Phone lines will be muted for better sound quality

Please ‘introduce’ yourself by typing your name in the chat box

Please use question box to ask questions
Today's Panelists

Amanda Bergson-Shilcock, Senior Fellow, National Skills Coalition

Matt Schmit, Director, Illinois Office of Broadband, DCEO

Becky Raymond, Executive Director, Chicago Citywide Literacy Coalition

Molly Bashay, Senior Policy Analyst, Center for Law and Social Policy
Digital Infrastructure, Access, and Skills

Crucial to Illinois’ Economic Recovery

Webinar
September 23, 2020
The pandemic has brought home a new reality:
Businesses need workers who are digitally literate.
Even frontline workers need digital skills.
Voice assistants are expanding in the elder care field.

Yvonne Meyer, Los Angeles retirement home resident.
Photo credit: CNBC.
Grocery workers are completing online training.
Safety training often requires digital skills.
Manufacturing workers are using augmented reality (AR).
Mobile tools are growing in the retail sector.
But US workers have crucial digital skill gaps.
Nearly one-third of America’s workers lack digital skills

<table>
<thead>
<tr>
<th>Selected industries</th>
<th>Percentage of workers with no digital skills</th>
<th>Percentage of workers with limited digital skills</th>
<th>Combined percentage of workers with limited or no skills*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction, transportation and storage</td>
<td>22%</td>
<td>28%</td>
<td>50%</td>
</tr>
<tr>
<td>Retail, wholesale, and auto repair</td>
<td>14%</td>
<td>23%</td>
<td>37%</td>
</tr>
<tr>
<td>Hospitality and other services</td>
<td>18%</td>
<td>18%</td>
<td>36%</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>16%</td>
<td>19%</td>
<td>35%</td>
</tr>
<tr>
<td>Administrative and support services; arts, entertainment and recreation</td>
<td>13%</td>
<td>22%</td>
<td>35%</td>
</tr>
<tr>
<td>Health and social work</td>
<td>12%</td>
<td>21%</td>
<td>33%</td>
</tr>
<tr>
<td>Finance, insurance, and real estate (FIRE)</td>
<td>6%</td>
<td>14%</td>
<td>19%*</td>
</tr>
<tr>
<td>Education</td>
<td>5%</td>
<td>11%</td>
<td>15%*</td>
</tr>
</tbody>
</table>

*NOTE: Numbers may not sum due to rounding.*
These gaps have consequences for economic competitiveness.
Roughly half of workers with limited or no digital skills have low earnings

**NO DIGITAL SKILLS**

<table>
<thead>
<tr>
<th>Quintile</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top quintile</td>
<td>10%</td>
</tr>
<tr>
<td>Upper middle</td>
<td>11%</td>
</tr>
<tr>
<td>Middle</td>
<td>21%</td>
</tr>
<tr>
<td>Lower middle</td>
<td>32%</td>
</tr>
<tr>
<td>Bottom</td>
<td>25%</td>
</tr>
</tbody>
</table>

**LIMITED DIGITAL SKILLS**

<table>
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<td>26%</td>
</tr>
<tr>
<td>Bottom</td>
<td>21%</td>
</tr>
</tbody>
</table>

Numbers may not sum to 100 due to rounding. Currently employed US workers ages 16-64. Source: OECD Survey of Adult Skills (PIAAC) 2012-14.
Workers with limited or no digital skills are slightly more likely to work for small businesses

Among currently employed workers ages 16-64. Size of employer refers to location at which person works. Source: OECD Survey of Adult Skills (PIAAC) 2012-14.
Low digital skills aren’t just a problem for workers themselves; many are also supervising others

One-Fifth of Workers with No Digital Skills are Supervisors

- 20% Supervising other employees
- 80% Not supervising

One-Third of Workers with Limited Digital Skills are Supervisors

- 33% Supervising other employees
- 67% Not supervising

Many workers who lack digital literacy have jobs that require substantive computer skills

Among Workers with **No** Digital Skills

- Moderate or complex computer skills needed for current job: 38%
- Straightforward computer skills needed for current job: 62%

Among Workers with **Limited** Digital Skills

- Moderate or complex computer skills needed for current job: 43%
- Straightforward computer skills needed for current job: 57%

What can you do now?

• Educate policymakers about existing digital skill gaps & potential remedies

• Advocate for expanded data collection on digital skills

• Support dedicated investment in digital upskilling
  (Learn more: Digital Skills for an Equitable Recovery)
American workers deserve our investment in their digital skills.
Want to dig deeper?
Slides, data & industry fact sheets:
www.nationalskillscoalition.org/resources/webinars/upcoming
Acknowledgements

• Our research partners at the American Institutes for Research

  • Learn more about their work at AIR.org, and access more about the OECD Survey of Adult Skills (PIAAC) dataset at PIAACgateway.com

• Walmart for financial support

We thank Walmart for their support but acknowledge that the findings, conclusions, and recommendations presented here are those of National Skills Coalition, and do not necessarily reflect the opinions of Walmart.
Contact

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CONNECT ILLINOIS
PROGRAM OVERVIEW

• Connect Illinois Vision
• Broadband Advisory Council + Working Groups
• Broadband Strategic Plan
• Mapping
• Broadband Access, Adoption + Utilization
  • Infrastructure
  • Community Planning + Capacity Building
  • Digital Equity: Literacy, Adoption + Inclusion
• Broadband Affordability Study
CONNECT ILLINOIS
VISION

• Provide ubiquitous broadband access that is reliable + affordable to homes, businesses, and community anchor institutions throughout Illinois

• Promote adoption + digital literacy

• Drive utilization … economic development + expanded opportunity + innovation in such areas as education, health care, and agriculture
Connect Illinois

Governor Pritzker is committed to establishing Illinois as a leader when it comes to technology and innovation. Access to broadband is a critical component of staying ahead of the curve and will improve the lives of families, entrepreneurs, farmers and other Illinoisans who rely on high-speed broadband for everything from healthcare to education.

Governor Pritzker recently launched a statewide initiative, Connect Illinois, to expand broadband access across the entire state. Connect Illinois includes a capital investment from Rebuild Illinois, the creation of a Broadband Advisory Council and Broadband Office, and a new program that will provide all Illinois public K-12 students access to high-speed broadband at no charge. The initiative also includes a $400 million broadband grant program and a $20 million capital program for the Illinois Century Network, a high-speed broadband network serving K-12 and higher education institutions, among others.

For more information on the Connect Illinois launch, click here.
Illinois Broadband 2020

About
To use this app:
Enter an address in the search bar to zoom in to the area of interest. Click on the map to view broadband provider information.

Further information on the FCC Fixed Broadband Deployment Data from Form 477 can be found here: https://www.fcc.gov/general/broadband-deployment-data-fcc-form-477. Data is current as of December 2018.

Three Fixed Wireline (e.g. DSL, cable) speed tiers have been calculated:

- Unserved (Less than 25 Mbps downstream or 3 Mbps upstream or no service available)
- Minimum 25 Mbps downstream and 3 Mbps upstream and less than 100 Mbps downstream and 20 Mbps upstream
- Minimum 100 Mbps downstream and 20 Mbps upstream
CONNECT ILLINOIS
BROADBAND ADVISORY COUNCIL

• Convened in August 2019
• Meets quarterly
• Five initial working groups
  • Access
  • Economic development
  • Education
  • Telehealth
  • Technology + Innovation
• Affordability study
• Annual report
CONNECT ILLINOIS
BROADBAND AFFORDABILITY STUDY

- Illinois General Assembly (SB 2135), May 2020
- In pursuit of universal broadband access goal, study:
  - Free access to all residents through grant program expansion
  - Affordable access to all residents
- Study must include analysis of universal access in areas of poverty and areas where existing broadband infrastructure is insufficient for high-speed access
  - Should include discussion of Broadband Strategic Plan initiatives
  - Identify new streams of state, federal, and P3 revenue
  - Recommended schedule for implementation
- Report on findings and recommendations due Jan 1, 2021
Connect Illinois
Broadband Strategic Plan
February 2020
To guide investment and gauge progress, the Connect Illinois broadband strategy is anchored by distinct, yet interdependent goals ensuring short-term basic access, providing longer-term high-speed access, and demonstrating broadband leadership and economic development relative to other states and to countries around the globe.

**Short-term goal: basic access.** The short-term universal access goal provides that Illinois homes, businesses, and community anchor institutions around the state can access broadband at basic service levels:

> By 2024, Illinois homes, businesses, and community anchor institutions throughout the state will have access to basic service of at least 25/3 Mbps.

**Longer-term goal: High-speed broadband access.** The longer-term universal access goal ensures that Illinois homes, businesses, and community anchor institutions have access to at least one provider with high-speed service levels necessary for advanced applications, heavy bandwidth use, or future need:

> By 2028, Illinois homes, businesses, and community anchor institutions throughout the state will have access to at least one provider offering 100/20 Mbps service.
Legacy goal: broadband leadership. Just as bandwidth needs change, so does the definition of “broadband.” Connect Illinois seeks to lead relative to its peers on the broadband of today – and tomorrow:

By 2028, Illinois will place in the top three nationally, and top 12 globally, for broadband access.

Policy goal: economic development. Access to high-speed internet can catalyze innovations that benefit areas such as education, telehealth, advanced manufacturing, and precision agriculture:

Illinois will be a leader in broadband applications for agriculture, economic development, education, and telehealth while leveraging broadband infrastructure investments to support equitable growth.
Definition: basic broadband. Just as bandwidth needs change, so should the definition of what constitutes basic broadband. Connect Illinois will index its definition of broadband to track the FCC standard, currently 25/3 Mbps. However, broadband isn’t just about speed; even basic broadband should match sufficient speed with adequate capacity, affordable pricing, appropriate reliability, and acceptable latency.

Definition: unserved areas. If a home, business, or community anchor institution lacks access to basic broadband, it is unserved. Connect Illinois considers those areas falling below this threshold, currently set at 25/3 Mbps, to be unserved areas.

Definition: underserved areas. Recognizing that bandwidth needs are rapidly changing, Connect Illinois considers any home, business, or community anchor institution without access to broadband of at least 100/20 Mbps as underserved. Areas falling below this threshold are underserved areas.
• $50M state + $65M nonstate match = $115M investment

• 26,000+ new/improved connections to homes, farms, biz, community anchors

• 28 projects, 18 different grantees (17 providers + one local government)

• 39 applications; 37 applications were complete and/or responsive to NOFO

• Strong cross-section of provider types (Rural ISPs, telcos, cable, cooperatives, etc.)
CONNECT ILLINOIS
GRANT SCORING CRITERIA (200 pts)

1. **Anticipated Broadband Impact:** 60 points possible
   a. Unserved or underserved total passings potentially served by project: 35 points possible
   b. Economic development and community benefit of the project: 25 points possible

2. **Nonstate Matching Funds:** 20 points possible

3. **Community Participation:** 15 points possible

4. **Project Readiness:** 40 points possible

5. **Project Sustainability:** 40 points possible

6. **Broadband Adoption Assistance:** 15 points possible

7. **Open Access and Shared Use:** 10 points possible
Community planning and capacity building. The most compelling infrastructure grant applications will be community driven, with deep connections between the application and a community’s technology vision, needs, and goals. Targeted engagement and programming will be necessary to promote community involvement throughout the grant process, eventual deployment, and ongoing broadband adoption and utilization. Without meaningful community involvement, applications may tend toward minimal impact, missing key opportunities for advances in such areas as community and economic development, education, or telehealth.

To jump-start community involvement and to maximize the impact of the Connect Illinois investment, effort will be taken to engage individual communities, inspire and support community broadband planning and goal-setting, and galvanize local resources and awareness.

This effort will seek to leverage state and non-state funding to design programming, tap experts in community broadband engagement, and lay the groundwork for meaningful, community-driven infrastructure deployment and lasting approaches to broadband utilization.
• Partnership among the Illinois Office of Broadband, the Benton Institute for Broadband & Society, and local philanthropy. Designed to engage a first-year cohort of communities through best practice curriculum and expert consultation.

• The initial cohort includes four school districts, two community-based organizations, two local governments, two county-level organizations, and two economic development groups:
  - Brown County School District 1
  - City of Harvey
  - Housing Authority of Champaign County
  - Leadership Council Southwestern Illinois
  - Mattoon School District 2
  - McKinley Park Development Council
  - Mercer County Better Together
  - Neighborhood Network Alliance
  - Palatine School District 15
  - Park Forest-Chicago Heights School District 163
  - Region 1 Planning Council
  - Village of Flanagan

• Each Illinois Connected Community will have completed a community-driven, broadband strategic plan that articulates the community’s broadband vision and identifies an action plan for progress toward improved broadband access in the areas of community and economic development, education, civic engagement, healthcare, agriculture, and more.
Digital literacy, adoption, and inclusion. For a state, local community, or individual family to compete in the 21st century digital economy, all barriers to broadband access must be overcome. At the same time Connect Illinois invests in broadband infrastructure, the program will leverage complementary efforts to ensure that all Illinoisans have both the requisite broadband service and necessary broadband knowhow.

More or better broadband deployment alone won’t close the broadband access gap, but an historic infrastructure investment matched with meaningful civic engagement will position Illinois communities and consumers alike to compete in an increasingly digital global economy – and enjoy the advances in quality of life that come with connectivity of all kinds.
PROGRAMMING + PARTNERSHIP

• Statewide Nonprofit Partner
  • Computer Refurbishing
  • Mobile Devices/Hotspots
  • Digital Literacy Programming
• Digital Divide Elimination Fund
  • Competitive Grants
  • Community Partnerships
• IL Universal Service Fund Grants
QUESTIONS?

Matt Schmit  | Deputy Director
Department of Commerce & Economic Opportunity
Director, Illinois Office of Broadband  | broadband@illinois.gov
Chicago Citywide Literacy Coalition (CCLC) working in the digital literacy space for six years.

Adopted the Illinois Digital Learning Lab (IDLL) with support of the Grand Victoria Foundation last year; announcing our 2nd round today!

Project Purpose: to help educators differentiate instruction and accelerate learning, and improve the use of technology to communicate and solve problems while increasing learner’s digital literacy, access, and 21st-century skills.
The need in Illinois

Why Do We Need The IDLL?

- 10.6% of Illinois adults, 1.3 million people, have less than 12 grades of formal education*
- 2.8 million Illinois residents speak a language other than English at home*
- 85% of learners who participated in IDLL tested below proficient in digital literacy skills

*https://www.iccb.org/iccb/wpcontent/pdfs/adulted/publications_reports/FY17_Report_To_Gov_and_GA.pdf
Last year’s highlights

• IDLL highlights
  • 26 Adult Educators from 22 organizations from across Illinois
  • Divided into 5 cohorts that met monthly with Subject Matter Experts
  • Reached 1,200 adult learners
  • Distributed nearly 200 devices
  • Experimented with more than 100 different software tools
"The IDLL helped our non-profit organization grow in leaps and bounds. It has helped us plan for the digital divide future and help our students plan for their future"
- Carole Walls

"As an instructor, I learned that teaching how to use technology early on in the classroom can benefit instruction throughout the year... If I had not had the opportunity to work with IDLL, I may not have jumped into teaching my students these tools for learning. I would have kept doing the same thing as before... My assignments for next school year are going to look a lot different."
- Jodi Norton
Top 3 Reflections From Educators

1. Keep it simple, use the same tools consistently, and model often. Continued modeling is essential, and most effective when instructing, “with your mouth, not your mouse.”

2. Technology can and should be used at every learning level. Low language and literacy skills are not necessarily barriers to learning through tech, and using tech from the beginning helps.

3. Technology opens the door to wider networks and the ability to connect with more people in more ways. With technology, educators have the opportunity to greatly expand their impact.
COVID-19 exacerbated many persistent problems:

• Lack of Internet access
• Lack of devices
• Lack of basic digital literacy skills

“I think the pandemic made it really obvious that students who had used a variety of technology in their classrooms before the shelter-in-place order were much better equipped for distance learning using technology.”
- Jennifer Brown
Moving beyond COVID-19

• IDLL focusing on the educators, but we now really need whole programs to move to remote/virtual
• Promising efforts like Chicago Connected working to ensure greater broadband access
• Getting devices out them needs to be addressed more broadly and systematically
• Adopting Northstar would facilitate digital skill building – for workforce development and also for access community resources
Looking ahead to 2020 - 2021

- 30 more educators will be invited to join IDLL in its 3rd round
- The Lab will extend to 2 years, giving educators more time to experiment
- 12 webinars will allow educators to share their learnings across the field
- IDLL will advocate for equitable access to broadband, internet & tech
Digital Fluency for an Equitable Recovery
Digital inequities are under a spotlight since the onset of the coronavirus pandemic.
Rapid digital transformation is leaving some behind
Racial equity gaps persist in digital skills
The digital divide is a huge barrier to accessing education and training and re-entering the workforce.
Financial constraints, taking time off from work, and securing child care are barriers to upskilling.
Shifting to What Works for Workers and Learners
Challenge:

Businesses and training providers need guidance to upskill workers to succeed in a changing economy.
Define occupational digital literacy and embed the definition in relevant legislation
Evaluate the current landscape and increase funding for digital literacy as a core competency.
Challenge:
States need support to develop and implement quality programs that embed digital literacy.
Build capacity with Digital Literacy Upskilling Grants
Analyze program data to determine best practices
Challenge:

Small and mid-sized employers need support to rapidly upskill their new and incumbent workforces.
Incentivize private investment in upskilling incumbent workers
Allocate rapid response dollars to assist disconnected workers
Challenge:

Small businesses have limited training capacity while external training may not respond to local business need.
Empower innovation through industry partnerships
Contact

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