

March 2024



DIGITAL SKILLS AND ADOPTION PLAN

Closing Nevada's Digital Divide





Final- Nevada Statewide Digital Skills and Adoption Plan: *Accepted by NTIA*

Message from the OSIT Director

Dear Fellow Nevadans,

The Nevada Governor's Office of Science, Innovation and Technology (OSIT) is honored to publish this draft of Nevada's Statewide Digital Skills and Adoption Plan for public comment. Digital Skills and Adoption are an important part of the [High Speed Nevada Initiative](#). This plan is the result of thousands of hours, miles, and conversations with Nevadans from all corners of the state.

The planning process is a key step in our collective effort to close the digital divide. We don't want, however, our journey to end here with a plan that looks nice but sits on a shelf. The Digital Equity Act, part of the Infrastructure Investment and Jobs Act (IIJA), invites states to undertake a comprehensive planning process to establish a vision for digital skills and adoption that will guide overarching strategies and goals. Once submitted and approved by National Telecommunications and Information Administration (NTIA), this plan will unlock funding for OSIT to begin to implement the strategies and activities we describe below.

Your partnership is essential. Your input improved this plan during the public comment period. And your partnership will help us achieve the goals we've set. Thank you.

Cheers,

A handwritten signature in black ink that reads "Brian Mitchell". The signature is written in a cursive style and is positioned above a thin horizontal line.

Brian Mitchell
Director, OSIT

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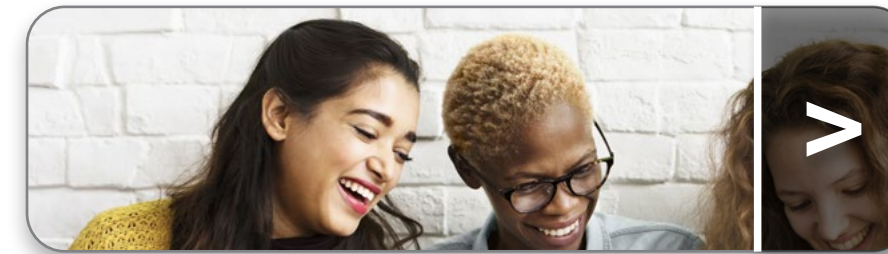
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1. Executive Summary

Stretching from the majestic northern Ruby mountains to the crystal-clear waters of Lake Tahoe to the beautiful vastness of the Mojave Desert in the south, Nevada's captivating landscape has historically posed geographical challenges to communication, travel, and commerce. Since becoming a state 160 years ago, Nevada's communities have overcome vast distances through the Pony Express, roads, copper wires, and air travel to foster connections within and beyond its 17 counties.

In the digital age, broadband connectivity has transcended geographical constraints. The internet has redefined what it means to be connected, serving as a gateway not only for communication but also to participation in society, democracy, and the economy of the 21st century. The internet fosters access, involvement, and progress. Students, youth, and adults access unparalleled educational resources. Parents engage in global work collaboration. Businesses reach customers worldwide. Medical consultations and services span geographical boundaries, enhancing healthcare access. These digital tools ensure a more connected, convenient, and prosperous life.

Impeding access to these transformative tools is the digital divide. Neglected for too long and exacerbated by the COVID-19 pandemic, many rural and urban residents alike encounter barriers such as inadequate broadband availability, affordability challenges, device accessibility limitations, and foundational digital skills gaps. The absence of technical support, cybersecurity awareness, and confidence in navigating digital resources further deepens inequities too many Nevadans experience. Consequently, vital functions such as completing job applications, accessing online DMV services, submitting documentation needed for employment and social services, accessing educational resources, inquiring about public services, researching health information access, and maintaining social connections are all more difficult to perform.

Disproportionately impacted by the economic and societal toll of

the digital divide are covered populations, defined in the Digital Equity Act as aging individuals, individuals with disabilities, rural residents, English language learners, racial/ethnic minorities, low-income households, veterans, and incarcerated individuals.

In Nevada, the Governor's Office of Science, Innovation and Technology (OSIT) is charged with developing and realizing a digital skills and adoption vision for the state. This Statewide Digital Skills and Adoption Plan represents Nevada's first statewide-level attempt to eradicate the digital divide. Our journey to close the digital divide began with and was informed by a statewide public engagement and outreach process. The results of that process are the goals, objectives, strategies, and core activities detailed in this plan. During our public engagement, we heard loud and clear that the digital divide affects all communities. But it affects them differently, depending on many factors, including location, demographics, density, and geography. There is no single one-size-fits-all solution. It is also clear that the only way to create lasting change that will outlive the implementation of this plan is to cultivate and build the capacity of local partnerships.

From the questions, conversations, and stories shared by over 1,500 Nevadans, we distilled the following priorities for this plan:

- Broadband Infrastructure Development
- Adoption
- Affordability
- Device Access
- Digital Literacy and Awareness
- Sustainability

We hope this plan will be the catalyst for a sustainable foundation for digital skills and adoption that will ensure all Nevadans truly have the transformative access they need to the internet.



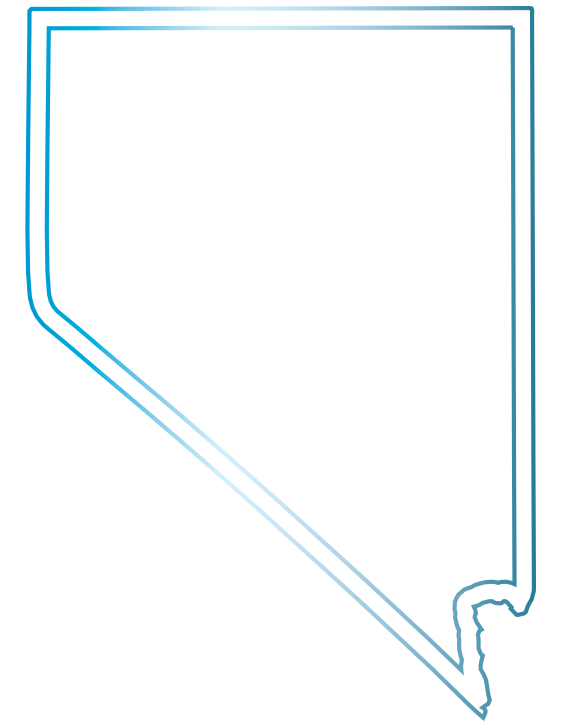
2. Introduction and Vision for Digital Skills and Adoption

2.1

Introduction and Vision:

DIGITAL SKILLS AND ADOPTION

for Nevada's Future



Nevada's vision for digital skills and adoption is that by 2029:

All Nevadans have access to **affordable, reliable, scalable high-speed internet, a connected device, and the digital skills and support needed to safely and securely work, learn, and thrive.**



Our digital skills and adoption vision is ambitious and expansive.

It is rooted in the reality that our world is becoming increasingly connected and increasingly reliant on connectivity. We must do all we can to ensure that all Nevadans, especially those populations who are traditionally underserved and experience more connectivity barriers¹, have access to tools, programs, resources, and knowledge to use the internet to learn, earn, and live well.

Everything in this plan can be accomplished with **robust and dedicated support** and buy-in from the many digital skills and adoption stakeholders, from elected officials to grass roots, that exist in Nevada.

Local community-based organizations, non-profits and governments have existing relationships with those Nevadans that are most affected by the digital divide. To successfully realize our shared digital skills and adoption vision, strong state-local partnerships where the State supports and builds the capacity of local activities is Nevada's pathway to success. Many activities will be required to make this vision a reality, but federal funds are limited and not every required activity is best funded by federal dollars. OSIT pledges continuous stakeholder engagement to efficiently and effectively plan and execute these activities, identify public-private partnerships, and rally outside organizations and sources of funding to support and supplement State resources.

Based on our community outreach and engagement, described in greater detail below, OSIT has identified the following six priorities that will guide our digital skills and adoption work over the next five years:

This vision and the priorities above are aligned to the vision and priorities in the Broadband Equity Access and Deployment (BEAD) program Five-Year Action Plan. OSIT oversees both BEAD and Digital Skills and Adoption planning and implementation efforts and will ensure activities are conducted in close coordination and alignment.

¹ Including but not limited to Covered Populations and members of a federally-recognized Tribe.



Broadband Infrastructure Deployment



Adoption



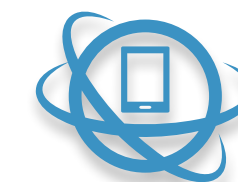
Affordability



Device Access



Digital Literacy



Awareness and Sustainability



2.2 Alignment with Existing Efforts to Improve Outcomes

Across Nevada, State and local government agencies, non-profits, community-based organizations and others are working to improve outcomes for Nevadans in areas of education, economic and workforce development, health, and safety through the delivery of essential services. While their missions may be as diverse as reducing childhood hunger or providing disability services to aging populations, OSIT counts each as a digital skills and adoption stakeholder. The digital divide, in one way or many, affects these organizations' ability to deliver essential services and also affects the lives of those they serve. Therefore, this

Statewide Digital Skills and Adoption Plan must be aligned with existing efforts to improve outcomes broadly for Nevadans.

This section will illustrate how the State's digital skills and adoption priorities for all covered populations align with existing goals and efforts by other entities and how OSIT will coordinate its use of federal, State, and other funds.

The goals outlined below are not a comprehensive list of objectives for each category but are the most relevant and related to how digital skills and adoption can contribute.

STATE GOAL	DIGITAL SKILLS AND ADOPTION MEASURABLE OBJECTIVES <i>Which measurable objectives will contribute most directly toward these State goals?</i>	HOW DIGITAL SKILLS AND ADOPTION HELPS
<p><u>Economic and Workforce Development Goals</u></p> <ol style="list-style-type: none"> Electric Nevada – Become a world leader in the development and use of clean energy innovations. Innovative Nevada – Support a thriving innovation ecosystem through collaboration among academia, industry, non-profits, and government and a workforce with technical skills at all levels. Connected Nevada – Connect industries and businesses within the state to accelerate new economic opportunities by updating and expanding assets such as multimodal inland ports and industrial parks, transportation and logistics infrastructure and broadband infrastructure. Aligned Workforce – Promote stronger workforce-industry partnerships to bolster the future talent pipeline through more STEM and STEAM initiatives. <p>Source: Nevada-Statewide-Plan-Final-02.15.2023.pdf (nv.gov)</p>	<ul style="list-style-type: none"> Broadband Affordability and Access Device Affordability and Access Digital Skills and Supports Digital Skills and Adoption Awareness 	<p>Two of the most important factors for success in economic development are location and workforce. Availability of broadband infrastructure has become as important as access to water, sewer, power, and land in industrial site selection. OSIT's broadband deployment plan supports Nevada's efforts to grow the economy by making Nevada an attractive place to expand. Increasing access to broadband service, digital skills, and devices will improve workforce readiness and productivity. Students of all ages will become prepared to enter and successfully navigate in competitive educational and workplace environments. More Nevadans with foundational digital skills will help economic development agencies attract and grow companies because of the quality of the workforce. Likewise, foundational digital skills will help higher education and workforce development agencies to prepare students and workers with the right higher-order credentials and training needed for high-wage, high-skill careers that provide a livable wage, opportunities for home ownership, decreased transiency, and pathways out of poverty for Nevadans. Nevada's innovative clean energy and electric ambitions require more fiber. Fiber is needed to monitor electric grids, clean power generation, and electric vehicle corridors, including charging stations. Nevada's broadband workforce will find long term opportunities in both industrial and residential fiber maintenance and installation following the construction of BEAD networks.</p>



STATE GOAL	DIGITAL SKILLS AND ADOPTION MEASURABLE OBJECTIVES <i>Which measurable objectives will contribute most directly toward these State goals?</i>	HOW DIGITAL SKILLS AND ADOPTION HELPS
<p><u>Educational Goals</u></p> <p>PK-12</p> <ol style="list-style-type: none"> 1. All children, birth through third grade, have access to quality early care and education. 2. All students have access to effective educators. 3. All students experienced continued academic growth. 4. All students graduate future-ready and globally prepared for postsecondary success and civic life. <p>Source: Nevada Stip (nv.gov)</p> <p>Higher Education</p> <ol style="list-style-type: none"> 1. Increase access and participation in post-secondary education. 2. Increase student success. 3. Close the achievement gap among underserved student populations. 4. Address the challenges of the workforce and industry education needs of Nevada. <p>Source: Strategic Plan Metrics (nevada.edu)</p>	<ul style="list-style-type: none"> • Broadband Affordability and Access • Device Affordability and Access • Digital Skills and Supports • Digital Skills and Adoption Awareness 	<p>Increasing access to affordable home internet and connected devices will provide students of all ages with greater learning opportunities, increase development of 21st Century skills like remote collaboration and problem solving, and improves learning engagement with students who are “digital natives”. Affordable internet and device access, along with digital skills and supports, enables working parents/guardians and students further their education and skills development, and increases access to higher education for underserved populations. As students and youth improve access to the internet and a device, they become “in-house” digital navigators for parents, guardians, grandparents, and other older members of their household, which raises overall digital literacy and expands adults’ opportunities to improve digital skills for higher wages. Distance learning benefits K-12 educators as many professional development opportunities are available online.</p>



STATE GOAL	DIGITAL SKILLS AND ADOPTION MEASURABLE OBJECTIVES <i>Which measurable objectives will contribute most directly toward these State goals?</i>	HOW DIGITAL SKILLS AND ADOPTION HELPS
<p><u>Health Goals</u></p> <ol style="list-style-type: none"> Promote health equity by expanding access to care. Encourage preventive health and reduce the burden of chronic disease. Improve 2-1-1 program to connect individuals and providers to essential health and human services resources. Support aging individuals, people with disabilities to live in their communities and remain independent. Ensure community access to actionable public health information via website, media, and social media. <p>Sources:</p> <p>Nevada-Statewide-Plan-Final-02.15.2023.pdf (nv.gov)</p> <p>2022_CHIP_Report_Final.pdf (healthysouthernnevada.org)</p> <p>Strategic Plan FY22-24 FINAL DRAFT approved 12 16 21.pdf (washoecounty.gov)</p> <p>ATforIL (nv.gov)</p> <p>Nevada 211 Health and Human Services Helping Nevadans</p>	<ul style="list-style-type: none"> Broadband Affordability and Access Device Affordability and Access Digital Skills and Supports Digital Skills and Adoption Awareness 	<p>The accessibility and affordability of broadband internet and digital devices to better deliver health (e.g. telehealth) and human services (e.g. 2-1-1) and provide personal and public health information can promote equity and improve health outcomes, particularly for those from covered populations who have less access to providers. Access to the internet also helps covered populations find access to health insurance, thus linking health needs to a reliable source of payment. Ensuring Nevadans have the digital skills and technical support in multiple languages to comfortably and confidently utilize telehealth and access public health information via websites or social media is vital for improving health outcomes and access to care. For aging individuals, individuals with disabilities and others, affordable and accessible broadband service can improve health and life outcomes by providing greater access to telehealth options, helps these populations keep in contact with family and friends which supports mental and emotional health, and offers knowledge and other resources to maintain independence.</p>



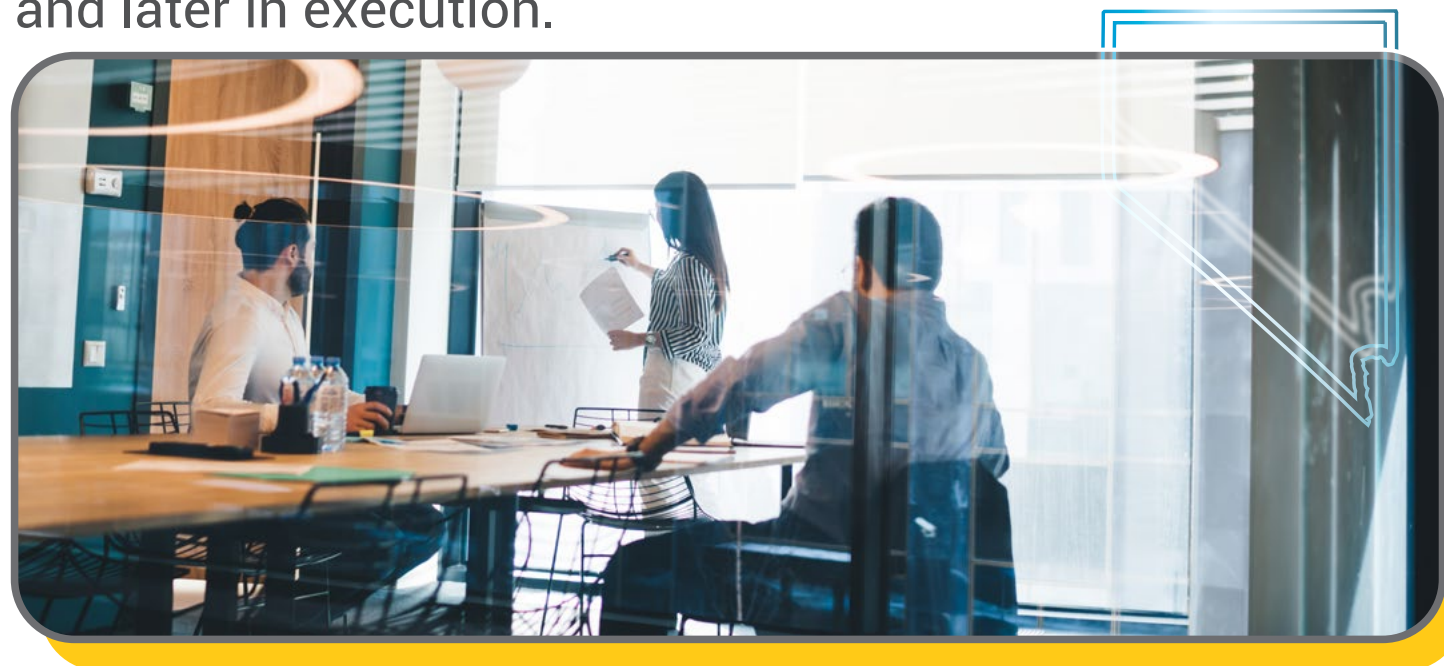
STATE GOAL	DIGITAL SKILLS AND ADOPTION MEASURABLE OBJECTIVES <i>Which measurable objectives will contribute most directly toward these State goals?</i>	HOW DIGITAL SKILLS AND ADOPTION HELPS
<p><u>Civic and Social Engagement Goals</u></p> <ol style="list-style-type: none"> 1. Provide accessible election information for all voters. 2. Provide internet access and promote digital literacy in public libraries. 3. Promote Nevadan tourism, arts, and culture. <p>Sources:</p> <p>Nevada Secretary of State Home (nvsos.gov)</p> <p>OpenExhibitDocument (state.nv.us)</p> <p>Nevada Tourism And Cultural Affairs - Travel Nevada</p>	<ul style="list-style-type: none"> • Broadband Affordability and Access • Device Affordability and Access • Digital Skills and Supports • Digital Skills and Adoption Awareness 	<p>Nevada seeks to encourage civic engagement and participation by providing information about candidates, polling locations, and voting procedures online. OSIT's broadband and digital skills and adoption efforts will give Nevadans, particularly those from covered populations, tools to become more engaged civically.</p> <p>Nevada is a state rich in cultural traditions and tourist attractions. Information about attractions and events, programs to promote artistic endeavors, and ways to experience various cultural treasures can be found online from the State Department of Tourism & Cultural Affairs or the Nevada State Parks website. Nevadans find information about local social and cultural events on local government and community webpages or on social media sites like Facebook. OSIT seeks to increase access to social and cultural engagement by helping more Nevadans find information online in multiple languages.</p>

STATE GOAL	DIGITAL SKILLS AND ADOPTION MEASURABLE OBJECTIVES <i>Which measurable objectives will contribute most directly toward these State goals?</i>	HOW DIGITAL SKILLS AND ADOPTION HELPS
<p><u>Delivery of Essential Services Goals</u></p> <p>1. Improve accessibility and inclusivity of essential services on government websites.</p> <p>Sources:</p> <p>DMV Transformation Effort (nv.gov)</p> <p>Language_Access (nv.gov)</p> <p>SilverFlume Nevada's Business Portal to start/manage your business (nvsilverflume.gov)</p>	<ul style="list-style-type: none"> • Broadband Affordability and Access • Device Affordability and Access • Digital Skills and Supports • Digital Skills and Adoption Awareness 	<p>To increase approval and trust in government institutions delivering essential services, multiple agencies have emphasized online accessibility and inclusivity of websites to better serve Nevadans. The Nevada DMV is digitizing their services so it is mobile-friendly, accessible to customers with disabilities, and where content and navigation are simplified. The Nevada Governor's Office of New Americans is working to make state government website more inclusive so they are more accessible to English language learners. The Nevada Secretary of State's Office offers SilverFlume, a one-stop business portal providing businesses with a single online location for conducting transactions with state agencies. Digital skills and adoption priorities around affordable broadband and devices and enhancing digital skills and technical support can increase the number of Nevadans comfortable with accessing government services online.</p>



How Municipal, Regional, and/or Tribal Digital Skills and Adoption Plans Will Be Incorporated into the State Digital Skills and Adoption Plan

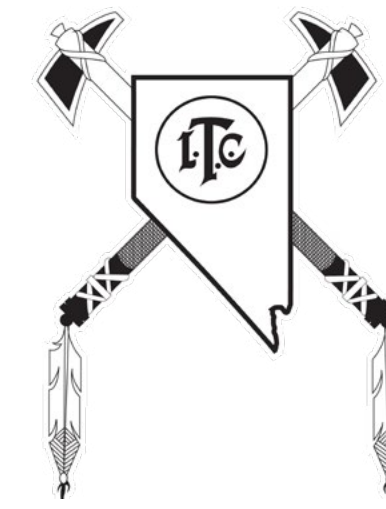
Starting in 2017, OSIT began to create Broadband Action Teams (BATs) throughout Nevada. These BATs were made up of County, municipal, CAIs, Tribal, and other community leaders and met regularly with OSIT staff to identify broadband needs, barriers, assets, and strategies to close the digital divide. OSIT was successful in helping many of these communities leverage the FCC's Universal Service Fund to bring fiber to schools, libraries, and health clinics. In some communities, no funding existed to advance connectivity goals or address community needs. No formal plans were created prior to the creation of this plan. During the public engagement portion of this plan development, OSIT met with BATs, including county leaders in every county of the state to determine whether any digital skills and adoption plans existed and if or how they should be incorporated into this plan. In most cases, no formal plans existed but OSIT found county leaders across the state willing and eager to engage and partner with OSIT in plan development, and later in execution.



Clark County

Clark County, home to Las Vegas, North Las Vegas, and Henderson, is the only municipal or county government in Nevada OSIT is aware of to have a digital skills and adoption plan currently in development. OSIT has participated in county planning and stakeholder meetings to offer ideas and provide the State perspective and updates on the State's planning and implementation processes. Likewise, Clark County has shared ideas and contributed to the development of this plan. OSIT and County leaders and staff meet regularly to discuss coordination, deduplication of efforts, and alignment of goals between the two plans. One such area of ongoing alignment is around outreach, awareness, and enrollment efforts in ACP. OSIT and Clark County were each awarded FCC ACP grants and the two entities' efforts are complementary. As Clark County's plan is still under development, it will not be formally incorporated into the State plan. However, State and county digital skills and adoption program leads will continue to coordinate following the completion of the respective planning processes. As Clark County is Nevada's largest county, with 70% of the population, it is important the State and county are aligned and OSIT is grateful for the County's partnership.

² [https://osit.nv.gov/Broadband/Awards/#:~:text=Tribal%20Broadband%20Connectivity%20Program%20\(TBCP\)%2D%20NTIA](https://osit.nv.gov/Broadband/Awards/#:~:text=Tribal%20Broadband%20Connectivity%20Program%20(TBCP)%2D%20NTIA)



Inter-Tribal Council of Nevada

OSIT has a long history of outreach and engagement with Nevada's Tribal Nations. Over the last 6 years, OSIT has worked with Tribes to establish 12 Tribal libraries with high-speed internet connections in rural and remote locations with connectivity. Since the start of the Pandemic, OSIT has worked very closely with the Inter-Tribal Council of Nevada (ITCN) to help Tribes apply for and draw down federal dollars for connectivity. ITCN and OSIT have worked together to survey Tribes and understand the digital skills and adoption needs, assets, and barriers. ITCN has a plan to leverage NTIA's Tribal Broadband Connectivity Grant (TBCP) funds for adoption and use activities on Tribal lands following construction of new broadband infrastructure. OSIT has provided technical assistance to ITCN and 15 of Nevada's Tribes to obtain \$31 million in TBCP funds that will be used for affordability, device access, and digital literacy, among other adoption activities.²

These Tribal broadband connectivity priorities are in alignment with this plan's focus on broadband accessibility. Representatives of ITCN and OSIT's Executive Director plan to work together to support existing NTIA TBCP grantees and assist additional Tribes seeking funding from TBCP Round II.



Coordinating Digital Skills and Adoption Funding

As the State Broadband Office, OSIT oversees funding for infrastructure deployment as well as digital skills and adoption. OSIT will implement a coordinated, holistic plan for closing the digital divide, bringing together multiple funding streams and the efforts of government and private entities at multiple levels. The development of this plan, including stakeholder outreach, assessing needs, and implementation were coordinated internally at OSIT. OSIT's Digital Skills and Adoption and BEAD plans are part of the larger High Speed Nevada Initiative that will ensure implementation and deployment efforts are complementary. Indeed, it is important to note that no single funding source or any single effort can bridge the digital divide. OSIT intends to weave multiple complementary federal, State, local, and private sources of funding to achieve its digital skills and adoption vision. Some of these funding sources are highlighted below:

Broadband Equity Access Deployment (BEAD) Fund (\$416 million) – The BEAD fund is prioritized for infrastructure deployment. OSIT will utilize the BEAD fund to bring affordable, reliable, scalable high-speed internet connections to unserved and underserved residential locations and Community Anchor Institutions. Modern, equitable infrastructure access is a prerequisite for many of the digital skills and adoption related strategies and activities outlined in this plan.

Digital Equity Capacity Grant Program (\$TBD) – The Digital Equity Capacity Grant Program will build the capacity of local partners to carry out activities outlined in this plan to bridge the digital divide. All Nevadans, with a particular focus on covered populations, will have access to programming. Additionally, these funds will complement and be deployed alongside infrastructure deployment dollars to offer opportunities

for newly-connected Nevadans to have affordable internet access, a connected device, and access to ways to enhance digital skills.

Other Deployment Funding (\$500 million) – OSIT will build middle-mile infrastructure to close the gap to underserved communities, including to CAIs like schools and libraries and State and local government facilities. The infrastructure built with these funds will set the stage for BEAD funds to deploy to individual residences and businesses. Newly connected CAIs will be able to participate with OSIT in delivering digital skills and adoption related programming outlined in Section 5 below.

Tribal Connectivity Program Fund (TBCP) (\$33 million) – TBCP is a competitive grant program aimed at improving access to infrastructure and digital skills and adoption on Tribal lands. OSIT is working with Tribes not only on deployment but also adoption and use of grants to help newly connected users on Tribal lands attain the knowledge and skills needed to confidently utilize the internet. OSIT will provide technical assistance to additional Tribes to apply for this competitive program and hopes the number above will continue to grow.

FCC Affordable Connectivity Program Outreach Grant (\$450,000) – OSIT received a competitive grant from the Federal Communications Commission (FCC) to increase awareness and enrollment in the Affordable Connectivity Program (ACP). These funds complement digital skills and adoption funding and efforts by helping more Nevadans afford a residential broadband service.

Other Funding – OSIT will work with its partners at other State agencies, local governments, non-profits and community-based organizations, and the private sector to supplement the funding outlined above. We describe above how OSIT's digital skills and adoption efforts support and are aligned with existing State and local priorities. Likewise, existing State and local priorities and efforts will support the

achievement of the State's digital skills and adoption vision. Existing education and workforce funding can be used to build the State's broadband workforce; existing education funding helps students obtain connected devices; existing State dollars support the growth and use of telehealth in rural areas; existing case workers and support staff can work with covered populations to enroll in ACP; Nevada's internet service providers have existing affordability and digital skills training programs; and, existing programs at Nevada's libraries, non-profits and community-based organizations support the work of digital skills and adoption.









2.3 Strategy and Objectives

Significant funding will be required to achieve Nevada’s broadband vision and ensure all Nevadans have access to high-speed internet that is affordable, reliable and scalable. Many activities will be required but federal funds are limited and not every required activity is best funded by federal dollars.

Stakeholder feedback and an examination of federal and non-federal funding sources led to the following priorities for use of federal funding. These priorities represent principles the State will use in its allocation of federal dollars and that are aligned with the vision, goals, and objectives described above. The development of these priorities was done in close coordination with Nevada’s BEAD Five-Year Action Plan.³

2.3.1 Priorities

Priority	Description
 Broadband Infrastructure Deployment	Deploy modern, scalable broadband infrastructure to unserved and underserved residential and business locations, and Community Anchor Institutions (CAIs) within communities so that all Nevadans have access to affordable, reliable and scalable high-speed internet access with minimum speeds of 100/20 Mbps scaling beyond 100/100 Mbps.
 Adoption	More Nevadans, including those identifying as members of a covered population and the general population have a home internet subscription and use the internet for education, healthcare, workforce development, work, civic engagement, business, and keeping in touch with family and friends.
 Affordability	Provide resources and execute strategies that help more Nevadans afford the internet.
 Device Access	Provide Nevadans the opportunity to access to affordable, quality connected devices.
 Digital Literacy	Provide Nevadans access to opportunities to increase their digital skills, including cybersecurity, and access to the tech support needed to use the internet and a connected device.
 Awareness and Sustainability	Ensure that leaders across Nevada understand what digital skills and adoption is, the challenge of the digital divide, and funding and capacity is in place long-term to close it.

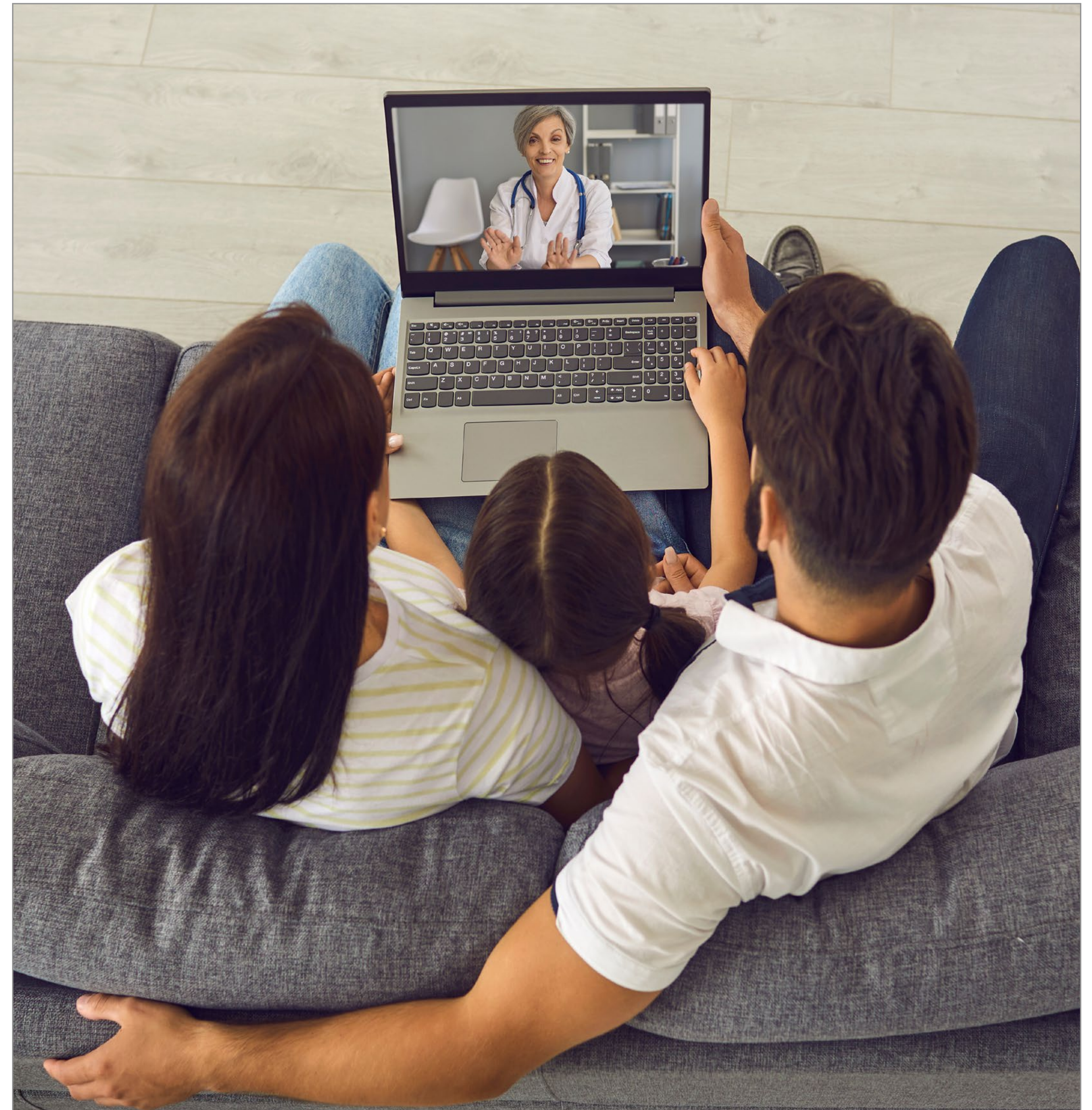
³ <https://osit.nv.gov/Broadband/BEAD/>

The State has other priorities, including, but not limited to, the development of a highly-skilled broadband workforce that reflects Nevada's diversity, leveraging the internet to expand access to education and workforce development, streamlining permitting processes at all levels of government, expanding access to telehealth, wildfire and other natural disaster detection, notification, and mitigation, climate and endangered species resilience, and public and traffic safety, mobility, and electric vehicle charging. These priorities will be pursued concurrently by other State, local, non-profit, and private organizations (with the support of OSIT) using other funding sources.

Instead of spreading its limited resources too thin, OSIT will have a **laser focus on the five priorities listed above**. There are many diverse needs in communities across Nevada that extend beyond digital skills and adoption. To truly and measurably progress toward our digital skills and adoption vision, OSIT must ensure resources are prioritized to foundational digital skills and adoption activities of **adoption, affordability, device access, and digital literacy**.

This section presents the overarching strategies for driving towards the vision outlined in Section 2.1. The strategies outlined below were derived from the many conversations the OSIT team had with stakeholders and members of the public.

While the priorities above are the key tenets of this Statewide Digital Skills and Adoption Plan, OSIT also considered how increased access to high-speed internet can drive outcomes outside these priorities. In Section 2.2, OSIT outlined how increased internet access and digital skills and adoption can accelerate progress towards goals related to economic and workforce development, educational outcomes, health outcomes, civic and social engagement, and delivery of other essential services. OSIT will continue to work with our partner State agencies and other government and non-governmental organizations in these and other areas to leverage gains in digital skills and adoption for further gains in related but outside outcomes. For example, as OSIT works to increase adoption and digital literacy in low-income public housing units, OSIT will initiate warm handoffs to workforce development and healthcare agencies to initiate remote job training and telehealth adoption activities that will increase employment and health outcomes and meet the objectives of these agencies.



2.3.2 Goals, Objectives, and Strategies

Goal: Universal Access to Digital Skills and Adoption

Objective 1:

Develop and execute a multi-pronged low-income and middle-class affordability and access strategy that leads to increased adoption and residential broadband subscription rates.



Strategies:

- Grow and nurture partnerships with State and local governments, non-profit organizations, public schools and higher education, libraries, workforce, and other community organizations to build awareness for the Affordable Connectivity Program (ACP).
- Provide training to local governments, case workers, social service agencies, and other community-based organizations that work with and provide services to ACP-eligible households to also offer ACP enrollment assistance.
- Partner with key stakeholders, including with counties and municipalities, internet service providers, and engagements with community-based organizations, faith-based organizations, schools, and libraries, in zip codes with low ACP enrollment rates to increase enrollment in ACP by hosting ACP enrollment events.
- Strategically deploy middle mile infrastructure to high-cost regions of Nevada to reduce last-mile operating costs and improve retail affordability.
- Develop and administer a BEAD grant deployment program that will effectively and efficiently bring affordable, reliable, and scalable high-speed internet access to every unserved and underserved residential and business location in Nevada.
- Prioritize affordability when making infrastructure funding decisions.
- Require service provider participation in ACP as a prerequisite to receive infrastructure grant dollars.
- Promote free Community Wi-Fi access through public-private partnerships in community centers, senior centers and other communal areas.
- Create partnerships to set up free community computer labs with Wi-Fi hotspots, in remote and underserved communities throughout the state.

- Partner with State and local government agencies to leverage better connectivity and digital skills and adoption for the furtherance of broader State and local education, healthcare, workforce and economic development, public and traffic safety, civic and other goals.
- Develop and deploy a range of short- and medium-term workforce development strategies to create on-ramps to broadband related jobs and ensure a highly-skilled and capable Nevada-based workforce exists to close the digital divide.

Objective 2:

Develop a plan to increase access to affordable connected devices and appropriate technical support with a particular focus on the needs of covered populations that is ready for execution before network construction is complete.



Strategies:

- Create a sustainable device ecosystem that identifies a technology supply chain and manages the procurement, refurbishment, configuration, outreach, distribution and technical support of devices for low-income Nevadans.
- Explore public-private partnerships in the creation of the sustainable device ecosystem.
- Develop a strategy and partnerships to provide on-demand device technical support where Nevadans are. Include consideration for multilingual tech support in the development of the strategy.
- Partner with internet service providers to develop a plan to expand participation in and the reach of the ACP's device benefit.

Objective 3:

Develop and provide opportunities for all Nevadans to attain the digital skills and literacy, support, and security awareness to use reliable, high-speed broadband service and connected devices for robust participation in our society, democracy, and economy.



Strategies:

- Continue to engage communities to identify and understand the digital skills needed by covered populations.
- Collaborate with national organizations and experienced local organizations to research and identify how, where, and when to best offer opportunities for Nevadans to learn digital skills, whether formal classes in a CAI or in more informal environments. Draft statewide policies and fund necessary curriculum, professional development, and staff to offer training. Identify and build the capacity of local community-based organizations, such as community centers, senior centers, libraries, non-profit organizations, public schools and higher education institutions and others to offer digital skills training to covered populations.

- Provide technical assistance to internet service providers wishing to fund their own digital skills training programs as a part of their subscriber promotion programs.
- Fund roaming digital navigators who will facilitate training sessions in partnership with community organizations that lack the capacity to offer digital skills trainings themselves.

Objective 4:

What we begin today doesn't end tomorrow.



Strategies:

- Develop a leadership awareness and sustainability plan.



2.3.3 Measurable Objectives

This section provides an overview of the measurable objectives to realize the State's vision for digital skills and adoption, including key performance indicators. Each of the measurable objectives below apply to all covered populations. Unless otherwise specified, OSIT intends to realize the objectives below by 2031, when the State Digital Equity Capacity Grant Program concludes. The timeline for short-term targets is defined as award of the State Digital Equity Capacity Grant through the end of 2026 and long-term targets is defined as through the end of 2031. TBD is defined as "to be determined during implementation."



1. Develop and Execute a Multi-Pronged Low-Income and Middle-Class Affordability and Access Strategy

- a. All eligible Nevadans that want to enroll in the Affordable Connectivity Program have access to the assistance they need to do so.
 - i. Two State-funded digital navigators, up from zero currently, are hired within 3 months of plan approval and provide targeted and tailored ACP outreach and enrollment assistance to each covered population in partnership with local stakeholders.
 - ii. These navigators will plan and host 310 ACP enrollment assistance events partnership with local stakeholders in the next two years.

OSIT will prioritize a diversity of locations for the ACP enrollment events to ensure that digital navigators meet covered populations where they are and where they are most comfortable.

- iii. OSIT will offer ACP enrollment training to government and non-government stakeholders that work with covered populations in all 17 counties.
- b. Universal broadband infrastructure access.
 - i. Every unserved and underserved location in Nevada (60,000+) have access to a high-speed internet service that is affordable, reliable, and scalable and meets the 100/20 Mbps definition of the BEAD program by 2029.
 - ii. All 600 underserved CAIs in Nevada have access to a gigabit symmetrical service by 2029.

MEASURABLE OBJECTIVE	KEY PERFORMANCE INDICATOR	BASELINE MEASURE	SHORT-TERM TARGET	LONG-TERM TARGET
1.A.1	OSIT Digital Navigators on staff	0	2	2
1.A.2	Number of ACP enrollment events	0	100	310
1.A.3	Counties trained to provide ACP enrollment assistance	0	7	17
1.A.4	Increased proportion of people from covered populations with access to affordable internet resources	See Section 3.2	TBD	TBD
1.B.1	All unserved and underserved locations are served	0	20,000	60,000
1.B.2	All unserved CAIs are served	0	200	600





2. Develop a plan to increase access to affordable connected devices and appropriate technical support.

- a. All eligible Nevadans have access to a program that provides low-cost or free devices.
 - i. A sustainable device distribution ecosystem exists with statewide reach that will leverage private and

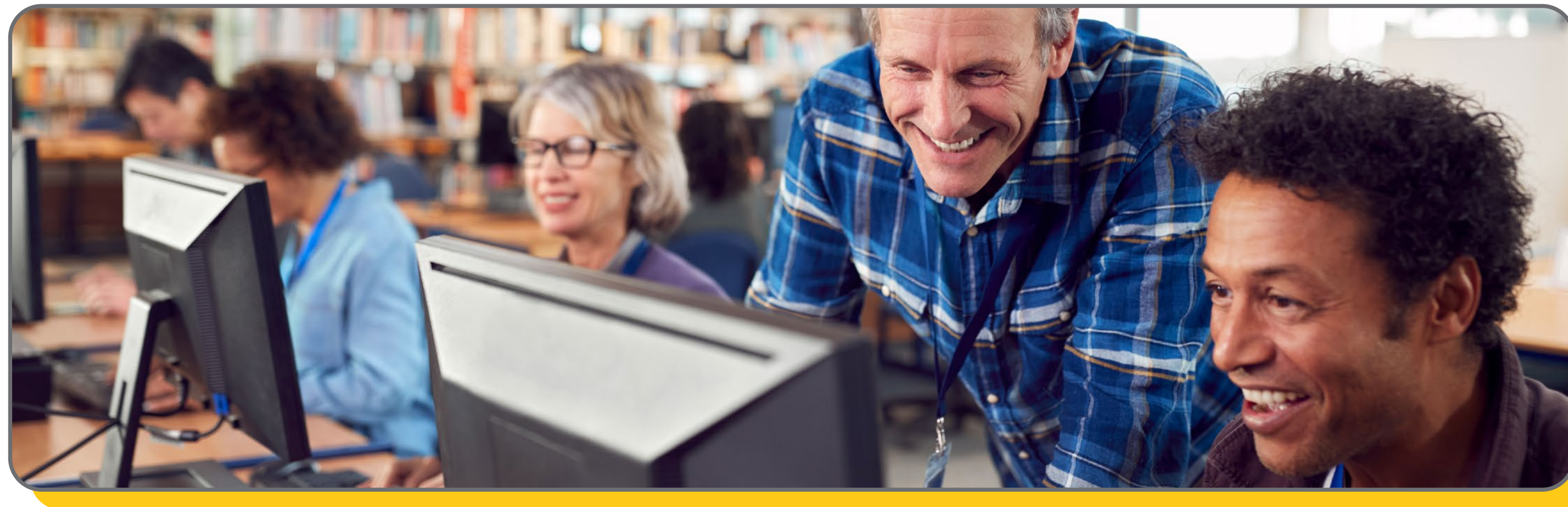
public sector partnerships to provide low-cost or no-cost devices, prioritizing covered populations.

- b. All Nevadans have access to technical support.
 - i. Free community tech support is available with translation for the deaf and multiple languages for all Nevadans at a minimum of one CAI in a safe location in their community with hours available outside traditional work and school hours.

MEASURABLE OBJECTIVE	KEY PERFORMANCE INDICATOR	BASELINE MEASURE	SHORT-TERM TARGET	LONG-TERM TARGET
2.A.1	Counties served by sustainable device distribution ecosystem	0	2	17
2.A.2	Increased proportion of people from covered populations have access to affordable devices	See Section 3.2	TBD	TBD
2.B.1	Counties with free community tech support available	0	2	17
2.B.2	Increased proportion of people from covered populations have access to free community tech support	See Section 3.2	TBD	TBD

3. Develop and provide opportunities for all Nevadans to attain the digital skills and literacy, support, and security awareness to use reliable, high-speed broadband service and connected devices.

- a. All Nevadans have access to digital skills and digital literacy training in their communities that meets their needs and are offered in diverse settings and manners.
 - i. At minimum, one digital literacy training program exists in each community tailored to the unique needs of that community.
 - ii. Cybersecurity, online privacy, and internet safety, cyber bullying and other best practices are included in all digital literacy training curriculum.
- b. All covered populations are able easily and effectively access government programs and resources online in multiple languages and from multiple device formats (computer, tablet, smartphone, etc.).
 - i. Conduct an audit of State websites used by covered populations to assess accessibility, inclusivity, user experience, and ease of access. Present findings and recommendations to State Agency Directors and the Interim Legislative Committee on Government Affairs.



MEASURABLE OBJECTIVE	KEY PERFORMANCE INDICATOR	BASELINE MEASURE	SHORT-TERM TARGET	LONG-TERM TARGET
3.A.1	Communities with a tailored digital literacy training program	TBD	25%	100%
3.A.2	Cybersecurity is included in digital literacy curriculum	0%	80%	100%
3.A.3	Increased proportion of people from covered populations have access to free digital literacy training	See Section 3.2	TBD	TBD
3.B.1	Audit conducted of State and local government websites	0%	25%	100%
3.B.2	Increased proportion of people from covered populations can easily and effectively access government programs and resources online	See Section 3.2	TBD	TBD

4. Develop and implement a leadership awareness and sustainability plan.

- a. State, local, and community leaders understand what digital skills and adoption is.
 - i. Digital Skills and Adoption 101 presentations to and meetings with State legislators, county commissions, city councils, community leaders and their staffs are offered in every county.
 - ii. A minimum of 100 stories of Nevadans crossing the digital divide have been published and shared by OSIT.
- b. State, local, and community leaders share the digital skills and adoption vision.
 - i. Digital Skills and Adoption Champions exist in all communities in Nevada.
 - ii. Model digital skills and adoption programs exist in every community that meet the needs of local covered populations.
 - iii. A What Works in Digital Skills and Adoption guide for funders is available and provides funders with evidence-based strategies to close the digital divide.
 - iv. Permanent, ongoing funding for digital skills and adoption has been secured from State, local, and philanthropic sources.



MEASURABLE OBJECTIVE	KEY PERFORMANCE INDICATOR	BASELINE MEASURE	SHORT-TERM TARGET	LONG-TERM TARGET
4.A.1	Digital Skills and Adoption 101 Presentations Given	0%	25%	100%
4.A.2	Digital Divide Stories Shared	0%	25%	100%
4.B.1	Digital Skills and Adoption Champions Identified in each community	0%	25%	100%
4.B.2	What Works in Digital Skills and Adoption guide published	0	0	1



3. Current State of Digital Skills and Adoption: Barriers and Assets

3.1 Asset Inventory

This section serves as a spotlight on Nevada's distinctive assets including its present resources, programs, and strategies that champion digital skills and adoption for all citizens including those from covered populations. This asset inventory includes both publicly and privately funded assets, including those from municipal, county and Tribal governments.

OSIT compiled this asset inventory through three primary methods. First, OSIT conducted in-person, virtual, and phone interviews with organizations in every county. Second, OSIT distributed an asset mapping survey to gather in-depth data. OSIT called the survey the Digital Ecosystem Mapping (DEM) Tool. Third, when OSIT was unable to make contact with an organization, OSIT relied on websites, annual reports, and community and stakeholder knowledge.

Tribal assets deserve particular mention. At the time of publication, OSIT had conducted 16 Tribal consultations. During these consultations, OSIT learned that each Tribe has leadership that cares deeply about digital skills and adoption.

Aside from leadership, libraries are one of the most important Tribal assets. In the five years prior to the passage of the IIJA, OSIT assisted 12 Tribes bring fiber to Tribal libraries using Universal Service funds. These CAIs provided vital connectivity during the Pandemic. Prior to holding the consultation, OSIT sent Tribal leaders a comprehensive list of infrastructure and digital skills and adoption related questions and discussion topics. Some Tribes provided written answers in advance of the meetings and others brought Tribal members that could speak to the digital skills and adoption topics.

To assist State and local digital skills and adoption conversations, OSIT publishes several related maps on its [mapping portal](#): a map of ACP enrollment rates by zip code, a digital divide index, and a map showing the distribution of covered populations by census tract. These maps do not

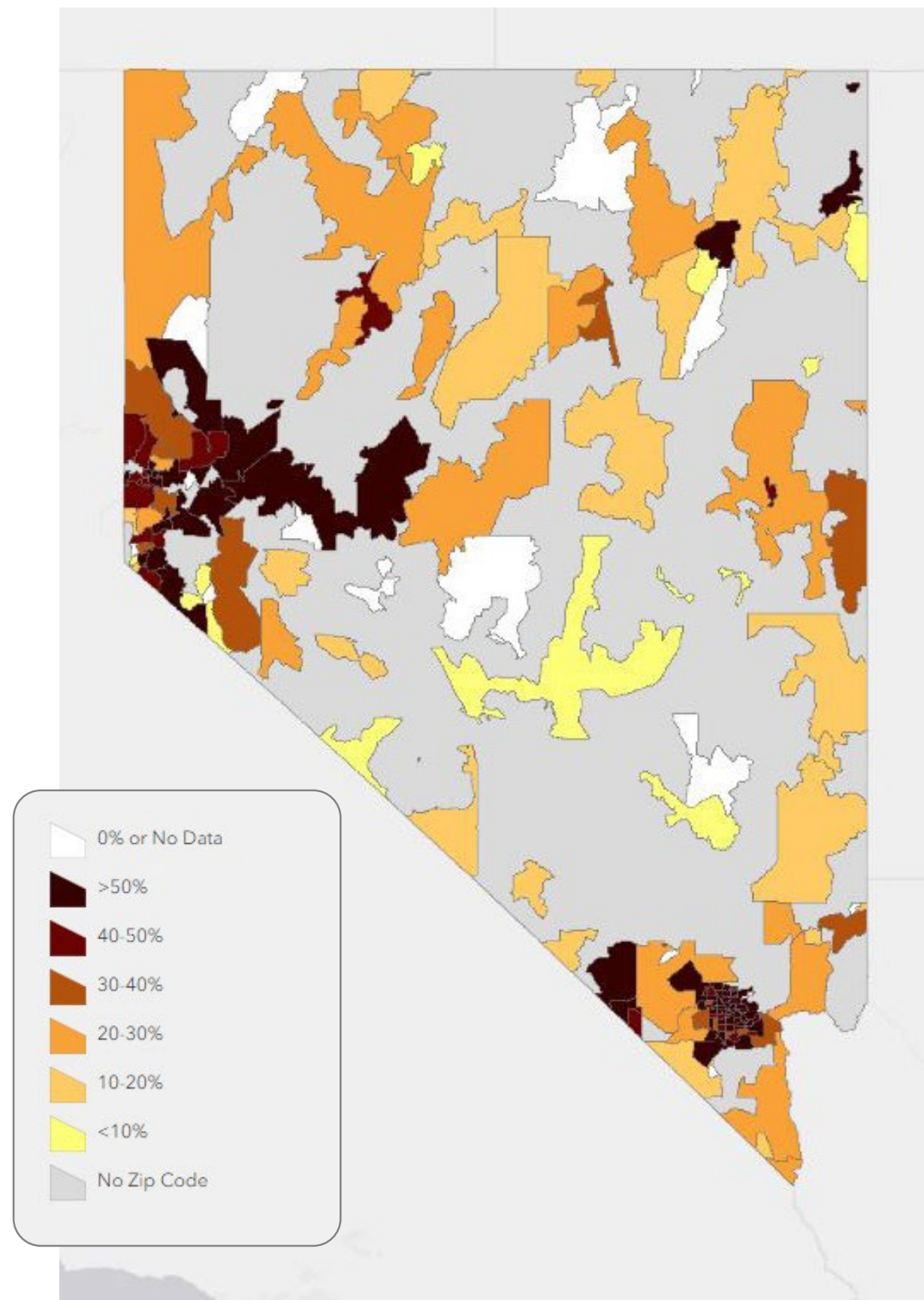
The DEM tool catalogs an inventory of organizations that provide or could provide digital skills and adoption related resources, assistance and programs within Nevada. Its purpose is to capture and depict where the resource gaps exist within the State and identify which programs and services are currently available, generating a snapshot of where Nevada is today in addressing digital skills and adoption, cataloging current and potential digital skills and adoption programs and services, and highlighting model programs that may be replicated throughout the state.

Information for the DEM tool was gathered through an online survey that was conducted over a three-month period from April to July 2023.

The DEM survey was disseminated to 130 different organizations throughout Nevada including Community Anchor Institutions, government and public organizations, and private sector and non-governmental organizations. Seventy-three respondents provided details on either their organization and/or their programmatic offerings.

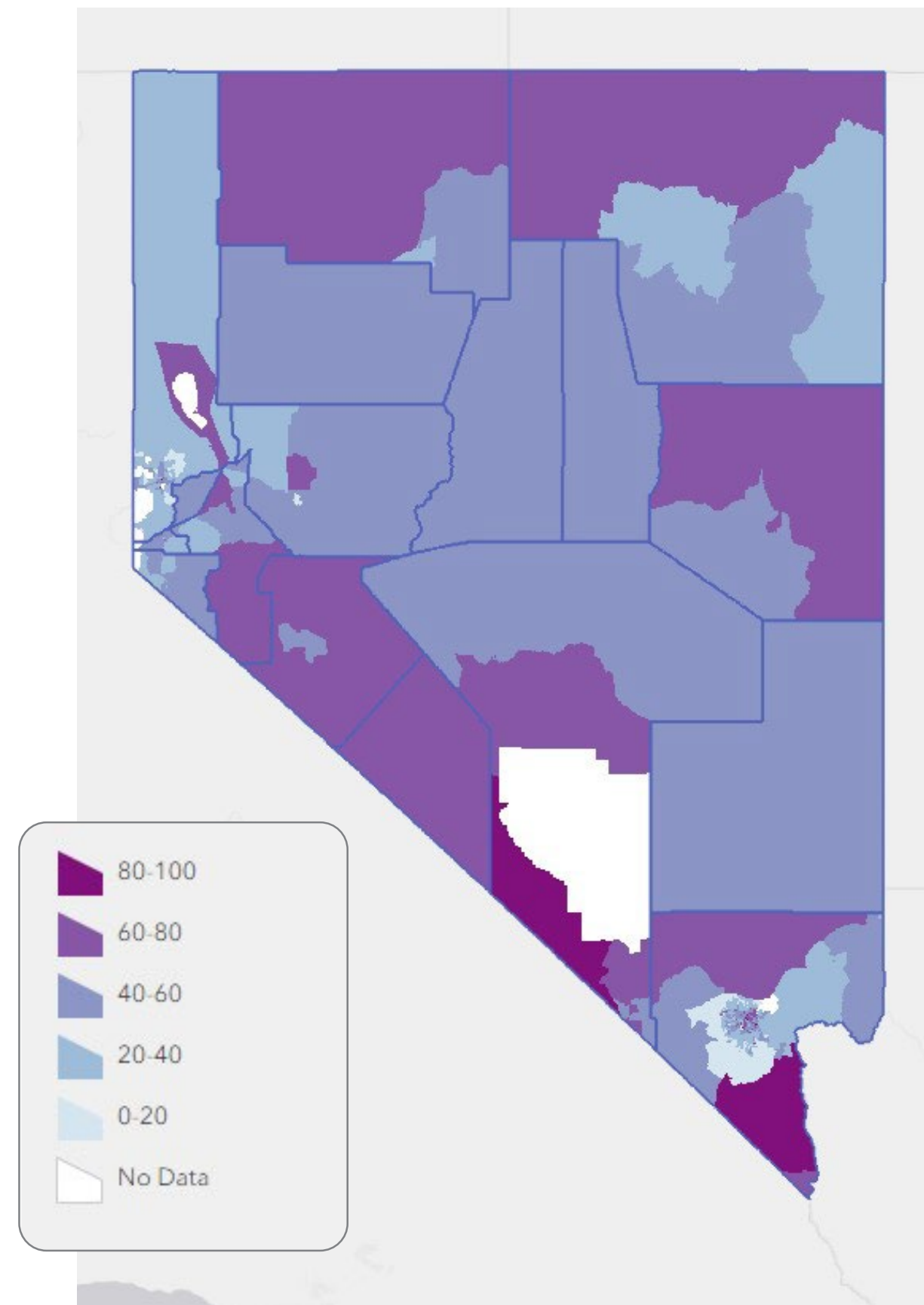
provide answers to questions or suggest strategies. Rather, they help digital skills and adoption stakeholders ask better questions. OSIT has used these maps in its stakeholder engagement and many stakeholders have mentioned using the maps as a part of their internal discussions, grant writing and community engagement.





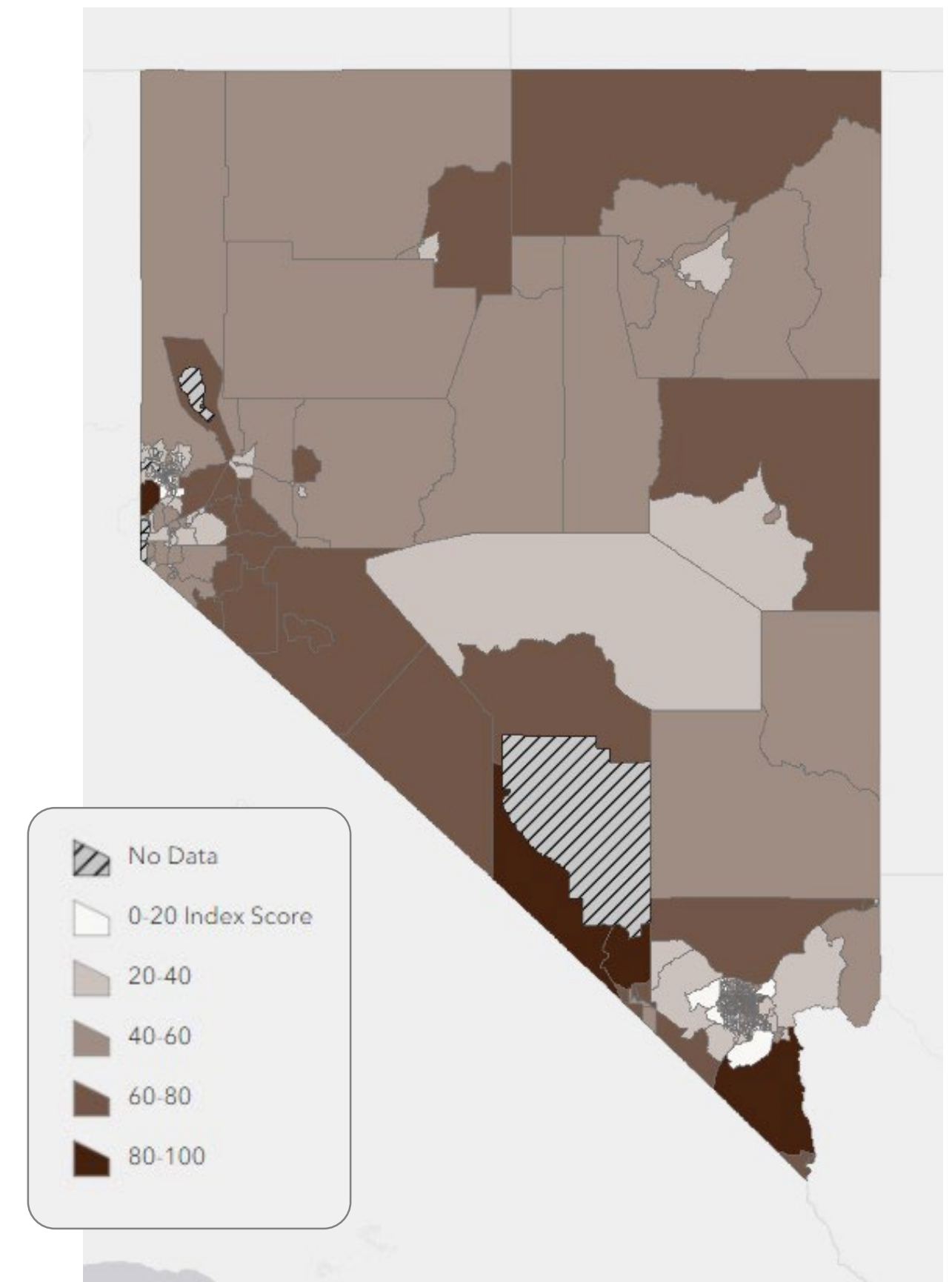
Nevada ACP by Zip Map

Affordable Connectivity Program (ACP) household participation rates by zip code.



Nevada Digital Divide Index Map

Web Experience showing the Digital Divide Index in Nevada. Gallardo, R. (2023). Digital Divide Index.



Nevada Covered Populations

Web Experience showing covered populations in Nevada.

3.1.1 Digital Resources by Covered Population

Cataloging digital resources was a top priority of OSIT's statewide outreach and engagement tour in March and April 2023. OSIT was pleased, but not surprised, to learn that most communities in Nevada have organizations that work with covered populations and either do offer or want to offer

digital skills and adoption programming and supports. Below is a list of digital skills and adoption assets in Nevada and the covered populations they serve. The list below is not comprehensive and OSIT will continue to add to the list during continued community outreach and engagement.

NAME OF ORGANIZATION	TYPE OF ORGANIZATION	CATEGORY				COVERED POPULATION							
		Close the Digital Divide	Support Digital Skills & Adoption	Foster Digital Involvement	Improve Digital Literacy	Individuals who live in covered households	Aging individuals	Incarcerated Individuals	Veterans	Individuals with disabilities	Individuals with a language barrier	Individuals who are members of a racial or ethnic minority group	Individuals who primarily reside in a rural area
Baker Community Center	Community Anchor Institution		X			X	X	X	X	X	X	X	X
Boys & Girls Club of Southern Nevada	Nonprofit Organization (501c3)	X	X	X	X	X				X	X	X	X
Boys & Girls Club of Western Nevada	Nonprofit Organization (501c3)	X	X	X	X	X				X	X	X	X
Boys & Girls Club of Winnemucca	Nonprofit Organization (501c3)	X	X	X	X	X				X	X	X	X
Carson City Broadband Action Team (BAT)	Community Stakeholder Group	X	X	X	X	X	X	X	X	X	X	X	X
Carson City Community Center	Community Anchor Institution		X				X	X	X	X	X	X	X



NAME OF ORGANIZATION	TYPE OF ORGANIZATION	CATEGORY				COVERED POPULATION							
		Close the Digital Divide	Support Digital Skills & Adoption	Foster Digital Involvement	Improve Digital Literacy	Individuals who live in covered households	Aging individuals	Incarcerated Individuals	Veterans	Individuals with disabilities	Individuals with a language barrier	Individuals who are members of a racial or ethnic minority group	Individuals who primarily reside in a rural area
Carson City Library	Community Anchor Institution	X	X	X	X	X	X	X	X	X	X	X	X
Catholic Charities of Southern Nevada	Organization that Represents Covered Populations	X	X	X	X	X	X	X	X	X	X	X	X
Children's Cabinet	Nonprofit Organization (501c3)	X	X	X	X	X				X	X	X	X
Churchill County Library, Fallon	Community Anchor Institution	X	X	X	X	X	X	X	X	X	X	X	X
City of Reno	County or Municipal Government	X	X	X	X	X	X	X	X	X	X	X	X
Clark County Library	Community Anchor Institution	X	X	X	X	X	X	X	X	X	X	X	X
Clark County Library District Foundation	Foundation	X	X	X	X	X	X	X	X	X	X	X	X
Clark County School District	Local Education Agency	X	X	X	X	X	X	X	X	X	X	X	X
College of Southern Nevada	Institutions of Higher Education - Hispanic serving institution	X	X	X	X	X	X	X	X	X	X	X	X



NAME OF ORGANIZATION	TYPE OF ORGANIZATION	CATEGORY				COVERED POPULATION							
		Close the Digital Divide	Support Digital Skills & Adoption	Foster Digital Involvement	Improve Digital Literacy	Individuals who live in covered households	Aging individuals	Incarcerated Individuals	Veterans	Individuals with disabilities	Individuals with a language barrier	Individuals who are members of a racial or ethnic minority group	Individuals who primarily reside in a rural area
Communities in Schools	Organization that Represents Covered Populations	X	X	X	X	X		X		X	X	X	X
Community Chest - Lyon & Storey County	Organization that Represents Covered Populations	X	X	X	X	X	X	X	X	X	X	X	X
Community Foundation of Northern Nevada	Foundation		X			X	X	X	X	X	X	X	X
County Broadband Action Team (BAT)	Community Stakeholder Group		X			X	X	X	X	X	X	X	X
Desert Research Institute	Foundation	X	X	X	X	X				X	X	X	X
Douglas County Community and Senior Center	Organization that Represents Covered Populations	X	X	X	X	X	X		X			X	X
Douglas County Library	Community Anchor Institution	X	X	X	X	X	X	X	X	X	X	X	X
Economic Development Authority of Western Nevada	Workforce Development Organization		X			X	X	X	X	X	X	X	X



NAME OF ORGANIZATION	TYPE OF ORGANIZATION	CATEGORY				COVERED POPULATION							
		Close the Digital Divide	Support Digital Skills & Adoption	Foster Digital Involvement	Improve Digital Literacy	Individuals who live in covered households	Aging individuals	Incarcerated Individuals	Veterans	Individuals with disabilities	Individuals with a language barrier	Individuals who are members of a racial or ethnic minority group	Individuals who primarily reside in a rural area
Elko County Library	Community Anchor Institution	X	X	X	X	X	X	X	X	X	X	X	X
Elko County School District	Local Education Agency	X	X	X	X	X	X	X	X	X	X	X	X
EmployNV	Workforce Development Organization	X	X	X	X	X	X	X	X	X	X	X	X
Esmerelda County School District	Local Education Agency	X	X	X	X	X				X	X	X	X
Eureka County Senior Center	Organization that Represents Covered Populations	X	X	X	X	X	X		X			X	X
Fanny Komp Senior Center (Crescent Valley) - Eureka Co.)	Organization that Represents Covered Populations	X	X	X	X	X	X		X			X	X
Frontier Community Action Agency	Organization that Represents Covered Populations	X	X	X	X	X	X	X	X	X	X	X	X
Goodwill of Southern Nevada	Organization that Represents Covered Populations	X	X	X	X	X	X	X	X	X	X	X	X



NAME OF ORGANIZATION	TYPE OF ORGANIZATION	CATEGORY				COVERED POPULATION							
		Close the Digital Divide	Support Digital Skills & Adoption	Foster Digital Involvement	Improve Digital Literacy	Individuals who live in covered households	Aging individuals	Incarcerated Individuals	Veterans	Individuals with disabilities	Individuals with a language barrier	Individuals who are members of a racial or ethnic minority group	Individuals who primarily reside in a rural area
Governor's Office for New American's	Government	X	X	X	X						X	X	
Governor's Office of Economic Development	Economic Development		X			X	X	X	X	X	X	X	X
Governor's Office of Workforce Innovation	Workforce Development Organization		X			X	X	X	X	X	X	X	X
Great Basin College	Institutions of Higher Education	X	X	X	X	X	X		X	X	X	X	X
Healthy Communities Coalition	Health or Telehealth Organization (Direct Service and Policy focus)	X	X	X	X	X	X	X	X	X	X	X	X
HELP of Southern Nevada	Organization that Represents Covered Populations	X	X	X	X	X	X	X	X	X	X	X	X
Heroes Deserve Help	Organization that Represents Covered Populations		X						X				
Hope for Prisoners	Organization that Represents Covered Populations	X	X	X	X			X					



NAME OF ORGANIZATION	TYPE OF ORGANIZATION	CATEGORY				COVERED POPULATION							
		Close the Digital Divide	Support Digital Skills & Adoption	Foster Digital Involvement	Improve Digital Literacy	Individuals who live in covered households	Aging individuals	Incarcerated Individuals	Veterans	Individuals with disabilities	Individuals with a language barrier	Individuals who are members of a racial or ethnic minority group	Individuals who primarily reside in a rural area
Humboldt County Library - Winnemucca	Community Anchor Institution	X	X	X	X	X	X	X	X	X	X	X	X
Humboldt County School District	Local Education Agency	X	X	X	X	X	X	X	X	X	X	X	X
Inter-Tribal Council of Nevada	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization	X	X	X	X	X	X	X	X	X	X	X	X
Lander County (Battle Mountain) Senior Services Center	Organization that Represents Covered Populations	X	X	X	X	X	X		X		X	X	X
Lander County Library	Community Anchor Institution	X	X	X	X	X	X	X	X	X	X	X	X
Lincoln County Human Services	County or Municipal Government	X	X	X	X	X	X	X	X	X	X	X	X
Lincoln County Library	Community Anchor Institution	X	X	X	X	X	X	X	X	X	X	X	X
Local Chambers of Commerce	Economic Development		X			X	X	X	X	X	X	X	X
Lockwood Senior Center (Washoe County)	Organization that Represents Covered Populations	X	X	X	X	X	X		X			X	X



NAME OF ORGANIZATION	TYPE OF ORGANIZATION	CATEGORY				COVERED POPULATION							
		Close the Digital Divide	Support Digital Skills & Adoption	Foster Digital Involvement	Improve Digital Literacy	Individuals who live in covered households	Aging individuals	Incarcerated Individuals	Veterans	Individuals with disabilities	Individuals with a language barrier	Individuals who are members of a racial or ethnic minority group	Individuals who primarily reside in a rural area
Lyon County - Broadband Action Team (BAT)	Community Stakeholder Group	X	X	X	X	X	X	X	X	X	X	X	X
Mina-Luning Library	Community Anchor Institution	X	X	X	X	X	X	X	X	X	X	X	X
Mineral County Library, Hawthorne	Community Anchor Institution	X	X	X	X	X	X	X	X	X	X	X	X
National Digital Inclusion Alliance	Industry Representative or Association (501c6)	X	X	X	X	X	X	X	X	X	X	X	X
Nevada Association of Counties	County or Municipal Government		X			X	X	X	X	X	X	X	X
Nevada Department of Corrections	Other		X					X					
Nevada Division of Housing	Other	X	X	X	X	X	X	X	X	X	X	X	X
Nevada HAND	Organization that Represents Covered Populations		X			X	X		X	X	X	X	X
Nevada Health District	Health or Telehealth Organization (Direct Service and Policy focus)	X	X	X	X	X	X	X	X	X	X	X	X



NAME OF ORGANIZATION	TYPE OF ORGANIZATION	CATEGORY				COVERED POPULATION							
		Close the Digital Divide	Support Digital Skills & Adoption	Foster Digital Involvement	Improve Digital Literacy	Individuals who live in covered households	Aging individuals	Incarcerated Individuals	Veterans	Individuals with disabilities	Individuals with a language barrier	Individuals who are members of a racial or ethnic minority group	Individuals who primarily reside in a rural area
Nevada League of Cities	County or Municipal Government		X			X	X	X	X	X	X	X	X
Nevada Rural Housing Authority	Public Housing Authority	X	X	X	X	X	X	X	X	X	X	X	X
Nevada Work for Warriors	Workforce Development Organization		X			X	X	X	X	X	X	X	X
Nevada Workforce Connections	Workforce Development Organization	X	X	X	X	X	X	X	X	X	X	X	X
Nevada Works	Workforce Development Organization	X	X	X	X	X	X	X	X	X	X	X	X
Nevada's 17 County Governments	County or Municipal Government		X			X	X	X	X	X	X	X	X
Nevada's 28 Federally-Recognized Tribes	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization		X			X	X	X	X	X	X	X	X
Nevada's Congressional Delegation	Other	X	X	X	X	X	X	X	X	X	X	X	X
Northern Nevada Literacy Council	Organization that Represents Covered Populations	X	X	X	X	X	X		X		X	X	X



NAME OF ORGANIZATION	TYPE OF ORGANIZATION	CATEGORY				COVERED POPULATION							
		Close the Digital Divide	Support Digital Skills & Adoption	Foster Digital Involvement	Improve Digital Literacy	Individuals who live in covered households	Aging individuals	Incarcerated Individuals	Veterans	Individuals with disabilities	Individuals with a language barrier	Individuals who are members of a racial or ethnic minority group	Individuals who primarily reside in a rural area
Northern Nevada Transitional Housing	Other		X			X	X	X	X	X	X	X	X
Nye Community Coalition	Organization that Represents Covered Populations	X	X	X	X	X	X	X	X	X	X	X	X
Opportunity Village	Organization that Represents Covered Populations		X	X		X	X			X	X	X	X
Outlook Foundation	Foundation	X	X	X	X	X			X	X			
PACE Coalition	Organization that Represents Covered Populations	X	X	X	X	X	X	X	X	X	X	X	X
Pahrump Library	Community Anchor Institution	X	X	X	X	X	X	X	X	X	X	X	X
Pahrump Senior Center (Nye County)	Organization that Represents Covered Populations	X	X	X	X	X	X		X			X	X
Partnership Douglas County	Organization that Represents Covered Populations		X			X	X	X	X	X	X	X	X



NAME OF ORGANIZATION	TYPE OF ORGANIZATION	CATEGORY				COVERED POPULATION							
		Close the Digital Divide	Support Digital Skills & Adoption	Foster Digital Involvement	Improve Digital Literacy	Individuals who live in covered households	Aging individuals	Incarcerated Individuals	Veterans	Individuals with disabilities	Individuals with a language barrier	Individuals who are members of a racial or ethnic minority group	Individuals who primarily reside in a rural area
Pershing County Senior Center	Organization that Represents Covered Populations	X	X	X	X	X	X		X	X	X	X	X
Pioche Senior Center (Lincoln County)	Organization that Represents Covered Populations	X	X	X	X	X	X		X			X	X
Regional Development Agencies	Economic Development		X			X	X	X	X	X	X	X	X
Reno Housing Authority	Public Housing Authority	X	X	X	X	X	X	X	X	X	X	X	X
Silver Springs Senior Center (Lyon County)	Organization that Represents Covered Populations	X	X	X	X	X	X		X			X	X
Southern Nevada Regional Housing Authority	Public Housing Authority	X	X	X	X	X	X	X	X	X	X	X	X
Storey County (Virginia City) Senior Center	Organization that Represents Covered Populations	X	X	X	X	X	X		X			X	X
Tech Impact Las Vegas	Workforce Development Organization	X	X	X	X	X			X			X	



NAME OF ORGANIZATION	TYPE OF ORGANIZATION	CATEGORY				COVERED POPULATION							
		Close the Digital Divide	Support Digital Skills & Adoption	Foster Digital Involvement	Improve Digital Literacy	Individuals who live in covered households	Aging individuals	Incarcerated Individuals	Veterans	Individuals with disabilities	Individuals with a language barrier	Individuals who are members of a racial or ethnic minority group	Individuals who primarily reside in a rural area
The Terrace at Ruby View (Elko Senior Center)	Organization that Represents Covered Populations	X	X	X	X	X	X		X			X	X
Transition Services, Inc.	Organization that Represents Covered Populations		X							X	X	X	
Truckee Meadows Community College	Institutions of Higher Education	X	X	X	X	X	X	X	X	X	X	X	X
United Way	Nonprofit Organization (501c3)	X	X	X	X	X	X	X	X	X	X	X	X
United Way of Northern Nevada and Sierra	Nonprofit Organization (501c3)	X	X	X	X	X	X	X	X	X	X	X	X
United Way of Southern Nevada	Nonprofit Organization (501c3)	X	X	X	X	X	X	X	X	X	X	X	X
University of Nevada Las Vegas	Institutions of Higher Education - Hispanic Serving Institution	X	X	X	X	X	X		X	X	X	X	
University of Nevada Reno	Institutions of Higher Education	X	X	X	X	X	X		X	X	X	X	X
Virginia City, Storey County - Broadband Action Team (BAT)	Community Stakeholder Group	X	X	X	X	X	X	X	X	X	X	X	X



NAME OF ORGANIZATION	TYPE OF ORGANIZATION	CATEGORY				COVERED POPULATION							
		Close the Digital Divide	Support Digital Skills & Adoption	Foster Digital Involvement	Improve Digital Literacy	Individuals who live in covered households	Aging individuals	Incarcerated Individuals	Veterans	Individuals with disabilities	Individuals with a language barrier	Individuals who are members of a racial or ethnic minority group	Individuals who primarily reside in a rural area
Washoe County Library - Reno	Community Anchor Institution	X	X	X	X	X	X	X	X	X	X	X	X
Washoe County School District	Local Education Agency	X	X	X	X	X	X	X	X	X	X	X	X
Washoe County Senior Library	Community Anchor Institution	X	X	X	X	X	X	X	X	X	X	X	X
Washoe County, Human Services Agency: Senior Services Division	County or Municipal Government	X	X	X	X	X	X	X	X	X	X	X	X
Washoe/Warm Springs Broadband Action Team (BAT)	Community Stakeholder Group	X	X	X	X	X	X	X	X	X	X	X	X
Western Nevada College	Institutions of Higher Education	X	X	X	X	X	X		X	X	X	X	X
White Pine County Library	Community Anchor Institution	X	X	X	X	X	X	X	X	X	X	X	X
William Pennington Life Center (Churchill Co. Senior Ctr)	Organization that Represents Covered Populations	X	X	X	X	X	X		X			X	X
Yerington Senior Center	Organization that Represents Covered Populations	X	X	X	X	X	X		X			X	X



3.1.2 List of Existing Digital Skills and Adoption Plans

OSIT is aware of two existing digital skills and adoption plans among municipal, County, and Tribal governments. Clark County, home of Las Vegas, has a digital skills and adoption plan in development. The Inter-Tribal Council of Nevada has a plan to leverage NTIA's Tribal Broadband Connectivity Grant (TBCP) funds for adoption and use activities on Tribal lands following construction of new broadband infrastructure. More information about these plans and coordination and alignment with this plan can be found in Section 2.2.



3.1.3 Existing Digital Skills and Adoption Programs

Many of the organizations on the list above participated in a deep dive with OSIT staff or completed the DEM survey wherein OSIT learned more about the digital skills and adoption programs in operation around Nevada. Across the state, assets were not distributed equally. Nor were they distributed equally among the covered populations. More than 30 organizations were identified through the DEM survey as providing digital skills and adoption programs and services for covered populations either as Community Anchor Institutions, government bodies or private sector partners. As illustrated in Figure 1, of the eight covered populations, more organizations reported offering digital skills and adoption programming to low-income households than any other and incarcerated individuals were the least served. Respondents to the survey were allowed to select more than one covered population category. DEM respondents mirrored the larger population of organizations in the comprehensive asset list, with the highest percentage of organizations serving low-income and ethnic or minority communities and the lowest serving incarcerated individuals.

Organizations that responded to the DEM survey provide a wide array of digital skills and adoption programs and services with the greatest focus on workforce development, computer devices, digital skills, and technical support.

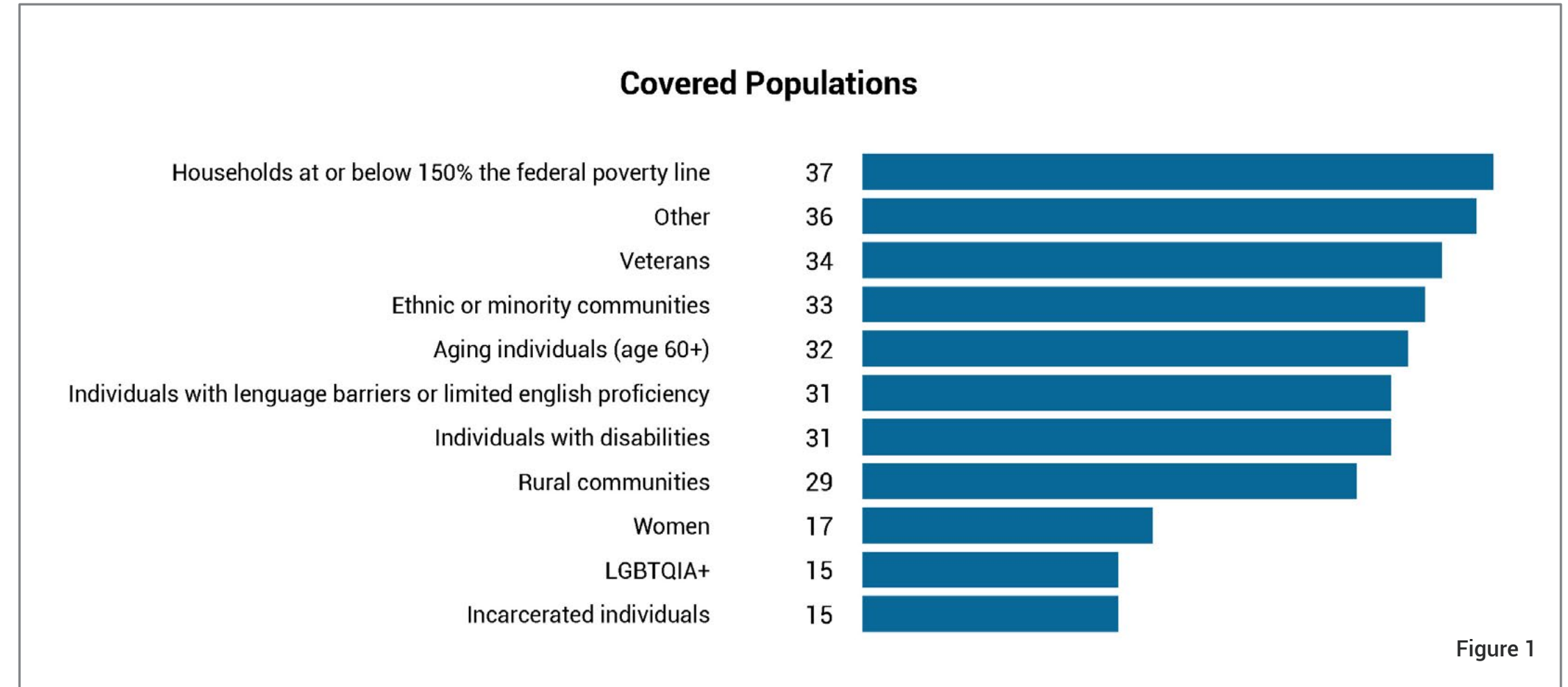


Figure 1



Figure 2



3.1.4 Broadband Adoption

Percentage of residents within the State/Territory who have adopted broadband

According to the 2021 American Community Survey, 87.3% of Nevadans have a broadband internet subscription and 94.7% of households have a computer, defined as a desktop, laptop, smartphone, tablet or other portable wireless computer.⁴ For broadband internet subscription, Nevada is slightly above the national rate.



Programs that conduct awareness and outreach activities of digital involvement programming and resources

Nevada Care Connection (NVCC) works with older adults, people with disabilities, deaf and hard of hearing individuals, and family caregivers and help them make informed decisions and connect to services, resources and programs available to them. While mainly focused on healthcare services, a future initiative in development is sharing information about the Affordable Connectivity Program with their clientele so that individuals can enroll if it serves their needs.

Programs that provide digital skills training in service of workforce development

The Nye Communities Coalition, with offices in Pahrump, NV and Tonopah, NV helps to grow healthy organizations, people, and environments across Nye, Esmeralda, and Lincoln counties by bringing individuals, organizations, and agencies together to increase services and opportunities.

One of the services this organization provides are workforce development resources. In partnership with southern Nevada's local workforce development board, Workforce Connections, information on available employment and training services includes digital skills training.

Nevada's Adult Education System also provides a wide variety of digital skills training for the purposes of workforce development with basic computer skills classes offered at Western Nevada College, the College of Southern Nevada, Great Basin College and others. Cybersecurity and software development bootcamps are offered by the University of Nevada Las Vegas and courses leading to industry recognized credentials are offered by Goodwill of Southern Nevada.

As one of 32 recipients of a Good Jobs Challenge Grant from the U.S. Department of Commerce, Northern Nevada's local workforce development board Nevadaworks will focus its \$14.8 million in funding to provide training and jobs for underserved and underrepresented populations in healthcare, manufacturing, logistics, and information technology. The IT sector in Nevada and the advanced digital skills it demands is one of the fastest growing industries in the region and Nevadaworks is working to build partnerships with these sectors to cultivate a skilled workforce talent pipeline.

On broadband access and digital skills, the Nevada Public Library System advances broadband adoption and digital skills in several ways. In northern Nevada, the Washoe County Library System's offers a dedicated digital library, a public wireless network available outside of the building 24/7, publicly available computers with internet, and computer skills classes to members.

The Las Vegas-Clark County Library District offers similar services to patrons in the form of in-library use of computers, free Wi-Fi access, digital devices available for check out including Wi-Fi hotspots and iPads, and Teen Tech Labs where students can learn skills such as coding, and computer skills classes for adults.

⁴ Smartphones provide critical access to connectivity and are often the only means of connectivity for the most vulnerable populations. However, many online activities, such as writing a book report or applying for a job are not easily or effectively accomplished on a smartphone. Therefore, for the purposes of this initiative, OSIT does not consider households where a smartphone is the only connected device to be equitably connected. Because of the way the Census Bureau phrases this question, reliable data regarding device access that does not include a smartphone is more difficult to find. Based on its community engagement, OSIT believes the percentage of Nevadans with a connected device that does not include a smartphone is lower than the 94.7% cited above and substantially lower amongst covered populations.



Meaningful use

To better understand how Nevadans are using high-speed internet access for meaningful use, specifically using digital literacy skills to improve educational and employment opportunities, an analysis of the public survey results and listening sessions found that

“Many people lack the basic digital literacy skills needed to use computers and the internet effectively.”

For example, OSIT found that many ACP enrollees did not have an email address and needed assistance creating one prior to being able to successfully enroll. Specifically, the analysis found that members of the following covered population groups, at a higher percentage than overall survey respondents, experienced challenges and were less than comfortable with basic to advanced digital skills, especially skills involving cybersecurity and online privacy such as setting up protections against phishing and spam email, deleting cookies on web browsers, downloading and installing apps on smartphones and tablets, attaching images or documents to emails, and connecting a computer or smartphone to a Wi-Fi network:

- Low-income households
- Individuals with disabilities
- Aging individuals

Additional analysis revealed that members of the following covered population groups, at a higher percentage than overall survey respondents⁵, experienced challenges and were less than comfortable with accessing public resources online to search for information about jobs or healthcare, pay bills, or make appointments with government agencies like the DMV:

- Low-income households
- English-language learners
- Individuals with disabilities

⁵ Detailed below in Section 3.2



3.1.5 Broadband Affordability

The most common affordability program for devices and internet access in Nevada is the Affordable Connectivity Program (ACP). The ACP is a Federal Communications Commission (FCC) program that helps connect families and households struggling to afford internet service. Funded by the Infrastructure Investment and Jobs Act (IIJA), the ACP is a \$14.2 billion federal broadband benefit that provides eligible households with a monthly discount of up to \$30 per month (up to \$75 per month for households on qualifying Tribal lands) and a one-time \$100 discount toward a laptop, desktop computer, or tablet.

In Nevada, 46% of eligible 493,948 households are enrolled in the ACP program. The national average according to EducationSuperHighway is 37%.⁶



⁶ [Affordable Connectivity Program | ACP | Enrollment Dashboard \(educationsuperhighway.org\)](#)



3.2 Needs Assessment

This needs assessment is essential to help Nevada measure its progress toward digital skills and adoption by identifying the baseline from which Nevada is working from and the barriers that Nevadans, including those from covered populations, experience when accessing broadband and digital devices. This needs assessment was compiled from a number of data sources, including OSIT-administered survey, direct community outreach, direct outreach to CAIs, and national data sources such as the US Census Bureau and NTIA.



3.2.1 Covered Population Needs Assessment

Digital skills and adoption barriers affect covered populations in different ways. Barriers and baseline data collected about each covered population was obtained from the Digital Equity Plan Public Survey that was released in both English and Spanish by OSIT and disseminated across the state to encourage widespread participation.

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OSIT Nevada Governor's Office of Science, Innovation and Technology

STATE OF NEVADA DIGITAL EQUITY PUBLIC SURVEY

INTRODUCTION

The State of Nevada is designing solutions to ensure that all Nevadans have access to high quality and affordable internet service, devices, skills training, and digital support. This survey will gather information about your current experiences using the internet and should be completed by one individual per household. The survey is completely anonymous. Your feedback is vital to understanding barriers to internet access, affordability, and adoption, to help close the digital divide. Thank you for your time and participation.

PERSONAL INFORMATION

Do you reside in Nevada and are you 18 or older? Yes No

What is your ZIP Code? _____

Does anybody in your household identify with any of the following statements? Please check all that apply.

<input type="checkbox"/> I am 60 or older	<input type="checkbox"/> I live in a rural area
<input type="checkbox"/> I am a veteran	<input type="checkbox"/> I belong to a Tribe or Tribal community
<input type="checkbox"/> I am an individual or family living with physical and/or intellectual challenges	<input type="checkbox"/> I am an immigrant living in Nevada
<input type="checkbox"/> I am an English language learner and/or I have difficulty understanding English	<input type="checkbox"/> I am unhouseed or experiencing homelessness
	<input type="checkbox"/> None of the above

Can you connect to the internet from home?
This includes connecting to the internet from a desktop, laptop, tablet computer, or from a smartphone.

Yes No

Please answer **QUESTIONS 1-5** No Skip to **QUESTION 6**

If you would like to learn more, please visit: https://osit.nv.gov/Broadband/Digital_Equity/.
If you have any questions, please email HighSpeedNV@gov.nv.gov.

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OSIT Nevada Governor's Office of Science, Innovation and Technology

PLAN DE EQUIDAD DIGITAL DEL ESTADO DE NEVADA ENCUESTA PÚBLICA

INTRODUCTION

El estado de Nevada está diseñando soluciones para garantizar que todos los residentes de Nevada tengan acceso a servicios de Internet, dispositivos, capacitación en habilidades y apoyo digital asequibles y de alta calidad. Esta encuesta de Equidad Digital recopilará información sobre sus experiencias actuales en el uso de Internet y debe ser completada por una persona por hogar. La encuesta es completamente anónima. Sus comentarios son vitales para comprender las barreras al acceso, la asequibilidad y la adopción de Internet, para ayudar a cerrar la brecha digital. Gracias por su tiempo y participación.

PERSONAL INFORMATION

¿Reside en Nevada y tiene 18 años o más? Sí No

¿Cuál es su código postal? _____

¿Alguien en su hogar se identifica con alguna de las siguientes afirmaciones?
Por favor marque todas las que apliquen.

<input type="checkbox"/> Tengo 60 años o más	<input type="checkbox"/> Vivo en un área rural
<input type="checkbox"/> Soy un veterano	<input type="checkbox"/> Pertenezco a una tribu o comunidad tribal
<input type="checkbox"/> Soy una persona o familia que vive con una discapacidad física y/o mental	<input type="checkbox"/> Soy un inmigrante que vive en Nevada
<input type="checkbox"/> Estoy aprendiendo inglés y/o tengo dificultades para entender inglés	<input type="checkbox"/> No tengo vivienda o estoy sin hogar
	<input type="checkbox"/> Ninguna de las anteriores

¿Puede conectarse al Internet desde casa?
Esto incluye conectarse al Internet desde una computadora de escritorio, una computadora portátil, una tableta o desde un teléfono inteligente.

Sí No

Por favor responda las **PREGUNTAS 1-6** No Por favor salte a la **PREGUNTA 7**

Por favor responda a las siguientes preguntas solo si PUEDE conectarse al Internet desde su casa.

1. ¿Cuál de los siguientes dispositivos utiliza para conectarse a Internet en su casa? Por favor marque todos los que correspondan.

<input type="checkbox"/> Computadora de escritorio	<input type="checkbox"/> Teléfono inteligente	<input type="checkbox"/> No sé
<input type="checkbox"/> Computadora portátil	<input type="checkbox"/> No tengo un dispositivo que pueda conectarse al Internet	<input type="checkbox"/> Otros (por favor especifique): _____
<input type="checkbox"/> Tableta		

¡Gracias por participar en la encuesta! Su respuesta ayudará a dar forma a las políticas e inversiones del Estado de Nevada para cerrar la brecha digital para todos sus residentes.
Si quieres obtener más información, visite: https://osit.nv.gov/Broadband/Digital_Equity/.
Si tiene alguna pregunta, por favor envíe un correo electrónico a HighSpeedNV@gov.nv.gov.



Low-Income Households



Definition:

A household, the income of which for the most recently completed year is not more than 150 percent of an amount equal to the poverty level, as determined by using criteria of poverty established by the Bureau of the Census

Percent of Covered Population that are Low-Income Households:

20.7%

Source:

[Digital Equity Act Population Viewer \(census.gov\)](https://census.gov)

Category	Barriers & Baseline
Broadband Availability and Affordability	<ul style="list-style-type: none"> • 51% of respondents from low-income households reported not having reliable internet service compared to 34% overall. • 58% of respondents indicated that their internet service in terms of speed and reliability was inadequate for their needs and/or their family's needs compared to 43% overall. • 54% of respondents spend more than \$75 monthly on internet costs compared to 64% overall. • The majority of respondents living in low-income households were not enrolled in the Affordable Connectivity Program (ACP) or other subsidized internet service programs, citing eligibility requirements as the main reason for their lack of enrollment.
Device Access and Technical Support	<ul style="list-style-type: none"> • Respondents were more likely to only have a smartphone device to connect to the internet (11.8%) compared to 5.8% overall. • 32% of respondents in low-income households did not have access to technical support in their communities. Overall 26% did not have access.

Low-Income Households

CONTINUED



Definition:

A household, the income of which for the most recently completed year is not more than 150 percent of an amount equal to the poverty level, as determined by using criteria of poverty established by the Bureau of the Census

Percent of Covered Population that are Low-Income Households:

20.7%

Source:

[Digital Equity Act Population Viewer \(census.gov\)](https://www.census.gov/digital-equity-act/population-viewer/)

Category	Barriers & Baseline (Online Survey)
<p>Digital Literacy</p>	<ul style="list-style-type: none"> • A greater share of individuals in low-income households experienced challenges with basic to advanced digital skills, especially skills involving cybersecurity and online privacy. • 51% were less than comfortable when setting up protection against phishing and spam email vs. 36% of all respondents. • 35% were less than comfortable when deleting cookies on a web browser vs. 27% of all respondents. • 30% were less than comfortable when downloading and installing a new app on a smartphone or tablet vs. 16% of all respondents. • 26% were less than comfortable when sending an email with an attached image or document vs. 9% of all respondents. • 26% were less than comfortable when connecting a computer or smart phone to a WiFi network vs. 15% of all respondents. • 39% of respondents in low-income households were interested in taking internet or computer training classes. Overall 22% of respondents were interested.
<p>Publicly Accessible Online Resources</p>	<ul style="list-style-type: none"> • A greater share of individuals in low-income households find it challenging to access public resources online, pay bills, or find information about jobs and healthcare services. • 33% were less than comfortable when searching for information online about jobs or healthcare vs. 10% of all respondents. • 25% were less than comfortable paying bills online vs. 13% of all respondents. • 30% were less than comfortable making an appointment online vs. 16% of all respondents.

Aging Individuals



Definition:

An individual who is 60 years of age or older.

Percent of Covered Population that are Aging Individuals:

22.2%

Source:

[Digital Equity Act Population Viewer \(census.gov\)](https://census.gov)

Category	Barriers & Baseline
Device Access and Technical Support	<ul style="list-style-type: none"> • Aging individuals are among the larger group of respondents who rely only on a smartphone to access the internet. • 31% of respondents who were aging individuals did not have access to technical support in their communities.
Digital Literacy	<ul style="list-style-type: none"> • A greater share of aging individuals experienced challenges with basic to advanced digital skills, especially skills involving cybersecurity and online privacy. • 44% were less than comfortable when setting up protection against phishing and spam email vs. 36% of all respondents. • 35% were less than comfortable when deleting cookies on a web browser vs. 27% of all respondents. • 21% were less than comfortable when downloading and installing a new app on a smartphone or tablet vs. 16% of all respondents. • 11% were less than comfortable when sending an email with an attached image or document vs. 9% of all respondents. • 20% were less than comfortable when connecting a computer or smart phone to a WiFi network vs. 15% of all respondents. • 25% of respondents who were individuals with disabilities were interested in taking internet or computer training classes. Overall 22% of respondents were interested.
Cybersecurity and Online Privacy	<ul style="list-style-type: none"> • A consistent answer from the listening sessions from aging individuals was their fear of online scams. Older adults generally wanted more information to help protect themselves from online harms.



Incarcerated Individuals



Definition:

Individuals in the State who are incarcerated in facilities other than Federal correctional facilities.

Percent of Covered Population that are Incarcerated Individuals:

0.7%

Source:

[Digital Equity Act Population Viewer \(census.gov\)](https://census.gov)

This population was not explicitly identified in our survey. These barriers are gleaned from discussion with Nevadan organizations that serve the currently or formerly incarcerated.

Category	Barriers & Baseline (Online Survey)
<p>Broadband Availability and Affordability</p>	<ul style="list-style-type: none"> • In the county jail setting, access to devices, educational programs, and the internet may vary widely depending on space and device constraints, connectivity to the facility itself, and administration and funding decisions. • Access to the internet in state facilities is restricted due to security concerns. • People in reentry and long-term recovery struggle to gain access to the internet and to afford service, often because of a lack of credit or resources and/or unstable housing.
<p>Device Access and Technical Support</p>	<ul style="list-style-type: none"> • People in reentry typically do not have the device they need because of cost barriers. When people are released, phones are critical, but most don't know how to use them. The reentry process supported by community organizations does not typically or consistently include any support for accessing devices or technical support. • When people need support accessing the internet or technical support, there are few options; the stress of technology challenges, on top of being in reentry or recovery, can be triggering.
<p>Digital Literacy</p>	<ul style="list-style-type: none"> • Particularly for those who have served longer sentences, digital skills are a significant challenge. People in reentry feel significantly challenged in navigating the internet and a whole suite of things they need to do online.

Veterans



Definition:

A person who served in the active military, naval, air, or space service, and who was discharged or released therefrom under conditions other than dishonorable.

Percent of Covered Population that are Veterans:

6.9%

Source:

[Digital Equity Act Population Viewer \(census.gov\)](https://census.gov)

Category	Barriers & Baseline (Online Survey)
Broadband Availability and Affordability	<ul style="list-style-type: none">• 64% of veteran respondents connect to the internet through a cell phone/mobile data plan. This is the highest among the covered populations and above the 50% of overall respondents.• 44% of respondents reported not having access to reliable internet service. For overall respondents, it was 30%.• 44% of respondents indicated their internet speed and reliability at home was inadequate to their or their family's needs. For overall respondents, it was 30%.• 70% of veterans reported paying more than \$75/month for internet service, the largest share among all covered populations.

Individuals with Disabilities



Definition:

An individual who has either 1. A physical or mental impairment that substantially limits one or more major life activities of such individual; 2. A record of such an impairment; or 3. Being regarded as having such an impairment.

Percent of Covered Population that are Individuals with Disabilities:

12.5%

Source:

[Digital Equity Act Population Viewer \(census.gov\)](https://census.gov)

Category	Barriers & Baseline (Online Survey)
Broadband Availability and Affordability	<ul style="list-style-type: none"> 48% of respondents who are individuals with disabilities reported not having reliable internet service. This is higher than the 34% of overall respondents.
Device Access and Technical Support	<ul style="list-style-type: none"> 10.8% of respondents who are individuals with disabilities had a smartphone as their main device to connect to the internet. This is nearly double the percentage of overall survey respondents. 32% of respondents who are individuals with disabilities had no access to technical support in their communities.
Digital Literacy	<ul style="list-style-type: none"> A greater share of individuals with disabilities experienced challenges with basic to advanced digital skills, especially skills involving cybersecurity and online privacy. 48% were less than comfortable when setting up protection against phishing and spam email vs. 36% of all respondents. 48% were less than comfortable when deleting cookies on a web browser vs. 27% of all respondents. 27% were less than comfortable when downloading and installing a new app on a smartphone or tablet vs. 16% of all respondents. 13% were less than comfortable when sending an email with an attached image or document vs. 9% of all respondents. 25% were less than comfortable when connecting a computer or smart phone to a WiFi network vs. 15% of all respondents. 34% of respondents who were individuals with disabilities were interested in taking internet or computer training classes. Overall 22% of respondents were interested.



Individuals with Disabilities

CONTINUED



Definition:

An individual who has either 1. A physical or mental impairment that substantially limits one or more major life activities of such individual; 2. A record of such an impairment; or 3. Being regarded as having such an impairment.

Percent of Covered Population that are Individuals with Disabilities:

12.5%

Source:

[Digital Equity Act Population Viewer \(census.gov\)](https://census.gov)

Category	Barriers & Baseline (Online Survey)
Cybersecurity and Online Privacy	<ul style="list-style-type: none"> Over 1/3 of respondents who were individuals with disabilities either do not use or do not understand cybersecurity measures.
Publicly Accessible Online Resources	<ul style="list-style-type: none"> 18% of respondents who were individuals with disabilities were less than comfortable when searching for information online about jobs or healthcare. Overall, 10% of respondents said they were less than comfortable. 16% of respondents were less than comfortable when paying bills online. Overall, 13% of respondents said they were less than comfortable. 27% were less than comfortable when making appointments online with the DMV, for example. Overall, 16% of respondents were less than comfortable.

Individuals with a Language Barrier



Definition:

Individuals who are a. English learners; and b. have low levels of literacy.

Percent of Covered Population that are Individuals with a Language Barrier:

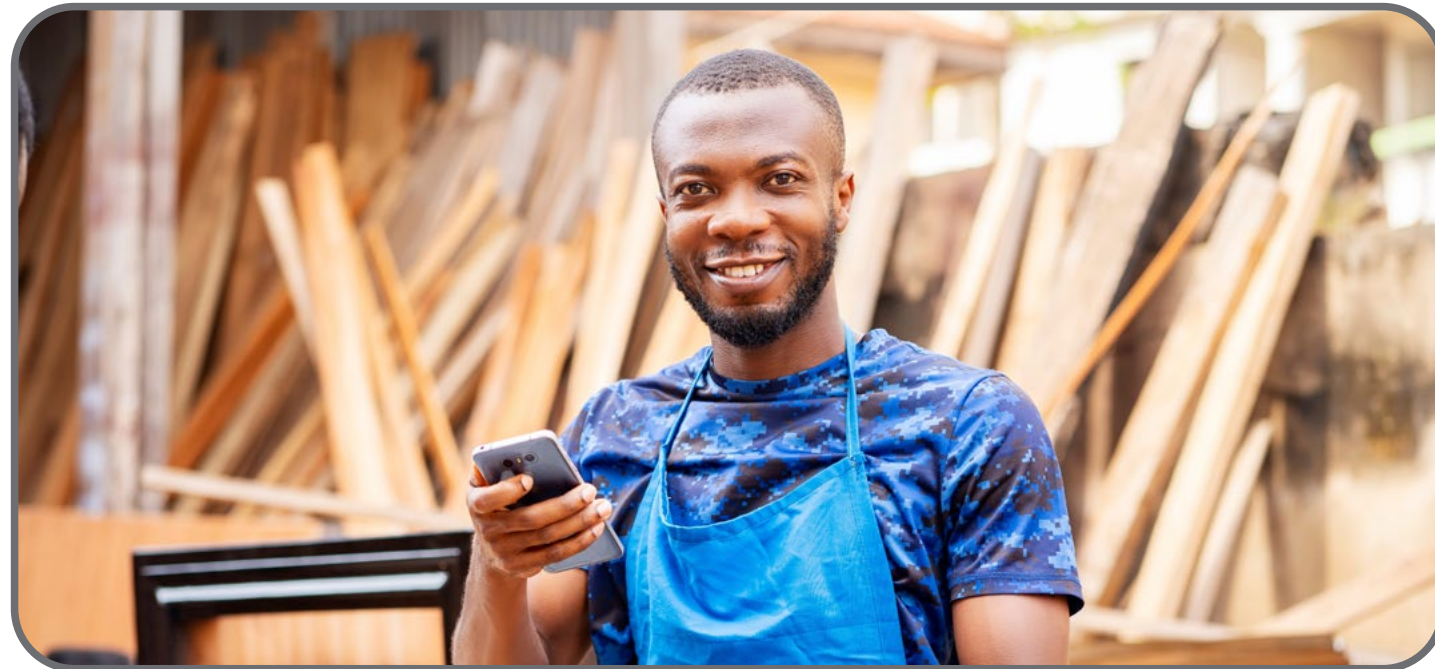
English Learners: **11.9%** Low Literacy: **25.3%**

Source:

[Digital Equity Act Population Viewer \(census.gov\)](https://census.gov/digital-equity-act/population-viewer)

Category	Barriers & Baseline (Online Survey)
Digital Literacy	<ul style="list-style-type: none"> 58% of respondents who were individuals with limited English language proficiency expressed an interest in learning digital skills. 22% of overall respondents expressed interest.
Publicly Accessible Online Resources	<ul style="list-style-type: none"> 33% of English language learner respondents were less than comfortable when searching for information online about jobs or healthcare. Overall, 10% of respondents said they were less than comfortable. 33% of English language learner respondents were less than comfortable when paying bills online. Overall, 13% of respondents said they were less than comfortable. 42% were less than comfortable when making appointments online with the DMV, for example. Overall, 16% of respondents were less than comfortable.

Individuals who are members of a racial or ethnic minority group



Definition:

American Indians (including Alaska Natives, Eskimos, and Aleuts); Asian Americans; Native Hawaiians and other Pacific Islanders; Blacks; and Hispanics.

Percent of Covered Population that are Racial/Ethnic Minorities:

52.2%

Source:

[Digital Equity Act Population Viewer \(census.gov\)](https://census.gov/digital-equity-act/population-viewer)

Category	Barriers & Baseline (Online Survey)
Broadband Availability and Affordability	<ul style="list-style-type: none"> 70% of respondents spend more than \$75 monthly on internet costs compared to 64% overall. Of the respondents who do not currently subscribe to home internet services, 83.3% cited home internet services being too expensive compared to 75% overall. 86.6% of respondents who are racial/ethnic minorities were not enrolled in the Affordable Connectivity Program (ACP) or other subsidized internet service programs, with 54.1% believing they would not qualify as the main reason for their lack of enrollment.
Device Access and Technical Support	<ul style="list-style-type: none"> 32% of respondents who are racial/ethnic minorities did not have access to technical support in their communities. Overall 26% did not have access.
Digital Literacy	<ul style="list-style-type: none"> 26% of respondents from racial or ethnic minority groups expressed interest in internet or computer skills classes.

Rural Inhabitants



Definition:

An individual who lives in any area other than – 1. A city or town that has a population of greater than 50,000 inhabitants; 2. Any urbanized area contiguous and adjacent to a city or town that has a population of greater than 50,000 inhabitants.

Percent of Covered Population that are Rural Inhabitants:

9.4%

Source:

[Digital Equity Act Population Viewer \(census.gov\)](https://census.gov)

Category	Barriers & Baseline (Online Survey)
Broadband Availability and Affordability	<ul style="list-style-type: none"> 50% of rural respondents indicated that their internet service in terms of speed and reliability was inadequate for their needs and/or their family's needs compared to 43% overall.
Device Access and Technical Support	<ul style="list-style-type: none"> Rural respondents were more likely to only have a smartphone device to connect to the internet (8.8%) compared to 5.8% overall.
Digital Literacy	<ul style="list-style-type: none"> 22% of rural respondents expressed interest in taking internet or computer training classes, aligned with 22% of overall respondents.

Barriers faced by all Covered Populations

OSIT identified the following barriers experienced generally by Nevadans, and more specifically and acutely by covered populations. For the purposes of this plan, these barriers are grouped in the digital skills and adoption priority areas of broadband affordability and access, device affordability and access, digital skills and supports, and digital skills and adoption awareness. Our analysis of these barriers is based on quantitative and qualitative data gathered from the outreach and engagement tour, and from public data sources, such as NTIA and the US Census Bureau.

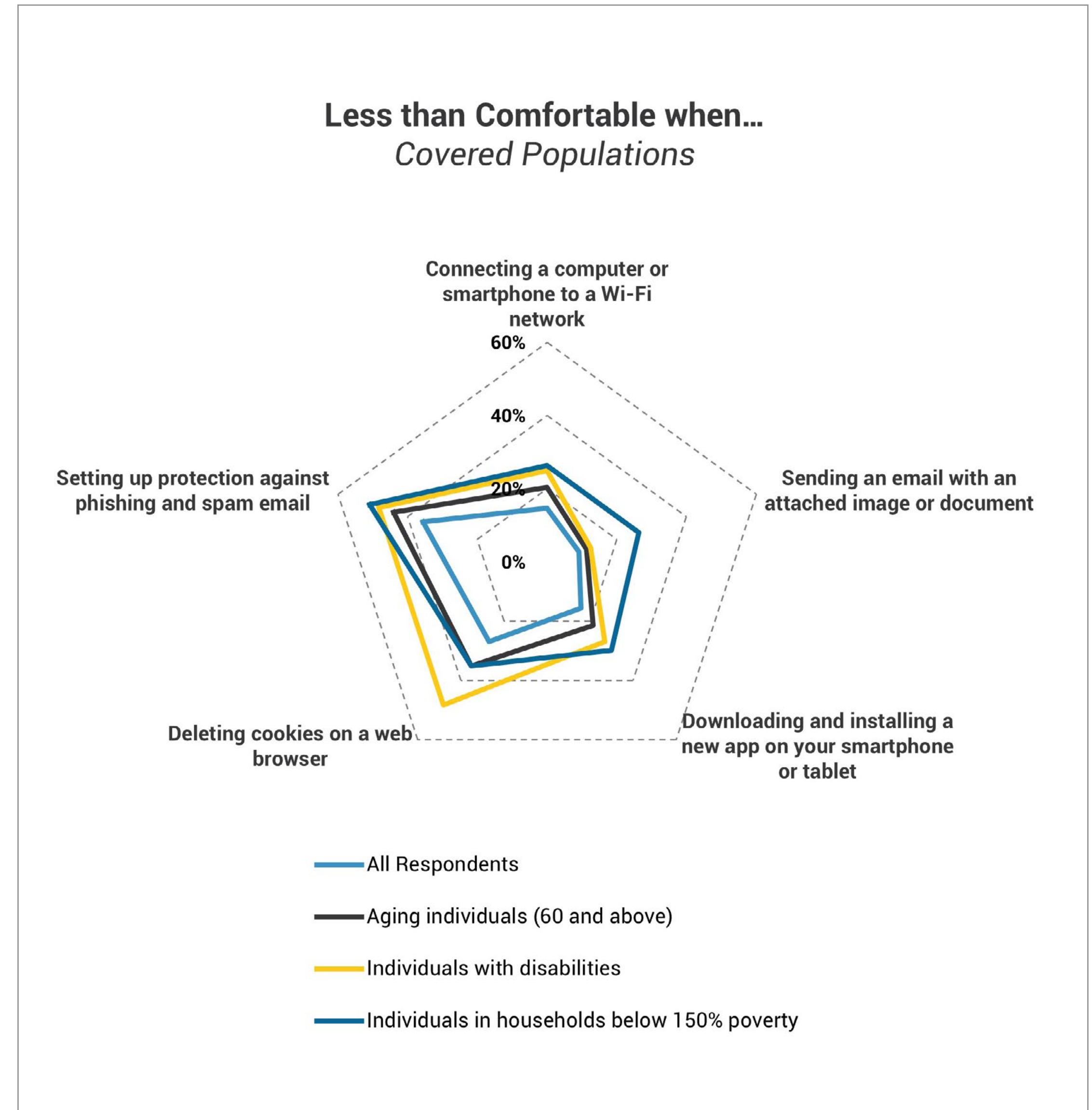
3.2.2 Broadband Adoption



1. Opportunity to develop digital literacy skills needed to use computers and internet effectively:

The lack of opportunities to develop digital literacy skills is a significant barrier to using technology effectively. Issues around accessing digital devices and broadband service contribute to this problem since lack of one or both makes developing digital skills more difficult. According to the U.S. Census Bureau, the percentage of all covered populations in Nevada living in households that lacked a computer or broadband subscription was 11.8%.⁷

⁷ Digital Equity Act Population Viewer (census.gov)



In Nevada, senior citizens are 10 percent less likely to have home broadband service as those in the 18-64 age cohort, based on data from the 2018 American Community Survey (ACS).⁸ These low broadband adoption rates among seniors contributes to digital illiteracy, thereby increasing inequities and disadvantages for seniors in areas such as lack of access to information, connection to family and community, access to healthcare, and access to government services. One explanation for why broadband usage is lower among aging individuals came from a senior citizen in Yerrington, NV, who said:

“People don’t see the use of the computer unless it helps them.”

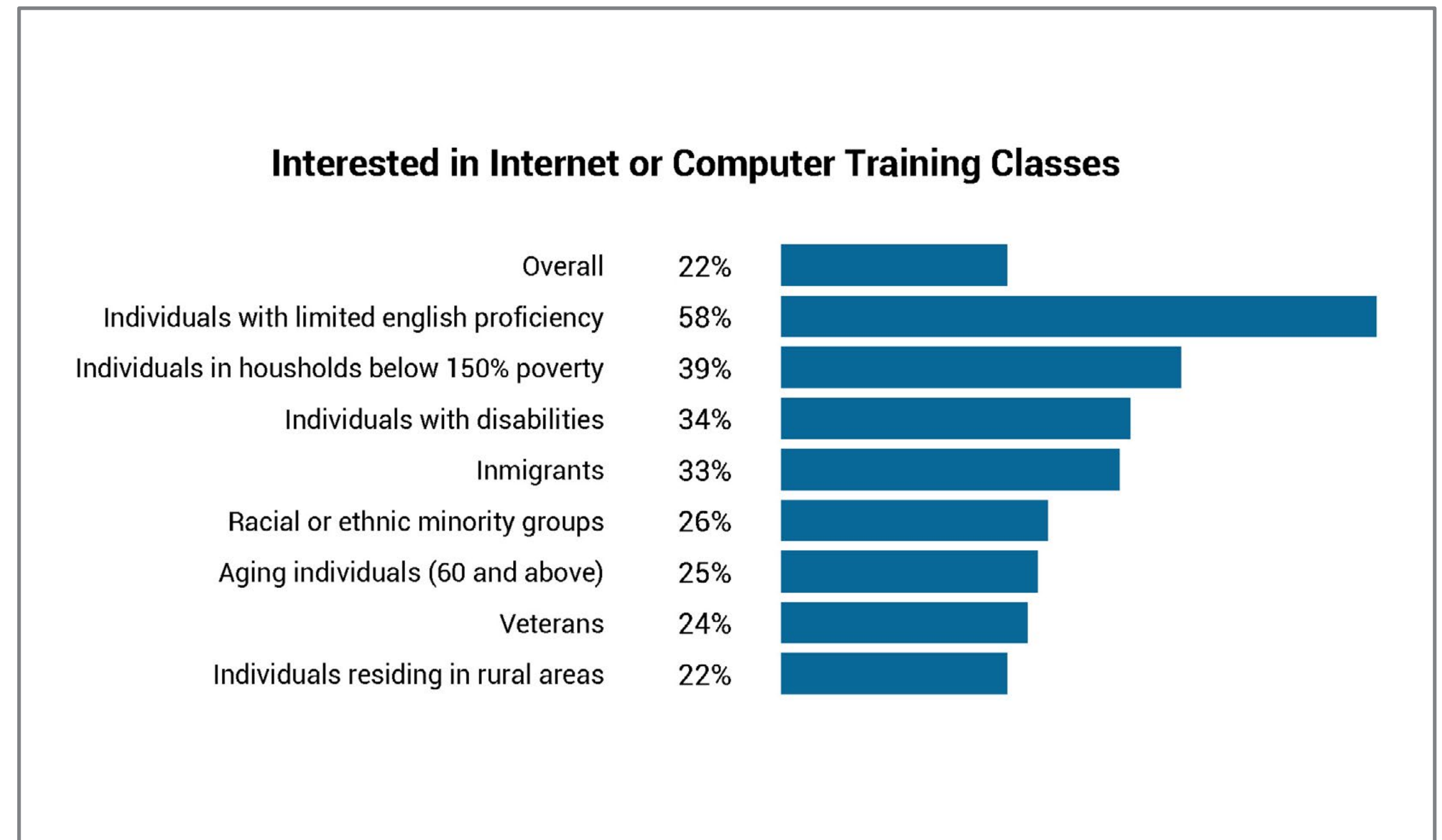
A greater share of aging individuals, individuals with disabilities, and individuals in low-income households experienced challenges with basic to advanced digital skills, especially skills involving cybersecurity and online privacy.

Members of covered populations were generally more likely to show interest in internet or computer training classes than the population as a whole. Just 22% of all respondents were interested in taking internet or computer training classes. However, individuals with limited English proficiency, individuals in low-income households, individuals with disabilities, and immigrants showed a much greater interest in learning digital skills. This is one example where

given strategies may have different levels of effectiveness across covered populations and OSIT should work to avoid one-size-fits-all approaches to closing the digital divide.

During interviews and listening sessions, OSIT found that many CAIs that want to offer digital skills and adoption programming. When asked why they do not, CAIs commonly identified lack of funding availability and lack of staff or organizational capacity as barriers that impact their ability to increase their digital skills and adoption programming. For those organizations that do offer digital skills and adoption programming, federal, state, or other government grants were cited as the most common source of funding.

Many Nevadans lack the opportunity to develop digital literacy skills because such opportunities do not exist nearby in their communities or at an organization they trust.



⁸ [Aging-Connected_Exposing-the-Hidden-Connectivity-Crisis-for-Older-Adults.pdf](#)
(agingconnected.org)

2. Difficulty finding quality technical support for connected devices:

Residents unable to find quality technical support to help with technology is another related barrier. OSIT learned in conversations with the public and with community groups that many adults who own computers and other connected devices need a wide variety of types of technical support- including computer basics like password resets, application support, maintenance or repair, use of accessibility features and training to adjust settings, or cybersecurity and safe online practices. Many rural Nevadans currently do not have access to technical

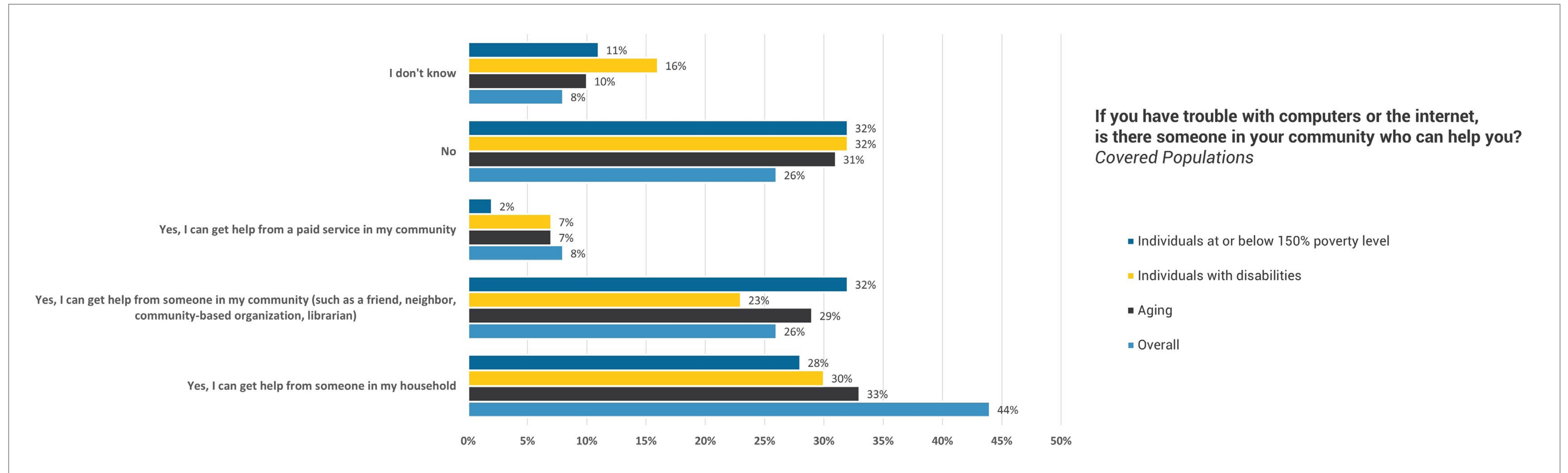
support services because in many cases it does not exist in their communities outside of immediate family or neighbors, as evidenced by personal testimonials during the April 2023 listening sessions. One participant in a listening session at a community center said,

“If someone came in and asked if anyone needed help with their phone, half the room would light up!”

Likewise, urban Nevadans reported having difficulty accessing technical support outside the home due to limited available public transportation options to facilities like public libraries that may offer technical assistance.

Where technical support is widely known to exist, it is frequently used by community members. The two employees who staff the circulation desk at one rural library indicated that most of their time on any given day is spent on device-related technical support unrelated to library functions- from accessing photographs on smartphones to transferring PDFs from a phone to a computer, filling them out, and then printing.

Compared to the general population, certain covered populations had decreased access to technical support. Nearly 1 in 3 aging individuals, individuals with disabilities, and low-income individuals did not have access to technical support in their communities.

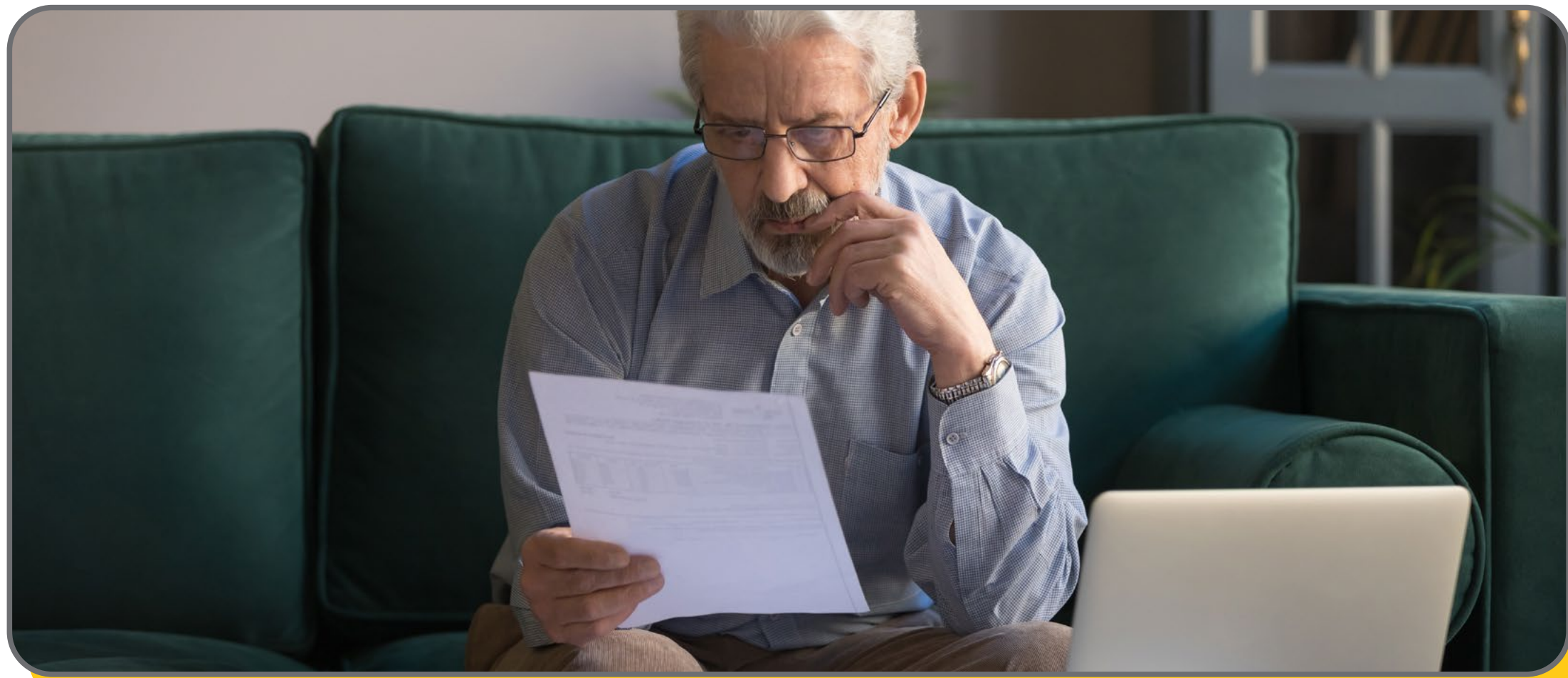


3. Unfamiliarity with accessing resources on public websites:

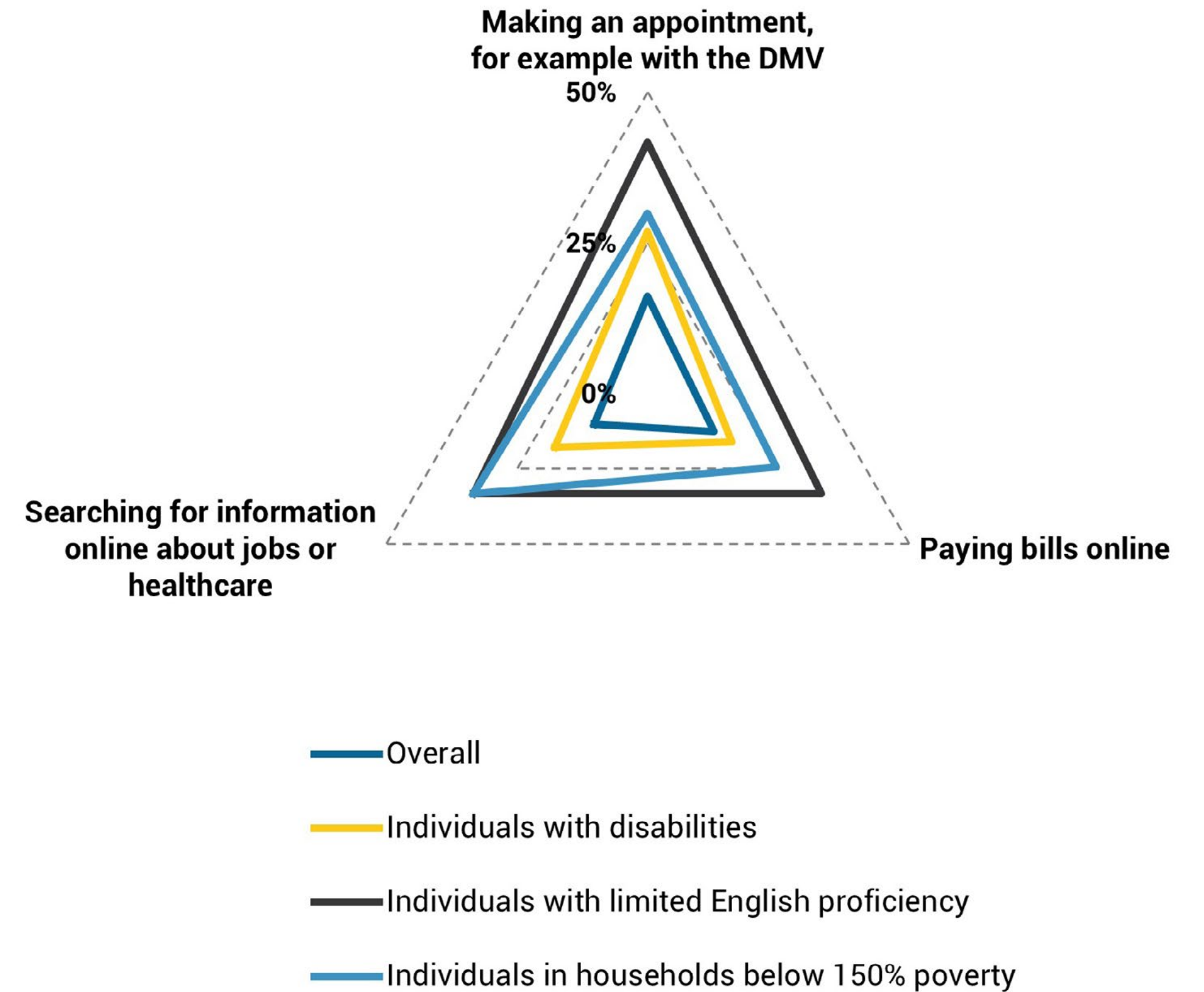
An important digital skill is being able to navigate websites and find information one needs. Despite every Nevada state government department and agency having a website with key information and in some cases documents such as forms, applications, and permits, the April 2023 listening tour informed the OSIT team that many Nevadans still prefer to do government business in person even if the process can be completed faster and more conveniently online.

Whether it is because of lack of access to a computer, insufficient digital literacy, government websites that are confusing to the average user, or a general distrust of technology, the noticeable pattern of many Nevadans being unable to access resources on public websites calls for not only this digital skill to be developed but also for state agencies to reassess the inclusivity and accessibility of their public online domains. After COVID, one rural social services agency undertook an effort to digitize all eligibility and other forms but found that, despite serving a population with transportation needs, over 90% of its clients still preferred to fill out forms on paper in the office.

A greater share of individuals with disabilities, individuals with limited English proficiency, and individuals in low-income households find it challenging to access public resources online, pay bills, or find information about jobs and healthcare services.



Less than Comfortable when... *Covered Populations*



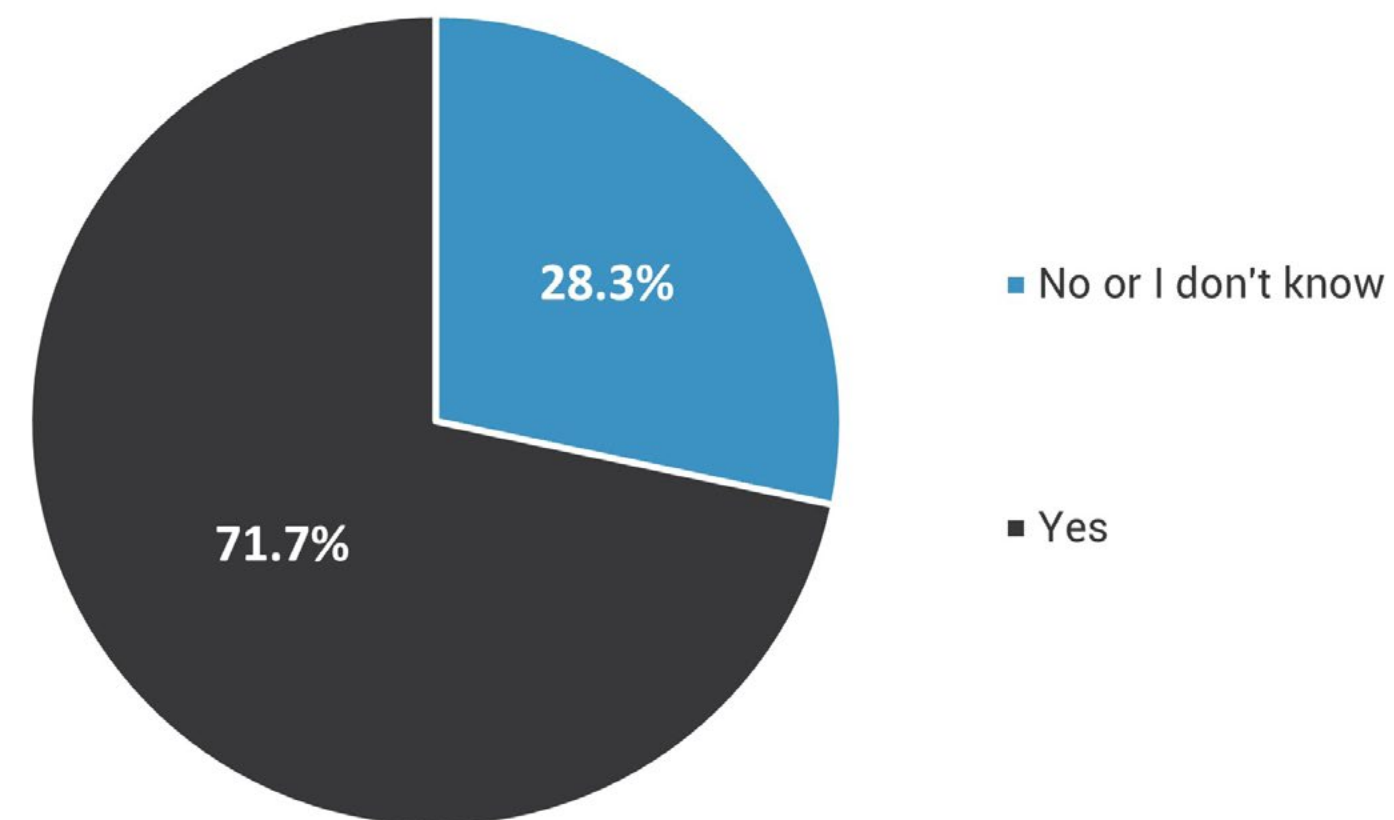
4. Unawareness of ways to secure online privacy and security:

Concerns over online privacy and cybersecurity specifically around scams pose another barrier to digital skills and adoption in Nevada. During OSIT's listening tour, many aging individuals spoke to fears of being scammed and the embarrassment of being victimized. If individuals fear their personal information can be stolen, their bank accounts compromised or they can become subject to scams, their interest and eagerness to learn new digital skills and subscribe to broadband will diminish. At a visit to a community center, one rural Nevadan spoke of banking and credit card information stolen online and, during the transition to new bank and credit card numbers, was unable to pay her cell phone bill and was deactivated. This individual had determined to stay away from the internet and was not interested in digital literacy support.

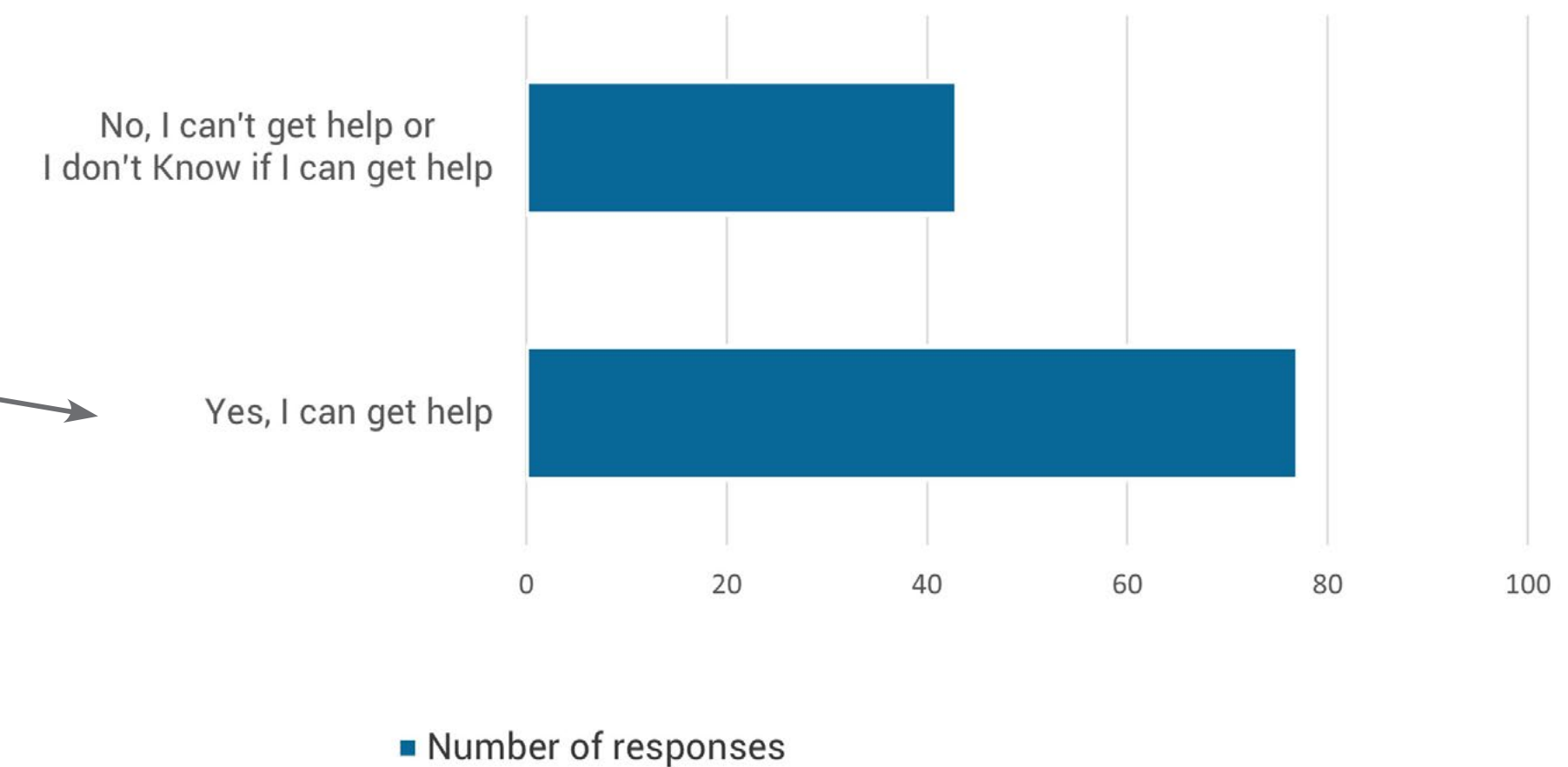
Nearly 30% of all survey respondents are lacking in cybersecurity awareness, leaving them susceptible to cybercrime. Of those individuals, 36% also cannot or do not know if they can get assistance when they have trouble with computers.



Do you have any cyber security measures set up on the desktop, laptop, or tablet computer that you use?



If you have trouble with computers or the Internet, is there someone in your household or community who can help you?



Thinking Long-Term:

Barriers to Digital Skills and Adoption Sustainability

1. The newness of digital skills and adoption for the Nevada leadership community:

As our world has become increasingly connected and internet access has become more a requirement and less a luxury, supportive systems have struggled to catch up for those on the wrong side of the digital divide. State and local government leaders are aware digital barriers and needs exist, and the pandemic spotlighted disparities and needs in ways few other crises could have. But, “digital skills and adoption”, at least in Nevada, is largely new to the government’s to-do list if it is even on the radar.

This plan represents **Nevada's first attempt** at a statewide digital skills and adoption strategy. While we expect much good work to be done over the next five years and many accomplishments, no one believes the digital divide will be closed when all federal funds have been spent.

For the momentum we plan to build to not just continue but thrive, sustainability must be a part of the foundation. Sustainability is born from leadership’s awareness of the needs and barriers, and an understanding of how to solve them.



3.2.3 Broadband Affordability

Barriers to Broadband Affordability and Access

1. High cost of broadband internet service:

The high cost of broadband internet service is a significant barrier residents face in many parts of Nevada. Access to broadband infrastructure does not necessarily mean access to broadband service or broadband adoption as 16.8% of Nevadans do not subscribe to a home broadband service for a variety of reasons including affordability.

Findings from OSIT's recent Digital Equity Survey illustrated that cost is a significant barrier to adoption, and digital skills and adoption more broadly. When asked the reason for not subscribing to home internet service, 75% of respondents answered that it was too expensive.

Over 64% of survey respondents spend more than \$75 on monthly internet costs. (Figure 6) The high cost of broadband service is difficult for aging individuals who are more likely to be on fixed income such as pensions and Social Security. Furthermore, 70% of veterans reported paying more than \$75/

⁹ <https://www.usac.org/about/affordable-connectivity-program/acp-enrollment-and-claims-tracker/#enrollment-and-claims-by-zipcode-and-county>

¹⁰ In surveys and public engagement meetings, a large number of Nevadans that identified as low-income and aware of the program reported not being able to complete the enrollment process, either because they were told they were not eligible, applied but never received a response, or that the application process was too difficult or took too long.

month for internet service, the largest share among all covered populations.

An additional insight gained from the survey was the lack of enrollment in discounted internet service programs including the Affordable Connectivity Program (ACP), Lifeline/Tribal Lifeline, and other affordable internet programs from respondents living in low-income households. Nearly three-quarters (72%) of respondents answered they were not enrolled in any. (Figure 4)

In August 2023 only 229,082 out of 493,948 Nevada households, or 46% of those eligible, have enrolled.⁹ While that enrollment rate is higher than the national average, fewer than half of eligible Nevadans participate. Lack of awareness remains the biggest challenge, followed by needs for enrollment assistance.¹⁰ In surveys and focus groups, even among households that self-identified as low-income, many assumed they would not qualify and had decided not to apply. Providers reported that

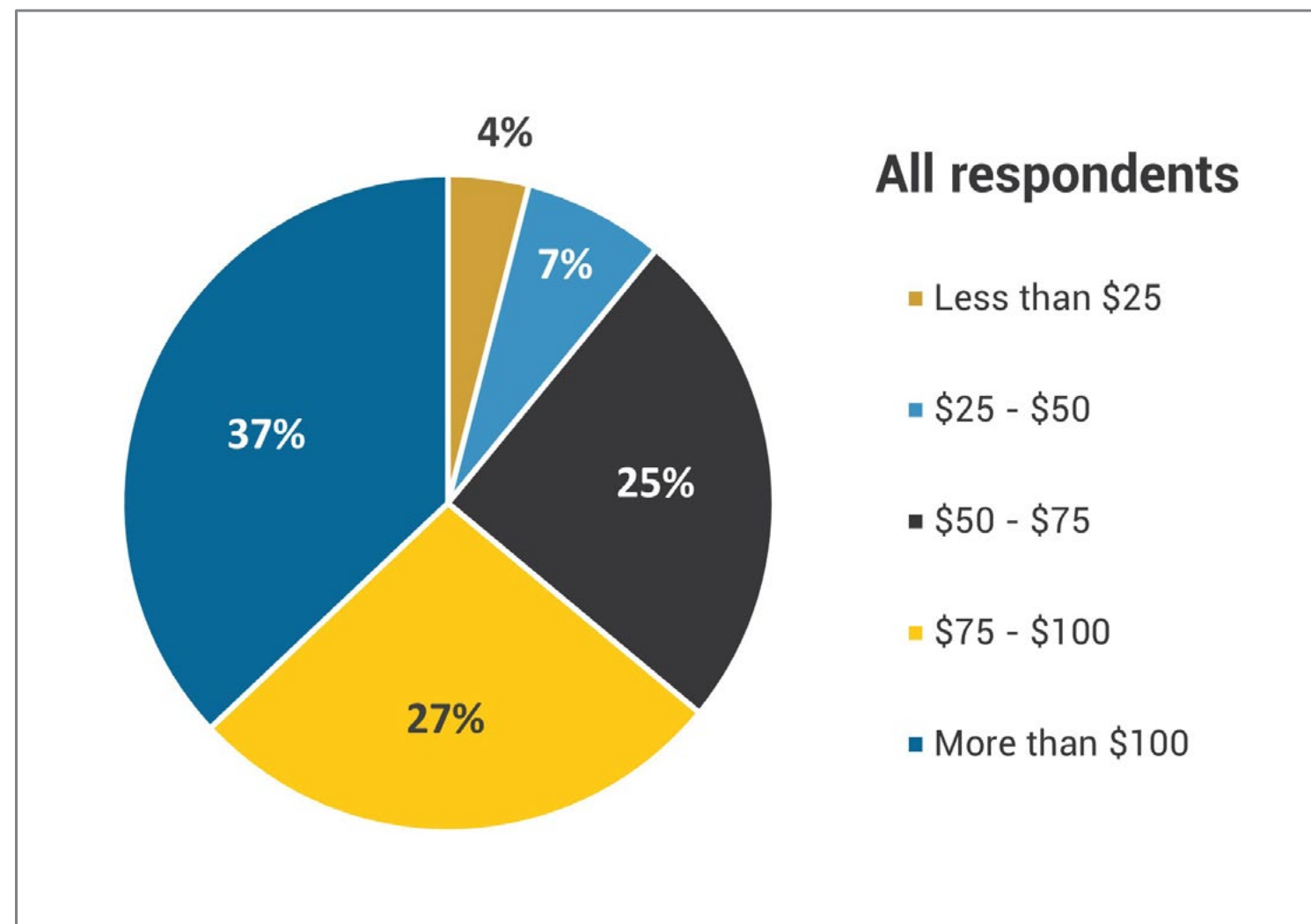


Figure 4

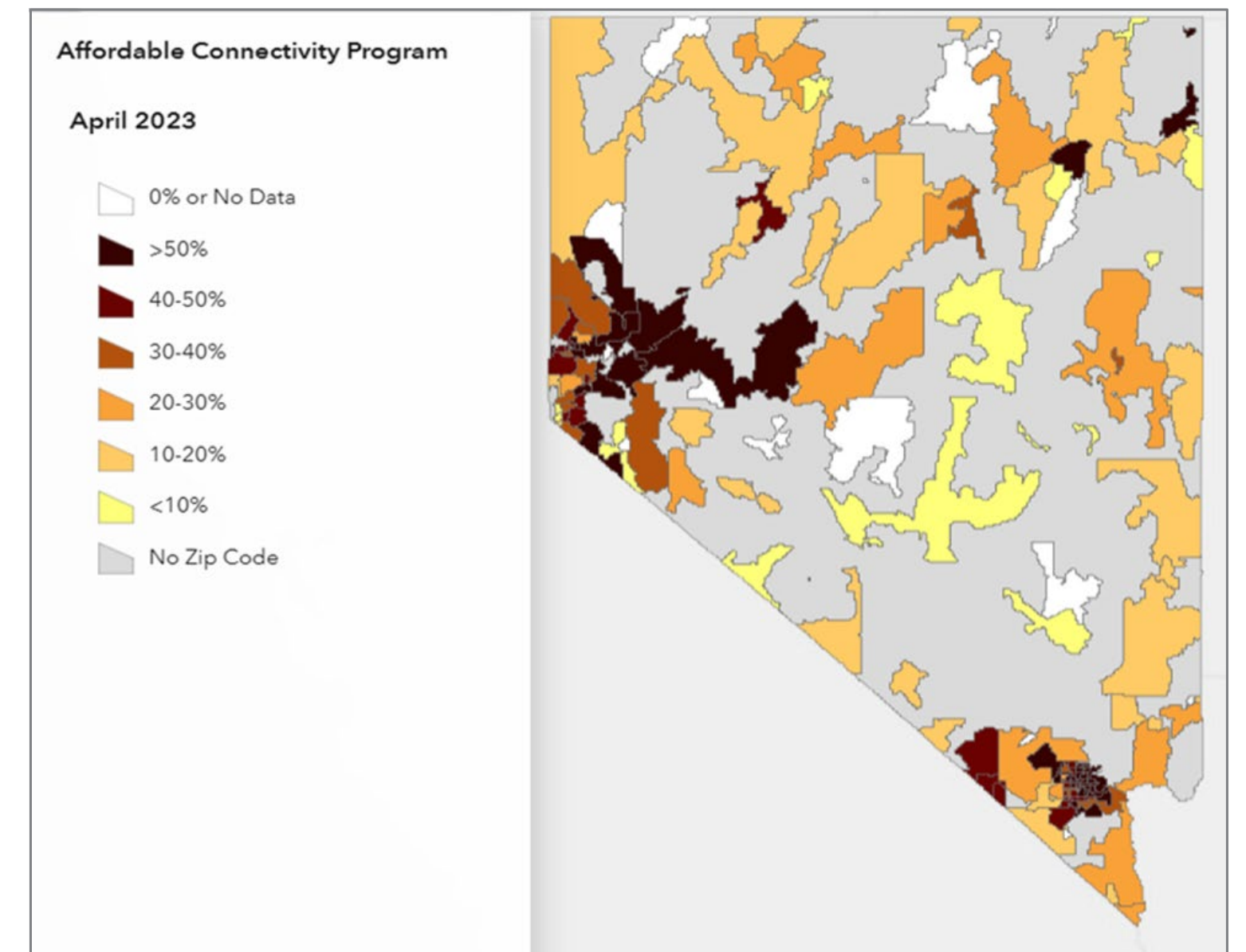


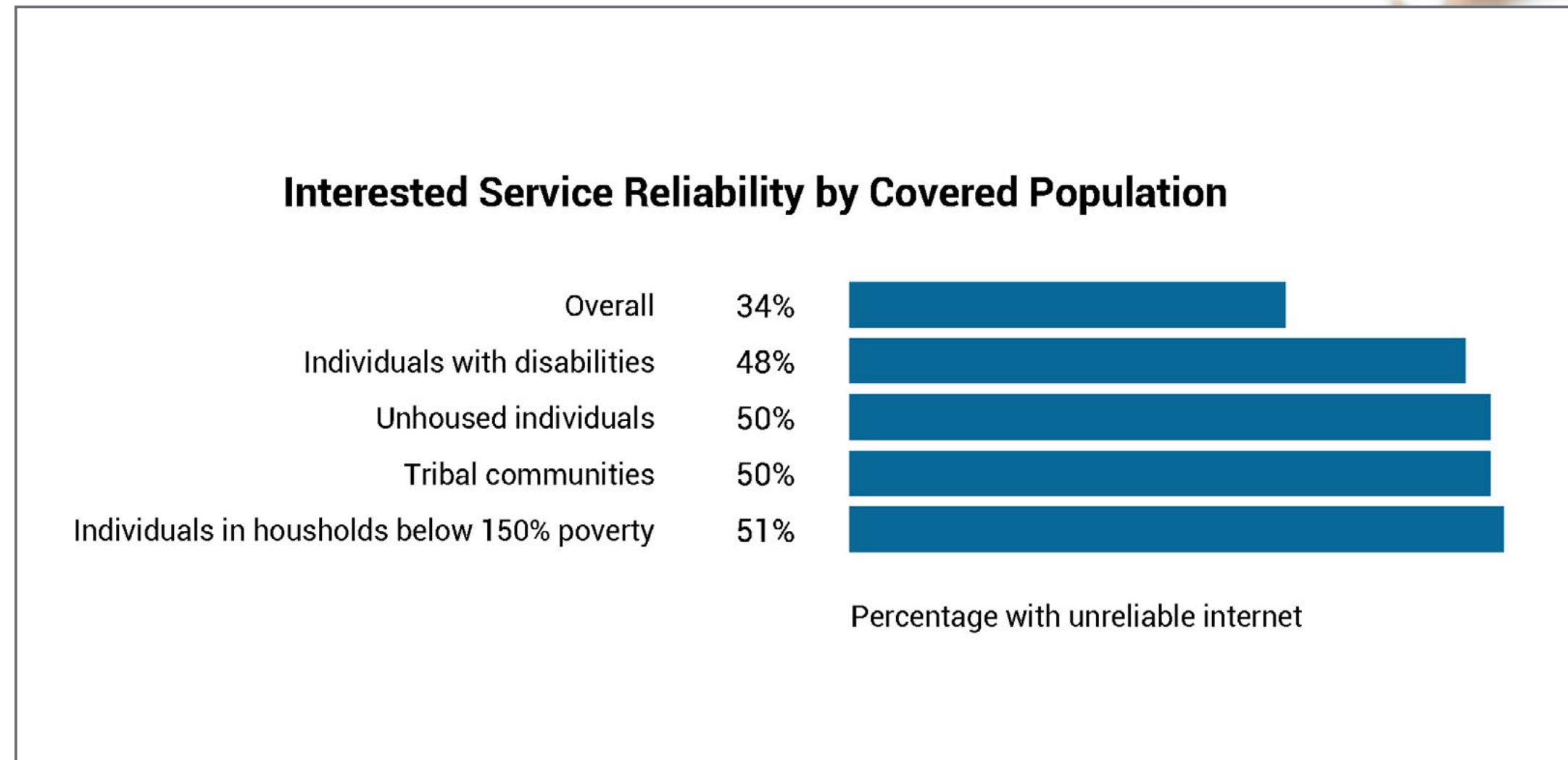
Figure 5
Affordable Connectivity Program Enrollment by Zip Code
Source: [OSIT Broadband Mapping Portal](#)

lack of available affordable upstream bandwidth was the most significant factor contributing to a lack of interest in serving unserved markets or the lack of affordable service in markets they served.

At a regional level, the geographical disparities on ACP enrollment are evident in Figure 5 which shows ACP participation rates by zip code. Enrollment is highest in Nevada's most populated areas and lowest in its rural areas.

2. Unreliable internet service:

While most survey respondents had home internet access, over 1/3 of respondents with internet access reported not having reliable internet service. Covered populations reporting the lowest rates of access to reliable internet service included individuals with disabilities, unhoused individuals, individuals living in tribal communities, and low-income respondents. During in-person community meetings across the state, members of covered populations expressed frustration at paying high costs for unreliable internet service and feeling they had no recourse or alternatives.



Barriers to Device Affordability and Access

1. Lack of access to affordable connected devices:

A common barrier to digital skills and adoption in Nevada for individuals and households is accessing connected devices such as desktops, laptops, and tablets.

The COVID-19 pandemic exposed how vast Nevada's digital divide was especially when it came to available connected devices for students in school. Nearly a quarter of Nevada's student population did not have the device and/or connectivity needed to participate in distance learning, forcing students to share devices with others or depend on donated computers.

A June 2023 meeting with Upward Bound, a federally funded program at the University of Nevada Reno that prepares low-income high school students for college included stories of program participants who did not have a connected device at home and usually had to use on-campus computers or borrow from friends and family. In instances where students were given a device by the program because they lacked one, it was typical for these students to share the device with multiple siblings and family members. In one case, a student shared a device with seven siblings and both parents. OSIT staff learned of similar struggles from the Southern Nevada Library District leadership who reported a 3-month waiting list for people to have access to devices the libraries loan out. A popular hot spot loaner program the district also offers is typically sold out.

Today, according to the U.S. Census Bureau, the percentage of all covered populations in Nevada living in households that lacked a computer or broadband subscription was 11.8%.¹¹

Microsoft's Digital Equity Data Dashboard available on the National Digital Inclusion Alliance's website depicts the differences in device access in Figure 6. By selecting two variable inputs – 1. Households without a desktop or laptop and 2. Below the poverty level in the past 12 months – the map identifies regions in the state with the highest digital inequities based on the selected variables. The lighter the color, the higher the number of households below the poverty level that do not have a desktop or laptop.

The Nevada State Digital Equity Plan Public Survey also revealed

that the most popular device to connect to the internet was a smartphone followed by a laptop and then tablet. Among covered populations, individuals living in rural areas had the largest share of the population relying on smartphones only. Smartphones are valuable connected devices that serve many useful purposes but individuals that need access to different connected devices like desktops, laptops, or tablets that are better able to perform certain tasks like writing a book report or applying for a job are at a disadvantage if they cannot afford or access these devices. During listening sessions, individuals from low-income households shared that the cost of devices makes it difficult for people to afford the cost of internet service. Individuals from low-income households struggle to afford internet service, a device, and a phone.

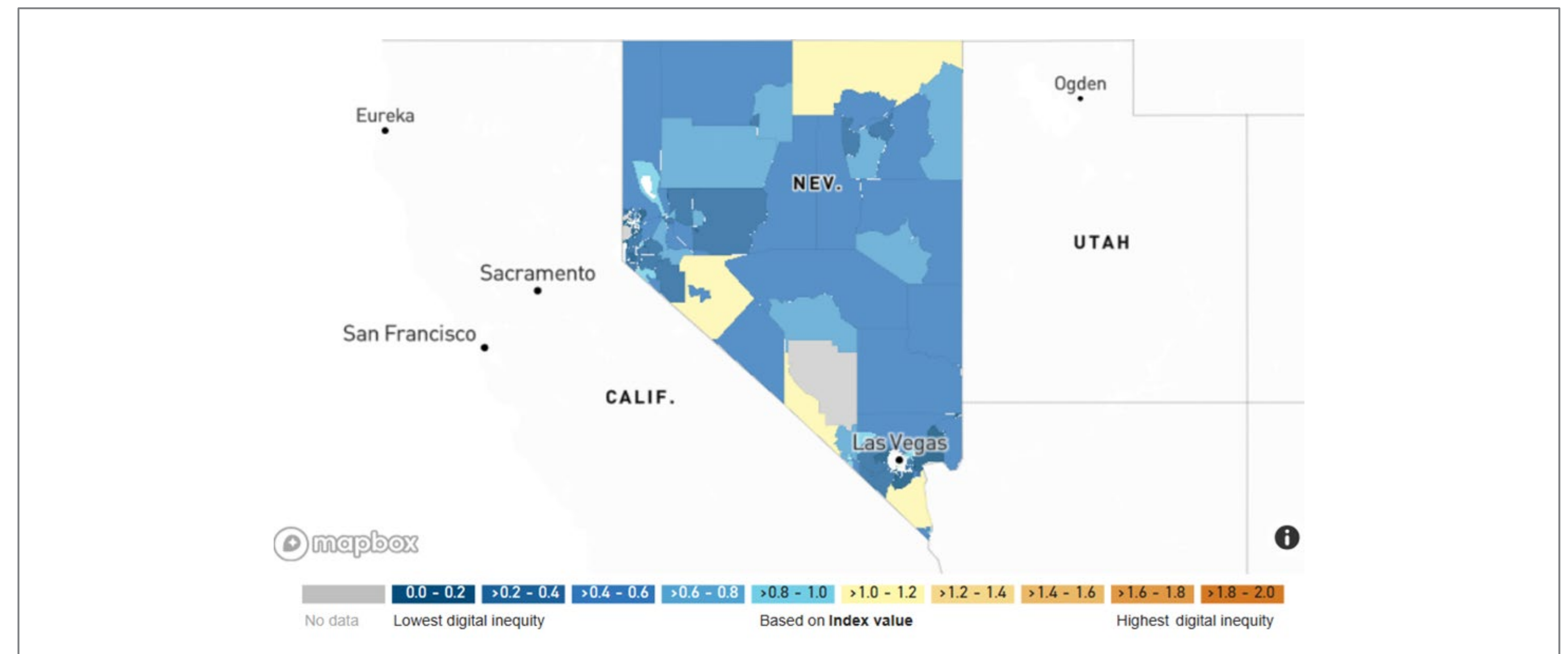


Figure 6 | Source: Microsoft Power BI

¹¹ [Digital Equity Act Population Viewer \(census.gov\)](https://www.census.gov/digital-equity-act/population-viewer/)



4. Collaboration and Stakeholder Engagement

4.1 Coordination and Outreach Strategy

Everything in this plan can be accomplished with robust and dedicated support and buy-in from the many digital skills and adoption stakeholders that exist in Nevada. Local, community-based organizations, non-profits and governments have existing relationships with those Nevadans that are most affected by the digital divide. To successfully realize our shared digital skills and adoption vision, strong state-local partnerships where the State supports and builds the capacity of local actors is Nevada's pathway to success.

Likewise, we cannot achieve our vision for digital skills and adoption if any vulnerable group is left behind. Defined in the Digital Equity Act as covered populations, some groups are more likely to be affected by the digital divide than others. These covered populations have different needs and barriers to connectivity from each other and from the general population. Beyond a geographically comprehensive coordination and outreach strategy, OSIT took particular care to ensure that the voices of covered populations and the organizations that serve them were included in this plan.



4.1.1

Key external collaborators and constituencies the State collaborated with to develop the Digital Skills and Adoption Plan

Please see **Appendix A** for the full list of collaborators.

The list includes collaboration with the following types of stakeholders:

- Community anchor institutions;
- County and municipal governments;
- Local educational agencies;
- Tribal Nations;
- Nonprofit organizations;
- Organizations that represent Individuals with disabilities;
- Aging Individuals;
- Individuals with language barriers;
- Veterans;
- Organizations representing individuals who are incarcerated in facilities other than federal correctional facilities;
- Civil rights organizations;
- Entities that carry out workforce development programs;
- State agencies;
- Public housing authorities in the State;
- Labor unions;
- Libraries;
- Faith-based organizations;
- Industry associations;
- Healthcare;
- Early childhood and early intervention;
- Higher education institutions, including minority serving institutions;
- Internet service providers;
- Other non-profit organizations.



4.1.2 Coordination and Outreach Strategy

During the eight months prior to the publication of this plan, OSIT conducted outreach to and met with communities in public settings, community-based organizations, non-profits, internet service providers, labor, local governments, Tribal governments and other stakeholders to understand digital skills and adoption needs and the existing digital skills and adoption ecosystem, including the capacity of existing programs to scale to meet present and future needs. In total, OSIT visited every county in Nevada twice, traveled over 4,000 miles in April 2023 alone, held over 130 meetings with nearly 1,000 Nevadans. Additionally, OSIT distributed surveys in both online and paper formats and captured responses from nearly 800 additional Nevadans.

OSIT made a particular effort to have a diverse engagement approach. This approach included specifically reaching out to covered populations and the organizations that serve them. The coordination and outreach strategy was designed to ensure that OSIT engaged with all covered populations, organizations that serve each of the covered populations, and organizations that serve multiple covered populations. It also included a diversity of outreach mediums:

In-person public meetings in community centers, libraries, senior centers, and government facilities in the morning, afternoon and evening.

Online options including multiple webinars targeted at specific stakeholders.

Surveys distributed online and on paper in multiple languages.

- **Spring Outreach and Engagement Tour:** While OSIT held many one-on-one in-person meetings, virtual meetings, and phone calls with stakeholders throughout the plan development, the OSIT team also embarked on a comprehensive and statewide community outreach and engagement tour in March and April, 2023. The purpose of the tour was twofold: first, to listen and learn more about the digital skills and adoption and infrastructure needs faced by Nevadans; and second, to offer information about the planning and forthcoming implementation processes. During facilitated public stakeholder meetings, feedback and responses to questions were anonymously compiled and imputed into a database and results were aggregated. The stories and lived experiences shared added critical context to the data gathered from surveys and national data sources, and greatly enhanced our planning efforts.
- **Tribal Engagement:** Nevada has 28 federally-recognized Tribes and OSIT also has a long history of working with its Tribal Nations. Nevada's Governor wrote a letter offering a formal government-to-government consultation. This letter was mailed and emailed to all Tribal Chairs and other points of contact, and OSIT staff followed up with additional outreach via email and phone. OSIT also distributed a paper survey to Tribal Nations. In the engagement process, OSIT was assisted by the Nevada Indian Commission and the Inter-Tribal Council of Nevada. At the time of publication of this report, OSIT had made contact with 21 Tribes. Efforts continue to connect with the remaining Tribal Nations.
- **Workforce Engagement:** OSIT, working in close partnership with Nevada's two workforce development boards, Workforce Connections and Nevadaworks, which are laser focused on developing innovative workforce development programs

aligned with Nevada's high growth, high demand Industries. Recently, OSIT and Nevadaworks met individually with internet service providers, labor, and contractors to discuss and understand workforce needs and potential workforce development strategies as the telecommunications talent pipeline is developed in Nevada.



By the Numbers:

- 132** Stakeholder and community meetings
- 916** Total meeting participants
- 781** Survey participants
- 2** Internet service provider webinars
- 16** Tribal consultations
- 9** Workforce development meetings with internet service providers, labor, and contractors



Public Comment:

OSIT welcomes the opportunity to present this plan to the public for comment, refinement, and revisions. OSIT will publicly post the plan on its website and in public and community locations throughout the state, share the plan with partners and stakeholders, encourage these partners to share the plan with their communities, and distribute the plan through various channels and methods to ensure wide distribution. OSIT plans to hold presentations and engagement sessions to solicit feedback on the plan. Beyond the finalization of the plan, OSIT will continue to engage its community partners leading up to the launch of the State Capacity Grant Program.

Ongoing Engagement:

Many of the stakeholders contacted during the Statewide Digital Skills and Adoption planning process were already a part of OSIT's Broadband Action Teams (BATs) in each county. Other stakeholders were introduced to OSIT through the community engagement and asset mapping processes. In both cases, OSIT will continue to engage with stakeholders during the plan's implementation.

OSIT plans to continue regular engagement and coordination meetings throughout Nevada, leveraging county Broadband Action Teams, community anchor institutions, county and municipal governments, our PK12 system and NSHE system, Tribes, non-profit organizations, civil rights organizations, workforce development programs, workforce boards, state agencies, and public housing authorities located in the South, North, and Rural areas of Nevada. OSIT will continue disseminating information through its distribution list, its website, in-person engagements, and the local media. Through these means, OSIT can ensure that the public will continue to be informed and be a valuable partner in our digital skills and adoption and broadband deployment.

Following publication of this Statewide Digital Skills and Adoption Plan, OSIT will begin a series of workshops to walk stakeholders through the vision, needs assessment, goals, and strategies contained in this plan. OSIT will also provide workshops for stakeholders interested in participating in the State Capacity Grant Program. Finally, OSIT will continue to grow its stakeholder lists and asset maps. Outreach will continue through a variety of mediums, including digital and in-person.



4.1.3 Workforce Implementation Strategy

OSIT is uniquely positioned to provide leadership for Nevada's broadband workforce implementation strategy. OSIT's departmental mission includes a focus on workforce development related to technology and skills training. State funding accompanies this mission. Since 2015, OSIT has funded more than 100 education and workforce development grants totaling over \$40 million to create in-demand training programs.

In line with this history, OSIT will organize State workforce agencies and partners, as well as employer and labor stakeholders to create "equitable on-ramps" into broadband-related jobs. Specifically, OSIT will ensure that the job opportunities created by its broadband funding programs are available to a diverse pool of workers and that funding for training is provided to Nevadans that are ready and willing to work.

The following Workforce Development Plan is a product of the many conversations the OSIT team had with workforce development agencies, labor organizations, institutions of higher education, and community-based organizations throughout Nevada with the goal of establishing a Telecommunications Pipeline in Nevada which will provide good jobs for a highly skilled and a diverse workforce. Below are key elements of the plan:

1. Assess Current Workforce:

Together with workforce agencies, labor organizations, higher education, and community-based organizations, conduct a comprehensive analysis of the existing telecommunications workforce in Nevada to identify skill gaps, shortage areas, and future workforce needs. This assessment should include:

- a. **Skill Gap Analysis:** Evaluate the current skill set of the telecommunications workforce in Nevada and identify areas where there is a shortage of specific skills required for the industry. This analysis should consider both technical skills and soft skills.
- b. **Future Workforce Needs:** Anticipate the future demands of the telecommunications industry in Nevada and identify the skills that will be needed to meet those demands. This should take into account emerging technologies, industry trends, and potential growth areas.
- c. **Training and Education Evaluation:** Assess the effectiveness of existing training and education programs in preparing individuals for careers in the telecommunications industry. Identify areas of improvement and opportunities to enhance the alignment between training programs and industry needs.
- d. **Workforce Diversity Assessment:** Evaluate the diversity and inclusivity of the telecommunications workforce in Nevada. Identify any barriers or challenges that may exist and develop strategies to promote diversity and equal opportunities within the industry.

The findings from this assessment will serve as the foundation for developing targeted strategies and initiatives to address the identified skill gaps, attract and retain a diverse workforce, and ensure the availability of a highly skilled workforce for the telecommunications pipeline in Nevada.

2. Strategies for Ensuring Availability of a Highly Skilled Workforce:

- a. **Collaboration with Educational, Workforce, and Worker Organizations:** Establish partnerships with local colleges, universities, technical schools and vocational schools to develop specialized telecommunications programs. Work with these institutions to align curriculum with industry needs, ensuring graduates are equipped with relevant skills – both hard and soft skills.
- b. **Collaboration with subgrantees, contractors, and sub-contractors**
- c. **Apprenticeship Programs:** Implement apprenticeship programs that provide on-the-job training and mentorship opportunities for individuals interested in pursuing a career in telecommunications. These programs should be designed to develop a pipeline of skilled workers by combining classroom instruction with hands-on experience.
- d. **Training and Upskilling Programs:** Offer continuous training and upskilling opportunities for existing employees to keep up with technological advancements in the telecommunications industry. This can be achieved through workshops, seminars, online courses, and certifications.



3. Plans to Attract, Retain, or Transition the Skilled Workforce:

- a. **Competitive Compensation and Benefits:** Encourage employers to offer competitive salaries, benefits packages, and career advancement opportunities to attract and retain skilled workers. Conduct regular market research to ensure compensation remains competitive with industry standards.
- b. **Recruitment and Outreach:** Actively engage with diverse communities and organizations to attract individuals from different backgrounds and promote inclusivity. Establish relationships with local workforce development agencies, community organizations, and veterans' groups to tap into a diverse talent pool.
- c. **Employee Development and Retention Programs:** Implement programs that focus on the professional growth and development of employees. This can include mentorship programs, leadership training, and career advancement pathways.

4. Involvement and Partnership of Subgrantees, Contractors, and Sub-contractors:

- a. **Collaboration with In-house Skills Training Programs:** Collaborate with subgrantees, contractors, and sub-contractors to share best practices and leverage existing in-house skills training programs. This can include knowledge

exchange, joint training initiatives, and secondment opportunities.

- b. **Engagement with Unions and Worker Organizations:** Foster partnerships with unions and worker organizations to ensure the interests of the workforce are represented and labor standards are maintained. Collaborate on training programs, apprenticeships, and initiatives that promote the well-being and professional growth of employees.
- c. **Quality Workforce Training Providers:** Partner with reputable training providers to enhance the quality and availability of workforce training programs. Conduct regular evaluations of training providers to ensure the programs meet industry standards and provide relevant skills.

5. Plans to Ensure Strong Labor Standards and Protections:

- a. **Compliance with Labor Laws:** Ensure strict compliance with federal, state, and local labor laws, including minimum wage, working hours, and safety regulations. Regularly review policies and procedures to ensure they align with current labor standards.
- b. **Employee Representation:** Provide opportunities for employee feedback and representation through mechanisms such as employee surveys, suggestion boxes, and regular meetings. Establish channels for employees to voice concerns or seek assistance, ensuring a safe and inclusive working environment.

- c. **Workplace Safety and Health:** Prioritize employee safety by implementing comprehensive safety protocols, training programs, and regular inspections. Foster a culture of safety awareness and provide resources to address health and safety concerns.
- d. **Fair Employment Practices:** Promote employment opportunities and fair hiring practices. Implement applicable policies, and harassment prevention training to create a supportive and respectful work environment.

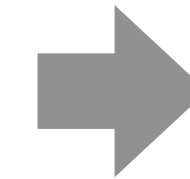
The strategy articulated above was developed in coordination with education, workforce, and worker organizations and is aligned with existing and planned initiatives the Nevada System of Higher Education (which includes minority serving institutions), the Nevada Department of Employment, Training and Rehabilitation, the Nevada Workforce Development Boards, the Governor's Office of Economic Development, and other partners are undertaking to grow Nevada's skilled workforce more broadly. These education and workforce stakeholders see the broadband workforce as one of the important pieces of a larger workforce development strategy and are these education and workforce partners have expressed an eagerness to work with OSIT to leverage federal, State, and local training dollars to achieve a diverse, highly skilled broadband workforce. OSIT has long-established relationships with each organization from years of experience in creating and funding workforce development programs for high-demand, high-skill STEM careers.

5. Implementation

5.1 Implementation Strategy & Key Activities

Bridging the digital divide for all Nevadans is a long-term endeavor, one that will require commitment and alignment from governments, non-profits and community-based organizations. The foundational strategies and initial activities OSIT takes will focus on building a lasting and sustainable foundation for future digital skills and adoption efforts. The strategies and activities outlined here will address gaps in existing efforts in Nevada to address the barriers to digital skills and adoption faced by the Covered Populations discussed above. Many activities will be required to make our digital skills and adoption vision a reality, but federal funds are limited and not every required activity is best funded by federal digital skills and adoption dollars.

OSIT has established six priorities for federal funding:



To truly and measurably progress toward our digital skills and adoption vision, OSIT must ensure resources are prioritized to the foundational digital skills and adoption priorities above. To ensure long-term sustainability, OSIT will invest in communities and systems so that Nevadans with the greatest digital skills and adoption related needs have their most basic needs met first and resources and programming are readily available in a manner and form tailored to each unique covered population.



Infrastructure Deployment



Adoption



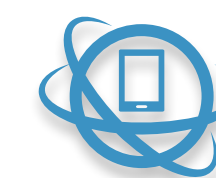
Affordability



Device Access



Digital Literacy



Awareness and Sustainability



5.1.1

Core Activities to achieve Nevada's Goals and Objectives

Core Activities are defined as those that OSIT will use funding from the State Digital Equity Capacity Grant Program to implement. Some Core Activities will be carried out by OSIT while others will be carried out by local community partners and funded by OSIT. Other strategies will be carried out by OSIT or other partners using non-State Digital Equity Capacity Grant Program dollars. Core Activities are broken down into Short-Term and Long-Term activities. Short-term activities are meant to meet acute needs in communities whereas long-term activities are those that will be funded during the grant period and will build foundations for community capacity that will continue beyond the term of the grant period. Generally, the timeline for short-term targets is defined as from the award of the State Digital Equity Capacity Grant through the end of 2026 and long-term targets is defined as through the end of 2031. The timeline in Section 5.2 below more specifically describes anticipated start and end dates for specific activities and strategies. OSIT plans to regularly evaluate whether the strategies and core activities outlined below are contributing toward our goals and intends to update the plan as described in Objective 4 below.

Goal: Universal Access to Digital Skills and Adoption

Objective 1:

Develop and execute a multi-pronged low-income and middle-class affordability and access strategy that leads to increased adoption and residential broadband subscription rates.

ADDRESSING GAPS:

How the Strategies and Core Activities in Objective 1 Address Gaps in Existing Efforts.

After speaking with and surveying Nevadans in every county, OSIT found that affordability was among the most common barriers to internet adoption. In speaking with local stakeholders, including local and Tribal governments, community coalitions, non-profits, public libraries, and community and senior center staff, OSIT learned that some were aware of the ACP while others were not. Among those organizations that were aware, OSIT found varying levels of capacity and understanding of how to promote the program to clients and constituents. Some community efforts had experienced much success but lacked the ability to scale to meet all needs in the community. OSIT also learned that many community groups, in an effort to overcome affordability barriers independently of the ACP, offer free community WiFi but general community awareness of its availability was mixed. The strategies and core activities in Objective 1 will provide resources and support to local partners who have existing relationships with covered populations. These resources and supports will serve to fill in gaps in existing efforts to overcome affordability barriers and promote increased adoption by providing ACP awareness and enrollment support and support to increase general community awareness of affordability resources to trusted local organizations.

STRATEGIES:

- Grow and nurture partnerships with State and local governments, non-profit organizations, public schools and higher education, libraries, workforce, and other community organizations to build awareness for the Affordable Connectivity Program (ACP).
- Provide training to local governments, case workers, social service agencies, and other community-based organizations that work with and provide services to ACP-eligible households to also offer ACP enrollment assistance.
- Partner with key stakeholders, including with counties and municipalities, internet service providers, and engagements with community-based organizations, faith-based organizations, schools, and libraries, in zip codes with low ACP enrollment rates to increase enrollment in ACP by hosting ACP enrollment events.
- Strategically deploy middle mile infrastructure to high-cost regions of Nevada to reduce last-mile operating costs and improve retail affordability.
- Develop and administer a BEAD grant deployment program that will effectively and efficiently bring affordable, reliable, and scalable high-speed internet access to every unserved and underserved residential and business location in Nevada.
- Prioritize affordability when making infrastructure funding decisions.
- Require service provider participation in ACP as a prerequisite to receive infrastructure grant dollars.
- Promote free community Wi-Fi access through public-private partnerships in community centers, senior centers and other communal areas.



- Create partnerships to set up free community computer labs with Wi-Fi hotspots, in remote and underserved communities throughout the state.
- Partner with State and local government agencies to leverage better connectivity and digital skills and adoption for the furtherance of broader State and local education, healthcare, workforce and economic development, public and traffic safety, civic and other goals.
- Develop and deploy a range of short- and medium-term workforce development strategies to create equitable on-ramps to broadband related jobs and ensure a highly-skilled and capable Nevada-based workforce exists to close the digital divide.

CORE ACTIVITIES:

- Digital navigators – OSIT will deploy a cadre of digital navigators throughout the State in needed locations (such as those without CAIs participating in OSIT’s ACP Train the Trainer program or without CAIs that currently offer ACP support). These digital navigators will travel to different communities to build key stakeholder capacity to offer ACP enrollment assistance as well as offer personalized in-person enrollment assistance. **(Short Term)**
 - > ACP awareness
 - > ACP enrollment
- OSIT will provide funding to promote and advertise community WiFi at connected CAIs and help setting up computer labs with digital skills and adoption programming. Priority funding will go to newly connected CAIs. **(Short-Term)**
- OSIT will fund programming designed to build the capacity and organizational structure of State, local, Tribal governments and community-based organizations to provide ACP enrollment assistance. **(Long-Term)**

Objective 2:

Develop a plan to increase access to affordable connected devices and appropriate technical support with a particular focus on the needs of covered populations that is ready for execution before network construction is complete.

ADDRESSING GAPS:

How the Strategies and Core Activities in Objective 2 Address Gaps in Existing Efforts.

Barriers related to the accessibility of affordable devices and technical support are documented above. Regarding device access, OSIT found that there are several small non-profits that, on a very small scale, are attempting to provide free or low-cost devices to low-income Nevadans in their communities. Many communities lack even a small-scale effort. These organizations lack the resources to securely scale their work to meet needs statewide. Regarding technical support, OSIT found that many community anchor institutions, like libraries, senior centers, and community centers offer informal technical support on a walk-up basis to those that know to ask for it but lack the resources to offer dedicated services (at all or at scale) or raise awareness that support is available. The strategies and core activities outlined in this section seek to address gaps in these existing efforts by providing support to trusted, local organizations to scale efforts and adopt best-practices.

STRATEGIES:

- Create a sustainable device ecosystem that identifies a technology supply chain and manages the procurement, refurbishment, configuration, outreach, distribution, and technical support of devices for low-income Nevadans.

- Explore public-private partnerships in the creation of the sustainable device ecosystem.
- Develop a strategy and partnerships to provide on-demand device technical support where Nevadans are. Include consideration for multilingual tech support in the development of the strategy.
- Partner with internet service providers to develop a plan to expand participation in and the reach of the ACP’s device benefit.

CORE ACTIVITIES:

- Set up a matching fund to leverage corporate, philanthropic, private, and other government dollars for immediate device distribution. **(Short-Term)**
- Leverage Digital Navigators to provide tech support in CAIs in communities that need it. Create awareness the opportunity exists via traditional means, including community-specific media, social media, radio, public media, and government and elected officials’ channels. In supporting local community technical support resources, OSIT will examine data regarding device access rates by covered population type, community assets including available CAIs, and request community input on locations offered. Tech support will be offered outside typical working or school hours, with multi-lingual translation. OSIT will document needs and types of tech support requested. **(Short-Term)**
- Create a sustainable device ecosystem that identifies a technology supply chain and manages the procurement, refurbishment, configuration, outreach, distribution, and technical support of devices for low-income Nevadans. This ecosystem should have statewide reach, including making devices available in rural areas. **(Long-Term)**

Objective 3:

Develop and provide opportunities for all Nevadans to attain the digital skills and literacy, support, and security awareness to use reliable, high-speed broadband service and connected devices for robust participation in our society, democracy, and economy.

ADDRESSING GAPS:

How the Strategies and Core Activities in Objective 3 Address Gaps in Existing Efforts.

Through surveys and in-person meetings across the state, OSIT identified many community organizations providing some level of digital skills and digital literacy classes, trainings, or supports. OSIT found that often these organizations lacked the capacity, either in funding or personnel, to meet all needs in the community or reach members of all covered populations. Others lacked the expertise to provide high-quality digital literacy trainings and supports. Many Nevadans do not live in communities where these trainings are readily available. However, OSIT found from surveys that interest among members of covered populations exists for trainings. Given that existing efforts do not meet the needs or demand from covered populations, OSIT designed the strategies and core activities below. Each community's needs are different and will require a tailored strategy. Strategies will provide capacity to local organizations or offer opportunities for partnerships with local organizations that have existing trusted relationships with covered populations. Capacity and partnerships from the State will serve to fill in gaps in existing efforts and ensure efficient use of resources.

STRATEGIES:

- Continue to engage communities to identify and understand the digital skills needed by covered populations.
- Collaborate with national organizations and experienced local organizations to research and identify how, where, and when to best offer opportunities for Nevadans to learn digital skills, whether formal classes in a CAI or in more informal environments. Draft statewide policies and fund necessary curriculum, professional development, and staff to offer training. Identify and build the capacity of local community-based organizations, such as community centers, senior centers, libraries, non-profit organizations, public schools and higher education institutions and others to offer digital skills training to covered populations.
- Provide technical assistance to internet service providers wishing to fund their own digital skills training programs as a part of their subscriber promotion programs.
- Fund roaming digital navigators who will facilitate training sessions in partnership with community organizations that lack the capacity to offer digital skills trainings themselves.

CORE ACTIVITIES:

- Create a public digital skills and adoption asset map and continue to vet organizations and the work they do for addition to the map. Leverage Digital Navigators to assist in this work. **(Short and Long-Term)**
- Provide grant writing training and support to community partners to become better grant writers and subrecipients of funds. Build the capacity of organizations that provide this support. **(Long-Term)**
- Fund the creation or drafting of statewide framework or policies and fund necessary curriculum, professional development, and staff to offer training. Identify and build

the capacity of local community-based organizations, such as community centers, senior centers, libraries, non-profit organizations, public schools and higher education institutions and others to offer digital skills training to covered populations. **(Long-Term)**

- Fund digital literacy classes. **(Short-Term)**
- Fund on-demand tech support in communities that need it through the use of digital navigators - see above. **(Short-Term)**
- Conduct an audit of State and local government websites for user experience, ease of use, ability to find information and conduct business online from a variety of platforms, and language access. OSIT will present audit to Executive and Legislative branch. **(Short-Term)**

Objective 4:

What we begin today doesn't end tomorrow.

ADDRESSING GAPS:

How the Strategies and Core Activities in Objective 4 Address Gaps in Existing Efforts.

As discussed earlier, sustainability is crucial to the success of our plan. Key to this effort is a data-driven understanding of what works and what doesn't to tackle the digital divide, engaged and informed State and local leaders know what digital skills and adoption is and what works to achieve it, and confidence that future public dollars would be well spent if allocated. Existing efforts to advocate for specific digital skills and adoption strategies to close the digital divide currently are nascent and sporadic. As a result, many policy makers are unaware of what digital skills and adoption is or how to close the digital divide. Strategies and core activities in this section will address these gaps by tracking



investments, evaluating outcomes, making data publicly available, comprehensively engaging leaders, telling success stories and being honest about what doesn't work.

STRATEGIES:

- Develop a leadership awareness and sustainability plan.

CORE ACTIVITIES:

- Create a public Digital Skills and Adoption Dashboard that tracks needs, needs met, and the organization meeting the need. **(Short and Long-term)**
- Create a digital skills and adoption investment map to accompany digital skills and adoption needs map. **(Short and Long-term)**
- Updates to the Plan: OSIT staff will regularly engage stakeholders throughout the implementation process and make course corrections as needed to the plan. OSIT staff will further formally begin an evaluation of the plan at the midpoint of the State Capacity Grant Program implementation timeline in 2028 which will include robust stakeholder engagement, data gathering and analysis, an early initial evaluation of the implementation of the strategies and core activities, and an assessment of progress towards goals. The assessment determine whether to stay the course, increase investments in programs or activities that show promising returns, or move away from programs or strategies that do not contribute toward success. **(Long-Term)**
- Partner with an external evaluator to evaluate the success of funded programs and efforts. **(Long-Term)**
- Create a What Works in Digital Skills and Adoption guide for government and non-government funders. Use data from the Digital Skills and Adoption

Dashboard and the external evaluation to inform the creation of the guide. **(Long-Term)**

- Fund the telling of celebratory digital skills and adoption success stories. **(Long-Term)**



5.2 Timeline

KEY:



Planning



Implementation

ACTIVITY

Objective 1: Affordability and Access

- Deploy a Cadre of Digital Navigators
- Promote Community WiFi and Computer Labs at Community Anchor Institutions
- Build Capacity Statewide to Provide ACP and other Affordability Enrollment Assistance

Objective 2: Devices and Tech Support

- Establish a Device Distribution Matching Fund with Private Sector Support
- Leverage Digital Navigators to Provide Tech Support in Community Anchor Institutions
- Create a Statewide Device Distribution Ecosystem

	2025	2026	2027	2028	2029-2031
Deploy a Cadre of Digital Navigators	Planning	Implementation	Implementation	Implementation	Implementation
Promote Community WiFi and Computer Labs at Community Anchor Institutions	Planning	Implementation	Implementation	Implementation	Implementation
Build Capacity Statewide to Provide ACP and other Affordability Enrollment Assistance	Planning	Implementation	Implementation	Implementation	Implementation
Establish a Device Distribution Matching Fund with Private Sector Support	Planning	Implementation	Implementation	Implementation	Implementation
Leverage Digital Navigators to Provide Tech Support in Community Anchor Institutions	Planning	Implementation	Implementation	Implementation	Implementation
Create a Statewide Device Distribution Ecosystem	Planning	Planning	Implementation	Implementation	Implementation



KEY:



Planning



Implementation

ACTIVITY

Objective 3: Digital Skills and Literacy

- Create a Public Digital Skills and Adoption System Asset Map
- Provide Grant Training and Support to Community Partners
- Create a Statewide Framework for Digital Skills Trainings Curriculum
- Fund Digital Literacy Classes
- Fund On-Demand Technical Support
- Conduct an Audit of State Government Websites

Objective 4: What Begins Today Doesn't End

- Create a Digital Skills and Adoption Dashboard and Investment Map
- Evaluate the Success of Funded Programs
- Create a What Works in Digital Skills and Adoption Guide for Gov't and Non-Gov't Funders
- Tell Digital Skills and Adoption Success Stories
- Review and Update this Plan

	2025	2026	2027	2028	2029-2031
• Create a Public Digital Skills and Adoption System Asset Map	Planning	Implementation	Placeholder	Placeholder	Placeholder
• Provide Grant Training and Support to Community Partners	Planning	Implementation	Implementation	Implementation	Implementation
• Create a Statewide Framework for Digital Skills Trainings Curriculum	Planning	Implementation	Placeholder	Placeholder	Placeholder
• Fund Digital Literacy Classes	Planning	Implementation	Implementation	Implementation	Implementation
• Fund On-Demand Technical Support	Planning	Implementation	Implementation	Implementation	Implementation
• Conduct an Audit of State Government Websites	Placeholder	Planning	Implementation	Placeholder	Placeholder
• Create a Digital Skills and Adoption Dashboard and Investment Map	Planning	Implementation	Implementation	Implementation	Implementation
• Evaluate the Success of Funded Programs	Placeholder	Planning	Implementation	Implementation	Implementation
• Create a What Works in Digital Skills and Adoption Guide for Gov't and Non-Gov't Funders	Placeholder	Placeholder	Planning	Implementation	Implementation
• Tell Digital Skills and Adoption Success Stories	Placeholder	Planning	Implementation	Implementation	Implementation
• Review and Update this Plan	Placeholder	Planning	Implementation	Planning	Implementation





6. Conclusion

OSIT would like to thank the many partners and collaborators that contributed stories, data, insights, and feedback toward the creation of the State's vision for digital skills and adoption and the development of the many aspects of this plan.



Appendix A

Local Coordination List of Organizations and Stakeholders

CONTINUED

Organization/Stakeholder Name	Type of Organization
Alamo Senior Center	Community Anchor Institution
AT&T	Industry Representative or Association (501c6)
Baker Community Center	Nonprofit Organization (501c3)
Battle Mountain Senior Center	Community Anchor Institution
Battle Mountain Te-Moak Band	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization
Battle Mountain, Lander County	County or Municipal Government
Caliente Community Center	Community Anchor Institution
Carson City Broadband Action Team (BAT)	Organization that Represents Covered Populations
Carson City Community Center	Community Anchor Institution
Carson City Library	Community Anchor Institution
Charter Communications	Industry Representative or Association (501c6)
Children's Cabinet	Nonprofit Organization (501c3)
Churchill County Library	Community Anchor Institution
Churchill County Social Services/Senior Center	Community Anchor Institution
Churchill Senior Center	Community Anchor Institution
City of Reno, City Manager's Office	County or Municipal Government
Clark County	County or Municipal Government
Clark County Church Coalition	Organization that Represents Covered Populations

Organization/Stakeholder Name	Type of Organization
Clark County School Distirct	Local Education Agency
Clear Connection	Industry Representative or Association (501c6)
College of Southern Nevada	Hispanic-serving Institution
CommNV	Industry Representative or Association (501c6)
Communication Workers of America	Industry Representative or Association (501c6)
County Broadband Action Team (BAT)	Organization that Represents Covered Populations
Cox Communicatinos	Industry Representative or Association (501c6)
Crescent Valley Senior Center	Community Anchor Institution
Crown Castle	Industry Representative or Association (501c6)
Curtis & Sons Construction	Industry Representative or Association (501c6)
Cytranet	Industry Representative or Association (501c6)
Desert Research Institute (DRI)	Institutions of Higher Education (if not listed above)
Douglas County	County or Municipal Government
Douglas County Broadband Action Team (BAT)	Organization that Represents Covered Populations
Douglas County Senior Center	Community Anchor Institution
Duck Valley Tribe	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization
Duckwater Tribe	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization



Organization/Stakeholder Name	Type of Organization
Economic Development Authority of Western Nevada (EDAWN)	Economic Development
Economic Opporrunity Board of Clark County	Civil Rights Organization
Elko Commission	County or Municipal Government
Elko County	County or Municipal Government
Elko County School District	Local Education Agency
Elko Senior Center	Organization that Represents Covered Populations
Elko Te-Moak Band	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization
Elko, Spring Creek	County or Municipal Government
Ely Shoshone Tribe	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization
Ely/White Pine Broadband Action Team (BAT)	Organization that Represents Covered Populations
Esmeralda County Commissioners	County or Municipal Government
Esmeralda County School District	Local Education Agency
Eureka County	County or Municipal Government
Eureka County Community Center	Community Anchor Institution
Fallon Paiute Shoshone Tribe	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization
Fallon, Churchill County	County or Municipal Government
Fiber Broadband Association	Industry Representative or Association (501c6)
Frontier Coaltion	Nonprofit Organization (501c3)
Ft. McDermitt Paiute Shoshone Tribe	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization

Organization/Stakeholder Name	Type of Organization
GeoLinks	Industry Representative or Association (501c6)
Goldfield	County or Municipal Government
Goodwill of Southern Nevada	Nonprofit Organization (501c3)
Governor's Office for New Americans	Civil Rights Organization
Governor's Office of Economic Development (GOED)	Economic Development
Healthy Communities Coalition	Health or Telehealth Organization (Direct Service and Policy focus)
Heroes Deserve Help (Device Refurbisher) & Veteran FW	Nonprofit Organization (501c3)
Humboldt Boys & Girls Club	Nonprofit Organization (501c3)
Humboldt County Library District	Community Anchor Institution
Humboldt County School District	Local Education Agency
Humboldt Senior Center	Community Anchor Institution
Humboldt Telephone Company	Industry Representative or Association (501c6)
Humbolt/Winnemucca	Local Education Agency
InterTribal Council for Nevada	Organization that Represents Covered Populations
Intuicom	Industry Representative or Association (501c6)
Lander County	County or Municipal Government
Lander County Library	Community Anchor Institution
Las Vegas Clark County Library Systems (LVCCLD)	Community Anchor Institution
Las Vegas Global Economic Alliance	Economic Development
Las Vegas Paiute Tribe	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization



Organization/Stakeholder Name	Type of Organization
Las Vegas Urban League	Civil Rights Organization
Lincoln County Commission	County or Municipal Government
Lincoln County Regional Development Authority	Economic Development
Lincoln County Telephone Company	Industry Representative or Association (501c6)
Lockwood Senior Center	Community Anchor Institution
Lovelock, Pershing County	County or Municipal Government
Lumen	Industry Representative or Association (501c6)
Lyon County - Broadband Action Team (BAT)	Organization that Represents Covered Populations
Mina-Luning Branch Library	Community Anchor Institution
Mineral County Commission	County or Municipal Government
Mineral County Library	Community Anchor Institution
NAC Center	Nonprofit Organization (501c3)
Nevada Association of Counties	County or Municipal Government
Nevada Department of Health and Human Services (DHHS)	Health or Telehealth Organization (Direct Service and Policy focus)
Nevada Department of Transportation	Other
Nevada League of Cities	County or Municipal Government
Nevada Rural Housing Authority	Public Housing Authority
Nevada Secretary of State	Other
Nevada Telecommunications Association	Industry Representative or Association (501c6)
Nevada Urban League	Civil Rights Organization
Nevadaworks	Workforce Development Organization
NNE	Industry Representative or Association (501c6)

Organization/Stakeholder Name	Type of Organization
NSHE	Hispanic-serving Institution
Nye Community Coalition	Nonprofit Organization (501c3)
Nye County Economic and Community Development Board	Economic Development
Outlook Foundation	Nonprofit Organization (501c3)
Pahrump Library	Community Anchor Institution
Pahrump Senior Center	Community Anchor Institution
Pershing Broadband Action Team (BAT)	Organization that Represents Covered Populations
Pershing County Community Center	Community Anchor Institution
Pershing County Senior Center	Community Anchor Institution
Pioche Senior Center	Community Anchor Institution
Pyramid Lake Paiute Tribe	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization
Regional Development Authorities	Economic Development
Reno Housing Authority	Public Housing Authority
Reno Sparks Indian Colony	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization
Satview	Industry Representative or Association (501c6)
Silver Spring Senior Center	Community Anchor Institution
Sky Fiber	Industry Representative or Association (501c6)
SmartWave Technologies	Industry Representative or Association (501c6)
South Fork Te-Moak Band	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization
Southern Nevada Regional Housing Authority	Public Housing Authority



Organization/Stakeholder Name	Type of Organization
Storey County Commission	County or Municipal Government
Summit Lake Paiute Tribe	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization
Tahoe Regional Broadband Committee	County or Municipal Government
Tech Impact	Workforce Development Organization
Te-Moak Tribe of Western Shoshone	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization
Terra Contracting	Industry Representative or Association (501c6)
Tonopah Convention Center	Community Anchor Institution
Town of Silver Peak	County or Municipal Government
United Way of Northern Nevada and the Sierra	Nonprofit Organization (501c3)
United Way of Southern Nevada	Nonprofit Organization (501c3)
Upward Bound	Nonprofit Organization (501c3)
Valley Communications	Industry Representative or Association (501c6)
Vero Networks	Industry Representative or Association (501c6)
Vertical Bridge	Industry Representative or Association (501c6)
Veterans of Foreign Wars	Organization that Represents Covered Populations
Virginia City Senior Center	Community Anchor Institution
Virginia City, Storey County - Broadband Action Team (BAT)	Organization that Represents Covered Populations
Walker River Paiute	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization
Washoe County School District	Local Education Agency
Washoe County, Human Services Agency: Senior Services Division	Community Anchor Institution

Organization/Stakeholder Name	Type of Organization
Washoe Library System	Community Anchor Institution
Washoe/Warm Springs Broadband Action Team (BAT)	Organization that Represents Covered Populations
Wells Te-Moak Band	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization
White Pine Convention Center	Nonprofit Organization (501c3)
White Pine County	County or Municipal Government
Winnemucca	County or Municipal Government
Winnemucca Tribe	Indian Tribe, Alaska Native Entity, or Native Hawaiian Organization
Wireless Infrastructure Association	Industry Representative or Association (501c6)
Wireless Internet Service Providers Association	Industry Representative or Association (501c6)
Workforce Connections	Workforce Development Organization
World Mobile	Industry Representative or Association (501c6)
Yerington Senior Center	Community Anchor Institution
Zayo Media	Industry Representative or Association (501c6)
Zito Media	Industry Representative or Association (501c6)



Appendix B

Public Comment

Statewide Digital Skills and Adoption Plan Public Comment Period

The public comment period for Nevada's Statewide Digital Skills and Adoption Plan lasted 30 days from September 19th, 2023, through October 20th, 2023.

Statewide Digital Skills and Adoption Plan Public Comment Outreach and Engagement for Public Comment Period

Nevada's Statewide Digital Skills and Adoption Plan was posted on the OSIT website with an overview of its contents and clear instructions for comment submission. Immediately upon posting on the website, OSIT emailed an announcement to all stakeholders notifying them of the posting and requesting comment. OSIT posted a notice of public comment in State Offices in Carson City and Las Vegas. OSIT also posted notice of the public comment period on social media.

OSIT offered several methods for stakeholders to provide comments on the plan. Comments were accepted via an online survey, in a written format via mail, or in-person at one of 14 listening sessions held at community anchor institutions throughout the state. The following is a list of the listening sessions:

Listening sessions

DATE: October 4, 2023 - TIME: 12:45pm - 1:45pm

Lyon County

Yerington Library
20 Nevin Way, Yerington, NV 89447

DATE: October 4, 2023 - TIME: 3:00pm -4:00pm

Lyon County

Dayton Valley Branch Library
321 Dayton Valley Road, Dayton, NV 89403

DATE: October 4, 2023 - TIME: 4:30pm - 6:00pm

Storey County

Piper's Opera House – Resource Fair
12 B Street, Virginia City, NV 89440

DATE: October 5, 2023 - TIME: 11:00am - 12:00pm

Churchill County

Pennington Life Center
952 S. Main Street, Fallon, NV 89406

DATE: October 6, 2023 - TIME: 11:00am - 12:00pm

Carson City/County

Carson City Library
900 N Roop St, Carson City, NV 89701

DATE: October 6, 2023 - TIME: 3:00pm - 4:00pm

Douglas County

Community & Senior Center
1320 Waterloo Ln, Gardnerville, NV 89410

DATE: October 7, 2023 TIME: 9:30am - 2:30pm

Clark County

UNLV Student Union Meeting Room 208
4505 S. Maryland Pkwy, Las Vegas, NV 89154

DATE: October 12, 2023 - TIME: 3:00pm – 5:00pm

Nye County

Nye Communities Coalition (NyECC)
1020 E. Wilson Rd, Pahrump NV 89048

DATE: October 13, 2023 - TIME: 9:00am - 11:00am

Clark County

United Way of Southern Nevada
5830 W. Flamingo Road, Las Vegas, NV 89103

DATE: October 14, 2023 - TIME: 12:00pm -1:00pm

Clark County

Alexander Library in North Las Vegas
1755 W. Alexander Rd, North Las Vegas, NV 89032

DATE: October 17, 2023 - TIME: 11:00am - 12:00pm

Washoe County

Downtown Reno Library
301 S. Center Street, Reno, NV 89501

DATE: October 18, 2023 - TIME: 1:00pm -2:00pm

Elko County

Carlin Branch Library
330 Memory Lane, Carlin, NV 89822

DATE: October 18, 2023 - TIME: 4:00pm -5:00pm

Elko County

Elko City Library
720 Court Street, Elko, NV 89801

DATE: October 19, 2023 - TIME: 11:00am -12:00pm

White Pine County

White Pine County Library
950 Campton Street, Ely, NV 89301

OSIT thoroughly reviewed each comment it received. Comments were generally supportive of the plan and some contained offers to provide services to the State. Many of the topics were suggestions regarding the implementation of some of the strategies and key activities OSIT laid out in the plan. For example, it was suggested that OSIT should pair outreach regarding the Affordable Connectivity Program with enrollment support from trusted partners in local communities. This and other comments will be valuable as OSIT begins to implement the state capacity grant program. Other comments were related to understanding how an organization could be helpful in the implementation. Other comments praised the goals, objectives, and strategies in the plan and suggested adding more specificity, which OSIT did. Finally, OSIT also added additional specificity to the timeline based on feedback.

OSIT carefully considered and weighed the suggestions against those of other commenters as well as the comments received during OSIT's community outreach and engagement during the past year. OSIT reaffirms its commitment to follow federal guidelines in the administration of future digital skills and adoption programs and activities.

