

CITY OF PORTLAND OFFICE FOR COMMUNITY TECHNOLOGY DIGITAL INCLUSION FUND

COMMUNITY DIGITAL NAVIGATOR PILOT PROGRAM

Deadline for Applications: 11:59pm, April 11, 2022

WELCOME

The City of Portland, through the Office for Community Technology (OCT), is launching a funding initiative in response to community identified solutions to addressing digital adoption barriers experienced by community members disproportionately impacted by the digital divide and the COVID pandemic: Black, Indigenous, People of Color (BIPOC), individuals with disabilities, seniors, and other community members in isolation and at high risk of exclusion.

The Community Digital Navigator Pilot Program is designed to build or scale Digital Navigator services in the community to help individuals find and apply for affordable connectivity, obtain low-cost or free computing devices, complete online tasks, and connect to digital skills training and technical support.

There are three goals for this pilot:

Goal 1: To ensure people, including Black, Indigenous, People of Color, People with disabilities, and Seniors, receive on-demand support and relevant information to secure internet access and devices, as well as the opportunity to build foundational digital skills that improve a person's economic, health, and social wellbeing. All from a trusted, local source.

Goal 2: To ensure trusted community-based organizations are building capacity—by sustaining existing services or innovating new services—to serve the digital adoption needs of people disproportionately affected by the digital divide.

Goal 3: To learn from the Digital Navigators about persistent digital adoption barriers and to document the types of services and supports people affected by the digital divide need that could potentially be supported by the Digital Inclusion Fund.

OCT is pleased to issue notice of availability of grant funds for projects that scale or build Digital Navigator services in the community and invites Portland-based community non-profit organizations to apply.

OCT's Digital Inclusion Fund has \$175,000 available for community digital navigators in the 2021-2022 fiscal year and anticipates granting \$87,500 each to no more than two (2) community-based organizations in this funding round.

OCT's Digital Inclusion Fund is expected to receive another \$175,000 in the 2022-2023 fiscal year budget and these funds may or may not be used to continue funding under this pilot. OCT will continue to rely on community direction, through engagement with the Digital Inclusion Network, grantees, and others, to determine the funding programs supported by the Digital Inclusion Fund. Being awarded grant funds using FY2021-22 funding does not imply or guarantee future funding.

DIGITAL NAVIGATORS

“Digital Navigators” are individuals who address the whole digital inclusion process—home connectivity, devices, and digital skills—with community members through repeated interactions.

The Digital Navigators can be volunteers or staff at a community-based organization who help individuals find an affordable, reliable internet connection, learn to use digital devices, apply for jobs, access government benefits for food, rent, childcare, using Zoom, email, and social media, and more. They work with each individual to provide on-demand, customized support.

Digital Navigators need to be familiar with technology, be willing to learn new tools, have up-to-date information about connectivity and equipment, be familiar with resources available in the community and need to be culturally competent.

Digital Navigators conduct outreach efforts in the community to identify individuals needing support and/or set up a telephone line for community members to call to get connected with a Digital Navigator. The Digital Navigator then takes the time to learn about the individual's personal connectivity needs and goals and interacts with the individual repeatedly to build trust and provide a foundation for continued learning.

The Digital Navigator role is an excellent opportunity for those looking to gain professional skills in community development and digital inclusion skills training.

GRANT ELIGIBILITY REQUIREMENTS

To be considered, applicant organizations and the proposed project must fulfill all the following minimum requirements:

- Applicant Organization must be a 501(c)3 non-profit organization, or have a registered fiscal agent, located in the City of Portland, OR.
- Applicant Organization must build or scale a Digital Navigator program that provides on-demand, one-to-one and/or small group dedicated support to

people experiencing barriers to digital adoption via phone, email, text, video chat, in-person, and/or other communication methods.

- Applicant Organization agrees to commit time (approx. 10-20 hours) to negotiate a grant agreement with City OCT staff in April/May.
- Applicant Organization agrees to commit some of the digital navigator(s) time (approx. 1 hour/month) during the proposed project period to share learnings.
- Application is signed by a duly authorized representative of the applicant organization.

EVALUATION CRITERIA

This grant program is competitive. Applications that meet baseline eligibility requirements, will move forward in the process to be reviewed by a small selection committee using an evaluation matrix that includes the following criteria: organizational size, community reach, organizational plan for the Digital Navigator project, understanding of community needs, intent to serve diverse populations, and geographic distribution of service area.

AWARD PROCESS

Timeline

March 7-11: Information Sessions. OCT staff host listening sessions and virtual office hours with interested applicants

March 22: Grant Application Opens

April 11: Grant Application Deadline, 11:59PM

April 12: Applications reviewed for baseline eligibility

April 13-18: Applications reviewed by Selection Committee

April 20: Applications selected to receive award announced

April 20-May 31: Grant Agreement negotiations with selected Applicants

June 1-15: Grant Agreement executed for signature

Payments

The City will pay three quarters ($\frac{3}{4}$) (\$65,625) of the total grant award upon grant agreement execution. The City will pay the remaining amount of the grant award (\$21,875) upon approval of Grantee's first progress report.

Reporting Requirements

Periodic progress reports and a final report will be required to document project implementation milestones and project impacts/successes and challenges.

HOW TO APPLY

OCT is accepting applications through an online Google Form*. To access the Google Form, please visit <https://www.portlandoregon.gov/oct/81765>.

Completed applications must be submitted no later than 11:59pm on April 11, 2022.

*If submitting an online Google Form application poses an undue hardship on your organization, please contact us at connectingportland@portlandoregon.gov or 503-823-4188 to discuss alternate options.

The Google Form application includes the following sections:

- General Information
- Applicant Organization Information
- Proposed Digital Navigator Project Information

For more information or to discuss an application, please contact Leina Gonzalez-Baird, Digital Equity Coordinator, at 503-823-4188 or send us an email at connectingportland@portlandoregon.gov.

Thank you for your time and interest.

COMMUNITY DIGITAL NAVIGATOR PILOT PROGRAM GRANT APPLICATION GUIDELINES

BACKGROUND

The City's Digital Inclusion Fund – Community Digital Navigator Pilot Program is designed to help build capacity in community-based organizations that are already experimenting with providing Digital Navigator services to residents or looking to start training existing or new staff to be navigators.

The Digital Navigator model addresses multiple layers of becoming digitally included, which traditional classes and other services in the past might not have addressed completely.

The goal of the digital navigator is not only to provide accurate information about equipment, connectivity, or foundational education options but to offer support that addresses the needs and goals of the person receiving the service.

This is done by providing on-demand, one-to-one and small group dedicated support via phone, email, text, video chat, in-person, and/or other communication methods.

Digital Navigators support individuals with obtaining low-cost or free devices, signing up for free or affordable broadband service, and completing online tasks (i.e., filling out an online form, using Zoom, etc.). Digital Navigators do not provide high-level technical troubleshooting or repair broken devices directly (but can provide referrals for these tasks).

GRANT APPLICATION GUIDELINES

Please review this guide to ensure you submit all the required information in your application for grant funding.

The Google Form Grant Application includes the following information fields. All fields are required.

General Information

1. Organization Name

Applicant organization name

2. Organization Address

Applicant organization address

3. Organization Web Address

Please state "none" if your organization does not have an online presence.

4. Tax ID

IRS Federal EIN Tax-ID Number

If your organization operates using a fiscal sponsor, please include the fiscal sponsor's registered name, EIN number, and a contact name and email address in the field provided.

5. Does your organization (or your fiscal sponsor) carry insurance coverage?

Answer Yes/No. This question does not impact your eligibility or chances of being selected. If selected for a grant award, OCT staff will explain insurance requirements during agreement negotiation.

6. Contact Name

Enter first and last name. The Contact Name is the person responsible for completing the Grant Application and may or may not be the same person as the Duly Authorized Official that signs the Application. The Contact Name is the person to contact for all questions regarding Grant Application information and will be a primary contact to negotiate a grant agreement with City staff if selected to receive a grant award.

7. Contact Title

The above Contact person's title.

8. Contact Email Address

The Contact person's email address.

9. Contact Phone Number

The Contact person's phone number

10. Organization agrees to commit staff time (approx. 10-20 hours) to negotiate a grant agreement in April/May.

Answer Yes/No. If selected to receive a grant award, City staff will work with Organization staff to complete a grant agreement that will include addition detail regarding project implementation and reporting requirements. Please see Appendix A for sample grant agreement and baseline scope of work.

11. Organization agrees to commit the Digital Navigator(s) time (approx. 1 hour/month) during the proposed project period to join a digital navigator cohort to share learnings.

Answer Yes/No.

Tell us about your organization:

12. How many year-round, full-time staff does your organization have?

Total number of year-round, full-time staff.

13. How many part-time and/or volunteer staff does your organization have?

Provide total number of part-time staff and total number of volunteer staff separately.

14. What % of your organizational Leadership identifies as Black, Indigenous, or Person of Color?

Include the total number of Leadership staff and the percent of that total that identifies as BIPOC.

15. What % of your Board members identify as Black, Indigenous, or Person of Color?

Include the total number of Board members and the percent of that total that identifies as BIPOC.

16. What is your organization's annual operating budget (past 3 years)?

Include your organizations annual operating budget for the past 3 years.

17. What is your organizational mission?

Share your organization's stated mission.

18. Who do you serve and why (service population)?

Tell us about your service population. Please provide as many details as possible including number of people served annually and demographic details.

19. What types of programs/services do you provide to more than 75% of your service population?

Tell us about the types of programs/services you provide to the majority of your service population.

20. Please select a statement that best fits:

- Staff and or volunteers currently offer formal digital inclusion services* to our service population (grant funding would support scaling an existing program)**
- Staff and or volunteers currently offer informal digital inclusion services** to our service population; we are interested in developing this service (grant funding would support building a more formal program)**
- Staff and or volunteers do not currently provide any digital inclusion services, but we've heard from our service population about their digital inclusion needs (grant funding would support building a new program)**
- Other, please explain: _____**

* Formal digital inclusion service means staff/volunteers provide ongoing training and support to our service population specifically on how to use digital tools and online services in addition to our core programs/services and that our service population knows they can turn to us for this type of help.

** Informal digital inclusion service means staff/volunteers help our service population use digital tools and online services in the course of us trying to deliver on our core programs/services but only on an as-needed basis when staff/volunteers have the time and skill and without any formal training or ongoing support.

This question does not impact your eligibility, but rather helps us understand where your organization is in its digital skills training service development and to anticipate the amount of staff training that may be needed to get the service operational.

21. What do you know about your service population's digital inclusion service needs?

Tell us what you've learned about your service population's digital skills training needs. Would your service population benefit from digital skills training in a language other than English?

Proposed Digital Navigator Project Information

Tells us how you would participate in the Community Digital Navigator Pilot Program:

22. Describe the Digital Navigator project you plan to build or scale with the support of grant funds provided by the Digital Inclusion Fund Community Digital Navigator Pilot Program, including whether you will hire new staff or cross-train existing staff to provide digital navigator services, how you will market the service to your service population, how you plan to deliver services (i.e. via phone, email, text, video chat, in-person, one-on-one or small group, etc.), and how you would measure impact.

This is your opportunity to tell us how grant funds will help you build or scale Digital Navigator services specifically for your service population and to explain in detail what digital navigator services you will offer.

Use this section to demonstrate the Organization's capacity to successfully develop and deliver Digital Navigator services to your service population, such as:

- What existing staff and resources do you have ready to dedicate to this project?
- What staffing and resources will you need to acquire before launching the service?
- How will you outreach to your service population that this service exists and how to access it?
- Do you have a system in place to track contact with your service population and how the digital navigator(s) is supporting each person over time?

- What do you expect to change for your service population because of this project? And how do you plan to evaluate the impact, reach, and success of the project?

Consider describing what the whole process looks like from your service population's point of view.

Please provide a draft implementation plan that includes major tasks and milestones for developing and implementing the Digital Navigator service.

23. Who do you anticipate serving through the digital navigator project?

Estimate the number of individuals you anticipate serving and detail any defining demographic characteristics.

24. Anticipating grant funds will be available as early as June of this year, when would you begin providing digital navigator services to your service population?

Provide a proposed project Start Date (month/year).

25. Proposed projects may include timelines of up to 18 months to complete the projects. What is the proposed project end date?

Provide a proposed project End Date (month/year). A date by which you will have fulfilled the scope of work under the Grant Agreement and completed all reporting requirements.

Our goal is to help support efforts to pilot or scale the digital navigator model, and that because of the Digital Inclusion Fund award, the organization is positioned to seek additional funding from outside sources to continue the program beyond the project end date.

26. In addition to grant funds, the Community Digital Navigator Pilot Program comes with an equipment grant of 20 new Chromebooks. How will you use the equipment?

- For Digital Navigator staff/volunteers to administer the program
- To use in a classroom setting when providing digital skills training
- To loan to our service population, to whom we are providing digital skills training and support from the Digital Navigator(s)
- To give to select members of our service population (these individuals will then own the device), who are receiving digital skills training and support from the Digital Navigator(s)
- We do not want the equipment grant

All of the above options are acceptable uses of the Chromebooks. If selected to receive a grant award, we will ask that you develop and share with us equity-based criteria for determining who will receive the devices if you select the option to give the devices to select members of your service population to own. Unless given to your

service population to own, the Chromebooks will become the property of the organization upon grant expiration.

The Chromebooks are new, but do not come with a service warranty. OCT can replace a device if the device is defective upon opening for first use, otherwise the devices are "as-is."

27. Signature of Duly Authorized Representative

For your application to be complete, the form must be e-signed by a Duly Authorized Representative of the applicant organization. The Application should be signed by someone, such as a Chief Executive Officer, Chief Financial Officer, President or Executive Director, who can commit the organization to undertake the project.

Date*

Name*

Title*

Phone*

E-mail*

*****END APPLICATION*****

OTHER INFORMATION

Important Public Records Law Notice. The City of Portland ("City") is subject to Oregon public records law. All documents and information submitted by applicant to City may be deemed public records subject to public disclosure pursuant to Oregon public records law.

Applicant acknowledges by its signature below that all documents and information submitted to City by applicant may be subject to public disclosure upon City's determination that applicant's documents or information are subject to disclosure under public records law, upon an order of the Multnomah County District Attorney, or upon an order of a court. Applicant is advised to consult applicant's legal counsel regarding the applicability of Oregon public records law.

Pre-Award Activities. Applicants are hereby notified that, notwithstanding any oral or written assurance that they may have received, there is no obligation on the part of the City to cover pre-award costs.

Final Grant Awards. Applicants are hereby notified that the City is under no obligation to award any grant funds to an applicant and grant awards are not final until grant agreements are authorized and signed by both parties. Being invited to apply for grant funds through the application process does not guarantee an award.

The city reserves the right to revise, suspend, or cancel this application solicitation process at any time at City's sole discretion.

FOR MORE INFORMATION

For more information or to discuss an application, please contact Leina Gonzalez-Baird, Digital Equity Coordinator, at 503-823-4188 or send us an email at connectingportland@portlandoregon.gov.

APPENDIX A – SAMPLE GRANT AGREEMENT AND BASELINE SCOPE OF WORK

[Sample Grant Agreement](https://www.portlandoregon.gov/oct/article/799057) - <https://www.portlandoregon.gov/oct/article/799057>

Please take note of Section L Insurance Requirements

[Baseline Scope of Work](https://www.portlandoregon.gov/oct/article/799058) - <https://www.portlandoregon.gov/oct/article/799058>

Grant agreements are for a not-to-exceed lump sum amount of \$87,500 for, at the very least, the identified baseline scope of work.