



# **UTAH BROADBAND CENTER CONNECTING UTAH**

## **SALT LAKE COUNTY DIGITAL ACCESS PLAN**





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## EXECUTIVE SUMMARY

This report reviews Salt Lake County's (SLCo) goal of improving digital access amongst individuals who have experienced incarceration to increase chances of successful reintegration into the community (aka: reduce recidivism rates) and improve overall digital access. This report will review the planning process and the final plan that integrates key findings.

Salt Lake County (SLCo) is working to improve digital access for its residents that have recently experienced incarceration. We define the term recently experienced incarceration for the purposes of this report as any individual who has spent any amount of time in a correctional facility within the last five years. Length of stay, conviction status, and personal demographic information are not a consideration to define our target population. Salt Lake County Mayor's Administration Office of Homelessness and Criminal Justice Reform (OHCJR) staff have taken the lead on this project. We have incorporated other Salt Lake County and Salt Lake City departments and created the planning team that helped finalize our Digital Access Plan.

Improving digital access for individuals who have recently experienced incarceration becomes increasingly pertinent as more resources become available or can only be accessed online. Resources that clients may need to access include but are not limited to housing, employment, disability, physical and mental health (i.e. telehealth), communication with case management, and food stability. It has also been identified that digital access to improve communication and connectedness with family and friends is an important factor to consider for overall improved digital access. This is specifically important for our target population as the feeling of connectedness as they leave incarceration can greatly reduce chances of returning to jail or prison.

The first step that the planning team did was come together to identify current resources in the community that are already available to support digital access. Once we identified what is in place, we then were able to identify gaps and barriers that exist overall for digital access in Salt Lake County. We also reviewed any data that has already been collected by Salt Lake County on digital access or individuals who have experienced incarceration.

We continued research specific to our population through surveying. We surveyed individuals at local resource centers by testing the need for digital literacy classes in the community. As well as at the Salt Lake County jail locations Oxbow and Metro. Survey results were compiled and used to inform our final plan. After the research phase of our planning process was completed, we were able to create a plan proposal that would most benefit individuals who have recently experienced incarceration.

One of the key barriers that was identified during the research process was access to technology. Not having a device of any kind was a common occurrence amongst almost all who those we surveyed. Another barrier that was identified was not having internet access either on a mobile device or where they were staying. Both barriers come down to the root problem of cost. Many individuals who leave incarceration do not have adequate incomes (or some have zero income) to cover the cost of technology and monthly internet service fees. Digital literacy



was another key barrier identified amongst those that we surveyed as a barrier to digital access. Many clients mentioned that they have never used a device or don't feel comfortable navigating it. Knowledge and stigma around accessing resources was the final key barrier identified in our research process. Majority of the clients reported not knowing of the already established community resources. Many also felt there was a stigma due to experiencing incarceration that created an environment where they did not feel comfortable accessing resources.

Once the draft plan was complete, the OHCJR team sent out the plan to get final approval and feedback from all partners involved. We have successfully integrated all partners strengths in the plan to best meet the needs of the clients it intends to serve. Salt Lake County has a long history of successful program and grant management and we are confident in our ability to execute and deliver on the plan described.

### **Final Plan Summary**

Our final plan is a multipronged device distribution and digital literacy skill building approach. We want our plan to be as flexible as possible to ensure the program can meet the needs of the clients. The population that we will be working with covers a wide range of people and needs. When reviewing our population and who fits under our definition, we recognized that one pathway to digital access will not fulfill the needs. Instead, we have created a plan with low barriers and multiple points of access to increase the chances of individuals who have experienced incarceration and need improved digital access will interact with our program. Many clients who have experienced incarceration will have additional barriers compared to the general population when accessing resources to support daily living activities and we want our program to combat this.

The timeline for months 1 through 6 of implementation will be used for additional planning and to finalize all resources and partnerships. Months 7 through 12 will be used for implementation, data collection, and programmatic understanding. Months 13 through 16 will be used by the planning team for program evaluation and to improve upon processes.

#### **Salt Lake County's Device Distribution Program-**

We have created a model outline for a device distribution program to improve digital access for those who have experience incarceration. This program will allow clients who fit the criteria established for our target population and qualify with a questionnaire established by the planning team, to be given a tablet and hot spot. Tablets will be distributed by Salt Lake County's Jail Resource Reentry Program and Salt Lake County's Office of Regional Development. The qualifying questionnaire will be used to ensure a client is not given a device twice, general data collection for the program, ensuring a client needs improved digital access, and to improve the program processes by identifying any additional needs or gaps. Follow up from the clients will not be a requirement of the program to receive a tablet, as this can cause unintended barriers. However, we will reach out for continued follow up on a encouraged by voluntary basis. The Office of Regional Development and JRRP will be provided funding for one part time staff member to focus on the program and provide any additional set up help for the clients. Cases for the tablets will also be provided to ensure safety and longevity of the device.



Hot spot distribution will also take place and will be distributed by Salt Lake County's Office of Regional Development and by Salt Lake County's Office of Homelessness and Criminal Justice Reform. Clients will also need to qualify based on target population and questionnaire that will be finalized by the planning team. Follow up to receive a hot spot will be required as it is not just a one-time cost it will be ongoing to maintain monthly internet service fees. Clients will first be referred to the Office of Regional Development to receive a hot spot as they will be able to meet with their already established Affordable Connectivity Program (ACP) Manager and see if they qualify to have their monthly service fee for a hot spot covered this way. For the clients that do not qualify for ACP they will be referred to the Office of Homelessness and Criminal Justice Reform (OHCJR) to be set up with a hot spot. We (the OHCJR staff) will require follow up on a yearly basis to understand how digital access has impacted their situation. As well as requalify for the device to see if they are still in need of the digital access support or they can supplement their own internet access.

During the research phase of our planning process, we held five digital literacy classes, in partnership with the Salt Lake City Library, we were able to establish that there is an ongoing need for digital literacy in the community. The class content was centered around general technology use, online safety, email creation, and specific skills requested by those in attendance. We will continue holding these classes and provide a variety of different content at each class based on need. We will hold general digital literacy classes for the public on a bimonthly basis and continue to survey the population for optimized data.

We will also hold digital literacy classes on the opposite months of the general classes that will be focused for clients who have received a tablet through our program. These classes will focus on tablet and hot spot set up, to ensure the client knows how to use their device and access what they need. At these classes specific for clients who are a part of the Salt Lake County Device Distribution Program we will also incentivize attendance by providing a key board attachment. It was determined during the research process that clients may not actually know how to use the device so the keyboard incentive was created to promote attendance without creating additional barriers. Keyboard attachments were picked as the incentive because they can improve the client's ability to use the device. Location for these classes are still being determined but will be held out in the community where clients are seen most, to avoid transportation as a problem.

Finally, improved knowledge of resources will be a focus for our plan and the Salt Lake County Device Distribution Program. Our goal will be to create a handout (both digitally and hard copy) in a format that can be easily understood and translated as needed to ensure it can be accessible. This handout will be created by the planning team. These will be distributed with tablets in the Device Distribution Program, Mayor's Administration Communications team, community resource centers, and other locations determined later by the planning team during the first one to six months of implementation. The established planning team will also continue to research in the community the state of digital access, the program and potential partnerships on an ongoing basis.



**VISION**

Ensuring all individuals within the Salt Lake County Geographical area who have experienced incarceration gain improved digital access for resources and other essential online tools to increase the likelihood of successfully reintegrating back into society.

**KEY BARRIERS**

| <b>Equipment Costs/Access</b>   | <b>Digital Literacy</b>   | <b>Knowledge of Resources</b>   | <b>Population Access</b>  |
|---|---|---|---|
| The cost of laptops and other technology that connect to the internet are not always affordable. The cost of internet and broadband access has also been identified as a key barrier. | Individuals may not have been exposed to necessary knowledge and basic computer skills. | The community and specifically individuals who have recently experienced incarceration do not know all resources available to support digital access. | Reaching this population can come with barriers in and of itself due to privacy policies surrounding jail populations identities. |

**COVERED POPULATIONS**

|  |  |  |
|--|--|--|
| Individuals who have experienced incarceration within the last five years and live within the geographical area of Salt Lake County. |  |  |
|--|--|--|



|                     |  |  |  |  |
|---------------------|--|--|--|--|
| <p><b>GOALS</b></p> | <p>1- Increase accessibility to devices for individuals who have recently experienced incarceration.</p> | <p>2- Increase accessibility to internet access through hot spots for individuals who have recently experienced incarceration.</p> | <p>3-Increase digital Literacy Skills for individuals who have recently experienced incarceration.</p> | <p>4- Increase knowledge of available resources for digital access services.</p> |
|---------------------|--|--|--|--|

**Overarching Goal:** Create a device distribution and digital literacy/knowledge model and program that address the gaps in current digital access in Salt Lake County. The program will increase digital access for individuals who have experienced incarceration and reduce recidivism rates in Salt Lake County. Doing so, by giving clients improved access to needed resources.

|                              |   |  |   |  |
|------------------------------|---|--|---|--|
| <p><b>KEY STRATEGIES</b></p> | <p>Handing out tablets and hotspots to qualified individuals to improve access to technology and internet. With implementation funds tablets and hotspots will be purchased to distribute into the community. Eligibility questionnaire will be in place.</p> | <p>An extension of the current partnership with the Salt Lake City Library to hold digital literacy classes will be established.</p> | <p>Establish asset map of current programs offered to residents in Salt Lake County and ensure these resources are being shared with those directly at the Salt Lake County Jail upon exit and through other partnerships. Initiating this after planning phase is complete to create handouts.</p> |  |
|------------------------------|---|--|---|--|



# 1 COMMUNITY OR ORGANIZATION PROFILE

## 1.1 GENERAL COMMUNITY OR ORGANIZATION PROFILE

Salt Lake County has the largest population amongst all counties in Utah, and serves a wide variety of individuals in fifteen different cities across the state. The population estimate in 2021 was 1,186,257 and has likely increased since. In 2021 it was estimated that roughly 36,774 households reported not having access to a computer, and 96,087 households reported not having internet access at all. With such a huge portion of the population without digital equity it can create barriers that does not allow them to fully participate and interact with critical needs and resources. Notably, this information may not be full encompassing as there may be barriers accounting for the entire population, especially those who are incarcerated. It is also important to understand the diverse groups within Salt Lake County's population. In 2021 360,622 or 30.4% identifies as a racial minority or multiracial background.

## 1.2 COVERED POPULATION PROFILE

The target population is individuals who have experienced incarceration within the last five years and live within the Salt Lake County Utah Geographical area.

There are no parameters around specific identifying factors such as race, ethnicity, age, gender, etc. However, we will be focusing on individuals who do not have access to working devices in their possession or accessibility. Incarceration is a broad term that can span from being booked and released from jail to long prison terms after a felony conviction. Therefore, we define incarceration as spending any amount of time in a correctional facility. We will not be tracking criminal charges or convictions, as we do not want to shame and or prevent people from accessing this service. We will also be filtering out individuals with our qualifying questionnaire who already have current access to a device and internet to avoid duplication and ensure the equability of available resources.





## 2 DIGITAL ACCESS VISION AND GOAL(S)

### 2.1 VISION

Ensuring all individuals within the geographical area of Salt Lake County who have experience incarceration have improved digital access for job opportunities, stability and housing resources, family, friend, and community connections, personal relaxation to reduce stress, and other essential online tools to increase the likelihood of successfully reintegrating back into society and overall reduce recidivism rates.

### 2.2 GOALS AND OBJECTIVES

The goals for the Salt Lake County Digital Access plan will be to increase access to devices, increase access to internet, and increase knowledge and digital literacy skills. Doing this to improve overall digital access for Salt Lake County Residents who have experienced incarceration in the last five years.

Improving digital access for individuals who have experienced incarceration will reduce the likelihood of reoffending with increased support and access to resources and communication.

Salt Lake County's Device Distribution Program: The overall goal for the program described below is to create a model that meets the needs of those who have experienced incarceration. Doing this by ensuring there are minimal barriers to access this service. This multipronged approach to digital access will allow clients the ability to access this program through multiple pathways to ensure everyone in our described population has equitable access. Flexibility for the planning team and all partners involved will be crucial to ensure success. Being able to change and meet the needs of the population is a key aspect to our plan.

#### 1- Increase accessibility to devices for individuals who have recently experienced incarceration.


##### Tablet Distribution:

Salt Lake County's Jail Resource Reentry Program (JRRP) - Goal of 1,700 Tablets / year (or roughly 141 / month)

Based on data conducted by Salt Lake County it was determined that from 2015 to 2020 there was roughly 8,770 individuals who left Salt Lake County Jail and self-disclosed as experiencing homelessness in some capacity (ie: shelters, housing vouchers, transitional housing, and temporary housing). See table below, under column "Person Count". The conclusion was drawn that these individuals also have lower socioeconomic status and would most likely have barriers access technology and internet. The total number of individuals, 8,770, divided by the number of



years the data was collected, 5, equals the 1,700. Therefore, we estimate 1,700 individuals leaving the jail will qualify for a tablet.

|  <b>S�Co Jail Bookings by Type of Housing Service:</b><br>1/1/2015 to 1/1/2020 |                       |                          |                     |                        |                        |
|---|-----------------------|--------------------------|---------------------|------------------------|------------------------|
| Emergency Shelter   | Person Count<br>7,776 | Total Bookings<br>39,506 | Avg Bookings<br>5.1 | Jail Days<br>1,023,166 | Avg Jail Days<br>131.6 |
| Rapid Rehousing   | Person Count<br>334   | Total Bookings<br>482    | Avg Bookings<br>1.4 | Jail Days<br>10,898    | Avg Jail Days<br>32.6  |
| Homeless Prevention   | Person Count<br>30    | Total Bookings<br>43     | Avg Bookings<br>1.4 | Jail Days<br>510       | Avg Jail Days<br>17.0  |
| Permanent Housing (Disability)  | Person Count<br>542   | Total Bookings<br>1,332  | Avg Bookings<br>2.5 | Jail Days<br>22,805    | Avg Jail Days<br>42.1  |
| Transitional Housing  | Person Count<br>88    | Total Bookings<br>142    | Avg Bookings<br>1.6 | Jail Days<br>2,291     | Avg Jail Days<br>26.0  |

**Salt Lake County’s Office of Regional Development (ORD) - Goal of Tablets 240 - 360 / year (or roughly 20 to 30 per month)**

Based on the departments capacity and number of clients seen, it was determined that twenty to thirty tablets per month being distributed via their already established outreach team was the best goal to strive for to support the goal of our digital access plan. It was also determined that additional outreach events could take place and increase the number of clients who could benefit from digital access support, increasing table distribution.

**Community Based Partner(s) to be determined post funding and RFP**

Once implementation funds are in place, Salt Lake County will perform a request for proposal (RFP) process to find the best partnership that will benefit individuals who have recently been incarcerated. After this is established and funding is in place we can work with organization to determine their bandwidth for distribution of tablets on an ongoing basis.

Reevaluation: During the program's revaluation stage after six months of implementation, we will review the number of tablets being requested vs availability. If staff capacity and client need are higher than what we are providing the planning team will reevaluate to distribute resources in the best way possible to meet the need.



## **2- Increase accessibility to internet access through hot spots for individuals who have recently experienced incarceration.**

*Hot Spot Distribution:* Salt Lake County's Office of Homelessness and Criminal Justice Reform (OHCJR) will be responsible for managing and distributing shared between OHCJR and The Office of Regional Development (ORD) team. The goal for distribution will be **560 hot spots distributed per year**. This was determined based on serving 33% or roughly one third of the estimated population leaving incarceration and likely to have increased barriers for digital access described above in for JRRP's tablet distribution goal.

We estimate that roughly half of the total yearly hotspot distribution will be done through ORD, or roughly **280 per year**.

Reevaluation: During the program's reevaluation stage after six months of implementation, we will review the number of hot spots being requested vs availability. If staff capacity and client need are higher than what we are providing the planning team will reevaluate to distribute resources in the best way possible to meet the need.

## **3-Increase digital literacy skills for individuals who have recently experienced incarceration.**

**A total of 12 digital literacy classes will be completed each year.**

This will be completed by extending the partnership agreement between the Salt Lake City Library and the Salt Lake County Office of Homelessness and Criminal Justice Reform. The goal for the digital literacy classes will be to hold at least one digital literacy class at local resource centers in Salt Lake County on a bi-monthly basis. If resources for additional classes are determined to be available and a need then more classes will be scheduled.

An additional six classes will be held a year on a bi-monthly basis (opposite of the general classes described above) to support clients who have received a device from our proposed program ensure they understand how to use and navigate the device. These will only focus on tablet and hot spot usage. In order to incentivize clients who receive a device from this program, we will give all clients who attend a keyboard attachment. This will make their tablets easier to use and increase the likely hood that they use the tablets to access needed resources.

Reevaluation: During the program's reevaluation stage after six months of implementation, we will review the digital literacy classes. If staff capacity and client need are higher than what we are providing the planning team will reevaluate to distribute in the best way possible to meet the need.



#### **4- Increase knowledge of available resources for digital access services.**

Creation of handouts and emails with contribution from all key partners will happen after implementation funds are awarded. The goal of the handouts will be to inform clients of community resources improving digital access. Once handouts are created, they will be distributed into the community to increase knowledge of resources. Goals for distribution are as follows:

-All clients that receive a tablet from JRRP will be given a handout on site from JRRP Staff. JRRP will distribute an estimate of **1,700 handouts per year**.

-Staff in the ORD will assist clients with signing up for their My Sami Program on their new device if they opt in to do so. The My Sami Program will help them manage their personal resources but also allow them to gain access to a full resource list in the community. ORD will also participate in the handout distribution portion of the plan.

-Mayor's Communications Surrounding Digital Access: Salt Lake County's Office of Homelessness and Criminal Justice Reform will work with the Salt Lake County Mayor's Communications Team to update community resources in their newsletter and website on a **bi yearly basis**.



## 3 CURRENT STATE OF DIGITAL ACCESS

### 3.1 DIGITAL INCLUSION ASSETS

#### 3.1.1 Affordable High-Speed Internet Assets

Existing high-speed internet assets include all the programs and activities that relate to affordable internet access Salt Lake County currently performs or has performed in the past.

| Program Name  | Description   |
|---|---|
| Salt Lake County Office of Regional Development (ORD) Affordable Connectivity Outreach Program              | Salt Lake County's ORD has been providing outreach services for residents of Salt Lake County for many different resources and connecting directly with resource centers around Salt Lake County. They provide necessary information in multiple capacities on how to register for the Affordable Connectivity Program. They have also recently added a new position specifically designated to focus on the Affordable Connectivity outreach and expanding the population they connect with. |
| <b>Partnering Organizations and/or Programs</b><br>Salt Lake County and the Affordable Connectivity Program |   |
| <b>Covered Population(s) Served</b>   | Anyone within Salt Lake County that is aware of this program and contacts ORD. Individuals that are present during their tabling events.  |



### 3.1.2 Useful Device Assets

Existing useful device assets include all the programs and activities that relate to providing access to useful devices that Salt Lake County currently performs or has performed in the past.

| Program Name  | Description   |
|---|---|
| Salt Lake County Library “Library of Things Check out Program”  | The Salt Lake County Library systems offers a program to anyone with a library card (which is no cost to the individual), to checkout essential electronic devices for a certain period of time. This can range anywhere from 7 to 21 days. These devices include devices such as Chrome Books, Hot Spots, and children’s learning tablets.   |
| Partnering Organizations and/or Programs  |   |
| This program is fully grant funded and run by Salt Lake County Library systems.                             |   |
| Covered Population(s) Served  | Anyone with a county library card and that can travel to one of the 17 library locations across the county.   |
| Program Name  | Description   |
| Salt Lake City’s Information Management Services Device Refurbishment Program - Computers for the Community | Salt Lake City’s Information Management Services has established a program to refurbish devices used by employees that will be retired but are still usable. They have created a partnership to wipe devices of any sensitive information to get them ready for disbursement. As well created partnerships with organizations who work with vulnerable populations to distribute the refurbished devices. |
| Partnering Organizations and/or Programs  |   |
| Salt Lake City  |   |
| Covered Population(s) Served  | Client eligibility is determined by a survey created by Salt Lake City and the Information Management Team.   |



### 3.1.3 Skill-Building Tool Assets

Existing skill-building tool assets include all the programs and activities that relate to providing digital skills, trainings and tools that Salt Lake County currently performs or has performed in the past.

| Program Name                                    | Description  |
|---|--|
| Salt Lake City Library Digital Literacy Classes | Salt Lake City Library is currently offering digital literacy classes free of charge on first come first serve basis. This program allows individuals to work one on one with staff to ensure they have basic knowledge to be successful using internet based programs. This includes setting up emails, bill payments, two factor authentications, and more. Salt Lake County Library systems is currently reviewing ways to incorporate this program into all of their libraries in a sustainable way. |
| <b>Partnering Organizations and/or Programs</b> |  |
| Salt Lake City Library                          |  |
| <b>Covered Population(s) Served</b>             | Anyone who has a Salt Lake City Library card and can travel to the location (downtown Salt Lake City).   |

## 3.2 EXISTING DIGITAL ACCESS PLANS

It has been identified by our planning team that the need for improved digital access for all members of Salt Lake County is a priority project. Digital access needs are not being met which effect the community in multiple different capacities.

Currently the main programs of focus within Salt Lake County that aim to improve digital access are the Office of Regional Development’s Affordable Connectivity Outreach Program. As well as Salt Lake County Library Systems device check out program “Library of Things”. Within Salt Lake City they offer digital literacy classes at the Downtown Salt Lake City Library. Salt Lake City has also implemented a Laptop Repurposing program run by the Information Management Services office. This program takes retired laptops used by Salt Lake City employees that are still in working condition, clean and reimage them, than distribute to the population they determine is in high need. Finally the Salt Lake Valley Coalition to End Homelessness has a Digital Inclusion task group focused on digital equity and current barriers. These programs are described below.



### 3.2.1 Assessment -Digital Equity Barriers (Covered Populations)

| Covered Population  | Barrier(s)  |
|---|---|
| <p>Individuals who are currently or have been incarcerated.</p> | <ol style="list-style-type: none"> <li data-bbox="816 495 1421 625">1. <b>Technology/Devices</b> - Identified that a large portion of the population has no access to technology or devices, with the most common reason being due to cost.</li> <li data-bbox="816 653 1421 835">2. <b>Internet Access</b>- Identified that even those with devices do not have sufficient access to internet, or internet access on a regular basis. Many mentioned the use of free Wi-Fi spots around their community but this also come with it's own barriers and limited access.</li> <li data-bbox="816 863 1421 1234">3. <b>Knowledge and use of technology</b> – This barrier was identified within many of the surveyed groups, and stems from many different factors. Individuals identified not being able to successfully use devices or access the internet because of the lack of exposure and understanding. Many expressed the need for general classes that can show them how to access the internet and resources on their current devices. There were also many who did not know about the resources already available in the community to help support digital access.</li> <li data-bbox="816 1262 1421 1507">4. <b>Cost</b> – Cost was identified as the biggest barrier among all surveyed groups. The cost for not only the devices but the internet access as well. Many expressed not being able to afford their day to day living expenses and that the cost for a device and or internet access was not feasible. This barrier overlaps and connects with points 1 and 2.</li> <li data-bbox="816 1535 1421 1759">5. <b>Stigma</b>- Specific to our population is the stigma around those who are or have been incarcerated. This can create additional barriers for them to access services. Additional fees due to background can be added, stigma or rejection when accessing digital communities and resources were also found.</li> </ol> |





| Covered Population   | Barrier(s)  |
|--|---|
| <p>Assessment data was collected through the following methods:</p> <p><b>Surveys:</b> Surveys completed at the Salt Lake County Metro and Oxbow jail and our digital literacy classes.</p> <p>Evaluation of Current Data:</p> | <p>Technology and Devices – 96% of the participants in our surveys indicated that access to a device was a barrier for overall digital access</p> <p>Cost – 93% of the participants in our surveys indicated that the cost of internet was a barrier for overall digital access.</p> <p>Knowledge- 72% of the participants in our survey identified that digital literacy and knowledge of community resources was a barrier for their overall digital access</p> <p>Effects of lack of digital access – The most common responses received from our surveys on how lack of digital access and connectivity affects them were:</p> <ul style="list-style-type: none"> <li>- Difficulty accessing housing resources</li> <li>- Difficulty accessing employment opportunities</li> <li>- Difficulty access support systems (family, friends, case management etc.)</li> <li>- Lack of feeling connected (personal use of devices was identified as an important tool for stress relief, feeling connected to their communities, and overall feeling content)</li> <li>- Difficulty accessing physical and mental health resources, including Telehealth</li> </ul> <p>The planning team reviewed any available data surrounding digital access to inform their plan. Research is linked under planning process.</p> |





## 4 IMPLEMENTATION PLAN-

### 4.1 PLANNED ACTIVITIES


#### 1- Creation of the Salt Lake County Device Distribution Program

Management of the program will be done by the Salt Lake County Mayor's Administration Office of Homelessness and Criminal Justice Reform team (OHCJR). They will be responsible for managing all planned activities and reporting.

Purchasing devices: During the planning phase of the plan the Office of Homelessness and Criminal Justice Reform (OHCJR) team will collect bids from tablet and hot spot distributors. The goal of this will be find tablets and hot spots for an affordable cost that will also meet the needs. Tablets will focus on being able to access basic internet, download any apps or basic documents, have a user-friendly interface, durability, battery life, and compatible with multiple programs and languages. Hot spots will need to be able to support the device, reliable and steady internet access, battery life, and compatible with multiple cellular and wifi networks. We will also look for the best cost and device support for the tablet key board attachments being distributed at half of the digital literacy classes.

#### Device Distribution Program Creation and Planned Activities:

- a. Provide tablets to qualifying candidates who go through the county's Jail Resource Reentry Program (JRRP). Tablets with user friendly interface for clients to access resources once they leave. Finalize qualifying questionnaire amongst partners to adapt into their programs for use. A case will be given to each client along with tablet.
- b. Provide tablets and hot spots to Office of Regional Development to distribute to those most in need who work with their outreach team and ACP navigator. Cases will be provided for every tablet distributed. They will also collect follow up data from clients who willingly participate in feedback surveys.
- c. Hot Spots- Provide hot spots to individuals who need internet access in the above mentioned programs through qualifying questionnaire. An estimated half of total hot spots will be distributed through ORD. They will review eligibility for ACP with clients to potentially cover the monthly service fee of the hot spot. Those that do not qualify can be connected with the OHCJR team to have the service fee covered by implementation funds. This would require ongoing monitoring of payment by the OHCJR staff. Yearly follow up for clients who do not qualify for ACP will be in place. This follow up will also create the opportunity for data collection and to further assess the need.

- 
- d. Review possible laptop refurbishment program ideas to implement at a county level. Programmatic support and input from the Salt Lake City Department of Information Management from their already established program.

## **2- Digital Literacy Classes**

- a. Create an extension of the current partnership agreement between Salt Lake County and the Salt Lake City Library to fund additional digital access classes.
- b. Begin planning with county jail staff on ways to incorporate digital literacy classes for inmates to improve chances of successful integration back into society.
- c. Make connections with the Utah State Prison to incorporate classes and digital access into their current programs.

## **3- Knowledge of Resources**

- a. Salt Lake County will work with the communications department to improve upon current methods for sharing resources and programs in the community.
- b. Create a handout with planning team to give to all clients who receive a tablet and or hotspot. This handout will be a paper copy and emailed.
- c. Salt Lake County will work with the Jails to ensure that the individuals who have or are currently experiencing incarceration are made more aware of programs and resources they have can access. Doing this by sharing materials with the staff and the Jail Resource Reentry Program.
- d. Working with Office of Regional Development to ensure knowledge of resources are also spread to the clients they work with on a daily basis.

## **4.2 IMPLEMENTATION STRATEGIES**

Before any implementation of the plan takes place, we (the OHCJR team) will use the first six months to finalize all logistics with each partner. We will have scheduled meetings, one for the initial planning start, one meeting one month into the program's implementation, and ongoing quarterly meetings for the length of the program. This will create constant and open communication for team members and improve the success of the program.

We will also ask all partners to submit quarterly updates via a tracking form that will be created in SmartSheet prior to implementation. The form will also allow us to pull data on the clients who are receiving support to continually update the program based on client needs or gaps identified. Utilizing Salt Lake County's OHCJR office data analyst staff members, we will be able to continually quantify data and review on an ongoing basis.



During the first six month planning phase we will also be reviewing and collecting bids to purchase the best tablets and hot spots to meet the client's needs and being reasonably priced. We will ensure the vendor can produce the amount we will be requesting and can do it on an ongoing basis. Salt Lake County's Office of Homelessness and Criminal Justice Reform will be the overall fund administrators and be responsible for managing tablet and hotspot purchases. As well as following up with partners for quarterly reports and distribution updates to provide feedback to the Broadband team.

### 1) Devices - Tablet and Hotspot Distribution Implementation Strategy

The storage of tablets and hot spots prior to distribution will remain onsite at the Office of Homelessness and Criminal Justice Reform office located at the Salt Lake County Government Center (2001 South State Street, Salt Lake City Utah 84114). Devices will be stored in a locked cabinet to ensure the safety of the devices. Tablets and hot spots will be distributed to established partners on a monthly basis. Tracking of the devices will be done by the OHCJR staff.

#### Tablet Distribution

\*\*\*All tablets distributed will come with a case to help keep device safe and increase the life of the device. Cost break down of cases is listed below in estimated cost implementation.

**JRRP** – The first program that will be able to distribute tablets from their location in the Salt Lake County Metro Jail (3415 S 900 W, South Salt Lake, UT 84119), is the Salt Lake County Jail Resource Reentry Program. (JRRP). JRRP is a collaborative program between Salt Lake County (SLCo) Criminal Justice Services, Sheriff's Department, Legal Defenders Association, and Valley Behavioral Health. The purpose of JRRP is to provide individualized resources and information for any individual leaving the jail. Service referrals include mental health and substance use, Medicaid, supervision and legal services, cell phone chargers, and referrals for other community services. JRRP services are voluntary and everyone leaving the jail is welcome to stop during our operating hours.

A portion of the implementation funds will be used to cover the cost of one part time employee (PTE) that will focus on the Digital Access and tablet distribution for the plan. We will work with JRRP director, Kele Griffone, and the new part time staff member to implement the questionnaire and storage of tablets on site. Tablets will be given to JRRP on a monthly basis for them to distribute. For the first six months of the plan implementation, we will focus on logistics and final plan details to ensure the program will run effectively and efficiently. JRRP and all partners distributing tablets will be required to submit a quarterly report and update to allow for tablet and overall program tracking. This will be done via SmartSheet.



**ORD** – The office of regional development at Salt Lake County has been working on digital access on an ongoing basis and has had experience in multiple programs. They have staff in place currently who focus on outreach as well as a specific position dedicated to the Affordable Connectivity Program and helping community members navigate and apply. They have also had experience in the pasts with device distribution for a short-term barrier relief program in 2021, making them a great partner for our plan.

They will be one of the partners who can distribute tablets to qualifying clients. Tablets will be purchased by the OHCJR and distributed to their team on a monthly basis. Client qualification for the tablets will be done with the pre-established questionnaire finalized in planning phase (first 1 to 6 months). The ORD outreach team will also be a reliable resource to help clients with the initial set up of their tablets and answer any questions or concerns they may have. They will also be able to refer clients to the Salt Lake City library and help answer questions they may have about their devices.

Along with the tablets, the ORD team will also be able to distribute hot spots based on the client qualification. ORD has also established a position that focuses on helping community members sign up for the Affordable Connectivity Program (ACP) Program. Clients who request hot spots and qualify will be directed to the ACP Navigator to see if they qualify for the coverage of the monthly service fee (more information about the hot spots is described below under “Hot Spot Distribution”). ORD will also be asked to submit quarterly partner reports to help with tracking of tablet and hot spot distribution and client profiles. Part of the implementation funds will be used to cover one part time employee (PTE) member on the ORD team who will focus on the Salt Lake County Digital Access plan.

Finally, the ORD team will help the clients who qualify for the tablet set up and sign in to needed resources on their new device. They will also help clients sign up for their program My Sami at the clients' request. My Sami is a safe and secure program developed by the ORD team to help clients in transition keep track and manage personal documents and applications. As well as access community resources and information. With the additional support of My Sami clients will be able to utilize their new device right away and get instant access to resources. We will also be able to use the data gathered by My Sami to determine identifying factor of the clients who utilize our device distribution program to help our team improve upon the program's outcomes.

### Hot Spot Distribution

Salt Lake County's Office of Homelessness and Criminal Justice Reform (OHCJR) will be responsible for managing and distributing hot spots as they require a monthly fee to upkeep internet access. The questionnaire will still be in place to determine eligibility for hot spots. The monthly fee will not be incurred until the hot spot is assigned to a client and is activated. Hot spots will continue to be activated for one year from the date the client receives the hot spot. After the one-year mark clients will be asked to return to the office for a follow up and to verify their status. If they still meet all qualifications for device and are in a position where they are not able to afford internet access the hot spot will renew for an additional year. The ongoing hot spot management will be handled by our office (OHCJR).



We do not want transportation to be a barrier for clients if they are not able to come into our office in person, so we plan to distribute roughly half of the hot spots through the Office of Regional Development (ORD) at Salt Lake County. They will utilize their already established outreach team to connect with clients in the community that could benefit from a hot spot. The same program will still be in place, where they will qualify the client based on the questionnaire and report distribution in the quarterly partner report.

ACP Overlap – hot spot monthly fee: Recently ORD established a position in their office focused on signing up residents in Salt Lake County for the Affordable Connectivity Program (ACP) to improve digital access. In collaboration with the ORD team we will first attempt to have clients who reach out for hot spot qualification connect with the ACP Navigator to see if they qualify for the program and have the monthly cost covered. Those that are approved for the program will have the monthly cost of the hot spot paid this way releasing the cost responsibility from OHCJR. The only initial cost will be for the device itself covered by implementation funds. If the client does not qualify the monthly cost will be covered by implementation funds and managed by the OHCJR team, program described above. Additional support from ACP to support service fee costs will also reduce overall needed funding from implementation dollars.

## 2) Digital Literacy Classes

In part of the planning process OHCJR has created a contractual partnership with the Salt Lake City Library to do a test run of digital literacy classes. The SLC library was able to complete a total of five digital literacy classes at local resource centers. The intention of this partnership was once implementation funds are awarded, they agreed to continue digital literacy classes with a new goal of one being held bi-monthly. Part of the implementation funds will be given to the Salt Lake City library to support the staff and work on these digital literacy classes on an ongoing basis. Total amount of funds to distribute has not been discussed but will be finalized post award.

We will continue to survey participants who attend the digital literacy classes for feedback on if we are meeting their needs. The OHCJR office will also meet with the library on an ongoing basis to ensure classes are complete and offer any additional support to their staff. During the planning period OHCJR staff sat in on some of the classes to understand material, structure and needs of the clients. All clients that participated gave feedback that the class was beneficial and provided needed information.

### Incentivization and Device Understanding

Clients who are given tablets and hot spots may also have questions or concerns with initial set up or barriers using the device itself. The ORD team will be able to take the time with clients for initial set up as well as the designated JRRP staff member. However, additional questions may arise after the client has had the device. In order to support clients with this anticipated barrier we will work with the library to set ongoing classes that will help clients navigate using their devices or set up questions. We will also utilize this as an additional pathway to collect data to



further understand the digital access for our target population and fill gaps that may not have been previously identified. These classes will be held on the opposite months that the regular classes are held, for an estimated total of 6 classes per year focused on how to use their new tablets and hot spots. During the reevaluation stage of the plan, we will look at the frequency of these classes to evaluate if they need to be increased.

All clients that attend these digital literacy classes focused specifically on how to use their new device will also receive an attachable keyboard as an incentive to attend. These specific classes will be held separately from the other classes described above. The keyboard attachment was decided upon as an incentive because it has been found to increase accessibility of the device making it easier for clients to use.

### Digital Literacy Classes in the Jail and Utah State Correctional Facility

During the planning phase of the plan (the first 1 to 6 months) we will evaluate how to implement digital literacy classes in both the Salt Lake County Jails and the prison. Chief Dumont at the Salt Lake County Jail has indicated that this would be something that could benefit the clients and create an additional layer of digital literacy for those who have experience incarceration. First, we will establish the digital literacy classes at the Salt Lake County Jails in order to work out any initial problems. Once the classes are set up on an ongoing basis we will propose to bring them into the Utah State Correctional facility in Salt Lake County to further establish contact and improve digital literacy with those who have experienced incarceration.

### 3) Knowledge of Resources

Salt Lake County will work with the Salt Lake County Mayor's Administration team communications department to improve the current frequency that resources are shared with Salt Lake County residents. Once the key partners in the Salt Lake County digital access plan create and approve a digital hand out. This will be given to the Communications team to distribute a few times a year to ensure resources are being shared on a regular basis.

OHCJR staff will work with the Salt Lake County Jails to ensure that the clients in the jail are made more aware of programs and resources they have can access. Doing this by sharing materials with the staff and the Jail Resource Reentry Program. As well as planning ways to upload resource information in the Jails shared inmate tablets. We will also work with JRRP to ensure they have the handouts that will be created in the first stages of the plan implementation. We will ask that everyone who receives a tablet will also receive a handout with additional information about digital access in the community.

We will also utilize an outreach staff member on the OHCJR team that works at a remote location located at the Weigand Center in Salt Lake City (437 W 200 S, Salt Lake City, UT 84101). The Weigand Center is a Homeless Resource Center, and our office has established a new position to help individuals get connected with housing resources. The remote outreach position



for our office has not yet been fulfilled but hiring for this will start soon. This position will be informed of our device distribution program once established and can refer clients they believe will qualify to the ORD outreach team. The ORD outreach team regularly visits the Weigand Center and will be able to connect with clients on site. This position will help fulfill goal number 4 in our plan, which is to improve community knowledge of available digital access resources.

### Continual Collaboration and Improvement of Program Activities

We (Staff on the OHCJR team) will also continue to outreach and seek partnerships within the community and Salt Lake County to support the larger goal of digital access for all. We will reach out for possible partnerships with the Utah State Prison, digital literacy class partners being held in the community to support the Salt Lake City Library's efforts, and other organizations that could support and improve the outcomes of our plan. Constant review of available resource's will be a must to ensure our plan meets the needs of the clients it intends to serve.

OHCJR will also do research on a county level to review the possible implementation of a laptop refurbishment program for all county departments. A refurbishment program will not only create an environmentally stable program but work towards the goal of improved digital access. A refurbishment program of county devices would require many different levels of planning and is expected to take over two years to implement fully. However, the county recognizes the importance of a program like this and wants to continue to research and plan ways to make laptop refurbishment possible.






## 4.2.1 Stakeholder Engagement Process

We have already established and engaged with current partners and stakeholders for this plan to begin implementation. We have met and identified the highest needs and gaps for the current state of digital access in Salt Lake County. As well as how this relates to individuals who have experienced incarceration in the last five years are impacted. We had a final planning meeting to ensure everyone who will be part of the plan implementation is in agreement and would like to move forward. It was important for us to engage and create partnerships with groups that are already making strides in improving digital access in the community to ensure the alignment of goals and buy in from the beginning.

Continued stakeholder engagement is a crucial strategy of not only our Digital Access Plan but also for the improved and long-term sustainability for digital access in Salt Lake County. The stakeholder engagement process for our plan will evolve the following:

- Involvement in Salt Lake Valley Coalition to End Homelessness (SLVCEH) Digital Inclusion Task Group: Administrative support for the SLVCEH is housed in the Office for Homeless and Criminal Justice Reform (OHCJR). Making the engagement process for their digital inclusion task group a simple process moving forward. The Digital Inclusion task group meets on a regular basis (roughly bi-monthly) creating the opportunity for scheduled ongoing engagement. The members who are involved are representatives of many different organizations and government entities who are strategizing and sharing resources for the improvement of digital access. This platform will allow the OHCJR team to engage these members in the plan and utilizing the strengths of each individual and the group. This will also allow for constant updates on community projects and data in the community surrounding digital access.
- Researching and expanding network of partnerships: Continuing to research community partners to evaluate if additional partnerships would be beneficial to support the goal of the digital access plan will be ongoing as a part of the plan. Partnerships with organizations or other government agencies that are making strides in their own digital access plans and or those who work with individuals that have experience incarceration will be a key strategy in the overall success. Digital access is a community effort and cannot be done by one organization. Connecting with other programs who have been involved from the beginning in the Broad Band Digital Access Planning process will also be an important aspect to the success of the plan. Maintaining these relationships with organizations who are working towards the same goal, but different target populations will allow for other perspectives and ideas that our team may otherwise not have.
- Continued engagement with already established partners and stakeholders: Current partners mentioned in our digital access plan will also be important to continually engage with. As we begin this process, we will meet regularly to ensure constant communication of planned activities and digital access barriers in the county. This will also ensure that

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- the completion of all planned activities are followed through on and partners feel supported as they implement and take on improving digital access with their teams.
  - Utilization of current county resources: With the plan being housed and managed by the OHCJR team under the Salt Lake County Mayor's Administration, allows additional access to county-based resources. For instance, the Office of Diversity at Salt Lake County will be a crucial team to correspond with continually. This team will allow access to translation services and ensuring all planned activities are inclusive and equitable for all clients. The County Mayor's Administration team also meets regularly to discuss the work that is happening in each department, and how it can be supported. This will give other departments the opportunity to provide additional support or resources as they see fit for the benefit of the community.
  - Continue engagement with the Utah Broadband Center: The planning team will continue to engage with and attend Utah Digital Equity Coalition Meetings. Engaging and updating efforts with the coalition will allow for continued growth and create an open-ended feedback loop to improve digital access efforts. This constant communication with community digital equity partners also working to improve the space of digital access will also allow for additional opportunities to share resources. The Utah Broadband Center will be a partner of focus throughout the plan process. They have been a valuable asset to better understand digital equity and access planning and improvement in Utah.

#### **4.2.2 Program Evaluation and Assessment**


**Partner Quarterly Updates:** Each partner in that will be able to distribute devices will be required to provide quarterly updates in a tracking form via Smart Sheet. The updates will be provided from the Jail Resource Reentry Program (JRRP), Office of Regional development (ORD), and the to be established community organization(s). Updates will include number of devices distributed, general client information, and their assessment of the program at that point in time. The quarterly update form will be created within the first six months of the implementation and agreed upon by all parties involved.

**Tablet and Hot Spot Management:** The purchasing, tracking, and distributing of the tablets and hot spots will be done by the Office of Homelessness and Criminal Justice Reform. Staff will review if needs are being met on an ongoing basis based on community requests and implementation funds. The tablets and hot spots will be inventoried at the time they are received by OHCJR staff and tracked via SmartSheet. The unique serial number will be added to each client profile to track which device is assigned to who.

**Award and Funds Management:** The OHCJR staff will manage the overall plan and award implementation funds to ensure distribution of devices are equitable, and funds are being spent in accordance to plan. The OHCJR staff will also receive additional budget management support from the Mayors Finance Department and our assigned fiscal manager to ensure the funds can last the life of the program. Salt Lake County has a vast history of implementing grant funds to support projects and fill gaps in the community ensuring the success of the program.



**Client Qualification Questionnaire and follow up:** The OHCJR will track and manage all client qualification questionnaires that are entered by partners via SmartSheet. They will also use the questionnaire data to determine the demographic data of the clients utilizing the program. The questionnaires will also help determine how successful we are at general device distribution (see sample questionnaire below). Salt Lake County will also use the contact information provided by the clients that receive a tablet and or hot spot to reach out for voluntary feedback on their status and experience with the program. We will be able to ask how their access to resources via the tablet has improved their situation overall and get qualitative data from the clients on overall experience.



DRAFT CLIENT ELIGIBILITY QUESTIONNAIRE – Final questionnaire will be complete in planning phase to ensure readability, clarity, and accessibility are taken into account:

**JRRP Client Eligibility Survey**

1. Name
2. Phone number
3. Email address
4. Estimate Yearly Income
5. Housing Status
  - a. Renting
  - b. Owning
  - c. Experiencing Homelessness
  - d. Shelter
  - e. Living with family or friends
  - f. Other:
6. Electronic devices in your home
  - a. Functioning computer (if they say yes to this, they do not get a tablet)
  - b. Functioning Tablet (if they say yes to this, they do not get a tablet)
  - c. Computer or tablet but not functioning
  - d. Nothing
7. Online resources you plan to access using new device:
  - a. How would you use a device? How do you plan to use the device?

**ORD and Other Partners Client Eligibility Questionnaire:**

1. Name
2. Phone number
3. Email address
4. Estimate Yearly Income
5. Housing Status
  - a. Renting
  - b. Owning
  - c. Experiencing Homelessness
  - d. Shelter
  - e. Living with family or friends
  - f. Other:
6. Electronic devices in your home
  - a. Functioning computer
  - b. Functioning Tablet
  - c. Computer or tablet but not functioning
  - d. Nothing
7. Have you experiences incarceration in the last 5 years
  - a. Yes
  - b. No
8. Online resources you plan to access using new device:
  - a. How would you use a device? How do you plan to use the device?



**Digital Literacy Classes:** To evaluate digital literacy classes, OHCJR will do a review meeting with their staff on an ongoing basis, frequency will be determined after implementation (with a minimum of two meetings a year). We will also ask that the Salt Lake City Library surveys the attendees after each class to get feedback from those it intends to serve. This will ensure needs are being met and allows us to alter class material and topics as needed to be the most beneficial for clients.

### **Measuring Success of the Plan**

Success for the plan will be measured in two parts, device distribution goals and client feedback. Data collection will be ongoing in partnership with the data analysts on the OHCJR team.

-The goal of device distribution will be to hit at least 85% of goals listed above for each partner and the OHCJR team. This will be determined by the tracking done via SmartSheet and the partner quarterly updates.

-Success measured by client feedback will be represented by positive overall experience of 90% of clients or higher of total responses on follow-up surveys.

Secondly, having at least two thirds (roughly 66%) or higher of client's feedback stating their situation was improved from participating in the program and receiving support with digital access. The feedback is coming from any clients that received a device from any partner in our program. This could be represented by the clients stating they had less barriers accessing resources, gaining employment, gaining access to mental health care, socialization, or overall effect on wellbeing.

## **4.3 TIMELINE**

Timeline starts when implementation funds are awarded.

### **Year ONE - Months 1-6:**

- \*Send out Request for Proposal (RFP) and establish partnership agreement with final community-based organization(s) to focus on tablet distribution.
- \*Meet with each key stakeholder and finalize all logistics to implement plan.
- \*Finalize questionnaire of eligibility that will be used by all partners who are distributing tablets.
- \*Put out bids for tablets and hot spots to determine best price based on client needs. Purchase once approved.
- \*Create quarterly report that will be submitted by all partners distributing devices.
- \*Create handouts that will be distributed by established partners.



**Months 7-12 (and ongoing as program starts):**

\*Begin distribution of tablets and hotspots through established partnerships.

\*Continue research and making connections with organizations in the community working on digital access. This will inform the continued updates of handouts and information for the community. As well as determining additional support that can be provided by Salt Lake County to other organizations.

**Months 13 – 16 (Reevaluation):**

\*At this stage program will have launched for roughly six months, at this time program reevaluation will occur. This will include evaluation of distribution, methods of approach to improve digital access, and editing, adding, or removing and program polices that are found by the group to be problematic or show a need for improvement. Partner quarterly updates, client surveys, and client follow up will all be taken into account.

Flexibility and reorganization to meet the needs of the population will be a priority to ensure the sustainability of the program and to achieve the overall goal of improved digital access.

*Program will run ongoing as funding allows. Constant review and updating to meet the needs of the population and achieve program goals is planned.*

**4.4 ESTIMATED IMPLEMENTATION COST**

\*All costs are estimated based on Salt Lake County’s Resources and research done by OHCJR staff. Actual costs will be determined based on a bidding process and finding the best value for tablets and hot spots that meet the needs of the clients.

**Tablet Pricing Estimate:**

The average cost for a tablet with general features and user friendly interface is estimated to be \$129 each.

JRRP – 1700 per year or 141 per month = \$219,000/year or \$18,275 / month

ORD – 240 to 360 per year or 20 to 30 per month. For the purposes of the estimation of implementation costs we will use the 30 per month distribution goal = \$46,440/ year or / \$3,870 / month

\*It is important to note that these costs do not include the additional tablet distribution costs for the community organization partner to be selected post award. For the purposes of the cost estimation, we determined that their distribution capacity will be similar to the ORD outreach team. With that in mind we estimated costs with the same pricing break down as ORD above:

30 tablets per month or 360 per year distribution goal = \$46,440/ year or / \$3,870 / month



\*\*\*\*\*

Tablet distribution goal for all partners per year 2,420 x \$129 per tablet = **Total estimated cost of tablets \$312,180/ yr**

**Tablet Case Pricing Estimate:**

Average cost for a tablet case is estimated at \$65 each, one will be given with each tablet. Estimated tablet distribution through all methods described in plan each year is 2,420/ yr.

Total estimated cost of Tablet Cases: 2,420 x \$65 = **\$157,300/ yr**

**Hot Spot Pricing Estimate: ,**

Average cost for a hot spot device is \$135 + fee to keep basic internet access or the service fee is estimated at \$20/month.

With Salt Lake County’s goal of distributing 560 hot spots per year (between OHCJR and ORD) x \$135 one time device cost = **\$75,600 one time device cost per year.**

Plus the monthly service fee to keep internet access for clients who do not qualify for ACP. We estimate that roughly one third of clients will not qualify for ACP to cover the monthly service fee, leaving a total of roughly 185 hot spots per year that will utilize implementation funds to cover service fee. 185 x \$20 (per month) = **\$44,400 / year or \$3,700 / month**

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**Total estimated cost for hot spots (device cost and service fees) per year: \$120,000**

**\*Cost will change each year depending on number of devices distributed and total service fees**

**Digital Literacy Classes Estimate:**

Funding will also be used to support the Salt Lake City Library’s staffing cost for staff teaching the digital access classes. Currently Salt Lake County is paying \$2,500 per class but if we extend the partnership the funding will be negotiated based on costs, frequency of classes and need for 2024. For purposes of this estimation and the goal of 12 classes per year, or one class every month: **12 x \$2,500 = \$15,000**

**Keyboard Incentive for digital literacy classes focused on device use and navigation:**

We estimate that roughly half of the individuals who receive a tablet through this program will participate in the digital literacy classes focused on using their new tablets and hot spots. The



total estimated number of tablets distributed on a yearly basis is 2,420 if roughly half attend we will need to supply a total of 1,210 key board attachments per year. The estimated cost of a key board attachment is \$65 each.  $1,210 \times \$65 = \$78,650$

**Staffing Costs Estimate:**

Part of the implementation funds will be used to cover two part time staff members (PTE) that will focus on distribution of devices and program activities. One will be housed with JRRP and one will be with ORD outreach. The salary was estimated based on a similar position posted at Salt Lake County for outreach, with the exclusion of benefits due to the part time status of both positions. Fringe benefits were not considered for part time positions.

The estimated midrange salary for an outreach position at Salt Lake County is \$41,730 per year at full time. For the part time position we divided this salary in half for a total of \$20,865 per year, per position or \$41, 730 for both positions. We also included a 3% cost of living increase for each year they are working with the program. The salary break down with the cost of living increase is as follows:

| Part Time Employee (PTE) Cost Estimate |             |             |                 |
|--|-------------|-------------|-----------------|
|  | Position 1  | Position 2  | Total Cost/Year |
| Year one                               | 20,865      | 20,865      | 41,730          |
| Year two (3% Increase)                 | 21490.95    | 21490.95    | 42,982          |
| Year three (3% Increase)               | 22135.6785  | 22135.6785  | 44,271          |
| Year Four (3% Increase)                | 22799.74886 | 22799.74886 | 45,599          |
| Continuation of 3% increase each year  |             |             |                 |

Total year one cost = \$41,730

**Food and Supplies Estimate:**

Food costs for the program would entail the continuation of providing food at the digital literacy classes to support the population and incentivize participation and provide food at all planning meetings. All food costs will be based on current GSA meal rates for the county: [Home | GSA](#). Tip for delivery drivers, inflation in food costs, and other meetings that may take place will be accounted for by rounding up final total.

The estimated cost of food for client digital literacy classes will be \$150 per class for a total of twelve classes per year. Total estimated yearly food costs for digital literacy classes is \$1,800.

As well as providing food for key partners at planning and staffing meetings to support this project and show appreciation. We estimate having eight in person planning meetings the first year of implementation, with an estimated cost of \$300 per meeting. Total estimate yearly food cost for planning meetings is \$2,400.





As well as additional meetings to create partnerships and engage with other stake holders. We anticipate having four larger planning meetings throughout the year with partners and an estimated food cost of \$350 each meeting for a total of \$1,400.

The estimated yearly cost for food is **\$6,200 per year**.

Supplies for printing handouts and general office supplies need for the outreach team are estimated to be **\$15,000 per year**. These would include supplies and laptops for the two funded part time positions, general office supply costs used by OHCJR staff, and costs associated with any outreach events. As well as a onetime cost for the locking storage cabinet of \$175 in the first year for device storage.

Language Services - This will also include survey and handout translation costs to increase accessibility of the program.

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**Total estimated yearly food and supply costs are \$21,200**

**Final Estimated Total:**

**\$312,180 (tablets) + \$157,300 (cases) + \$120,000 (hot spots) + \$30,000 (classes) + \$78,650 (keyboards) \$41,730 (staff) + \$21,200 (food and supplies)**

**TOTAL ESTIMATED YEARLY COST FOR ENTIRE SALT LAKE COUNTY DIGITAL ACCESS PLAN = \$761,060.00 / PER YEAR**

**+ 2% indirect costs for Salt Lake County = \$15,221.20**

**FINAL TOAL = \$776,281.20**

**4.5 ALIGNMENT**

- 1- Population Alignment: Utah Broadband Center has a focus on individuals in the community who are unserved and underserved when it comes to digital access. One of those populations identified was our target population, those who have experienced incarceration.
- 2- Team Work: Team work and partnership was identified in the Utah Broadband plan as a large focus to achieve the overarching goal for digital access. This is integrated throughout our plan as we cannot move forward without partners doing the ground work in the community and constant collaboration.
- 3- Improving knowledge of resources – This was identified as part of the Utah Broadband plan as an important element to improve upon in all capacities. Our plan will implement new strategies to improve the knowledge and discoverability of available resources to our target population.



## 5 PLANNING PROCESS REPORT

The planning team took several steps to determine the current state of digital access in Salt Lake County. The planning team included Salt Lake County Staff from the Office of Homelessness and Criminal Justice Reform, the Office of Regional Development, and Salt Lake County Jail Staff. Key planning staff also included Salt Lake City staff from the office of Information Services and members of the Salt Lake Valley Coalition to End Homelessness Digital Access Task Group. Constant communication with the Utah Broadband Center and Digital Equity Coalition was also a key factor in the planning process.

The activities performed include:

1. Surveys were conducted amongst 10% of the population who are currently in the Salt Lake County Jails to determine key barriers and gaps in digital access. Data and key findings were found and taken into consideration for the final plan. The survey was given to the inmate via paper copies by jail staff at the Salt Lake County Jail and the Oxford Jail. This allowed us direct access to our target population of individuals who have experience incarceration which has been a barrier in past digital access plans.
2. Conducting Digital Literacy classes in partnership with the Salt Lake City Library to provide the necessary knowledge and improve digital literacy and overall digital access for individuals who have recently experience incarceration. These classes were held at local resource centers and each participant was surveyed to help inform the final plan. During the planning process the library was able to complete a total five digital literacy classes in Salt Lake City. Four of them were at the Geraldine E. King Women's Resource Center located at 131 E 700 S, Salt Lake City, UT 84111. The other class was held at the Weigand Homeless Resource center located at 437 W 200 S, Salt Lake City, UT 84101. Two surveys were administered to each participant at each class. The first survey asked about their digital access in detail and asked them to rate their current understanding of digital devices and accessing resources on the internet. These study's were reviewed by the OHCJR team and helped to inform the Salt Lake County Digital Access plan. These classes focused on basic uses of the computer, access UTA (public transportation) information online, access library resources and pinpointing specific questions clients who took the class had. At all digital literacy classes we provided food as an incentive for clients to join and participate, each class reached the max number of participants set by the library (8). The goal of these classes were to inform the plan but also inform the need to make these ongoing for the community. The library and Salt Lake County conducted a partnership agreement through contract, with the intention of amending the contract to continue the classes in 2024 or when implementation fund become available.



3. Salt Lake County Staff held three planning/focus groups with key community partners to identify barriers faced by the clients they work with in terms of digital access. At all focus groups we provided participants with lunch as an incentive to come in person and support the planning process. The first focus group that was held was with the Salt Lake County Office of Regional Development, one of the co leaders of the Digital Access Task Group in the Salt Lake Valley Coalition to End Homelessness, the lead at the Salt Lake County Information Services Device Refurbishment Program, Salt Lake City Library lead on digital access classes, the Salt Lake County Library lead for their device lending program, and additional members from their teams. These members also came to a final planning meeting to review and approve of the plan and goals of implementation. The second focus group was held with a large portion of the staff members who work at a nonprofit organization in Salt Lake City Utah called USARA. This organization works with clients who are facing substance use problems with most of their clients being involved in some capacity with the criminal justice system. This allowed us to gain insight from staff that works with individuals who have been incarcerated daily.

4. Reviewed current resources offered within Salt Lake County that can be better utilized or outlining how additional support would be beneficial to meet the needs of this population.

5. Reviewed any available current data on digital equity, inclusion and access in Salt Lake County.

Reference list for research reviewed to inform plan:

- American Immigration Council Gaps in Digital Inclusion Research: [examining gaps in digital inclusion in utah.pdf \(americanimmigrationcouncil.org\)](https://www.americanimmigrationcouncil.org/research/examining-gaps-in-digital-inclusion-in-utah)
- Sanders, C.K., Scanlon, E. The Digital Divide Is a Human Rights Issue: Advancing Social Inclusion Through Social Work Advocacy. J. Hum. Rights Soc. Work 6, 130–143 (2021). <https://doi.org/10.1007/s41134-020-00147-9>
- Technology in Prison Programs Article: <https://sr.ithaka.org/publications/technology-in-higher-education-in-prison-programs/>
- Utah Broadband Center – Planning materials and State Digital Access Plan: [Local Planning Grant Materials | Connect Utah \(connectingutah.com\)](https://connectingutah.com/resources/local-planning-grant-materials)
- Utah State Legislative Digital Divide Article: [00002241.pdf \(utah.gov\)](https://leg.utah.gov/committees/technology/00002241.pdf)

- Salt Lake Valley Coalition Digital Inclusion Study one page summary (2022):





## **5.1 COLLABORATION AND STAKEHOLDER ENGAGEMENT**

Staff from the Office of Homelessness and Criminal Justice Reform at Salt Lake County created collaboration from already established partnerships. The staff reached out to different community partners and expressed the importance of collaboration for the grant and to reach the goal of improved digital access.

A meeting was held to form a focus group on the best ways to collaborate and work on the goal as a team. A plan was made to continue engagement throughout the process and ensure all voices and viewpoints were heard to inform the final plan. All partners agreed that continued work on the improvement of digital access was important for the success of the community as a whole and agreed to continue the partnership long term.

Throughout this process a representative staff member attended the Utah Digital Equity Coalition meetings to engage with other stakeholders focusing on digital equity. As well as members from the Utah Broadband center and involving staff in plan development.



END