

CATHOLIC COMMUNITY SERVICES

DIGITAL EQUITY PROGRAM

PRESENTER

Ali F. Abid

The Digital Equity Specialist At Catholic Community Services.

Yearsworking for CCS as DN: 3

Yearsworking as a social worker: 8

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GOALS

Vision

FILL THE
TECHNOLOGY
GAP OF OUR
NEWLYARRIVING-TOTHE-STATES
CLIENTS AND
BENEFIT THE
MOST FROM IT.



Mission

CREATE A DIGITAL NAVIGATOR
SERVICE MODEL
THAT CAN BE
EASILY
DUPLICATED AND
PUT INTO ACTION.



PROGRAM OVERVIEW

THE DIGITAL EQUITY SPECIALIST PROVIDES INDIVIDUALIZED OR SMALL GROUP ASSISTANCE TO REFUGEE, ASYLEE, AND SIV CLIENTS WHO NEED AFFORDABLE HOME INTERNET SERVICE, AFFORDABLE INTERNET-CAPABLE DEVICES, OR COACHING IN INTRODUCTORY DIGITAL SKILLS IN ORDER TO BECOME EFFECTIVE HOME INTERNET USERS. This assistance is provided primarily in-person but may also include email, text, video chat, by

but may also include email, text, video chat, by telephone, and other communication methods that work for the client. Tailoring multiple tools and resources shared for specific client needs is a major priority for this role.



OTHER SERVICES

BUS ORIENTATION

Instruct clients on navigating the city's transportation system using GPS and digital maps, primarily on smartphones. Cover topics such as address location, traveling between destinations, selecting appropriate modes of transportation (e.g., bus, train), and mastering city navigation.

BANKING

Support clients in opening bank accounts and facilitate the process through monthly events. Additionally, educate them on downloading and utilizing the bank app on their smartphones for tasks like accessing bank statements and fulfilling other related needs.

MORE

Assist clients in obtaining a Utah driver's license and guide those interested in furthering their education by providing step-by-step instructions about how the education system work.

ASSESSMENT AND INTAKE

The first interaction between the DN and the client is at the CCS office when they enroll in our resettlement program. The DN will obtain general information from the client to understand their technology skills, usually done by filling out an intake form and digital skills form dedicated to this purpose.

The CCS DN will talk to the client about the services provided via the program and the expected timeline for all the previously mentioned services to be provided.

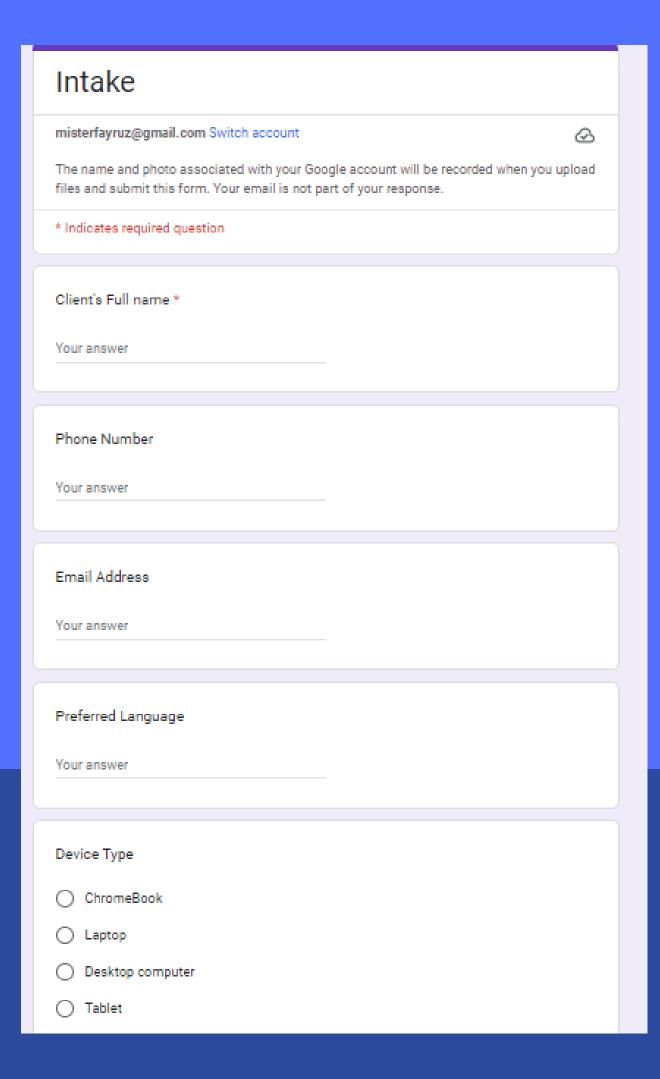
The client will receive one digital device per case at that time as well.



THE INTAKE FORM

The contents of the intake form are:

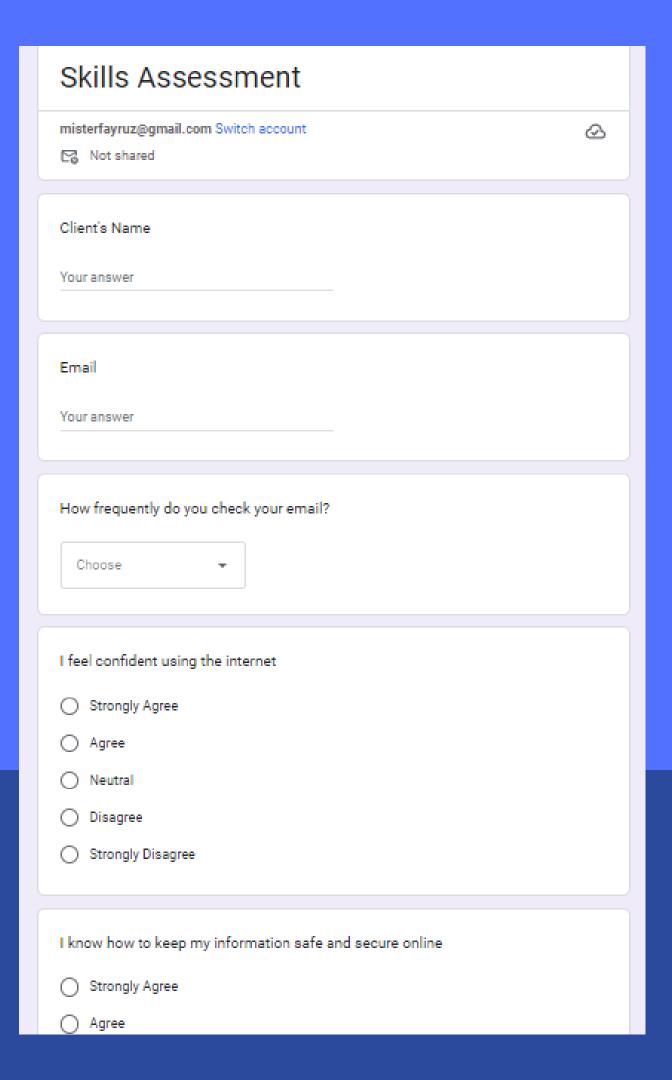
- Client's Full name.
- Client's Phone Number.
- Client's Email Address.
- Preferred Language.
- Device Type (Chromebook, Laptop, Tablet, etc.).
- Client's picture (if any) (optional for reporting purposes).
- Assessment Done by: (DN name)
- Date (when the assessment took place).
- Notes



SKILLS ASSESSMENT FORM

The contents of the skills form are:

- Client's Full name.
- Client's Email Address.
- How often do you check your email?
- I feel confident using the internet.
- I know how to keep my information safe and secure online.
- What do you use the Internet for?
- Notes and Comments.



POST-ASSESSMENT EVALUATION

Tracking Table

Client's Name	Arrival Date	Device	Home Internet	Bus Orientatio D	L Bank Account	Extras and Comments	#VALUE!								
KHOULI, Abdult souf Majed	3/15/2023					for both adults in the family	4/14/2023								
LIAN THANG, John	3/14/2023					needs help with bus soon.	4/13/2023	Legend:							
SWIN WINDSHIP SHEET	3/13/2023					Need to follow up with the client	4/12/2023			Service Provided					
POSTW, RIVERN	3/14/2023					Call him next week for AFCU	4/13/2023			Service not provided yet					
REMENDING !	3/13/2023					Pullfrog / maybe Bank account	4/12/2023			30 days du	ue				
AB VA Gela	3/20/2023					She needs help using the computer	4/19/2023								
Ct. NG, Rain Hingri	3/20/2023					she is John Thang wife	4/19/2023	Comment	s:						
BA KANUKINGING	3/21/2023						4/20/2023		The date	when the se	ervice provi	recorded o	on Outlook	k Calendar.	
NCA YBANHOSea Canyo	3/13/2023						4/12/2023								
A.WE, 1/2 198	3/13/2023						4/12/2023								
WALL WASH	3/13/2023						4/12/2023								
F 1 2 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3/13/2023						4/12/2023								
A PART OF THE PART	3/6/2023						4/5/2023								
	3/2/2023					The client lives in Brigham City	4/1/2023								
	3/6/2023						4/5/2023								
	3/6/2023						4/5/2023								
	2/23/2023						3/25/2023								
MAAS. A V. V. Lah	2/23/2023						3/25/2023								
RIVAS AF RAMOS, ranco ca Guadalupe	3/1/2023						3/31/2023								
MKR CHAMPING WILLIAM	2/17/2023						3/19/2023								
Markey Colored III	3/1/2023						3/31/2023								
KHOUN ALONYAON (Ma)eN	3/1/2023						3/31/2023								
IN GALVRE, DIM	4/3/2023						5/3/2023								
MAN GENOOFF	4/3/2023					needs everything	5/3/2023								
TUYN IIMA 423 Erie	4/3/2023					needs everything	5/3/2023								
TIVE HIME, The objects	4/3/2023					needs everything	5/3/2023								
NOON MANAGEMENT NOON	4/3/2023					talk to Diana about rent	5/3/2023								
ALLOAN A YEAR A THAT YEAR	4/3/2023					driver license, bank & school	5/3/2023								
	3/28/2023					all green	4/27/2023								
	4/3/2023					needs everything	5/3/2023								
	4/6/2023						5/6/2023								
N 14 2 1 2 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4/17/2023					needs everything	5/17/2023								
	4/17/2023					driver license, bank & school	5/17/2023								
	4/40/0000						E /40 /0000								

Volunteers Role

CCS Volunteers can contribute to the digital equity program in multiple ways. For example:

- Participating in bus orientation and training sessions
- Assisting clients in basic technology usage
- Providing support for internet setup

The digital equity specialist can offer training to volunteers regarding any of these topics.



QUESTIONS

