
<th>Title and Organization</th>
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<tbody>
<tr>
<td>Aisha Francis</td>
<td>CEO, Benjamin Franklin Institute of Technology</td>
</tr>
<tr>
<td>Andrea Swain</td>
<td>Executive Director, Yawkey Club of Roxbury</td>
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<tr>
<td>Ayele Shakur</td>
<td>CEO, BUILD</td>
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<tr>
<td>Bob Giannino</td>
<td>CEO, United Way</td>
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<td>Bob Luz</td>
<td>CEO, Mass Restaurant Association</td>
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<tr>
<td>Catherine D’Amato</td>
<td>President &amp; CEO of Greater Boston Food Bank</td>
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<tr>
<td>Corey Thomas</td>
<td>CEO, Rapid7</td>
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<tr>
<td>Dan Hunt</td>
<td>State Representative</td>
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<tr>
<td>Danella Clark</td>
<td>President, Boston Arts Academy Foundation</td>
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<tr>
<td>Darlene Lombos</td>
<td>Executive Secretary, Greater Boston Labor Council</td>
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<tr>
<td>Elsie Tavera</td>
<td>Chief Health Equity Officer, Mass General Brigham</td>
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<tr>
<td>Emilio Dorcely</td>
<td>CEO, Urban Edge</td>
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<tr>
<td>Emily Ruddock</td>
<td>Executive D, MASSCreative</td>
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<tr>
<td>Frederica Williams</td>
<td>CEO, Whittier Street Health Center</td>
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<tr>
<td>Glynn Lloyd</td>
<td>Executive Director, Foundation for Business Equity</td>
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<tr>
<td>Gustavo Quiroga</td>
<td>Director of Neighborhood Strategy/Development, Graffito</td>
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<tr>
<td>Jacquetta Van Zandt</td>
<td>Vice President of Engagement, The Partnership</td>
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<tr>
<td>Jaimie McNeil</td>
<td>General Agent, UNITE HERE Local 26</td>
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<tr>
<td>Jim Rooney</td>
<td>President &amp; CEO, GB Chamber of Commerce</td>
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<tr>
<td>Joel Sklar</td>
<td>Board Chair, Boston Main Streets; Principal, Samuels &amp; Associates</td>
</tr>
<tr>
<td>Kalila Barnett</td>
<td>Program Officer, Climate Resilience, Barr Foundation</td>
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<tr>
<td>Karen Chen</td>
<td>Executive Director, Chinese Progressive Association</td>
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<tr>
<td>Lew Finfer</td>
<td>Special Projects Director, Massachusetts Communities Action Network</td>
</tr>
<tr>
<td>Manny Lopes</td>
<td>President/CEO, East Boston Neighborhood Health Center</td>
</tr>
<tr>
<td>Michael Curry</td>
<td>President &amp; CEO, Mass League of Community Health Centers, Co-Chair, COVID-19 Health Inequities Task Force</td>
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<tr>
<td>Michael Flaherty</td>
<td>Boston City Councilor, At-Large Chair, Committee on COVID-19 Recovery</td>
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<tr>
<td>Pam Kocher</td>
<td>President, Boston Municipal Research Bureau</td>
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<tr>
<td>Quincy Miller</td>
<td>President, Eastern Bank</td>
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<tr>
<td>Sam Acevedo</td>
<td>Executive Director, Boston Higher Education Resource Center</td>
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<tr>
<td>Segun Idowu</td>
<td>Executive Director, Black Economic Council of MA (BECMA)</td>
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<tr>
<td>Stacy Thompson</td>
<td>Executive Director, Liveable Streets</td>
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<tr>
<td>Suzanne Lee</td>
<td>Former Principal, Josiah Quincy School President Emeritus, Chinese Progressive Association</td>
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<tr>
<td>Symone Crawford</td>
<td>Director of Homeownership Education, MAHA</td>
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<tr>
<td>Tomas Gonzalez</td>
<td>COO, Core Cannabis</td>
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<tr>
<td>Vanessa Calderon-Rosado</td>
<td>CEO, Inquilinos Boricuas en Accion</td>
</tr>
<tr>
<td>Willie Broderick II</td>
<td>Senior Pastor, Twelfth Baptist Church</td>
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Access to Internet and Career Training

A Briefing on Current Gaps and Strategic Responses from the Mayor’s Office of Workforce Development
Despite progress, gaps in digital access, skills and training are persistent problems with consequences for job seekers

- 12% of Boston households lack internet; disproportionate share are low-income and people of color BPDA Research, 2019

- High demand for digital and technology skills in job market accelerated by the pandemic
  - More than 8 in 10 middle-skill jobs require digital skills, a 4% increase since 2014 Burning Glass Technologies, 2017

16% of U.S. adults (32 million) are not digitally literate U.S. Dept. of Education, 2018
A shared recognition that digital access and skills are crucial for meaningful participation in the local economy

- Key takeaways from grantee research (2021)
  - Connectivity and access to reliable devices are a top challenge
  - Need to formally integrate digital literacy into basic education and occupational training curricula
  - Addressing the digital divide requires a holistic approach that includes digital access for customers and broader investments in the learning systems of WFD programs

### TOP 5 MOST URGENT NEEDS

<table>
<thead>
<tr>
<th>Need</th>
<th>% of grantees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental health services</td>
<td>50%</td>
</tr>
<tr>
<td>Mobile hotspots or internet access</td>
<td>48%</td>
</tr>
<tr>
<td>Laptops, computers</td>
<td>48%</td>
</tr>
<tr>
<td>Rental assistance</td>
<td>44%</td>
</tr>
<tr>
<td>Food (including water, formula, and baby food)</td>
<td>38%</td>
</tr>
<tr>
<td>Referrals to housing services</td>
<td>33%</td>
</tr>
</tbody>
</table>
Evidence-based practices to bridge the digital divide

Distributed $30 million to 88 organizations in last 18 months

- Invest in equipment, access and training for organizations serving residents
- Ensure device and internet access for WFD customers
- Increase availability of technology sector training programs
- Expand the pipeline of underrepresented populations into technology-related careers
- Promote a recognized standard of digital proficiency
- Generate research and evaluation on digital literacy

As we plan for our city’s recovery from the Covid-19 pandemic, we must also ensure Bostonians have the resources needed to fully participate in our highly digital world, a critical part of addressing economic disparities

- Mayor Kim Janey
Select Strategic Initiatives

Distributed $30 million to 88 organizations in last 18 months

- Training low and moderate-income Boston residents for careers with tech-sector employers
- Emergency funding for Chromebooks and remote learning supplies for youth programs
- Rapid-retraining for hospitality workers
- Initiatives to expand tech-sector pathways for youth
- Integrating digital literacy programs with job readiness
COVID-19 response:

The City has invested over $15 million in digital resources during the COVID-19 pandemic that have:

- Distributed 7,500 devices to residents and families in need
- Began distributing 3,500 annual subscriptions of Internet Essentials to household
- Supported digital training and skills development through a network of dedicated non-profits
- Strengthened the City's internet network and connectivity

The City approved and is funding $1M for Tech Goes home to provide digital equity outreach, education, service and devices to **1,500 families**.

DoIT continues to support ~**2,500 hotspots and tablets** distributed throughout COVID to BPS families, isolated seniors, new immigrants, and vulnerable populations.
Digital Equity Initiatives

Focus on the Digital Equity Fund:

- **Awarded nearly $500,000 to 19 organizations** across Boston to connect residents with technology tools, access, and training.
  - 78% requesting technology equipment support, mainly personal equipment like tablets, laptops, desktops, webcams, & microphones
  - 67% requesting technology access support, including hotspots, expanding Wicked Free WiFi
  - 78% requesting technology training support, including training in languages other than English, training on video conferencing platforms, and training for online job skills & for entry level IT positions

- 100 organizations applied (more than 3x our usual applications) - demonstrating a strong need for technology support.
Emergency Broadband Benefit (EBB)

What is it?
A temporary FCC program to help households struggling to afford internet service during the pandemic.

The benefit provides:
- Up to $50/month discount for broadband service;
- Up to $75/month discount for households on qualifying Tribal lands; and
- A one-time discount of up to $100 for a laptop, desktop computer, or tablet purchased through a participating provider.

Who is eligible?
A household is eligible if one member of the household:
- Has an income that is at or below 135% of the Federal Poverty Guidelines or participates in certain government assistance programs;
- Receives benefits under the free and reduced-price school lunch or breakfast program;
- Received a Federal Pell Grant during the current award year;
- Experienced a substantial loss of income due to job loss or furlough since February 29, 2020; or
- Meets the eligibility criteria for a participating provider’s existing low-income or COVID-19 program.

THREE WAYS TO APPLY

1. Contact your Preferred Participating Provider Directly
   Ask your provider if they participate in the EBB, or use our online tool to find a participating company near you.

2. Online
   Use the online application at GetEmergencyBroadband.org

3. By Mail
   Print an application in English or Spanish. Complete the application and send with proof of eligibility to:
   Emergency Broadband Support Center
   P.O. Box 7081
   London, KY 40742

For additional information, Call 833-511-0311, or visit fcc.gov/broadbandbenefit
Your experience and feedback

- What is your experience with existing broadband, digital literacy, or internet initiatives? Job training programs?
- Are there barriers to access for existing programs and services?

Your Concerns

- Are there additional community needs/gaps with respect to digital access? Training?

Your Ideas

- How to ensure that all Boston residents have access to internet and devices and the capabilities to use digital technology in a way that best benefits them?
- How should we think about leveraging technology to support access to training and services?
- What kinds of training programs would you like to see in your community?
Conclusion - What We Heard
Conclusion - Next Steps
Next Steps

● **Fill out our survey:** [bit.ly/gobetterbos](http://bit.ly/gobetterbos)
● **Spread the word** about the other #LetsGoBetter meetings
  ○ Other meetings on homeownership, small businesses, career training and childcare.
● **You can also email us** any follow up questions at [recover@boston.gov](mailto:recover@boston.gov)

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**BOSTON, LET'S GO BETTER!**

Help inform how the City of Boston invests $400m in one-time federal funds to jumpstart Boston's equitable recovery.

To participate, you can fill out our survey, join us for a community meeting (schedule below), call 311 or visit [boston.gov/recover](http://boston.gov/recover) to learn more.

<table>
<thead>
<tr>
<th>Initial Community Meetings</th>
<th>September 8</th>
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<tbody>
<tr>
<td>5:30–7:30pm</td>
<td>Career Training for Quality Jobs (i.e. green jobs, life sciences)</td>
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<tr>
<td>August 26</td>
<td>Supporting Small Businesses</td>
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<tr>
<td>August 31 (3pm)</td>
<td>September 14 (3pm)</td>
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<tr>
<td>Supporting Small Businesses</td>
<td>Supporting Small Businesses</td>
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<tr>
<td>September 1 (12pm)</td>
<td>September 15</td>
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<tr>
<td>Substance Use Disorders</td>
<td>Quality Jobs &amp; Childcare</td>
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<tr>
<td>September 1</td>
<td>September 16</td>
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<tr>
<td>Access to Internet &amp; Career Training</td>
<td>Affordable Homeownership</td>
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<tr>
<td>October</td>
<td>Additional community meetings</td>
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To request translation and/or interpretation services, please contact: [noreily.cirino@boston.gov](mailto:noreily.cirino@boston.gov) and [LCA@boston.gov](mailto:LCA@boston.gov) two weeks in advance.