# PRESENTER

## Ali F. Abid

The Digital Equity Specialist
At Catholic Community Services.

Years working for CCS as DN: 3
Years working as a social worker: 8

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# GOALS

## Vision

FILL THE TECHNOLOGY GAP OF OUR NEWLY-ARRIVING-TO-THE-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 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.



CCS presents: Digital Equity Program

# 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

## Intake

misterfayruz@gmail.com Switch account

The name and photo associated with your Google account will be recorded when you upload files and submit this form. Your email is not part of your response.

* Indicates required question

**Client's Full name** *

Your answer

**Phone Number**

Your answer

**Email Address**

Your answer

**Preferred Language**

Your answer

**Device Type**

○ ChromeBook

○ Laptop

○ Desktop computer

○ Tablet

## 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.

## Skills Assessment

misterfayruz@gmail.com Switch account

Not shared

**Client's Name**

Your answer

**Email**

Your answer

**How frequently do you check your email?**

Choose

**I feel confident using the internet**

○ Strongly Agree

○ Agree

○ Neutral

○ Disagree

○ Strongly Disagree

**I know how to keep my information safe and secure online**

○ Strongly Agree

○ Agree

# POST-ASSESSMENT EVALUATION

# Tracking Table

| Client's Name | Arrival Date | Device | Home Internet | Bus Orientatio | DL | Bank Account | Extras and Comments | #VALUE! |
|---|---|---|---|---|---|---|---|---|
| KHOULI,Abdulraouf 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 |
| | 3/13/2023 | 🟩 | 🟨 | 🟨 | 🟩 | 🟩 | Need to follow up with the client | 4/12/2023 |
| POUN, | 3/14/2023 | 🟩 | 🟨 | 🟨 | 🟨 | 🟩 | Call him next week for AFCU | 4/13/2023 |
| ROMEO,ELIAS | 3/13/2023 | 🟩 | 🟨 | 🟨 | 🟨 | 🟨 | Pullfrog / maybe Bank account | 4/12/2023 |
| ABDO,Gali | 3/20/2023 | 🟩 | 🟨 | 🟨 | | | She needs help using the computer | 4/19/2023 |
| CUNG,Sang Hnem | 3/20/2023 | 🟩 | 🟨 | 🟨 | | | she is John Thang wife | 4/19/2023 |
| BAYAH, Kangwa | 3/21/2023 | 🟩 | 🟨 | 🟨 | | | | 4/20/2023 |
| NOODBA,Hodca | 3/13/2023 | 🟩 | 🟨 | 🟨 | | | | 4/12/2023 |
| | 3/13/2023 | 🟩 | 🟨 | 🟨 | | | | 4/12/2023 |
| | 3/13/2023 | 🟩 | 🟨 | 🟨 | | 🟩 | | 4/12/2023 |
| | 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 |
| MAS | 2/23/2023 | 🟩 | 🟨 | 🟨 | | | | 3/25/2023 |
| RIVAS DE RAMOS,Sandra Guadalupe | 3/1/2023 | 🟩 | 🟩 | 🟨 | | | | 3/31/2023 |
| MKA | 2/17/2023 | 🟩 | 🟨 | 🟨 | | | | 3/19/2023 |
| | 3/1/2023 | 🟩 | 🟨 | 🟨 | | | | 3/31/2023 |
| KHOULA, | 3/1/2023 | 🟩 | 🟨 | 🟨 | 🟨 | 🟩 | | 3/31/2023 |
| | 4/3/2023 | 🟩 | 🟨 | 🟨 | | | | 5/3/2023 |
| | 4/3/2023 | 🟩 | 🟨 | 🟨 | | | needs everything | 5/3/2023 |
| TUYI,UMBA | 4/3/2023 | 🟩 | 🟨 | 🟨 | | | needs everything | 5/3/2023 |
| TOY,HUME, | 4/3/2023 | 🟩 | 🟨 | 🟨 | | | needs everything | 5/3/2023 |
| NOO,HMAO | 4/3/2023 | 🟩 | 🟨 | 🟨 | | | talk to Diana about rent | 5/3/2023 |
| | 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 |
| MA | 4/17/2023 | 🟩 | 🟨 | 🟨 | | | needs everything | 5/17/2023 |
| | 4/17/2023 | 🟩 | 🟨 | 🟨 | | | driver license, bank & school | 5/17/2023 |

**Legend:**

| | |
|---|---|
| 🟩 | Service Provided |
| 🟨 | Service not provided yet |
| 🟥 | 30 days due |

**Comments:**

The date when the service provided will be recorded on Outlook Calendar.

# 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