Attachment D

Digital Equity Initiative Metrics

The following metrics are being collected as part of MBI's existing digital equity grant programs.

Wi-Fi Access:

- Number of unique network users – measured through backend management
- Length of session – measured through backend management
- Number of households adopting internet usage that were previously unable to – measured through survey
- Number of households able to save costs on internet because of WiFi system – measured through survey
- Number of residents citing improvements to education, economic, social, health opportunities because of WiFi systems – measured through survey

Public Space Internet Modernization:

- Number of unique network users – measured through backend management
- Length of session – measured through backend management
- Number of users citing ability to access improved resources in education, economic, social, health opportunities because of WiFi systems – measured through annual survey

Digital Literacy:

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

Device Distribution and Refurbishment:

- Number of devices refurbished
- Number of devices distributed

Education, Outreach, and Adoption:

- Number of residents enrolled in Lifeline reported by grantee and tracked through USAC website (subject to the qualifier that there are limited wireline internet access options available to Massachusetts residents through Lifeline).
- Number of residents receiving digital navigation services; receipt of digital navigation services is defined as group or one-on-one interactions, delivered virtually or in-person, that accomplish the following:
  - Understanding a resident's digital access goals, assessing their current capacity, and supporting them through direct assistance or referral to other services.

Source: Mass Broadband Institute

- o Conducting warm hand-offs to other services as needed. These may be digital inclusion-related (e.g., digital skills training) or linked to other social determinants of health (e.g., housing assistance, employment assistance).
- o Providing a resident with current information on opportunities and services available to them within their community related to internet, devices, and/or digital skills.