A Partnership of the Office of Future of Work, Office of eHealth Innovation, and Colorado Broadband Office

Digital Equity
ECOSYSTEM MAP (DEEM) – GUIDE

This is a guide for a questionnaire on asset mapping of digital equity programs and services in Colorado. This document is meant to accompany the online Digital Equity Ecosystem Mapping (DEEM) Tool that aims to gather data on the digital equity programs and services being offered by Colorado organizations, coalitions, agencies, and practitioners. Your completion of this tool will help inform the State on what programs and services are being offered to Colorado residents, where they're being offered, and to whom they're being offered, so as to identify what's working, and what barriers to digital equity may exist in various regions. Data collected from the DEEM tool will be used to develop a Statewide Digital Equity Plan. To learn more about the Colorado Digital Equity, Literacy, and Inclusion Initiative, please visit:

cdle.colorado.gov/digitalinclusion

This questionnaire has 6 sections. **Most organizations will only need to complete 2-3 sections.** Please refer to the color-coded guide to the questions in each section, which you may find helpful in preparing your answers before accessing the online tool.

If you have reports or other documents that may be helpful for digital equity planning, please share them via email to **digitalequity@state.co.us**

Remember to respond to the actual questionnaire at this link!

Digital Equity Ecosystem Map Questionnaire

Section 1: Basic Information

Basic Information on the Organization is required by all respondents. See questions on **page 2**

Section 2: Broadband Access and Affordability

Broadband Access and Affordability is for organizations that deliver programs that connect households to home broadband service, or for entities that promote access to broadband service and programs like the Affordable Connectivity Program (ACP). This could include various types of internet service providers (ISPs) that offer market-rate and discounted internet service, as well as organizations, agencies or programs that promote affordable broadband service. See questions on **page 4**

Section 3: Computer/Device Access

Computer & Device Access is for organizations that deliver programs that help people access affordable digital devices including device donation sources, refurbishers, retailers, and distribution locations. These questions are also for shared resources like computers and internet access available at public locations and anchor institutions (e.g., library or senior center) or devices like laptops and hotspots that are loaned for home use. See questions on **page 12**

Section 4: Digital Skills and Technical Support

Digital Skills & Technical Support is for organizations with programs that offer digital skills training resources or technical support services. These may include in-person and virtual services, as well as self-paced tools and resources available digitally. See questions on **page 14**

Section 5: Digital Equity Program Funding

Digital Equity Program Funding is for organizations with any type of program that funds digital inclusion work in any or all of the other categories. See questions on **page 16**

Section 6: Digital Equity Research, Planning, or Organizing

Digital Equity Research, Planning, or Organizing is for organizations that conduct, in any capacity, digital equity data collection or research, digital equity/inclusion funding, or digital equity organizing or coalition-building. See questions on **page 17**

Section 7: Other

For organizations fall under other categories, including organizations that do not currently offer digital equity programs. See questions on **page 18**

Draft Digital Equity Ecosystem Map (DEEM) Questionnaire

Questions marked with an asterisk (*) indicate a required question. Questions may be shortened for readability purposes. Please view final language here:

[Click here to take the DEEM Questionnaire]

Section 1: Basic Information

- What is the name of your organization?*

- Please provide information for a point of contact in your organization

Name*	County
Email Address**	Website
Position/Title	Relationship to organization

- Federal funding identifies certain "Covered Populations." Which populations does your organization serve? Select all that apply.*

Households at or below 150% Federal Poverty Level	Individuals with Language Barriers
Aging Individuals (Age 60+)	Ethnic or Minority Communities
Incarcerated Individuals	Rural Communities
Veterans	LGBTQIA+
Individuals with Disabilities	Women

- Which of the following describes your entity/organization?* Select all that apply.

Community Anchor Institution

School (K-12)	Private university
Library	Public housing or affordable housing organization
Health clinic or health center	Community-support or community-based organization
Hospital or other medical provider	Workforce development organization
Public Safety Entity (Non-government)	Other
Community College	
Public or State university	

Government or Public Organization

Tribal Government	Council or Metropolitan Planning Organization
State Government	Public Safety Entity (Government)
County Government	County Office of Education
City Government	Special District
Local or Regional Authority	Other

Private Sector and Non-Governmental Organization

Internet Service Provider	Non-profit Organization
Labor Organization	For-profit Corporation or Business
Foundation/Philanthropic Organization	Other

- Which of the following types of digital equity programs does your organization provide? Please select all that apply.*

Broadband Access and Affordability **(Section 2)**

Computer/Device Access **(Section 3)**

Digital Skills and Technical Support **(Section 4)**

Digital Equity Program Funding **(Section 5)**

Digital Equity Research, Planning, or Organizing **(Section 6)**

Other programs, **(Section 7)** including:

- Cybersecurity and Privacy Training
- Publicly Accessible Online Services
- Workforce Development
- Public Computer Center
- We do not provide digital equity programs, but our organization may be interested
- None of the above (please specify):

- Please indicate if your organization's programs and services are*

Statewide	Neighborhood-based or across multiple neighborhoods
Regional or across multiple counties	
County-wide	Specific to an individual location
City-wide or across multiple cities	Specific to a Tribal Nation or available to multiple Tribal Nations

- Please indicate in which counties you provide services in:

  Pick from full list of counties which will be shown in survey

- Please indicate in which cities you provide services:

  Pick from full list of counties which will be shown in survey

- If you have additional detail regarding the location in which your organization provides digital inclusion services, please describe those locations here (e.g. with Zip Codes or neighborhood names)

  [Text box available in survey]

- What should we know about this organization and its programs or plans that could be leveraged to support digital equity?

Section 2: Broadband Access and Affordability

20. Which of the following describes your organization?

> Library or School/Higher Education **(skip to section)**

> Non-Profit or Community-Based Organization **(skip to section)**

> Government Agency **(skip to section)**

> Internet Service Provider (ISP) **(skip to section)**

Library or School/Higher Education Questions

- Do you promote or provide hotspots for students/residents?
  (Yes/No)

- Do you promote or provide subsidies for home internet access?
  (Yes/No)

- Do you participate in the E-Rate Program?
  (Yes/No)

- Do you provide WLAN or Wi-Fi at your facilities for public use?
  Yes, at all our program sites
  Yes, at some of our program sites
  No

- Do you provide information or support to help individuals register for the Affordable Connectivity Program (ACP)?
  (Yes/No)

- Do you provide information or support to help individuals register for Lifeline or Tribal Lifeline?
  (Yes/No)

- Which of the following are barriers to increasing the impact of your broadband access and affordability program(s)? Select all that apply.
  Lack of staff or organizational capacity
  Lack of awareness and engagement in communities we serve
  Lack of funding availability
  Difficulty in accessing funding sources
  Lack of community trust
  Other

- What sources of funds support your broadband access and affordability programs? Select all that apply.
  Federal or State Funding
  Emergency Connectivity Funding (ECF)
  Government Grants/Subsidies
  Philanthropic Grants
  Individual or Corporate Donations
  Earned Income
  User Fees
  Other

- What is your organization's history of and current capacity to receive funding from federal, state, or local governments?
  [Text box available in survey]

- If your organization has a fiscal sponsor who helps secure government grants, please provide the sponsor name:
  [Text box available in survey]

- How many broadband access and affordability programs does your organization offer?
  (1/ 2/ 3 or more/ None)

The following section will appear one, two, or three times depending on the answer to the preceding question. Answer the questions below for one program at a time.

- What is the name of your broadband access and affordability program?
  [Text box available in survey]

- Please provide a brief description of the program below.
  [Text box available in survey]

- How many households did you serve through this program in the last year?
  [Text box available in survey]

- If your organization serves other entities, how many entities did you serve through this program?
  [Text box available in survey]

- How many households do you expect to serve through this program in the next year?
  [Text box available in survey]

- How many entities do you expect to serve through this program in the next year?
  [Text box available in survey]

- What is the annual budget for your broadband program?
  [Text box available in survey]

- If your program is funded by one-time funding, what is that amount?
  [Text box available in survey]

- What is the cost to an individual or household to participate in your broadband program, if any?
  [Text box available in survey]

- If your organization would like to provide additional input that the State should consider about broadband access and affordability programs in the development of the Statewide Digital Equity Plan, please share your perspective here. (200 words max)
  [Text box available in survey]

Non-Profit or Community-Based Organization Questions

- Do you promote or provide hotspots for residents?
  (Yes/No)

- Do you promote or provide subsidies for home internet access?
  (Yes/No)

- Do you provide information or support to help individuals register for the Affordable Connectivity Program (ACP)?
  (Yes/No)

- Do you provide WLAN or Wi-Fi at your facilities for public use?
  Yes, at all our program sites
  Yes, at some of our program sites
  No

- Which of the following are barriers to increasing the impact of your broadband access and affordability program? Select all that apply.
  Lack of staff or organizational capacity/support
  Lack of awareness and engagement in communities we serve
  Lack of funding availability
  Difficulty in accessing funding sources
  Linguistic barriers
  Lack of community trust
  Other

- What sources of funds support your broadband access and affordability programs? Select all that apply.
  Federal or State Funding
  Government Grants/Subsidies
  Philanthropic Grants
  Individual or Corporate Donations
  Earned Income
  User Fees
  Other

- What is your organization's history of and current capacity to receive funding from federal, state, or local governments?
  [Text box available in survey]

- If your organization has a fiscal sponsor who helps secure government grants, please provide the sponsor name:
  [Text box available in survey]

- How many broadband access and affordability programs does your organization offer?
  (1/ 2/ 3 or more/ None)

The following section will appear one, two, or three times depending on the answer to the preceding question. Answer the questions below for one program at a time.

- What is the name of your broadband access and affordability program?
  [Text box available in survey]

- Please provide a brief description of the program below.
  [Text box available in survey]

- How many households did you serve through this program in the last year?
  [Text box available in survey]

- If your organization serves other entities, how many entities did you serve through this program?
  [Text box available in survey]

- How many households do you expect to serve through this program in the next year?
  [Text box available in survey]

- How many entities do you expect to serve through this program in the next year?
  [Text box available in survey]

- What is the annual budget for your broadband program?
  [Text box available in survey]

- If your program is funded by one-time funding, what is that amount?
  [Text box available in survey]

- What is the cost to an individual or household to participate in your broadband program, if any?
  [Text box available in survey]

- If your organization would like to provide additional input that the State should consider about broadband access and affordability programs in the development of the Statewide Digital Equity Plan, please share your perspective here. (200 words max)
  [Text box available in survey]

Government Agency Questions

- Do you promote hotspot services for residents?
  (Yes/No)

- Do you promote subsidies for home internet access?
  (Yes/No)

- Do you promote the E-Rate Program?
  (Yes/No)

- Do you provide WLAN or Wi-Fi at your facilities for public use?
  Yes, at all our program sites
  Yes, at some of our program sites
  No

- Do you provide information or support to help individuals register for the Affordable Connectivity Program (ACP)?
  (Yes/No)

- Do you provide information or support to help individuals register for Lifeline or Tribal Lifeline?
  (Yes/No)

- What policies or government regulations have been implemented to improve digital equity? (For example, wireline into each unit of a MDU or dig-once policy)
  [Text box available in survey]

- Which of the following are barriers to increasing the impact of your broadband access and affordability program? Select all that apply.
  Lack of staff or organizational capacity/support
  Lack of awareness and engagement in communities we serve
  Lack of funding availability
  Difficulty in accessing funding sources
  Linguistic barriers
  Lack of community trust
  Other

- What sources of funds support your broadband access and affordability programs? Select all that apply.
  Federal or State Funding
  Government Grants/Subsidies
  Philanthropic Grants
  Individual or Corporate Donations
  Earned Income
  User Fees
  Other

- What is your organization's history of and current capacity to receive funding from federal, state, or local governments?
  [Text box available in survey]

- If your organization has a fiscal sponsor who helps secure government grants, please provide the sponsor name:
  [Text box available in survey]

- How many broadband access and affordability programs does your organization offer?
  (1/ 2/ 3 or more/ None)

The following section will appear one, two, or three times depending on the answer to the preceding question. Answer the questions below for one program at a time.

- What is the name of your broadband access and affordability program?
  [Text box available in survey]

- Please provide a brief description of the program below.
  [Text box available in survey]

- How many households did you serve through this program in the last year?
  [Text box available in survey]

- If your organization serves other entities, how many entities did you serve through this program?
  [Text box available in survey]

- How many households do you expect to serve through this program in the next year?
  [Text box available in survey]

- How many entities do you expect to serve through this program in the next year?
  [Text box available in survey]

- What is the annual budget for your broadband program?
  [Text box available in survey]

- If your program is funded by one-time funding, what is that amount?
  [Text box available in survey]

- If your organization would like to provide additional input that the State should consider about broadband access and affordability programs in the development of the Statewide Digital Equity Plan, please share your perspective here. (200 words max)
  [Text box available in survey]

Internet Service Providers (ISPs)

- Do you participate in the Affordable Connectivity Program (ACP)?
  (Yes/No)

- Do you participate in Lifeline and/or Tribal Lifeline?
  (Yes/No)

- Do you provide subscription plans specifically for low-income households?
  (Yes/No)

- Do you participate in any other subsidized or low-cost broadband program?
  Yes, at all our program sites
  Yes, at some of our program sites
  No

- If you answered yes to the question above, please describe:
  (Yes/No)

- Do you provide other resources or specific programs to support affordable residential broadband access?
  (Yes/No)

- If you answered yes to the question above, please describe:
  [Text box available in survey]

- Please indicate the range of costs to a household to participate in your subsidized broadband program(s):
  [Text box available in survey]

- How many subscribers (for all your service plans) do you currently serve?
  [Text box available in survey]

- How many of these subscribers are enrolled in subsidized broadband programs?
  [Text box available in survey]

- Do you offer a computer/device subsidy program?
  (Yes/No)

- If you answered yes to the question above, please describe?
  [Text box available in survey]

- Do you provide access to digital skills training resources?
  (Yes/No)

- If you answered yes to the question above, please describe?
  [Text box available in survey]

- What other digital equity-related programs do you offer? Please select all that apply.
  Grant programs
  Digital literacy grants
  Broadband adoption grants
  Technical training programs
  Workforce development programs

- Do you promote the Affordable Connectivity Program (ACP)?
  (Yes/No)

- If you answered yes to the question above, in what ways do you promote ACP?
  Print advertisements
  Radio advertisements
  Television advertisements
  Online advertisements
  Bill inserts

- Do you provide enrollment assistance for the ACP and other subsidy programs? (Yes/No)

- Which of the following are barriers to increasing the impact of your broadband access and affordability program(s)? Please select all that apply.
  Lack of staff or organizational capacity/support
  Lack of awareness and engagement in communities we serve
  Lack of funding availability
  Difficulty in accessing funding sources
  Competitive pricing from other providers
  Debt collections due to subscribers that default on payments
  Linguistic barriers
  Lack of community trust

- What sources of funds support your broadband access and affordability programs? Please select all that apply.
  Federal or State funding
  Government Grants / Subsidies
  Philanthropic Grants
  Corporate Social Responsibility Funds User Fees

- What is your organization's history of and current capacity to receive funding from federal, state, or local governments?
  [Text box available in survey]

- If your organization has a fiscal sponsor who helps secure government grants, please provide the sponsor name:
  [Text box available in survey]

- If your organization would like to provide additional input that the State should consider about broadband access and affordability programs in the development of the Statewide Digital Equity Plan, please share your perspective here. (200 words max)
  [Text box available in survey]

Section 3: Computer/Device Access

- Which of the following best describes your organization's role in promoting device access? Please select all that apply.*
  Public Computer Center
  Device Refurbisher
  Device Wholesaler/Retailer
  Device Distributor
  Other

- What types of digital devices are available through your organization? Please select all that apply.*
  Desktop
  Laptop
  Smartphone
  Tablet
  Chromebook, or similar
  Office Devices (i.e., printers, scanners)
  Adaptive/assistive technology
  Other

- What are the eligibility criteria for households to participate in your program? Please select all that apply.*
  Income-based eligibility
  Participation in Federal Assistance Programs (i.e., SNAP, TANF)
  Living on Tribal Lands
  Participation in Affordable Connectivity Program (ACP)
  Participation in Lifeline or Tribal Lifeline
  Eligibility Through Child/Dependent
  Member of Protected Population (blind, deaf, other disabilities)
  No Eligibility Requirement
  Other

- Which of the following are barriers to increasing the impact of your device access program? Select all that apply.
  Lack of staff or organizational capacity/support
  Lack of awareness and engagement in communities we serve
  Lack of funding availability
  Difficulty in accessing funding sources
  Competitive pricing from retailers
  Device distribution
  Lack of community trust
  Other

- What sources of funds support your device access programs? Select all that apply.
  Federal or State Funding
  Government Grants/Subsidies
  Philanthropic Grants
  Individual or Corporate Donations
  Earned Income
  User Fees
  Other

- What is your organization's history of and current capacity to receive funding from federal, state, or local governments?
  [Text box available in survey]

- If your organization has a fiscal sponsor who helps secure government grants, please provide the sponsor name:
  [Text box available in survey]

- How many device access programs does your organization offer?
  (1/ 2/ 3 or more/ None)

The following section will appear one, two, or three times depending on the answer to the preceding question. Answer the questions below for one program at a time.

- What is the name of your device access program?
  [Text box available in survey]

- Please provide a brief description of the program below.
  [Text box available in survey]

- What is the annual budget for your device access program?
  [Text box available in survey]

- If your program is funded by one-time funding, what is that amount?
  [Text box available in survey]

- What is the cost to an individual or house-hold to participate in your device program, if any?
  [Text box available in survey]

- How many devices did you distribute through this program in the last year?
  Desktops
  Laptops
  Smartphones
  Tablets
  Chromebook, or similar
  Office Devices (i.e., printers, scanners)
  Adaptive/assistive technology
  Other

- How many devices do you anticipate distributing through this program in the next year?
  Desktops
  Laptops
  Smartphones
  Tablets
  Chromebook, or similar
  Office Devices (i.e., printers, scanners)
  Adaptive/assistive technology
  Other

- If your organization would like to provide additional input that the State should consider about device access programs in the development of the Statewide Digital Equity Plan, please share your perspective here. (200 words max)
  [Text box available in survey]

Section 4: Digital Skills and Technical Support

- What type of digital skills and technical support services does your organization provide? Please select all that apply.*

  Digital Navigators

  In-Person Support for individuals

  In-Person Support for group

  Online Chat Support

  Phone Support/Call Centers

  In-Person Instructor-Led Classes

  Online/Virtual Instructor-Led Classes

  Online Self-Paced Courses

  Other

- What are the eligibility criteria for individuals to participate in your program? Please select all that apply.*

  Income-based eligibility

  Participation in Federal Assistance Programs (i.e., SNAP, TANF)

  Living on Tribal lands

  Participation in Lifeline or Tribal Lifeline

  Eligibility Through Child/Dependent

  Member of Protected Population (blind, deaf, other disabilities)

  No Eligibility Requirement

  Other

- What digital skills topics does your organization support? Please select all that apply.*

  Computer Software (including certification programs) - For example, Microsoft Office (Word, Excel, etc.)

  Computer Hardware (desktops, laptops, tablets)

  Smartphones

  Distance or Online Learning

  Email

  Employment/Job Search Tools

  Online Banking

  Online Safety/Cybersecurity/Avoiding Phishing and Scams

  Online Shopping

  Search Engines

  Social Media

  Telehealth/Telemedicine

  Video Calls/Online Conferencing

  Advanced digital skills (Coding, specific software, etc.)

  Other

- Which of the following are barriers to increasing the impact of your digital skills and technical support program? Select all that apply.

  Lack of staff or organizational capacity/support

  Lack of awareness and engagement in communities we serve

  Lack of funding availability

  Difficulty in accessing funding sources

  Free and readily accessible digital skills training provided by organizations

  Language access

  Lack of community trust

  Other

- What sources of funds support your device access programs? Select all that apply.
  Federal or State Funding
  Government Grants/Subsidies
  Philanthropic Grants
  Individual or Corporate Donations
  Earned Income
  User Fees
  Other

- What is your organization's history of and current capacity to receive funding from federal, state, or local governments?
  [Text box available in survey]

- If your organization has a fiscal sponsor who helps secure government grants, please provide the sponsor name:
  [Text box available in survey]

- How many digital skills and support programs does your organization offer?
  (1/ 2/ 3 or more/ None)

The following section will appear one, two, or three times depending on the answer to the preceding question. Answer the questions below for one program at a time.

- What is the name of your digital skills and technical support program?
  [Text box available in survey]

- Please provide a brief description of the program below.
  [Text box available in survey]

- How many individuals were served by this program in the last year?
  [Text box available in survey]

- How many individuals do you expect to serve through this program in the next year?
  [Text box available in survey]

- What is the annual budget for your digital skills and technical support program?
  [Text box available in survey]

- If your program is funded by one-time funding, what is that amount?
  [Text box available in survey]

- What is the cost to an individual or household to participate in your digital skills and technical support program, if any?
  [Text box available in survey]

- If your organization would like to provide additional input that the State should consider about digital skills programs in the development of the Statewide Digital Equity Plan, please share your perspective here. (200 words max)
  [Text box available in survey]

Section 5: Digital Equity Program Funding

- If your organization provides digital equity funding, which of the following describes your organization? Please select all that apply.
  Community Anchor Institution
  Community Foundation
  Corporate Foundation
  Corporate Responsibility Program
  Financial Institution
  Healthcare Institution
  Private Foundation
  Non-Profit Funder (e.g., Goodwill, United Way)
  Other

- Which of the following types of digital equity services are eligible for your organization's support? Please select all that apply.*
  Broadband Access and Affordability
  Device Access
  Digital Skills and Technical Support
  Digital Navigators
  Other

- What types of entities are eligible for your organization's support? Please select all that apply.*
  Community Anchor Institution (e.g., libraries)
  Educational Institutions
  Foundation/Philanthropic Organization
  Non-Profit or Community-Based Organization
  Private Sector Entity
  State, County or Municipal Government Agency
  Tribal Government Agency
  Other

- How many digital equity funding programs does your organization offer?
  (1/ 2/ 3 or more/ None)

The following section will appear one, two, or three times depending on the answer to the preceding question. Answer the questions below for one program at a time.

- What is the name of your digital equity funding program?
  [Text box available in survey]

- Please provide a brief description of the program below.
  [Text box available in survey]

- How many organizations did this program fund in the last year?
  [Text box available in survey]

- How many organizations do you anticipate funding through this program in the coming year?
  [Text box available in survey]

- How much digital equity funding did your organization distribute in the last year?
  [Text box available in survey]

- How much digital equity funding does your organization anticipate distributing in the coming year?
  [Text box available in survey]

- If your organization would like to provide additional input that the State should consider in the development of the Statewide Digital Equity Plan, please share your perspective here.
  (200 words max)
  [Text box available in survey]

Section 6: Digital Equity Research, Planning, or Organizing

- Which of the following activities does your organization provide? [Please select all that apply]

  Digital equity data collection or research

  Digital equity/inclusion planning

  Digital equity organizing or coalition-building

- Please describe your organization's research, planning, or organizing activities, briefly. (100 words max)

  [Text box available in survey]

- How many individuals, households, or organizations has your organization engaged in your data collection, planning, or organizing activities in the last year?

  Individuals

  Households

  Organizations

- If your organization would like to provide additional input that State should consider in the development of the Statewide Digital Equity Plan, please share your perspective here. (200 words max)

  [Text box available in survey]

Section 7: Other

- What sources of funds support your programs? Select all that apply.

  Federal or State Funding

  Emergency Connectivity Funding (ECF)

  Government Grants/Subsidies

  Philanthropic Grants

  Individual or Corporate Donations

  Earned Income

  User Fees

  Other

- What is your organization's history of and current capacity to receive funding from federal, state, or local governments?

  [Text box available in survey]

- If your organization has a fiscal sponsor who helps secure government grants, please provide the sponsor name:

  [Text box available in survey]

- How many programs does your organization offer?

  (1/ 2/ 3 or more/ None)

The following section will appear one, two, or three times depending on the answer to the preceding question. Answer the questions below for one program at a time.

- What is the name of your program?

  [Text box available in survey]

- Please provide a brief description of the program below.

  [Text box available in survey]

- How many households did you serve through this program in the last year?

  [Text box available in survey]

- If your organization serves other entities, how many entities did you serve through this program?

  [Text box available in survey]

- How many households do you expect to serve through this program in the next year?

  [Text box available in survey]

- How many entities do you expect to serve through this program in the next year?

  [Text box available in survey]

- What is the annual budget for your program?

  [Text box available in survey]

- If your program is funded by one-time funding, what is that amount?

  [Text box available in survey]

- What is the cost to an individual or household to participate in your program, if any? Please state if per month/quarter/year or a one-time fee.

  [Text box available in survey]