



Virtual Community Conversation on Digital Inclusion

April 22, 2021 | 9:00 – 10:30 a.m.

Discussion Notes

Community Conversation Participants

- Michele Armstrong (ERC, Inc.)
- Debby Bower (Partnership for a Drug-Free Community)
- Sara Crocker (Huntsville Area Crime Stoppers)
- Daryl Davis (Leo Law Firm)
- Brad Garland (BrandBlackwell)
- Jennifer Geist (The Salvation Army)
- Darlynn Hooks (Church Lady Ministries)
- Lei Jackson (The Arc of Madison County)
- Ann Kvach (Community Foundation of Greater Huntsville)
- Mike Lowe (Community Foundation of Greater Huntsville)
- Ryanna Miller (Global Ties Alabama)
- Karen Mockensturm (Fantasy Playhouse Children's Theater and Academy)
- Angela O'Neil (Boys & Girls Clubs of North Alabama)
- Rachel O'Sullivan (Athens State University)
- Lydia Pennington (Huntsville/Madison County Chamber of Commerce)
- Tayna Rains (New Futures, Inc.)
- Wendy Reeves (Partnership for a Drug-Free Community)
- Jacquelyn Shipe (Global Ties Alabama)
- Amy Slamp (Community Foundation of Greater Huntsville)
- Meredith Stevens (The Axia Group)
- Christina Tabereaux (Huntsville-Madison County Public Library)
- Tenesha Thomas (Christian Job Corps)
- Melissa Thompson (Community Foundation of Greater Huntsville)
- Carla Turner (The Salvation Army)
- Angela Walker (Huntsville Community Drumline)

Organizations and Governmental Agencies Identified By Attendees That Offer Digital Inclusion Services in Our Community

- 100 Black Men
- Asha Kiran
- AUM Foundation
- Big Brothers Big Sisters of Tennessee Valley
- Boys & Girls Club of North Alabama
- Calhoun Community College
- CAP & GOWN
- Christian Job Corp
- Church Lady Ministries
- City of Huntsville
- Colleges and Universities
- Downtown Rescue Mission
- Drake State Technical College
- Fantasy Playhouse Children's Theater & Academy
- First Stop
- Girls, Inc.

- His Way Recovery
- Huntsville City Schools
- Huntsville Community Drumline
- Huntsville Inner City Learning Center
- Huntsville/Madison County Chamber of Commerce
- Huntsville-Madison County Public Library
- Kids to Love - Ktech
- Madison City Schools
- Madison County Schools
- Merrimack Hall
- NACH

- New Futures
- Partnership for a Drug-Free Community
- Real Fathers Making a Difference, Inc.
- School districts
- Serving Hope
- Sigma Pi Phi Fraternity
- The Arc
- The CornerStone Initiative
- The Riley Behavioral and Education Center
- The Salvation Army
- Village of Promise

Gaps Identified in Service and Opportunities

- Inadequate services
- Connectivity
- Lack of resources – acquiring technology and keeping up with technology – “We don’t know what we don’t know”
- Reliance on caregivers
- Lack of time resulting in inability to help students, clients
- Language gap – non-native English speakers
- Digital literacy
- Lack of remote meeting technology
- High speed internet
- Disabilities prevent usage of meeting tools
- Access not equitable
- Kids know technology but not parents – assistance difficult
- Kids not getting to centers for help
- Not just a rural issue – senior gap, nursing homes – lack of access and support
- Help and support of knowing about scams and viruses
- Online etiquette

Barriers Identified to Accessing Services and Opportunities

- Time – bandwidth in your day
- Devices – good, current, easily manageable
- Understanding of devices
- Lack of tech support
- Understanding of different types of devices
- Lack of access to libraries or other facilities, especially due to COVID
- Lack of awareness of other services or tools available in organizations
- Access outside of traditional hours
- Cost, affordability of Wi-Fi and devices
- Applications not working for everyone - disabilities
- Problems with various carriers
- Reluctance to admit that you need assistance, don’t have resources
- If offering education, the teacher matters; must have an understanding of situation
- Communication to those outside of school or traditional workforce – meet them where they are
- Infrastructure – home or building can only handle so many users

Community Priorities (Group report)

- Wi-Fi accessibility
 - Community coordinator for meeting with parents in convenient locations
 - Education – digital literacy – you don’t know what you don’t know
 - Communication - what is available - training
 - Digital equity – access across community
 - Digital literacy
 - Targeting support for different populations, ages
 - Coordinating between organizations
- Lessons learned/SWOT analysis – from that comes a strategic plan to be prepared for future disasters – pandemic, tornado – get everyone working together – collaboration

Top Priorities Identified by Attendees

Topics	# of Unique References
Digital Equity/Equitable Access	6
Digital Literacy	4
Coordination	1
Cost	1
Resources	1
Speed	1
Support	1
Taking directly to people	1

