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Speed. Reliability. Value.

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To: Supervisor Hilda L. Solis, Chair
Supervisor Holly J. Mitchell
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Supervisor Kathryn Barger

From: Michael Owh 
Director

REPORT BACK ON CO-CREATING A DIGITAL EQUITY ROADMAP FOR LOS ANGELES COUNTY MOTION AND OTHER COUNTYWIDE DIGITAL EQUITY EFFORTS AND INTERGOVERNMENTAL BROADBAND COORDINATING COMMITTEE QUARTERLY REPORT

On October 7, 2025, the County of Los Angeles (County) Board of Supervisors (Board) approved a [Motion](#) (Motion) to begin the co-creation process for the County's first-ever Digital Equity Roadmap (Roadmap). The Roadmap will serve as a three-year action plan to address the digital divide across the County. By reaffirming the County's commitment to promoting digital equity and inclusion, this Roadmap will ensure that households and residents in the County have equitable access to and can utilize digital resources and services needed to carry out daily activities through regional coordination and collaboration among involved stakeholder organizations. The Motion included a directive for a written report on progress made so far within 120 days. This report provides key updates on the [Motion](#) provided by the Internal Services Department (ISD). Since the adoption of this Motion, ISD, in collaboration with internal and external stakeholder organizations, has officially launched the Roadmap co-creation process, engaged more than 80 stakeholder organizations and 400 County residents, and identified preliminary digital equity assets and needs that will help co-shape the Roadmap's priorities.

Directive 1. Reads: Recognize and proclaim October 6 - 10, 2025, as National Digital Inclusion Week in Los Angeles County, highlighting Community-Driven Digital Futures as the theme.

2025 National Digital Inclusion Week Proclamation

During October 2025, the County Board proclaimed and recognized [National Digital Inclusion Week](#) (DIW) countywide from Monday, October 6, to Friday, October 10, 2025. Led by the National Digital Inclusion Alliance (NDIA), National DIW is an annual week

dedicated to awareness, celebration, and recognition, during which digital inclusion leaders and practitioners across the country showcase their digital equity efforts. From the County's perspective, this involves promoting digital inclusion programs that ensure every resident has equitable access to digital resources and tools, as well as the means to actively participate in democracy, society, and the 21st-century economy. The 2025 National DIW theme, Community-Driven Digital Futures, highlighted that the most impactful solutions for advancing digital equity and inclusion come directly from the communities affected by the digital divide. Furthermore, communities experiencing digital inequities are empowered to identify and address their own digital needs through innovative initiatives and creative approaches. In celebration of National DIW, ISD launched a comprehensive social media campaign to highlight its digital equity efforts. On October 9, 2025, the Board Office of Supervisor Holly J. Mitchell presented ISD with an official DIW Proclamation signed by the Board at the Digital Advancement and Opportunity Regional Summit.

Directive 2.a Reads: Direct the Director of the Internal Services Department (ISD), in coordination with the Countywide Intergovernmental Broadband Coordinating Committee, the Chief Executive Officer, the Superintendent of Schools for the Los Angeles County Office of Education, the Acting Director of the Department of Aging & Disabilities, the County Librarian, the Director of Parks and Recreation, and the directors of other relevant County Departments to: Convene a Countywide kick-off event during National Digital Inclusion Week (October 6–10, 2025), in coordination with regional community partners and stakeholder organizations, to formally launch development of the County's three-year Digital Equity Roadmap and reaffirm the County's commitment to closing the digital divide. Stakeholders should include community-based organizations, County departments and County-related agencies, educational institutions, healthcare organizations, local government entities, non-profit organizations, workforce development organizations, and other entities whose services to communities and constituents are impacted by the digital divide. This process should be equity-focused and inclusive, and should result in the production of a three-year, action-oriented regional Digital Equity Roadmap. The Digital Equity Roadmap will be based on existing quantitative and qualitative data sources, including, but not limited to the U.S. Census Bureau's American Community Survey, the County Digital Needs Survey, and the California Digital Equity Plan.

Digital Equity Roadmap Countywide Kickoff Event

In partnership with [California State University, Dominguez Hills](#) (CSUDH) [Workforce Integration Network](#) (WIN), ISD co-hosted the [Digital Advancement and Opportunity Regional Summit](#) (Summit) at the University Leo F. Cain Library on October 9. The Summit gathered over 150 regional leaders and stakeholders from various sectors and issue areas to discuss regional digital inclusion priorities, showcase local community action and workforce development strategies, and promote long-term collaboration, partnerships, and sustainability within the County's digital equity ecosystem as part of a

Roadmap Countywide Kickoff Event. The purpose was to align efforts, share best practices, and set a foundation for ongoing digital inclusion initiatives over the next three years. More than 20 guest speakers from the Summit shared their best practices, knowledge, and wisdom with attendees, emphasizing the importance of collective action. During the event, the [Delete The Divide](#) (DTD) Initiative Team partnered with the CSUDH WIN Team to provide 50 free laptops to qualified students attending the university. The laptops were distributed based on eligibility requirements related to need. This partnership ensured that participating CSUDH students have equitable access to technology, enabling them to succeed in their classes, extracurricular activities, and throughout their higher education journey. As part of the Roadmap co-creation process, Summit attendees engaged in a collaborative asset-mapping activity to identify existing experiences, people, places, programs, resources, and services that could serve as a foundation for co-creating the Roadmap.

Digital Equity Roadmap Stakeholder Engagement and Recruitment Strategy

Following the Summit, ISD led a thorough stakeholder engagement plan to recruit both internal and external organizations to join the Roadmap co-creation process as members of the Roadmap Stakeholder Team. This team is a multi-sector network of stakeholders and residents who work together to develop the Roadmap by sharing best practices, aligning activities, and leveraging existing assets and strengths to promote system-wide digital inclusion over the next three years. The engagement plan included outreach to current members of the County Intergovernmental Broadband Coordinating Committee (IBCC). Additionally, ISD engaged local, statewide, and national broadband and digital equity platforms where digital inclusion professionals are already active. Recommendations were also gathered from Board Deputy staff on important stakeholder organizations within their Supervisorial Districts that should be involved in the co-creation of the Roadmap. More than 80 internal and external stakeholder organizations signed up to be part of the Roadmap Stakeholder Team as referenced in the Appendix. These organizations come from diverse sectors and issue areas, representing various industries that serve the County residents affected by the digital divide, including community-based groups, County departments and related agencies, educational and healthcare institutions, local government bodies, non-profits, and workforce development organizations.

Digital Equity Roadmap Stakeholder Team Meeting

On January 22, 2026, ISD held the first in-person Roadmap Stakeholder Team Meeting at the Department of Public Works Administrative Offices in Alhambra. The meeting brought together over 70 County and regional leaders, including six Digital Equity Community Ambassadors, to collaboratively create a shared digital equity framework for the Roadmap. The goal of this meeting was to develop a clear shared framework for digital equity across the region. Attendees shared best practices, ideas, and recommendations, and worked together to draft a vision statement and guiding principles for the Roadmap. Three more Stakeholder Team Meetings will be held this year, aiming

to refine strategies, strengthen organizational capacity, and gather broad stakeholder and community input to promote meaningful progress in digital equity over the next three years while co-shaping the Roadmap.

Digital Equity Roadmap Internal and External Advisory Team Meetings

Alongside the Roadmap Stakeholder Team, ISD established Internal and External Advisory Teams to provide thought leadership on the co-creation of the Digital Equity Roadmap and to help shape the components, purpose, and activities of the Stakeholder Team Meetings, as referenced in the Appendix. As part of this process, ISD is serving in a coordinating and convening role, facilitating collaboration across County departments, regional partners, community stakeholders, and residents serving as Digital Equity Community Ambassadors. Implementation of the Digital Equity Roadmap will rely on shared ownership among County departments and external partners, aligned through ongoing coordination, partnership, and governance structures established through this process. To date, ISD has convened two Advisory Team Meetings, with plans for continued monthly virtual meetings through June 2026.

Digital Equity Roadmap Quantitative and Qualitative Data

A key part of the Roadmap is grounding its foundation in existing quantitative and qualitative data sources. ISD is integrating important data from the U.S. Census Bureau's American Community Survey (ACS) and the California Digital Equity Plan into the co-creation of the Roadmap. This involves understanding who the digital divide affects and gaining a clearer picture of disaggregated data through the lens of key barriers, challenges, gaps, and needs faced by residents of Los Angeles County. It also includes using data from the County's Digital Needs Community Survey and Community Conversations.

On September 30, 2024, ISD executed a Work Order under the American Rescue Plan Act (ARPA) Support Services Master Agreement with Carahsoft Technology Corporation. The purpose is to collect, analyze, and report data on residents' experiences with broadband internet and their online interactions with public services, to identify technology support needs, and to promote digital equity in under-resourced communities. Following the initial planning phase, data collection started in January 2025. This ongoing research, which will continue until August 2026, has resulted in:

- The launch of an 8 to 10 minute, anonymous online survey, available in English and Spanish languages and open to County residents, to hear how they access the internet, to learn of concerns they have in using the internet, to understand their awareness of County programs, and to ask for their suggestions on how the County can make access to internet and technology better. To date, more than 5,700 responses have been recorded and analyzed.
- The development of partnerships with the LA County Library (Library), the Los Angeles County Development Agency (LACDA), and several other community-based organizations hosting small, focus-group-style discussions of

generally fewer than 10 people each, called "Community Conversations," to discuss digital equity needs, challenges, and solutions.

- Through January 2026, more than 400 lower-income County residents experiencing the digital divide have participated in 59 discussions across the County. Each resident shared their own lived experiences and provided key insights on how the digital divide has impacted their lives.
- Identification of several areas of digital needs, drawn from the survey and the Community Conversations, that are being used to inform the Roadmap co-creation, specifically:
 - Affordable home internet service and devices
 - There is a need for large-screen computers, such as laptops, since smartphones are not adequate or affordable alternatives for shared or productive use
 - Tailored digital skills training and support to address the unique needs of different populations, such as older adults, non-English speakers, and jobseekers
 - Training on how to stay safe online, including avoiding scams, protecting children, and learning about how to use artificial intelligence (AI) safely
 - Reliable home internet access that can support simultaneous usage by multiple household members and their devices without interruption or outages

These insights are being used, along with the survey data and anonymous quotes from County residents, to inform Roadmap's co-creation and the final report itself.

Directive 2.A.1 – 5 Reads: The Digital Equity Roadmap should include a comprehensive inventory of current digital equity assets, including programs, resources, infrastructure, and services funded by the County, as well as those assets financed by external community partners and stakeholder organizations, to facilitate collaboration and partnership opportunities. The inventory should be publicly available and published within 240 days; tangible high-impact digital equity opportunities, solutions, and strategies that can be deployed for regional implementation; a detailed vision statement, goals, guiding principles, outputs, and outcomes for ongoing development and implementation of regional digital inclusion activities; recommendations for a regional digital equity funding strategy that ensures the long-term sustainability of digital inclusion initiatives within the ecosystem; and a report back to the Board in writing within 120 days on progress to date.

Digital Equity Roadmap Countywide Assets

To avoid duplicated data collection efforts, ISD partnered with the California Department of Technology (CDT) to promote and manage the State Digital Equity Resource Survey (Survey). The Survey is an online tool across the State designed to gather digital equity assets, helping stakeholders and residents locate essential digital inclusion resources and services in their communities. ISD reached out to and engaged County departments,

related agencies, and external stakeholder organizations to encourage their participation and submission of responses by the January 12, 2026, deadline. ISD emphasized the importance of completing the Survey in shaping the digital future of both the State and the County over the next three years. The department implemented a comprehensive outreach strategy that engaged current IBCC member organizations and the Roadmap Stakeholder Team. As a result, over 80 stakeholder organizations within the County responded and completed the Survey, including nine County departments and related agencies as referenced in the Appendix. ISD expects to receive the Survey data sets of countywide digital equity assets from CDT by late January or early February 2026.

Using Survey data, along with quantitative and qualitative sources on broadband and digital equity, ISD is currently assessing and learning more about the existing digital equity assets available to Los Angeles County residents. They also identify current gaps and needs within those assets. As part of the Roadmap co-creation process, ISD will continue collaborating with the Roadmap Stakeholder Team to co-design strategies that enhance and expand effective digital equity assets for Los Angeles County residents. Additionally, other strategies will be explored and implemented as part of the Roadmap to address key digital equity barriers, challenges, gaps, and needs.

In June 2026, ISD will publish a publicly accessible inventory of countywide digital equity assets to serve as a resource for Roadmap co-creation and implementation. To avoid duplication of digital equity asset-mapping tools, ISD encourages its internal and external stakeholders to guide residents to publicly available digital inclusion resources and services, both countywide and statewide, through the [California Digital Equity Resource Finder](#). Based on data collected from the Survey, the California Digital Equity Resource Finder is an interactive online platform designed for residents and stakeholder organizations to locate digital inclusion programs and services in their communities in real time.

Digital Equity Roadmap Co-Creation Process Activities

ISD is continuing its collaboration through the convenings of the Roadmap Internal and External Advisory Teams and Stakeholder Team Meetings to ensure that the Roadmap encompasses the key components listed below by the 365-day report-back due date. In parallel with the development of Roadmap strategies and priorities, ISD and stakeholder organizations are beginning to explore considerations related to the long-term sustainability of digital equity efforts. Early discussions recognize the importance of aligning County investments with State digital equity initiatives and of exploring opportunities to leverage philanthropic and corporate partnerships. These considerations will provide recommendations for a regional digital equity funding strategy included in the final Roadmap. The Roadmap will include the following components:

- Tangible high-impact digital equity opportunities, solutions, and strategies that can be deployed for regional implementation

- A detailed vision statement, goals, guiding principles, outputs, and outcomes for the ongoing development and implementation of regional digital inclusion activities
- Recommendations for a regional digital equity funding strategy that ensures the long-term sustainability of digital inclusion initiatives within the ecosystem

Please note that this Roadmap report back is being merged with the IBCC report. ISD will continue the IBCC report until the next quarter.

If you have any questions, please contact me at (323) 267-2101 or via email: MOwh@isd.lacounty.gov. Alternatively, your staff may contact Rebecca F. Kauma, Director of Digital Equity, at (323) 687-4119 or via email at RKauma@isd.lacounty.gov.

MO:QH:RK:rk

c: Executive Office, Board of Supervisors
Chief Executive Office
Aging & Disabilities
LA County Library
Parks and Recreation
Office of Education

Appendix

Figure 1: Digital Equity Roadmap Stakeholder Team Organizational List

A New Way of Life Reentry Project
Alliance for a Better Community (ABC)
AltaMed Health Services
Bridge The Digital Divide
Build Hope, Inc.
Building Skills Partnership
California Emerging Technology Fund (CETF)
Cisco
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 Office of Mayor Karen Bass
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
Coalition for Humane Immigrant Rights (CHIRLA)
Color Compton
Colunga & Associates
Community Broadband Action Network (CBAN)
Compton Community Health Professions Partnership (CCHPP)
Computers 2 Kids
Concerned Citizens Community Involvement
Department of Industrial Relations Division of Apprenticeship Standards
Destination Crenshaw
Easterseals Southern California
Everyone On
Fiber-Up My Neighborhood
Florence-Firestone Community Organization

Global Research Network
Goodwill Southern Los Angeles County (SOLAC)
Google Public Sector
Grid Alternatives
HBCU International Innovation Media
Homeboy Industries
Housing Authority of the City of Los Angeles (HACLA)
Human-I-T
Immigrants Are Los Angeles
Kollab Youth
Laserfiche
Lenovo
Los Angeles County Aging & Disabilities Department (AD)
Los Angeles County Chief Executive Office Anti-Racism, Diversity, and Inclusion (ARDI)
Los Angeles County Department of Economic Opportunity (DEO)
Los Angeles County Department of Public Health (DPH)
Los Angeles County Development Authority (LACDA)
Los Angeles County Economic Development Corporation (LAEDC)
Los Angeles County Internal Services Department (ISD)
LA County Library
Los Angeles County Office of Education (LACOE)
Los Angeles County Parks Department of Parks and Recreation
Los Angeles Homeless Services Authority (LAHSA)
Los Angeles Metro
Los Angeles Public Library
Louise W. Calhoun Foundation (LWCF)
Michelson 20MM Foundation
Ngozichukwu Mordi
ONEgeneration
Our Voice: Communities for Quality Education
Pacoima Beautiful
Para Los Ninos
Parent Institute for Quality Education (PIQE)
RivcoConnect
Riverside County Information Technology (RCIT)
SAESHE
San Gabriel Valley Council of Governments (SGVCOG)
South Bay Cities Council of Governments (SBCCOG)

St Barnabas Senior Center of Los Angeles (SBSSLA)
Sunstone Cities
TEC Leimert
T-Mobile
Truconnected
UNITE-LA
Valley Economic Alliance
Workbay LLC-C
YMCA of Metropolitan Los Angeles

Figure 2: Digital Equity Roadmap Internal Advisory Team Organizational List

Los Angeles County Aging & Disabilities Department (AD)
Los Angeles County Chief Executive Office Anti-Racism, Diversity, and Inclusion (ARDI)
Los Angeles County Department of Economic Opportunity (DEO)
Los Angeles County Department of Public Health (DPH)
Los Angeles County Development Authority (LACDA)
Los Angeles County Internal Services Department (ISD)
LA County Library
Los Angeles County Office of Education (LACOE)
Los Angeles County Parks Department of Parks and Recreation

Figure 3: Digital Equity Roadmap External Advisory Team Organizational List

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

Figure 4: County of Los Angeles Digital Equity Services Provided by County Departments and Related Agencies Retrieved from the State Digital Equity Resource Survey

County Department Name	Services Provided	Services Format
1. Aging & Disabilities Department (AD)	Digital navigation (in-person or virtual/call center) Digital literacy & skills training	In-person

	Free devices Computer center(s)	
2. Chief Executive Office Anti-Racism, Diversity, and Inclusion (ARDI)	Online educational resources	Virtually
3. Department of Economic Opportunity (DEO)	Digital navigation (in-person or virtual/call center)	In-person
	Digital literacy & skills training Computer center(s) Workforce development resources	Virtually
4. Department of Public Health (DPH)	Digital navigation (in-person or virtual/call center) Digital literacy & skills training Technical support	In-person
5. Development Authority (LACDA)	Digital literacy & skills training	In-person
6. Internal Services Department (ISD)	Digital navigation (in-person or virtual/call center)	In-person
	Digital literacy & skills training Online educational resources Locating low-cost internet service programs Free/low-cost devices Workforce development resources Technical support Public Wi-Fi Computer center(s)	Virtually
7. LA County Library	Digital navigation (in-person or virtual/call center)	In-person
	Digital literacy & skills training Online educational resources MiFi and time-limited hotspot lending (8-week checkout) Free/low-cost hotspots Locating low-cost internet service programs Workforce development resources Technical support Public Wi-Fi Computer center(s)	Virtually
8. Los Angeles County Office of Education (LACOE)	Digital literacy & skills training	In-Person
		Virtually
9. Los Angeles County Parks Department of Parks and Recreation	Public Wi-Fi Computer center(s)	In-Person