



Los Angeles County Digital Equity Roadmap

Empowering Communities Through
Digital Access, Inclusion, and Opportunity

June 2026



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California State University, Dominguez Hills Workforce Integration Network and the County Internal Services Department Digital Advancement and Opportunity Regional Summit

INTRODUCTION

On October 7, 2025, in alignment with National Digital Inclusion Week, the County of Los Angeles (County) Board of Supervisors approved a motion to co-create the first-ever Digital Equity Roadmap (Roadmap) for the region. The motion emphasized the importance of departmental collaboration. It directed the County Internal Services Department (ISD) to lead this effort alongside the County Chief Executive Office, the County Aging and Disabilities Department, the County Parks and Recreation Department, the Los Angeles County Library, and the Los Angeles County Office of Education. The Roadmap is a three-year digital equity action plan to address the digital divide across Los Angeles County by empowering residents with internet connectivity, technology, digital skills, and support that will enhance civic engagement and participation, strengthen economic mobility and opportunity, and improve residents' health and quality of life.



County Delete the Divide Program at County East Los Angeles Library

This Roadmap provides a comprehensive framework for leveraging, coordinating, and delivering existing digital inclusion activities and supportive resources in the post-COVID-19 Pandemic era using current funding sources. This includes identifying and sharing existing community assets within the Los Angeles County digital equity ecosystem and elevating them through collaborative multi-sector partnerships with County departments, related agencies, and external stakeholder organizations to advance collective action and community impact via a shared

Roadmap accountability, governance, and implementation framework. The Roadmap will position Los Angeles County as a statewide best practice model for how California's largest and most complex region can further build a digitally inclusive future for all residents.

Key Terms and Shared Language

Digital Divide

The gap between communities that have affordable access, skills, and support to engage online effectively and those communities that do not.

Digital Equity

All communities have the information technology capacity needed to fully participate in society, democracy, and the 21st-century economy.

Digital Inclusion

The activities necessary to ensure that all communities have access to and use of the internet, computers, digital literacy and skills training, technical and digital navigation support services.

Digital Equity Ecosystem

A combination of programs and policies that meet a geographic community's diverse and unique needs.

Digital divide is the **issue**

Digital equity is the **goal**

Digital inclusion is the **work**



County Aging and Disabilities Department Access to Technology Program

Sources: National Digital Inclusion Alliance (NDIA) Definitions

DIGITAL EQUITY IN LOS ANGELES COUNTY

The Digital Divide

Los Angeles County is home to 9.6 million residents and 3.4 million households, making it the largest county in the nation by population and accounting for 25 percent of California's population. The region is culturally and demographically diverse, with 33.4 percent of its residents born in another country and 55.1 percent speaking a language other than English at home.

As technology advances and artificial intelligence (AI) grows, 91 percent of jobs in California will require digital skills. However, access to and use of the internet and computing devices, as well as the digital skills needed to use them, are not shared equitably across Los Angeles County communities, with disparities and inequities by income, race, education, age, and employment status. This matters because digital inequity exacerbates poorer life outcomes across education, economic development, and healthcare for Los Angeles County's most vulnerable residents.



California State University, Dominguez Hills Workforce Integration Network and the County Internal Services Department Digital Advancement and Opportunity Regional Summit

Disclaimer: Please note that the data provided in this section and in Appendix A were compiled from the American Community Survey (ACS) provided by the U.S. Census Bureau. This data source provides valuable insights; however, there are gaps and limitations: specific demographic, community, equity, and emerging technologies data are not available for the ACS Types of Computers and Internet Subscriptions category. Additionally, the lack of available County resources limits the ability to disaggregate ACS data in-depth by geographic area or place.

Unconnected Households (No Access)

167,309 (4.8%)

Households do not have an internet subscription at home

82,792 (2.4%)

Households do not have a computing device at home

983,778 (60%)
of the estimated
1,646,205 (50%)

Eligible households in Los Angeles County enrolled in the Affordable Connectivity Program (ACP) lost their monthly internet subsidy in 2024 due to a lack of sustainable Federal funding

Underconnected Households (Limited Access)

430,134 (12.3%)

Households have a cellular data plan with no other type of internet subscription at home

343,347 (9.8%)

Households have a smartphone with no other type of computing device at home

Sources: U.S. Census Bureau | American Community Survey | 2024 1-Year Estimates | S2801 Types of Computers and Internet Subscriptions; California Broadband for All Affordable Connectivity Program Enrollment Tracker

IMPACT ON RESIDENTS BY 2029

Access and use of the internet and computing devices, along with the digital skills to use them, is no longer optional. Being connected through technology enables residents to participate fully in community life, such as applying for full-time job opportunities, completing homework assignments, accessing telehealth services, and connecting with loved ones virtually.

The Roadmap is grounded in what residents co-shared during community engagement efforts. Their priorities guided the Roadmap's outcome goals and strategies, which will be implemented over the next three years in collaboration with the Roadmap Stakeholder Team. By June 2029, residents can expect increased access to and use of low-cost broadband internet services through community adoption efforts. This includes providing direct support to residents through internet enrollment



County Department of Public Health Tech Support Pop-Up with the Los Angeles Alliance for Community Health and Aging

assistance for available low-cost offers and plans. Residents will have amplified access and use of various affordable computing device offers and plans, empowering them to select multi-functional computing devices with key features that specifically meet their diverse household needs. Residents' confidence will be improved through increased access to and participation in digital literacy and skills training programs, including AI literacy programming. These training programs will be available in various languages, depending on the providing organization's

language access availability. Residents will have the expanded capacity, knowledge, and digital skills needed to use the internet, computing devices, and AI confidently through participation in digital navigation support services. Lastly, residents will have strengthened career readiness and preparation through workforce development pathways, empowering them to apply for and secure full-time technology-centered employment opportunities in the 21st-century economy. By completing workforce development programming, residents will enhance their work experience, job skills, and industry-related portfolios needed for economic mobility and opportunity. Together, these digital equity efforts ensure that residents have what they need to thrive.

WHAT WE HEARD FROM RESIDENTS

Findings from the County Digital Needs Community Survey

8,100+ Survey responses

Topics	Negative Community Impacts
Internet affordability	47 percent of residents shared concerns that internet services are too expensive.
Internet quality	37 percent of residents reported that their internet services are slow or unreliable.
Internet reliability	36 percent of residents underscored experiencing internet service interruptions or outages.
Internet cost	16 percent of residents reported not paying for home internet services.
Internet underconnection	49 percent of residents use their phone's internet connection (including phone hotspot), 24 percent use someone else's nearby open Wi-Fi network, and 19 percent indicate they do not access the internet at home.
Internet access and usage	Home internet service access and usage continue to decline across Los Angeles County for the third consecutive quarter, from 98 percent in the second quarter of 2025 to 89 percent in the first quarter of 2026.
Computing device access	Computing device access was as low as 54 percent among residents, and 51 percent reported sharing computing devices with household members at times, including 11 percent who said they always did.
Computing device functionality	15 percent of residents lack a functional computing device.
Computing device underconnection	In some areas, 61 percent of residents without paid home internet services rely solely on their phones.
Computing device quality, reliability, and awareness	Service interruptions affect nearly half of residents in high-desert and mountain communities — and communities with the highest rates of no computing devices also report the highest awareness of available programs, meaning residents know help exists but cannot reach it.

Findings from the County Digital Equity Community Conversations

609 Resident participants

Top Barriers, Challenges, and Gaps Residents Face	Negative Community Impacts	Resident Quotes
Unaffordability	Residents emphasized that internet services are too expensive and that they cannot afford to replace malfunctioning computing devices.	<i>"When the ACP (Affordable Connectivity Program) ended, we couldn't afford our plan anymore. Now we're back to using hotspots and watching every megabyte."</i> -Asian Female, City of Carson area <i>"My tablet does not even let me do banking anymore. It is too old."</i> -Hispanic/Latina Older Adult Female, City of Pico Rivera area
Lack of awareness	Most residents do not know which free or low-cost digital inclusion programs exist or where to access them.	<i>"Before today, I had no idea there were programs that help you get internet or computers. Nobody tells you about that."</i> -Hispanic/Latina Older Adult Female, City of Rosemead area <i>"I did not really have any idea about those services or had heard about them before."</i> -White Female, City of Walnut area
Lack of functionality and individual computing devices	Many residents share computing devices, often smartphones. Smartphones are insufficient for work, school, completing job applications, and accessing healthcare services, but computing devices are out of reach for many residents.	<i>"We only have one tablet at home, and the kids take turns. Sometimes homework doesn't get done."</i> -Hispanic/Latino Male Parent, City of Norwalk area <i>"It's difficult doing Word documents on the phone, the screen is small, it makes it hard to type—just such a hassle."</i> -Hispanic/Latina Adult Female Student, Unincorporated Willowbrook area

Top Barriers, Challenges, and Gaps Residents Face	Negative Community Impacts	Resident Quotes
Lack of tailored training	Residents highlighted that digital literacy training programs are either too introductory or too advanced. The training programs rarely meet residents where they are, and instruction in languages other than English is limited. Residents have a strong, urgent desire to learn about AI, though few are certain of what they need to learn.	<i>"When I call for help, there's no Spanish. I just hang up."</i> -Hispanic/Latina Female, City of Paramount area <i>"I think it is a mistake not to know how to use AI because it is going to be the biggest changer to society."</i> -Black/African American Female, Unincorporated La Crescenta area
Safety concerns	Residents' concerns about scams, phishing, identity theft, and data privacy are significant barriers — especially for older adults and individuals with disabilities. Parents want to keep their children safe but are unsure how to do so.	<i>"If I cannot tell (what is a scam), how can I be expected to keep kids safe?"</i> -White Young Adult Female Job Seeker, Unincorporated Acton/Agua Dulce area <i>"If we can learn, we can protect ourselves better — with so many scams and hackers, it is important to know what we are doing online."</i> -White Older Adult Female, City of La Verne area
Limited resources	Residents rely heavily on public libraries, but some public library hours may conflict with work schedules, and resources are sometimes unavailable when residents need them. Many public library programs that provided free, low-cost, or loaned devices and Wi-Fi hotspots have ended and were limited to begin with.	<i>"We had the hotspot loan that worked, but they didn't keep it around very long. I don't understand why they ended it. We need it – everything is digital."</i> -White Older Adult Female, Unincorporated Quartz Hill area <i>"Some people are on there just doing Instagram. You need more workstations for people who need to look for work or do important paperwork."</i> -Black/African American Male Parent/Job Seeker, Unincorporated South Whittier area

THE FRAMEWORK

Overview

The Roadmap co-creation process was informed by intentional collaboration with diverse multi-sector stakeholder organizations and residents across issue areas and sectors. The County, led by ISD, established a Collective Impact Model structure rooted in equitable and inclusive community and stakeholder engagement, empowering County departments, related agencies, external stakeholder organizations, and residents serving as digital equity community ambassadors to provide thought leadership and strategic direction for the co-creation of the Roadmap. Their best practices, subject-matter expertise, ideas, and lived experiences co-shaped the foundation of this action plan. The barriers, challenges, and gaps shared by residents during community engagement efforts will be reflected in the implementation of the Roadmap's outcome goals and strategies. Key elements of the Roadmap co-creation process included being asset- and strength-based, community-centered, data-informed, equity- and inclusivity-driven, and multi-sector and issue-area-focused.

Vision Statement

All communities are connected to affordable, accessible internet and technology services, creating a more economically empowered, digitally inclusive, and resilient Los Angeles County that is thriving in the current digital age.



County Digital Equity Roadmap Stakeholder Team Meeting

Guiding Principles

The guiding principles are the core fundamental values that will guide Roadmap implementation over the next three years.

- Promote programs, resources, and services that are accessible and affordable, including free, low-cost, and high-quality options
- Deploy strategies that are actionable, measurable, and sustainable
- Build upon existing community assets and strengths
- Promote collaboration and partnerships through capacity-building and collective action
- Be data-driven and evidence-based
- Apply an equity lens to promote digital inclusion efforts that are rooted in fairness, justice, and tailored approaches



County Digital Equity Roadmap Stakeholder Team Meeting

Focus Areas	Outcome Goals	Gap Baseline Data	Success Metrics	Performance Targets	Resident-Driven Solution Alignment	Resident Barriers, Challenges, and Gaps Addressed
Broadband internet infrastructure and adoption services	By June 2029, Los Angeles County residents have increased access to and use of broadband internet services.	An estimated total of 167,309 households in Los Angeles County do not have an internet subscription at home.	Number of residents enrolling in broadband internet services	15,622 residents have enrolled in broadband internet services by June 2029	– Free or low-cost internet services and computing devices – Trusted messengers and community-friendly spaces	– Unaffordability – Lack of awareness
Internet-enabled computing devices	By June 2029, Los Angeles County residents have increased access to and use of internet-enabled computing devices.	An estimated total of 82,792 households in Los Angeles County do not have a computing device at home.	Number of residents receiving internet-enabled computing devices	105,967 residents have internet-enabled computing devices by June 2029	– Free or low-cost internet services and computing devices – Trusted messengers and community-friendly spaces	– Unaffordability – Lack of awareness – Lack of functionality and individual computing devices
Digital literacy and skills training (including AI literacy)	By June 2029, Los Angeles County residents have increased knowledge and digital skills to access and use the internet and computing devices.	Ninety-one (91) percent of jobs in California definitely require or likely require digital skills.	Number of residents completing digital literacy and skills training (including AI literacy) programs	58,825 residents have participated in digital literacy and skills training (including AI literacy) programs by June 2029	– Equity-centered digital literacy and skills training (including AI) – Multi-language digital resources – Internet safety training – Trusted messengers and community-friendly spaces	– Lack of awareness – Lack of tailored training – Safety concerns

Focus Areas	Outcome Goals	Gap Baseline Data	Success Metrics	Performance Targets	Resident-Driven Solution Alignment	Resident Barriers, Challenges, and Gaps Addressed
Digital navigation support services	By June 2029, Los Angeles County residents have increased capacity, confidence, and support to access and use the internet, computing devices, and digital literacy and skills training programs.	Twenty-two (22) percent of respondents do not have access to technical support for computers and their devices in their household or community.	Number of residents participating in digital navigation support services	19,675 residents have participated in digital navigation support services by June 2029	– Multi-language digital resources – Internet safety training – Trusted digital navigation services – Trusted messengers and community-friendly spaces	– Lack of awareness – Lack of tailored training – Safety concerns – Limited resources
Workforce development services	By June 2029, Los Angeles County residents have increased work experience, job skills, and industry-related preparation needed to obtain full-time job employment opportunities in the technology sector.	Covered populations are underrepresented in broadband infrastructure and technology jobs.	Number of residents completing career readiness and preparation programs	13,235 residents have participated in career readiness and preparation programs by June 2029	– Trusted messengers and community-friendly spaces	– Lack of awareness

Performance Targets Methodology: The Roadmap performance targets were identified using data from the Stakeholder Team, provided via the Roadmap Outcome Goals and Targets Form. They are based on conservative estimates of the number of residents that their respective organizations can reach and/or serve with the specified digital inclusion activities by June 2029.

Sources: U.S. Census Bureau | American Community Survey | 2024 1-Year Estimates | S2801 Types of Computers and Internet Subscriptions; National Skills Coalition Closing California's Digital Skill Divide; California Department of Technology California Digital Equity Plan

Outcome Goal 1: By June 2029, Los Angeles County residents have increased access to and use of broadband internet services.

Lead Implementer Organizations	Number of Residents Served by June 2029
Bridge the Digital Divide	150
City of San Fernando	15
Everyone On	432
Florence-Firestone Community Organization	1,000
HBCU International Innovation Media	1,100
Los Angeles County Internal Services Department	10,000
Louise W. Calhoun Foundation Inc.	450
Truconnected	2,250
UNITE-LA	225

Outcome Goal 2: By June 2029, Los Angeles County residents have increased access to and use of internet-enabled computing devices.

Lead Implementer Organizations	Number of Residents Served by June 2029
Bridge the Digital Divide	600
City of San Fernando	300
Computers 2 Kids	30,000
Everyone On	2,160
Florence-Firestone Community Organization	2,000
Goodwill Southern Los Angeles County	132
HBCU International Innovation Media	2,400
Los Angeles County Internal Services Department	500
Louise W. Calhoun Foundation Inc.	350
Truconnected	67,000
UNITE-LA	525

Outcome Goal 3: By June 2029, Los Angeles County residents have increased knowledge and digital skills to access and use the internet and computing devices.

Lead Implementer Organizations	Number of Residents Served by June 2029
Bridge the Digital Divide	3,000
City of Los Angeles	2,350
City of San Fernando	100
Computers 2 Kids	30,000
Everyone On	2,160
Florence-Firestone Community Organization	3,000
Goodwill Southern Los Angeles County	600
HBCU International Innovation Media	1,200
Los Angeles County Internal Services Department	4,000
Los Angeles County Library	15
Los Angeles County Office of Education	4,800
Louise W. Calhoun Foundation Inc.	1,100
Truconnected	2,000
UNITE-LA	4,500

Outcome Goal 4: By June 2029, Los Angeles County residents have increased capacity, confidence, and support to access and use the internet, computing devices, and digital literacy and skills training programs.

Lead Implementer Organizations	Number of Residents Served by June 2029
Bridge the Digital Divide	7,500
City of San Fernando	415
Everyone On	2,160
Florence-Firestone Community Organization	3,000
Goodwill Southern Los Angeles County	150
HBCU International Innovation Media	1,200
Louise W. Calhoun Foundation Inc.	750
UNITE-LA	4,500

Outcome Goal 5: By June 2029, Los Angeles County residents have increased work experience, job skills, and industry-related preparation needed to obtain full-time job employment opportunities in the technology sector.

Lead Implementer Organizations	Number of Residents Served by June 2029
Bridge the Digital Divide	300
Florence-Firestone Community Organization	3,000
Goodwill Southern Los Angeles County	600
HBCU International Innovation Media	200
Los Angeles County Internal Services Department	35
Louise W. Calhoun Foundation Inc.	1,350
Truconnected	250
UNITE-LA	7,500

Governance Structure

ISD organized and convened four core governance teams, each bringing diverse perspectives that co-shaped and co-guided the draft deliverables for the Roadmap. ISD served as the backbone convener and entity facilitating virtual and in-person meetings with the governance teams, where participating members aligned, coordinated, and provided direction for the Roadmap's foundation and priorities.



County Digital Equity Roadmap Stakeholder Team Meeting

Internal Advisory Team: An internal network of County leaders that represented nine County departments and related agencies across issue areas, including aging, community recreation services, economic opportunity, education, public housing and health, and racial equity, and co-provided internal strategic thought leadership on the co-creation of the Roadmap.

External Advisory Team: An external network of multi-sector leaders and digital equity community ambassadors that represented eight external stakeholder organizations, including cities, councils of governments, community-based organizations, economic development organizations, and non-profit organizations, and co-provided external strategic thought leadership on the co-creation of the Roadmap.

Stakeholder Team: A multi-sector stakeholder and digital equity community ambassador network of more than 80 regional and State organizations that collaborated and co-created the Roadmap by sharing best practices, aligning activities, leveraging existing assets and strengths, and driving population and systems-level change through digital inclusion.

Digital Equity Community Ambassadors: An inaugural cohort of six Los Angeles County residents who co-shared their ideas, lived experiences and thoughts, and co-shaped community-centered efforts for the Roadmap co-creation process. The digital equity community ambassadors participated in External Advisory and Stakeholder Team meetings and co-shaped the key deliverables for the Roadmap.



County Digital Equity Roadmap Stakeholder Team Meeting

Co-Creation Process

Phase 1: Co-Creating a Shared Digital Equity Framework

ISD convened the Stakeholder Team in person in January 2026, during which County departments, related agencies, external stakeholder organizations, and digital equity community ambassadors co-built a shared vision statement for the Roadmap. The Stakeholder Team also co-prioritized guiding principles and co-validated key barriers, challenges, gaps, and needs faced by residents.

Phase 2: Co-Engaging in Digital Equity Asset Mapping

ISD partnered with the California Department of Technology (CDT) to map existing digital equity assets across Los Angeles County by encouraging the Stakeholder Team to complete the State Digital Equity Resource Survey (Survey) in February 2026. The Survey is a statewide online tool designed to help stakeholders and residents locate essential digital inclusion resources and services in their respective communities. ISD incorporated digital equity programs, resources, and services identified in the Survey into the Roadmap implementation strategies.

Phase 3: Co-Identifying Digital Equity Action-Oriented Strategies and Out-Of-The-Box Funding Solutions

ISD convened the Stakeholder Team virtually in March 2026 and facilitated collaborative dialogues that co-identified key digital inclusion resources and services to be co-implemented with the Roadmap. Additionally, the Stakeholder Team co-shared creative funding solutions to support the long-term sustainability of current digital inclusion activities. In April 2026, ISD gathered input from the Stakeholder Team to identify specific digital inclusion activities and supportive resources to consider for inclusion in the Roadmap. These are reflected in the Next Steps and Appendix E sections.

NEXT STEPS

Overview

The County will begin implementation upon receiving approval from the County Board of Supervisors. As part of Roadmap implementation, ISD will continue to serve as the backbone convener and lead entity of the Roadmap and collaborate with the Stakeholder Team to implement a shared accountability, governance, and implementation process and system that will enable the Roadmap framework to transition from strategic planning to measurable action with tangible progress.

To specifically address the barriers, challenges, and gaps underscored by residents during the Roadmap co-creation process, the Roadmap implementation framework will prioritize deploying a regional, coordinated plan of action that administers existing digital inclusion activities across the entire Stakeholder Team and leverages the current funding sources of their respective organizations. With the Collective Impact Model at its core, the Roadmap implementation will prioritize the Stakeholder Team's pre-existing subject-matter expertise, missions, digital inclusion activities, in-kind support, staff capacity, and funding sources to achieve the Roadmap's outcome goals and strategies. Organizations are encouraged and welcome to submit service delivery commitments that administer digital inclusion activities to residents over the three years of the Roadmap's implementation.



Los Angeles County Office of Education Digital Equity Work Centers



California State University, Dominguez Hills Workforce Integration Network and the County Internal Services Department Digital Advancement and Opportunity Regional Summit

Governance Framework

Roles	Descriptions	Responsibilities
Backbone Convener and Lead Entity	The lead organization responsible for the day-to-day management of the Roadmap implementation.	– Provide strategic leadership and operational management – Coordinate digital equity ecosystem – Oversee stakeholder alignment, convening, and partnerships – Implement shared measurement and resident outcomes – Support collective action and communicate and report community impact – Support organizational capacity-building
Internal and External Advisory Teams	Internal and external networks of County departments, related agencies, external stakeholder organizations, and digital equity community ambassadors that provide strategic thought leadership for implementing the Roadmap.	– Provide strategic guidance on Roadmap implementation and resident priorities – Align pre-existing departmental and organizational digital inclusion activities and supportive resources – Address barriers and gaps to Roadmap implementation – Ensure continuous improvement to strengthen resident outcomes
Stakeholder Team	A multi-sector stakeholder and network of organizations collaborating to implement the Roadmap by sharing best practices, aligning digital inclusion activities, leveraging existing assets and resources, and driving population and systems-level change.	– Implement specific Roadmap outcome goals and strategies – Deliver existing digital inclusion activities to residents – Provide in-kind and supportive resources to support the efficient and effective delivery of digital inclusion activities – Contribute to Roadmap reporting by providing metrics, targets, and community storytelling items – Participate and engage in Roadmap convenings and meetings
Digital Equity Community Ambassadors	A cohort of Los Angeles County residents who share their ideas, lived experiences, and thoughts to ensure the Roadmap implementation is equitable, inclusive, and culturally relevant.	– Validate Roadmap outcome goals and strategies – Provide feedback and input on lived experiences – Identify Roadmap implementation barriers, challenges, and gaps – Co-inform community outreach strategies for Roadmap implementation

Implementation Framework

Equity Lens

In alignment with the County's Racial Equity Strategic Plan, the County will use an equity lens and the following best practices to establish and deploy the accountability, governance, and framework elements for implementing the Roadmap.

- Identify, prioritize, and effectively support the most disadvantaged communities
- Use data to effectively assess and communicate equity needs and support the timely assessment of progress
- Disaggregate and analyze data across equity indicators
- Work collaboratively and intentionally across departments, issue areas, and sectors
- Act urgently and boldly to achieve tangible results

Implementation Activities

Stakeholder Alignment, Engagement, and Partnerships Facilitation: Convening and coordinating the Stakeholder, Internal, and External Advisory Teams, including County departments, related agencies, and external stakeholder organizations, confirming roles and responsibilities, level of commitment, meeting frequency, communications and reporting protocols, digital inclusion activities, and supporting resources for Roadmap implementation.



Easterseals Southern California Digital Equity Community Conversation

Shared Measurement System Development: Developing a shared measurement framework and process that outlines a system to track the Roadmap implementation progress and effectiveness in collaboration with the Stakeholder Team. Aligning on a common set of shared performance indicators and metrics for Roadmap success with the Stakeholder Team. Identifying evaluation guidelines, including data collection schedules, timelines, and methodologies for reporting shared Roadmap outputs, outcomes, and community storytelling activities with the Stakeholder Team.

Accessibility and Equity Development and Integration: Increasing accessibility and equity among current digital inclusion activities provided by the Stakeholder Team with the development and integration of the Digital Accessibility and Equity Tool. Identifying multilingual and in-language digital inclusion activities through language access to support resident outcomes.



County Aging and Disabilities Department Building a Better Connection for Older Adults Program

Organizational Capacity-Building

Coordination: Building the organizational capacity of the Stakeholder Team by providing ongoing coaching, technical assistance, and support to participating organizations by strengthening effective and efficient digital inclusion service delivery, shared measurement data collection and reporting, and community storytelling by addressing specific gaps and needs through continuous learning from resident outcomes.

Digital Inclusion Activities and

Supportive Resources Implementation: Coordinating with the Stakeholder Team to deliver County and partner-led digital inclusion activities and supportive resources to residents. Delivering broadband internet services enrollment, and adoption, computing devices distribution, digital literacy and skills training (including AI literacy) programs, digital navigation support services, and technology-centered career readiness and preparation services to residents. Identifying and addressing barriers and gaps in the delivery of digital inclusion activities and supportive resources and improving resident outcomes through continuous improvement.

Shared Measurement Data Collection and Tracking: Implementing a shared measurement framework and process by collecting and tracking shared Roadmap goals, outputs, outcomes, and community storytelling activities from the implementation of digital inclusion activities using shared forms and templates with the Stakeholder Team. Preparing internal semiannual progress reports that measure progress on the implementation of Roadmap outcome goals, outputs, outcomes, and community storytelling activities with the Stakeholder Team.

Collective and Community Impact Reporting: Producing an annual Roadmap report that highlights collective action and community impact from the Stakeholder Team. Reporting on shared Roadmap progress towards implementing the outcome goals, outputs, and outcomes from the digital inclusion activities being implemented by the Stakeholder Team. Engaging residents who are beneficiaries of the digital inclusion activities and uplifting their lived experiences in community storytelling activities being implemented by the Stakeholder Team.

Accountability Framework

Stakeholder Alignment, Engagement, and Partnerships Facilitation: Convene and coordinate with the Stakeholder, Internal, and External Advisory Teams to establish and confirm roles and responsibilities, level of commitment, meeting frequency, communications and reporting protocols, digital inclusion activities, and supporting resources for Roadmap implementation.

- **Lead Implementer:** Internal Services Department
- **Supporting Implementer:** Stakeholder, Internal, and External Advisory Teams
- **Timeline:** August 2026 to February 2027
- **Deliverable:** Roles and responsibilities matrix
- **Next Steps:** Convene the Stakeholder, Internal, and External Advisory Teams and prepare a roles and responsibilities matrix

Strategy	Outputs	Outcomes	Barriers, Challenges, and Gaps Addressed
Stakeholder Alignment, Engagement, and Partnerships Facilitation	– Number of organizations engaged – Number of meetings convened with organizations – Number of roles, responsibilities, digital inclusion activities, and supporting resources established and coordinated with organizations	– Increased alignment and collaboration among participating organizations – Increased resources sharing among participating organizations	– Lack of organizational coordination and collaboration

Shared Measurement System Development and Implementation: Establish and implement a shared measurement framework and process that outlines a system for tracking Roadmap implementation progress, effectiveness, and resident outcomes, in collaboration with the Stakeholder Team. Produce semiannual progress reports and an annual Roadmap report that highlights collective and community impact from the Stakeholder Team. Report on shared Roadmap progress towards implementing the goals, outputs, and outcomes from the digital inclusion activities and supportive resources being implemented by the Stakeholder Team. Engage residents who are beneficiaries of the digital inclusion activities and uplift their lived experiences in community storytelling activities being implemented by the Stakeholder Team.

- **Lead Implementer:** Internal Services Department
- **Supporting Implementer:** Stakeholder Team

- **Timeline:** August 2026 to February 2027 (System Development); March 2027 to June 2029 (System Implementation)
- **Deliverable:** Shared measurement framework and process, data collection and community storytelling forms, guidelines, and templates
- **Next Steps:** Develop the shared measurement framework and process, data collection and community storytelling forms, guidelines, and templates, and build capacity among the Stakeholder Team to compile, track, and report their digital inclusion activities implementation and resident outcomes

Strategy	Outputs	Outcomes	Barriers, Challenges, and Gaps Addressed
Shared Measurement System Development and Implementation	– Shared measurement framework and process – Shared indicators and metrics for digital inclusion activities – Shared data collection and community storytelling forms, guidelines, and templates	– Increased alignment and collaboration among participating organizations with shared data collection and reporting – Increased data information sharing among participating organizations	– Lack of staff and organizational capacity – Lack of organizational coordination and collaboration

Digital Accessibility and Equity Tool Development and Integration: Develop a regional assessment framework and tool for the Stakeholder Team to ensure their current digital inclusion activities and the Roadmap strategies are accessible, equitable, and inclusive for residents.

- **Lead Implementer:** Internal Services Department; Stakeholder Team
- **Supporting Implementer:** Stakeholder Team
- **Timeline:** August 2026 to February 2027 (Tool Development); March 2027 to June 2029 (Tool Implementation)
- **Deliverable:** Digital accessibility and equity tool
- **Next Steps:** Develop a digital accessibility and equity tool and build capacity among the Stakeholder Team to use the Tool to strengthen resident outcomes

Strategy	Outputs	Outcomes	Barriers, Challenges, and Gaps Addressed
Digital Accessibility and Equity Tool Development and Integration	– Number of organizations that use the tool	– Increased accessibility and equity among current digital inclusion activities provided by organizations	– Lack of tailored training

Organizational Capacity-Building Coordination: Continue to provide coaching, technical assistance, and support to the Stakeholder Team (as needed) and strengthen effective and efficient digital inclusion service delivery, data collection, and reporting through continuous learning.

- **Lead Implementer:** Internal Services Department
- **Supporting Implementer:** Stakeholder Team
- **Timeline:** August 2026 to June 2029
- **Deliverable:** Digital equity best practices documents
- **Next Steps:** Develop digital equity best practices documents and provide ongoing coaching, technical assistance, and support to participating County departments, related agencies, and external stakeholder organizations as needed

Strategy	Outputs	Outcomes	Barriers, Challenges, and Gaps Addressed
Organizational Capacity-Building Coordination	– Number of organizations that receive coaching and technical assistance – Number of digital equity best practices documents	– Increased organizational knowledge of digital equity and inclusion best practices – Increased organizational readiness to develop and implement digital inclusion activities	– Lack of staff and organizational capacity

County-Led Digital Inclusion Activities Implementation: Continue to help connect residents to digital literacy and skills training through the County LearnBasicTech Program and at Florence-Firestone Tech Center, distribute free computing devices to eligible households residing in Los Angeles County, and promote free career-readiness and job-preparation activities through partnership with Per Scholas as part of the County High Road Training Partnerships efforts.

- **Lead Implementer:** Internal Services Department
- **Timeline:** May 2026 to November 2026 (funding only available through 2026)
- **Deliverable:** Distribute 900 free computing devices to residents; train 4,000 residents in the LearnBasicTech Program; and hire 35 Technology Professional Interns (TPIs) to be temporarily employed at ISD for hands-on workforce development training and experience
- **Next Steps:** Organize and schedule large-scale and small recurring LearnBasicTech Program training sessions at community-friendly spaces; provide each learner with a needs assessment form to identify residents who qualify to receive a free computing device upon LearnBasicTech Program completion; open a job bulletin for TPIs to be hired by July 2026

Strategy	Outputs	Outcomes	Barriers, Challenges, and Gaps Addressed
County-Led Digital Inclusion Activities Implementation	– Number of residents receiving internet-enabled computing devices – Number of residents completing digital literacy and skills training (including AI literacy) programs – Number of residents completing career readiness and preparation programs	– Increased access to essential public services – Improved economic mobility and opportunity – Enhanced educational attainment and learning opportunities – Increased civic and community engagement – Increased usage of telehealth services	– Lack of tailored training – Safety concerns – Limited resources – Lack of functionality and individual computing devices

County-Led Community Broadband Networks (CBN) Implementation: Promote awareness and increase enrollment and adoption of low-cost internet service plans and offers provided through its partnership with WeLink Communications in specific neighborhoods in and near East Los Angeles and South Los Angeles.

- **Lead Implementer:** Internal Services Department
- **Timeline:** Start of CBN commercial broadband internet service delivery (June 2026); Completion of core CBN infrastructure construction (August 2026); Completion of initial CBN partnership activities (September 2027)
- **Deliverables:** 1) Construction of core CBN network infrastructure necessary to provide broadband internet service; 2) Through WeLink, operation of a retail broadband internet service in two CBN project areas that meets or exceeds the minimum performance requirements as specified in the contractual agreements; and 3) Community engagement and marketing activities to acquire up to 50,000 subscribers between the two CBNs
- **Next Steps:** Rollout of new commercial internet service in both CBN project areas and completion of core network infrastructure construction

Strategy	Outputs	Outcomes	Barriers, Challenges, and Gaps Addressed
County-Led CBN Implementation	– Number of WeLink low-cost plan subscribers in CBN service areas – Number of WeLink market rate subscribers in CBN service areas – Number of WeLink small business subscribers in CBN service areas – Number of WeLink serviceable households in CBN service areas – Number of residents reached with information about CBN services through Los Angeles County internal and external stakeholders	– Reduction in the number of households in Los Angeles County that do not subscribe to broadband internet services – Increased broadband internet service plan choices in the East Los Angeles and South Los Angeles areas	– Unaffordability – Lack of awareness

Partner-Led Digital Inclusion Activities Implementation: Coordinate with the Stakeholder Team to deliver digital inclusion activities and supportive resources. Deliver internet services enrollment and adoption, computing devices distribution, digital literacy and skills training (including AI literacy) programs, digital navigation support services, and career readiness and preparation services. Identify and address barriers and gaps to delivering digital inclusion activities and supportive resources through continuous improvement.

- **Lead Implementer:** Stakeholder Team
- **Supporting Implementer:** Internal Services Department
- **Timeline:** July 2026 to June 2029
- **Deliverable:** To be determined
- **Next Steps:** To be determined

Strategy	Outputs	Outcomes	Barriers, Challenges, and Gaps Addressed
Partner-Led Digital Inclusion Activities Implementation	– Number of residents enrolling in broadband internet services – Number of residents receiving internet-enabled computing devices – Number of residents completing digital literacy and skills training (including AI literacy) programs – Number of residents participating in digital navigation support services – Number of residents completing career readiness and preparation programs	– Increased access to essential public services – Improved economic mobility and opportunity – Enhanced educational attainment and learning opportunities – Increased civic and community engagement – Increased usage of telehealth services	– Unaffordability – Lack of awareness – Lack of functionality and individual computing devices – Lack of tailored training – Safety concerns – Limited resources



County Delete the Divide Program LearnBasicTech Digital Literacy and Skills Training

Implementation Timeline



Funding Sustainability and Resource Strategy

The strategies in the Roadmap are co-designed with current resource constraints in mind and limit any new budgetary needs. However, to expand, scale, and deliver new digital inclusion activities, additional sustainable funding will be needed for County- and partner-led digital inclusion activities.

Building the Evidence Base for Future Financial Investment

This Roadmap will enable the Stakeholder Team to have an aligned, coordinated regional digital equity ecosystem. The County, in collaboration with the Stakeholder Team, can showcase to State agencies, philanthropic, corporate, private-sector, and intergovernmental partners where community needs are highest, which are hardest to reach, and which digital inclusion activities are producing tangible results. This level of data specificity will help Los Angeles County become a compelling destination for investment. To support this effort, the County will need to make a one-time investment in a shared measurement system to report on progress toward the Roadmap and resident outcomes.

Digital Inclusion Activities Financial Investment Needs

A significant portion of current County-led digital inclusion activities is made possible through the Federal American Rescue Plan Act funding, which sunsets at the end of 2026. To sustain current levels of County-led digital inclusion activities, the County will need new, ongoing sources of funding. In addition, the Roadmap relies on the Stakeholder Team to implement digital inclusion activities. While funding needs vary, the County may consider collaborating with and supporting the Stakeholder's community partner applications and proposals, and, where appropriate, create connections between the Stakeholder Team and funders to support and expand digital inclusion activities throughout the region.

Funding Opportunities

While the Roadmap does not depend on new external funding to launch, several funding opportunities are worth exploring in parallel, including:

- **State partnerships and funding:** California continues to invest in digital equity through CDT and the California Public Utilities Commission (CPUC). The County's alignment with the California Digital Equity Plan and participation in the Survey position the County well to access State funding as it becomes available. The table below highlights mission-aligned state grant funding opportunities that may support the implementation of the Roadmap.

State Funding Opportunities

Funders and Grant Programs	Description	Potential Scale	Next Steps	Roadmap Strategies
<u>CPUC California Advanced Services Fund (CASF) Broadband Adoption Account</u>	Funds digital literacy training programs, public education, and broadband internet access programs for communities with limited adoption, with preference for low-income, older adult, and socioeconomically underserved communities. Local government entities, senior centers, schools, public libraries, non-profit organizations, and community-based organizations are eligible applicants.	\$30 million authorized for Fiscal Year 2025–2026	Pursue funding for the County and/or provide support to community partner applications during the next grant application rounds. Upcoming deadlines are January 1 and July 1 each year until funds are exhausted.	– County and partner-led digital inclusion activities
<u>CPUC Digital Divide Grant Program (DDGP)</u>	Funds digital inclusion projects, such as student and community broadband internet connections, computing devices, and digital literacy training programs, for low-income schools and community-based organizations. Community-based organizations apply directly, often in partnership with a school.	Up to \$200,000 per year; up to \$100,000 for school projects; up to two \$50,000 awards for community-based organizations	Pursue funding for the County and/or provide support to community partner applications during the next grant application rounds. Round 3 closed in February 2026, and the timeline for round 4 is to be determined.	– County and partner-led digital inclusion activities

Funders and Grant Programs	Description	Potential Scale	Next Steps	Roadmap Strategies
<u>California Emerging Technology Fund (CETF) Funding Opportunities</u>	CETF is the State's designated entity for closing the digital divide and is entering a significant new funding period. As a condition of the Frontier-Verizon Merger agreement, CETF will receive \$40 million. Funding from that allocation will be made available in grants to community-based organizations, local government entities, and non-profit organizations to help connect 100,000 unconnected households to affordable internet services and digital literacy training programs, representing approximately 20 percent of the remaining low-income unconnected households in California.	To be determined	Apply for grant funding by the May 15 deadline and explore applying during other funding application windows when they become available.	– County and partner-led digital inclusion activities

- **Philanthropic organizations partnerships and funding:** Several philanthropic foundations with active digital equity portfolios are already represented in the Los Angeles County digital equity ecosystem, including through the Stakeholder Team. The Roadmap annual report will provide participating organizations with the resident outcome data they need to align their financial investments with documented community barriers, challenges, and gaps. The tables below showcase philanthropic funders whose programs align with the Roadmap.

Philanthropic Organizations Funding Opportunities

Funders and Grant Programs	Description	Potential Scale	Next Steps	Roadmap Strategies
<u>California Community Foundation (CCF) Funding Opportunities</u>	CCF's Digital Equity Initiative is explicitly designed to build a digital equity movement across Los Angeles County. It already anchors the Digital Equity LA (DELA) Coalition of more than 70 cross-sector member organizations. CCF funds government entities directly, has a track record of co-investing in municipal broadband internet projects across the County, and convenes cross-sector stakeholders.	\$1,000 - \$10,000,000	Connect with CCF to discuss upcoming grant opportunities.	– Stakeholder alignment, engagement, and partnerships facilitation – Digital accessibility and equity tool development and integration – Organizational capacity-building coordination – County and partner-led digital inclusion activities implementation
<u>The California Endowment Funding Opportunities</u>	Funds digital inclusion activities designed through a public health intervention approach.	\$15,000 - \$13,000,000	Submit grant inquiry forms to The California Endowment to be invited to future grant cycles. Encourage participation in local government entities within the Stakeholder Team and encourage submission.	– County and partner-led digital inclusion activities

Funders and Grant Programs	Description	Potential Scale	Next Steps	Roadmap Strategies
<u>The California Wellness Foundation Funding Opportunities</u>	Funds digital inclusion activities that address economic security for low-income communities, immigrants, and youth.	\$94,000 - \$1,000,000	Apply for a grant during the next available application window, which opens twice per year.	– County and partner-led digital inclusion activities
<u>The Michelson 20MM Foundation Digital Equity Spark Grants fund policy advocacy, broadband as a civil right, and digital equity as a social determinant of health, with a California focus.</u>	The Michelson 20MM Foundation Digital Equity Spark Grants fund policy advocacy, broadband as a civil right, and digital equity as a social determinant of health, with a California focus.	Up to \$25,000	Pursue funding for the County and/or provide support to community partner applications during the next grant application rounds.	– County and partner-led digital inclusion activities

Philanthropic Organizations Funding Opportunities for Community Partners

Funders and Grant Programs	Description	Potential Scale	Next Steps	Roadmap Strategies
<u>The Weingart Foundation Funding Opportunities</u>	Funds racial and economic justice activities in South and Southeast Los Angeles County. Funding opportunities are invitation-only.	\$50,000 - \$200,000	Provide support to community partners in upcoming funding opportunities, especially organizations that have established relationships with The Weingart Foundation.	– Partner-led digital inclusion activities
<u>The W.M. Keck Foundation Funding Opportunities</u>	Funds systems-change initiatives serving low-income families in Southern California.	\$100,000<	Provide support to community partners for upcoming funding opportunities and facilitate connections among organizations to strengthen a collaborative application.	– Partner-led digital inclusion activities
<u>The Broad Foundation Funding Opportunities</u>	Funds skills, workforce development pathways, and civic partnerships in Los Angeles. Funding opportunities are invitation-only and offered through a relationship-driven process.	<\$600,000	Engage community partners that The Broad Foundation already funds and that have established relationships with.	– Partner-led digital inclusion activities

- **Corporate companies and intergovernmental agencies partnerships and funding:** Technology companies, internet service providers, and employers already engaged in the regional digital equity ecosystem through computing device programs, internet connectivity subsidies, and workforce development pipelines are natural partners for expanded financial investment as the County's shared measurement and data system grows. The County may engage corporate companies and intergovernmental agencies for in-kind support with computing devices, partnerships to advance digital inclusion activities, or connections to additional Roadmap implementation partners. Cities and Councils of Governments participating in the Stakeholder Team represent potential partners for co-investment opportunities, particularly in shared broadband infrastructure resources and cross-jurisdiction referral systems to strengthen digital inclusion service delivery.



County Delete the Divide Program Laptop Distribution Efforts at the California State University, Dominguez Hills Workforce Integration Network and the County Internal Services Department Digital Advancement and Opportunity Regional Summit

ACKNOWLEDGEMENTS

The Roadmap was made possible by the support of the County Board of Supervisors, County staff, the External and Internal Stakeholder Advisory Teams, digital equity community ambassadors, and the Los Angeles County community. We sincerely appreciate their dedication and contributions throughout the co-creation of the Roadmap.

County Board of Supervisors

- Supervisor Hilda L. Solis, First District and Board Chair
- Supervisor Holly J. Mitchell, Second District
- Supervisor Lindsey P. Horvath, Third District
- Supervisor Janice Hahn, Fourth District
- Supervisor Kathryn Barger, Fifth District

Internal Advisory Team

- | | | |
|---|---|---|
| • Los Angeles County Aging and Disabilities Department | • Los Angeles County Department of Economic Opportunity | • Los Angeles County Internal Services Department |
| • Los Angeles County Chief Executive Office Anti-Racism, Diversity, and Inclusion | • Los Angeles County Department of Public Health | • Los Angeles County Library |
| | • Los Angeles County Development Authority | • Los Angeles County Office of Education |
| | | • Los Angeles County Department of Parks and Recreation |

External Advisory Team

- | | | |
|--|---|---|
| • City of Duarte | • Los Angeles County Economic Development Corporation | • South Bay Cities Council of Governments |
| • City of Long Beach | • San Gabriel Valley Council of Governments | • UNITE-LA |
| • Digital Equity Community Ambassadors | | |
| • Everyone On | | |

Stakeholder Team Organizations

- A New Way of Life Reentry Project
- Alliance for a Better Community
- AltaMed Health Services
- Bridge The Digital Divide
- Build Hope, Inc.
- Building Skills Partnership
- California Emerging Technology Fund
- Cisco Systems
- City of Carson
- City of Culver City
- City of Downey
- City of Duarte
- City of El Monte
- City of Long Beach
- City of Los Angeles
- City of Lynwood
- City of Maywood
- City of Palmdale
- City of Pico Rivera
- City of San Fernando
- City of South El Monte
- City of West Hollywood
- Civic Confidence LLC
- Claris Healthcare
- Coalition for Humane Immigrant Rights
- Color Compton
- Community Broadband Action Network
- Compton Community Health Professions Partnership
- Computers 2 Kids
- Concerned Citizens Community Involvement
- Dell Technologies
- Department of Industrial Relations | Division of Apprenticeship Standards
- Destination Crenshaw
- Easterseals Southern California
- Everyone On
- Fiber-Up My Neighborhood
- Florence-Firestone Community Organization
- Goodwill Southern Los Angeles County
- Google Public Sector
- Grid Alternatives
- HBCU International Innovation Media
- Homeboy Industries
- Housing Authority of the City of Los Angeles
- Human-I-T
- Immigrants Are Los Angeles
- Kollab Youth
- Laserfiche
- Lenovo
- Los Angeles County Aging and Disabilities Department
- Los Angeles County Chief Executive Office | Anti-Racism, Diversity, and Inclusion
- Los Angeles County Department of Economic Opportunity
- Los Angeles County Department of Public Health
- Los Angeles County Development Authority
- Los Angeles County Economic Development Corporation
- Los Angeles County Internal Services Department
- Los Angeles County Library
- Los Angeles County Office of Education
- Los Angeles County Department of Parks and Recreation

- Los Angeles Homeless Services Authority
- Los Angeles Metro
- Los Angeles Public Library
- Louise W. Calhoun Foundation Inc.
- Michelson Center for Public Policy & Michelson 20MM Foundation
- Museum of Latin American Art
- Ngozichukwu Mordi Consulting
- ONEgeneration
- Our Voice: Communities for Quality Education
- Pacoima Beautiful
- Para Los Niños
- Parent Institute for Quality Education
- RivcoConnect
- Riverside County | Information Technology
- SAESHE
- San Gabriel Valley Council of Governments
- South Bay Cities Council of Governments
- St. Barnabas Senior Center of Los Angeles
- Sunstone Cities
- TEC Leimert
- T-Mobile
- Truconnected
- UNITE-LA
- Valley Economic Alliance
- Workbay LLC-C
- YMCA of Metropolitan Los Angeles

Consultants

- HR&A Advisors, Inc.
- Ibis Public Sector
- MindFull Research
- EATidea

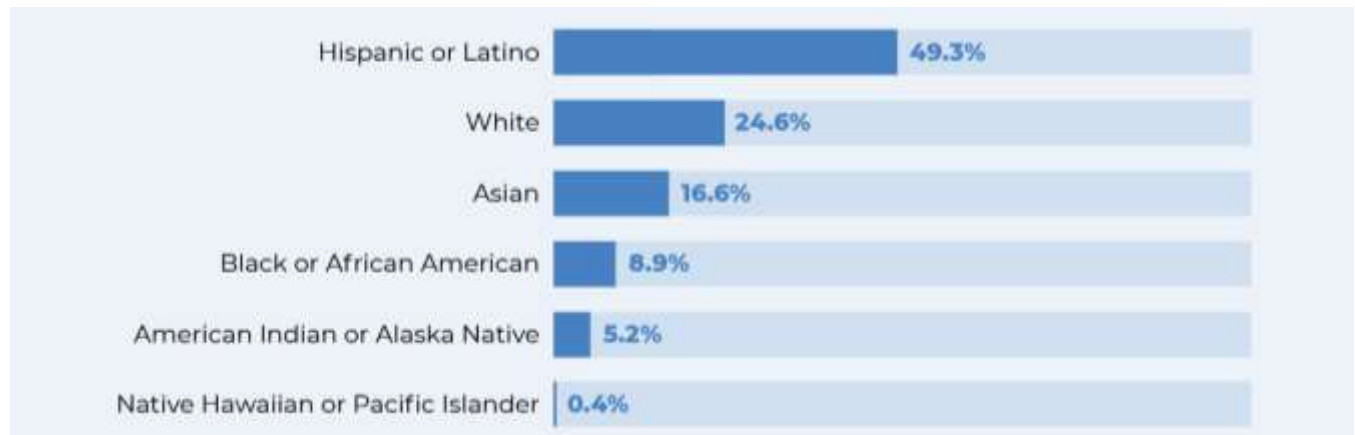


California State University, Dominguez Hills Workforce Integration Network and the County Internal Services Department Digital Advancement and Opportunity Regional Summit

APPENDICES

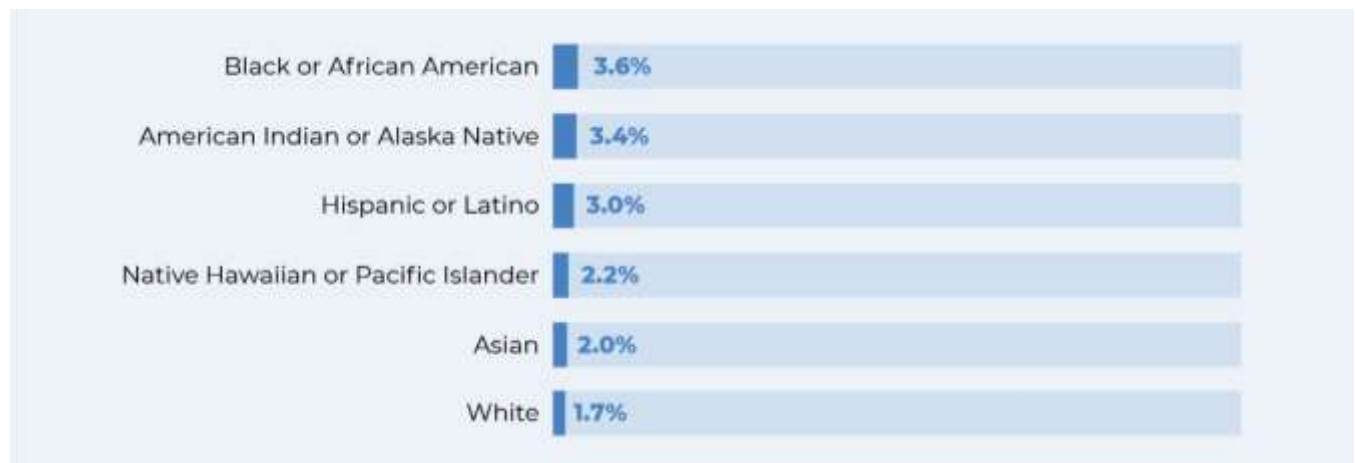
Appendix A | Digital Equity in Los Angeles County Disaggregated Data by Race/Ethnicity, Income, Educational Attainment, Age, and Employment Status

Demographic Profile by Race/Ethnicity



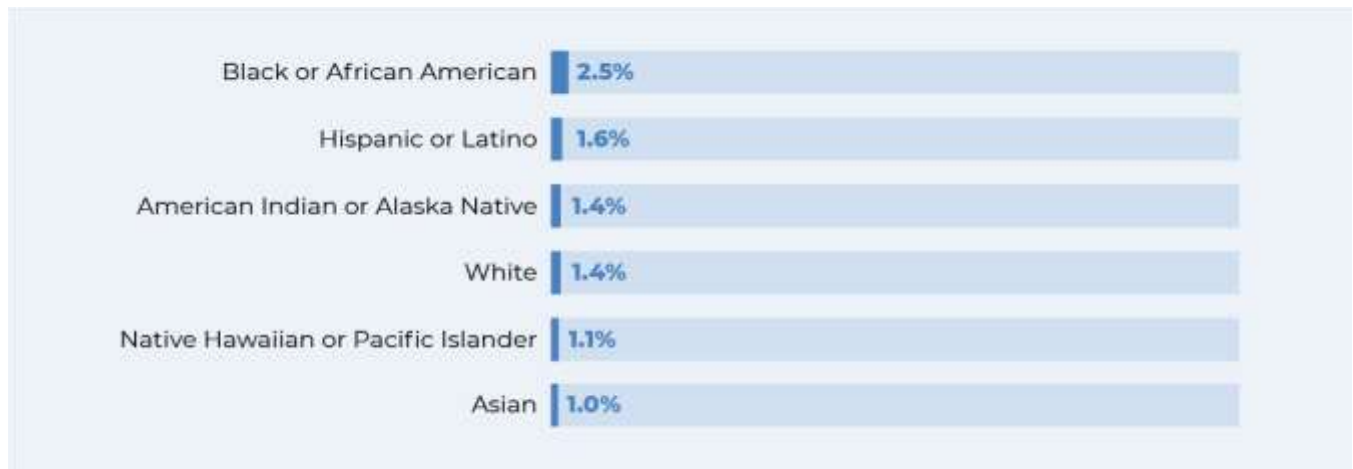
Source: U.S. Census Bureau | Quick Facts Los Angeles County 2025

Households that do not have an Internet Subscription at Home by Race/Ethnicity



Source: U.S. Census Bureau | American Community Survey | 2024 1-Year Estimates | S2802 Types of Internet Subscriptions By Selected Characteristics

Households that do not have a Computing Device at Home by Race/Ethnicity



Source: U.S. Census Bureau | American Community Survey | 2024 1-Year Estimates | S2802 Types of Internet Subscriptions By Selected Characteristics

Demographic Profile by Income



Source: U.S. Census Bureau | Quick Facts Los Angeles County 2020-2024

Households that do not have an Internet Subscription at Home by Income



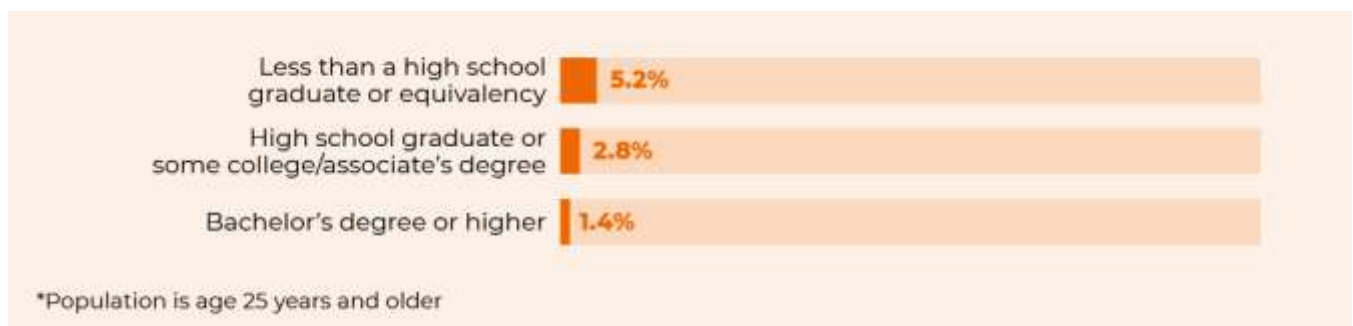
U.S. Census Bureau | American Community Survey | 2024 1-Year Estimates | S2801 Types of Computers and Internet Subscriptions

Demographic Profile by Educational Attainment



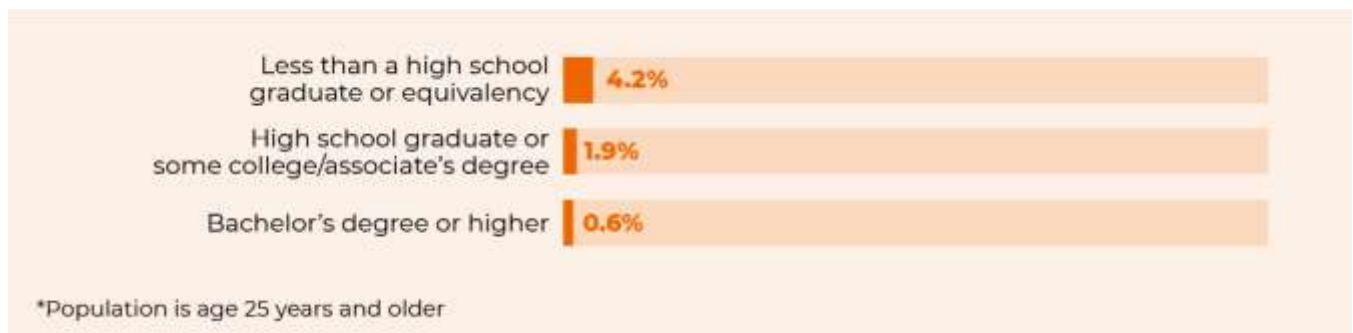
Source: U.S. Census Bureau | Quick Facts Los Angeles County 2020-2024

Households that do not have an Internet Subscription at Home by Educational Attainment



Source: U.S. Census Bureau | American Community Survey | 2024 1-Year Estimates | S2802 Types of Internet Subscriptions By Selected Characteristics

Households that do not have a Computing Device at Home by Educational Attainment



Source: U.S. Census Bureau | American Community Survey | 2024 1-Year Estimates | S2802 Types of Internet Subscriptions By Selected Characteristics

Demographic Profile by Age



Source: U.S. Census Bureau | Quick Facts Los Angeles County 2025

Households that do not have an Internet Subscription at Home by Age



Source: U.S. Census Bureau | American Community Survey | 2024 1-Year Estimates | S2802 Types of Internet Subscriptions By Selected Characteristics

Households that do not have a Computing Device at Home by Age



Source: U.S. Census Bureau | American Community Survey | 2024 1-Year Estimates | S2802 Types of Internet Subscriptions By Selected Characteristics

Demographic Profile by Employment Status



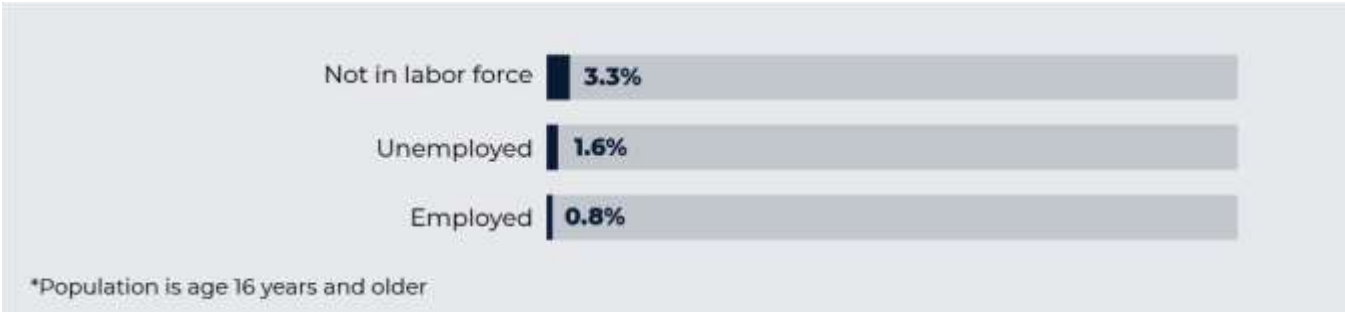
Source: U.S. Census Bureau | Quick Facts Los Angeles County 2020-2024

Households that do not have an Internet Subscription at Home by Employment Status



Source: U.S. Census Bureau | American Community Survey | 2024 1-Year Estimates | S2802 Types of Internet Subscriptions By Selected Characteristics

Households that do not have a Computing Device at Home by Employment Status



Source: U.S. Census Bureau | American Community Survey | 2024 1-Year Estimates | S2802 Types of Internet Subscriptions By Selected Characteristics

Appendix B | Los Angeles County Digital Needs Community Survey

In January 2025, as a part of a County-led quantitative data research project, the County launched the Digital Needs Community Survey (Survey) to collect, analyze, and report data on residents' experiences with broadband internet services and their online interactions with County public services to identify technology support needs throughout the region. The online 8- to 10-minute Survey is anonymous and available in English and Spanish. The Survey is expected to close in late summer 2026. As of June 2026, more than 8,100 Survey responses have been received countywide.

Appendix C | Los Angeles County Digital Equity Community Conversations

The County facilitated qualitative research efforts called Digital Equity Community Conversations (Community Conversations). Community Conversations are small, focus-group-style dialogues that convene approximately six to ten participants for about 90

minutes and create a community-friendly space for them to share their digital equity ideas, needs, and recommendations through guided facilitation, led by professional researchers. Participants were invited to the Community Conversations through direct outreach and outreach led by trusted community partners. Since February 2025 and continuing until August 2026, the County has collaborated with trusted community partners to co-host Community Conversations across Los Angeles County. To date, most Community Conversations have been co-hosted at Los Angeles County Library locations, with additional co-hosts including the Los Angeles County Development Authority, ONEgeneration, Easterseals Southern California, Alliance for a Better Community/Somos Familia Valle, and the Louise W. Calhoun Foundation Inc. As of June 2026, the County has heard from 609 residents impacted by the digital divide through 80 Community Conversations across Los Angeles County. These diverse communities included older and younger adults, individuals with disabilities, students and parents, job seekers, and Spanish-speaking households, among others.

Appendix D | Digital Equity Roadmap Approach

The County grounded the Roadmap co-creation process in a Collective Impact Approach, an inclusive, structured model that brings together diverse stakeholder organizations and residents to address large-scale, complex social problems within a shared framework. This includes 1) agreeing upon a shared common agenda; 2) establishing a shared measurement process with common data and indicators to track progress the same way; 3) uplifting existing mutually reinforcing activities and preventing fragmented efforts; 4) building trust through open communication and strengthening relationships; and 5) having a backbone convener dedicated to aligning, coordinating, and convening the work of the effort. Using the Collective Impact Approach, increased alignment, collaboration, and stronger coordinated action among the Stakeholder Team during the Roadmap co-creation process. The County prioritized an equity lens in the Roadmap co-creation process to ensure the digital inclusion work is grounded in inclusivity and intentionality. Using an equity lens ensures that the foundation of the Roadmap produces fair and just outcomes for residents most impacted by the digital divide by addressing key barriers, challenges, gaps, and shared needs.

Appendix E | Supportive Resources for Delivering Digital Inclusion Activities in Residents

Organization name	Free or low-cost facilities, meeting spaces, or venues resources	Free equipment or materials donations resources	Free professional services	Free volunteer time services	Free transportation resources	Free food or refreshment resources	Free outreach and promotional services
A New Way of Life Reentry Project						X	X
Alliance for a Better Community			X				X
AltaMed Health Services				X			X
Bridge The Digital Divide	X	X	X				X
Build Hope, Inc.				X			X
California Emerging Technology Fund				X			X
Cisco Systems			X	X			
City of Culver City	X	X		X	X		X
City of Downey				X			X
City of Long Beach	X						X
City of Los Angeles	X						X
City of Lynwood	X	X	X	X	X	X	X
City of Maywood	X						
City of Palmdale	X	X		X		X	
City of Pico Rivera	X	X		X		X	X
City of San Fernando	X	X		X	X	X	X
Claris Healthcare		X		X			X

Organization name	Free or low-cost facilities, meeting spaces, or venues resources	Free equipment or materials donations resources	Free professional services	Free volunteer time services	Free transportation resources	Free food or refreshment resources	Free outreach and promotional services
Coalition for Humane Immigrant Rights	X	X					X
Community Broadband Action Network			X				X
Computers 2 Kids	X		X				X
Destination Crenshaw	X	X	X				X
Easterseals Southern California	X						X
Everyone On							X
Florence-Firestone Community Organization	X	X	X	X	X	X	X
Goodwill Southern Los Angeles County	X	X	X	X	X	X	X
Google Public Sector	X						
HBCU International Innovation Media	X	X					X
Homeboy Industries							X
Housing Authority of the City of Los Angeles		X		X		X	X
Human-I-T		X	X	X			X
Laserfiche				X			

Organization name	Free or low-cost facilities, meeting spaces, or venues resources	Free equipment or materials donations resources	Free professional services	Free volunteer time services	Free transportation resources	Free food or refreshment resources	Free outreach and promotional services
Los Angeles County Aging and Disabilities Department	X	X		X			X
Los Angeles County Chief Executive Office Anti-Racism, Diversity, and Inclusion Initiative				X			X
Los Angeles County Department of Economic Opportunity							X
Los Angeles County Department of Public Health							X
Los Angeles County Development Authority	X	X	X	X	X	X	X
Los Angeles County Economic Development Corporation		X					X
Los Angeles County Internal Services Department		X					X
Los Angeles County Library	X						X
Los Angeles County Office of Education							X

Organization name	Free or low-cost facilities, meeting spaces, or venues resources	Free equipment or materials donations resources	Free professional services	Free volunteer time services	Free transportation resources	Free food or refreshment resources	Free outreach and promotional services
Los Angeles Public Library	X	X					X
Louise W. Calhoun Foundation Inc.	X	X	X	X	X	X	X
Museum of Latin American Art	X	X	X	X	X	X	X
ONEgeneration	X	X	X	X	X	X	X
Our Voice: Communities for Quality Education							X
Pacoima Beautiful	X			X	X		X
Parent Institute for Quality Education							X
St. Barnabas Senior Center of Los Angeles			X	X			X
Sunstone Cities	X		X	X			X
TEC Leimert			X	X			X
T-Mobile		X		X		X	X
Truconnected		X	X	X			X
UNITE-LA	X		X	X			X
Valley Economic Alliance							X
Workbay LLC-C			X				X
YMCA of Metropolitan Los Angeles	X	X		X			X



**Are you impacted by the digital divide?
Are you passionate about closing it?**

JOIN US!

Email IBCC@isd.lacounty.gov to learn more about the County of Los Angeles Digital Equity Roadmap efforts.