A. Appendix 1

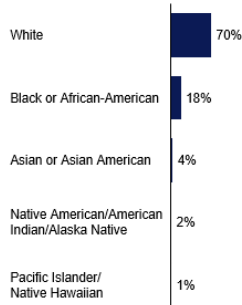## A.1. Statewide internet use residential phone survey

The statewide internet use residential phone survey was conducted from 05/01/2023 to 07/28/2023. Participants are randomly selected, and the state collected 1907 responses over the three-month period. Weighting is applied to the sample to match the demographics of respondents to the demographics of Illinois, accounting for the distribution of region (i.e., Chicagoland, urban, and rural), age, income, and ethnicity. See Figure 40 below for the demographic breakdown post weighting. See Figure 40 for the list of questions asked in the phone survey.

**Figure 46.** Demographics of respondents to residential phone survey

## Demographics of respondents of phone survey
Demographics: general

Question. Which of the following describes your race? (multi-select[1])
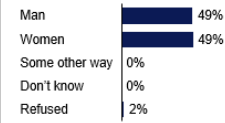Responses N = 1694

White	70%
Black or African-American	18%
Asian or Asian American	4%
Native American/American Indian/Alaska Native	2%
Pacific Islander/ Native Hawaiian	1%

Question. Are you of Hispanic, Latino, or Spanish origin, such as Mexican, Puerto Rican, or Cuban?
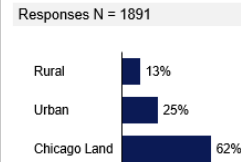Responses N = 1866

Yes	13%
No	84%
Don't know	0%
Refused	3%
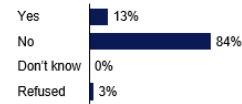
Question. What is your age?
Responses N = 1699

18-34	24%
35-44	20%
45-54	18%
55-64	16%
65+	22%
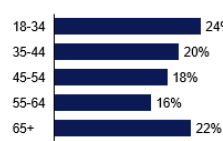
Question. Do you describe yourself as a man, a woman, or in some other way?
Responses N = 1895

Man	49%
Women	49%
Some other way	0%
Don't know	0%
Refused	2%

Region
Responses N = 1891

Rural	13%
Urban	25%
Chicago Land	62%

Counties represented
Responses N = 1891

Number of respondents
- 0 - 10
- 10 - 20
- 20 - 50
- 50 - 100
- 100 - 1026
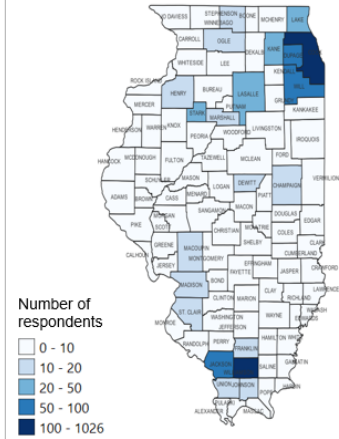
1. Responses will not add up to 100% since respondents could select multiple options.
Note: All phone survey responses weighted to match the population distribution on region, age, income, race/ethnicity.
Source: Illinois Residential Phone Survey, as of July 28, 2023

Figure 47. List of questions asked in the residential phone survey

Illinois resident phone survey: list of questions

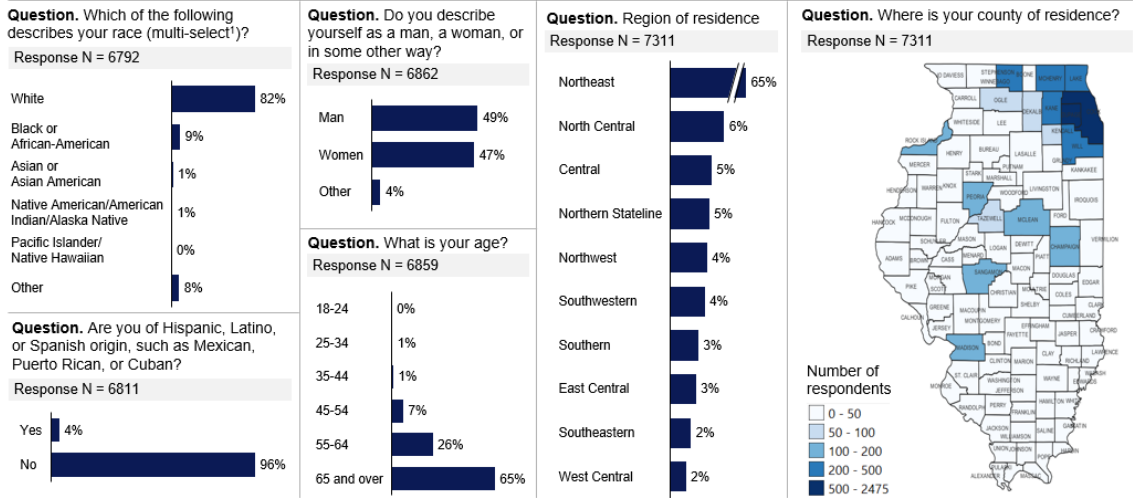|			
Demographics¹	A1. Do you describe yourself as a man, a woman, or in some other way?	B4.	Thinking about your internet service, how satisfied have you b the quality of your internet connection for carrying out importal tasks such as taking classes or doing your job?
	A2. What is your age?	B5.	How difficult is it for you to fit your monthly internet bill into you household's budget?
	A3. What is the highest level of school you have completed or the highest degree you have received?	B6.	Does your household need more computing devices, such as or tablet computer, to allow each person to connect to the inte when they want to?
	A4. In the past year, has a child in your household qualified for the free- or reduced-price lunch program at their school?		
	A5. In the past year, has anyone in your household used the Supplemental Nutritional Assistance Program (SNAP) program?	**ACP**	C1. With support from the federal government, internet service providers offer a $30 per month discount on internet service th the Affordable Connectivity Program. Have you heard of this program?
	A6. Are you of Hispanic, Latino, or Spanish origin, such as Mexican, Puerto Rican, or Cuban?		C2. Have you signed up for the ACP to help you purchase or main internet service?
	A7. Which of the following describes your race?		C3. When learning about new benefit programs, such as discount internet offerings, how much do you trust the following entities provide reliable information about such programs?
	A8. In 2022, what was your total family income from all sources, before taxes?		
Internet access and broadband tools	B1. Do you have a subscription for internet service for your home, such as one from the cable or telephone company that connects you to Wi-Fi?	**Digital skills**	D1. If you were asked to complete the following tasks using the int how confident would you be that you could successfully compl them?
	B2. Do you have a subscription for cellular data for your mobile device, such as a smartphone?		
	B3. In the past year, has your household experienced interruption in home internet service due to difficulties in paying for service?	**Barriers to use**	E1. How often, if at all, have you ever experienced any of the follo

A.2. Statewide internet use residential web survey

The statewide internet use residential web survey was conducted from 05/01/2023 to 09/01/2023. Link to the survey was distributed to residents through multiple stakeholder engagement channels, including statewide listening tour, IBL bi-weekly newsletter, and outreach emails to partnering organizations to share with residents. Over the four-month period, 7,593 residents participated in the web survey. No weighting is applied to the survey result, and demographics of the respondents reflect the demographics of residents who chose to participate in the survey. See **Figure 48**below for the demographic breakdown and **Figure 49** for the list of questions asked in the web survey.

Figure 48. Demographics of respondents to residential web survey

Demographics of respondents of online survey
Demographics: general

Question. Which of the following describes your race (multi-select[1])?
Response N = 6792

Race	%
White	82%
Black or African-American	9%
Asian or Asian American	1%
Native American/American Indian/Alaska Native	1%
Pacific Islander/ Native Hawaiian	0%
Other	8%

Question. Are you of Hispanic, Latino, or Spanish origin, such as Mexican, Puerto Rican, or Cuban?
Response N = 6811

	%
Yes	4%
No	96%

Question. Do you describe yourself as a man, a woman, or in some other way?
Response N = 6862

	%
Man	49%
Women	47%
Other	4%

Question. What is your age?
Response N = 6859

Age	%
18-24	0%
25-34	1%
35-44	1%
45-54	7%
55-64	26%
65 and over	65%

Question. Region of residence
Response N = 7311

Region	%
Northeast	65%
North Central	6%
Central	5%
Northern Stateline	5%
Northwest	4%
Southwestern	4%
Southern	3%
East Central	3%
Southeastern	2%
West Central	2%

Question. Where is your county of residence?
Response N = 7311

Number of respondents
- 0 - 50
- 50 - 100
- 100 - 200
- 200 - 500
- 500 - 2475

1. Responses will not add up to 100% since respondents could select multiple options.

Source: Illinois Residential Online Survey, as of Sep 1, 2023

Figure 49. List of questions asked in the residential web survey

Illinois resident online survey: list of questions

Demographics
- A1. Which county do you live in?
- A2. Do you describe yourself as a man, a woman, or in some other way?
- A3. What is your age?
- A4. What is the highest level of school you have completed or the highest degree you have received?
- A5. In the past year, has a child in your household qualified for the free- or reduced-price lunch program at their school?
- A6. In the past year, has anyone in your household used the Supplemental Nutritional Assistance Program (SNAP) program?
- A7. Are you of Hispanic, Latino, or Spanish origin, such as Mexican, Puerto Rican, or Cuban?
- A8. Which of the following describes your race?
- A9. In 2022, what was your total family income from all sources, before taxes?
- A10. How many people lived in your household?

Internet access and broadband tools
- B1. Do you have a subscription for internet service for your home, such as one from the cable or telephone company that connects you to Wi-Fi?
- B2. Is your internet service part of a bundle/package with other services? What was the reason for choosing a bundle/package?
- B3. Do you have a subscription for cellular data for your mobile device, such as a smartphone?
- B4. In the past year, has your household experienced interruption in home internet service due to difficulties in paying for service?

- B5. Thinking about your internet service, how satisfied have you been with the quality of your internet connection for carrying out important online tasks such as taking classes or doing your job?
- B6. How much are you willing to pay monthly for internet?
- B7. How difficult is it for you to fit your monthly internet bill into your household's budget?
- B8. Does your household need more computing devices, such as a laptop or tablet computer, to allow each person to connect to the internet when they want to?

ACP
- C1. With support from the federal government, internet service providers offer a $30 per month discount on internet service through the Affordable Connectivity Program. Have you heard of this program?
- C2. Have you signed up for the ACP to help you purchase or maintain internet service?
- C3. When learning about new benefit programs, such as discount internet offerings, how much do you trust the following entities to provide reliable information about such programs?

Digital skills
- D1. If you were asked to complete the following tasks using the internet, how confident would you be that you could successfully complete them?

Barriers to use
- E1. How often, if at all, have you ever experienced any of the following?

A.3. Statewide internet use non-profit and community organization web survey

The statewide internet use residential web survey was conducted from 05/01/2023 to 09/01/2023. Link to the survey was distributed to non-profits and community organizations through multiple stakeholder engagement channels, including statewide listening tour, IBL bi-weekly newsletter, and outreach emails to relevant organizations. Over the four-month period, 43 organizations participated in the web survey. No weighting is applied to the survey result. See **Figure 50**below for the information on participating organizations and **Figure 51**for the list of questions asked in the web survey.

Figure 50. Information on participants in the web survey of non-profits and community organizations
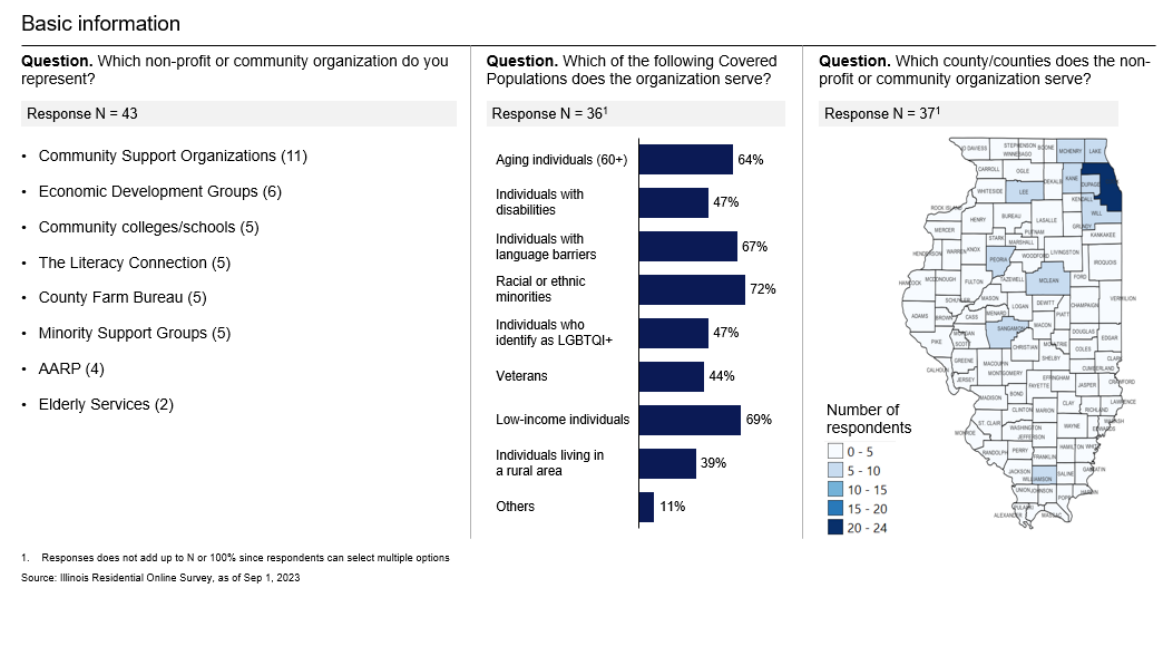

Basic information

Question. Which non-profit or community organization do you represent?

Response N = 43

- Community Support Organizations (11)
- Economic Development Groups (6)
- Community colleges/schools (5)
- The Literacy Connection (5)
- County Farm Bureau (5)
- Minority Support Groups (5)
- AARP (4)
- Elderly Services (2)

Question. Which of the following Covered Populations does the organization serve?

Response N = 36[1]

Aging individuals (60+)	64%
Individuals with disabilities	47%
Individuals with language barriers	67%
Racial or ethnic minorities	72%
Individuals who identify as LGBTQI+	47%
Veterans	44%
Low-income individuals	69%
Individuals living in a rural area	39%
Others	11%

Question. Which county/counties does the non-profit or community organization serve?

Response N = 37[1]

Number of respondents
- 0 - 5
- 5 - 10
- 10 - 15
- 15 - 20
- 20 - 24

1. Responses does not add up to N or 100% since respondents can select multiple options

Source: Illinois Residential Online Survey, as of Sep 1, 2023

Figure 51. List of questions asked in the web survey of non-profits and community organizations

Illinois non-profits and community organizations online survey: list of questions

Basic Information

A1. Which non-profit or community organization do you represent?

A2. At the non-profit or community organization, what is your department or line of work?

A3. Which county/counties does the non-profit or community organization serve?

A4. How many Illinois residents does the organization serve in a year?

A5. Which of the following Covered Populations does the organization serve?

Challenges facing community org.

B1. Which of the following challenges to accessing an internet connection does your organization face?

B2. If the organization and/or the people you serve had better access to internet, what types of additional programming would you run?

B3. What benefits would you expect to see if the organization and/or the people you serve had better access to internet?

Challenges facing residents

C1. To the best of your knowledge, what are the reasons why the residents your organization serves do not have internet connection at home?

C2. What are the reasons why the residents your organization serves do not effectively or productively use the internet?

Actions and programs to close the divide

D1. What actions is the organization currently taking to incr access to affordable internet, internet capable devices, and digital skills?

D2. What are the biggest challenges faced by the organiza when trying to increase access to affordable internet, inter capable devices, and digital skills?

Devices

E1. Please list or provide a link to the programs your organization offers that are focused on increasing access t affordable internet, internet capable devices, and digital sk

E2. What is the approximate number of people served ann by each of your programs?

E3. Which programs are the most used by residents?

E4. What types of devices does your organization share or

E5. How many devices does your program make available onsite use?

Partnerships and support from IOB

F1. What partners are the organization working with to incr access to affordable internet, internet capable devices, and digital skills?

F2. How can Illinois Office of Broadband / the State of Illino support you in creating programs to foster internet connect among residents you serve?

Appendix 2. Other state priorities related to broadband

Table 2: Other state priorities related to broadband

Agency	Plan/Report	Broadband-related, Broadband-enabled, and Digital Equity Priorities
Department of Commerce and Economic Opportunity	A Plan to Revitalize the Illinois Economy and Build the Workforce of the Future (October 2019)[283]	**Agribusiness and agricultural technology** • Expand broadband to unserved and underserved rural areas of the state. **Energy** • Through investment in broadband, enable utility companies to distribute electricity and lay the foundation for the energy grid of tomorrow more efficiently. **Information technology** • Provide broadband to people interested in creating and growing information technology companies in currently unserved areas. **Life sciences and healthcare** • Extend broadband to unserved and underserved areas, resulting in more opportunities to provide healthcare via telehealth technologies. **Small businesses** • Invest in broadband to expand internet access to entrepreneurs and small business owners across the state so they can expand their reach and customer base
DCEO	State's WIOA Unified State Plan[284]	Foster a statewide workforce development system that supports individuals' and businesses' needs for a skilled Illinois workforce to effectively compete in the global economy. • *Unite workforce development partners around regional cluster strategies:* Regional cluster strategies focus resources on industries with the highest potential to add jobs and increase prosperity in regions across Illinois. These strategies bring together the public and private sectors in each region to build on their unique strengths. • *Prepare Illinois's workers for a career, not just their next job*: Regardless of background, life circumstances, or education level, Illinois workers can be prepared for high-demand careers by developing academic, technical, and employability skills throughout their lifetimes. • *Connect job-seekers with employers:* Assist Illinois businesses in finding the productive workers they need by offering more efficient training and better services for job-seekers and employers.

Agency	Plan/Report	Broadband-related, Broadband-enabled, and Digital Equity Priorities
Department of Aging	State Plan on Aging FY2 2022 – FY 2024 (July 2021)[285]	Promote healthy aging and social integration. • Plan for senior center and adult day services sites and deliver remote and/or virtual activities and services, particularly for marginalized, older adults returning to their communities from carceral settings. Expand programming to reduce social isolation and loneliness: • Investigate availability of funding from Illinois Broadband Council for internet, Wi-Fi, and other connectivity devices. Expand caregiver and agency support programs that reduce stress and burnout and promote trauma-informed care: • Broaden availability of and increase participation in the Savvy Caregiver program for family caregivers of individuals with Alzheimer's who live at home. Consider offering program virtually, based on guidance from "Savvy Caregiver Tips and Guidelines for Online Group Delivery."
Illinois Board of Higher Education (IBHE)	A Thriving Illinois: Higher Education Paths to Equity, Sustainability, and Growth (June 2021)[286]	Support the ongoing learning renewal of students and systemic implementation of evidence-informed student support practices. • Help meet students' basic needs, including housing, food security, mental health/wellness services, and childcare, among others. Expand equitable access, support, and success in rigorous and strategic early college coursework: • Build the capacity to support Black, Latinx, and rural students' access to early college through flexible services online or through other delivery modes. Expand higher-education models of teaching and learning that enable students to succeed in the work of the future: • Use effective online, hybrid, adaptive, and self-paced learning models • Offer high-quality experiential and work-based learning opportunities, internships, and apprenticeships across a variety of sectors. Enhance access to educator preparation programs: • Use technology tools to help candidates practice skills in a virtual environment before entering a classroom with students, expand online programs, and use virtual (remote) supervision.

Agency	Plan/Report	Broadband-related, Broadband-enabled, and Digital Equity Priorities
Illinois State Board of Education (ISBE)	ISBE 2020-2023 Strategic Plan[287]	All children are expected to make significant academic gains each year and to increase their knowledge, skills, and opportunities so they can graduate equipped to pursue a successful future. With this in mind, the state will pay special attention to addressing historical inequities by: • Supporting best practices and continuous quality improvement—with an emphasis on equity and diversity to support student learning—and addressing remote and blended learning. — By the end of the 2021-22 school year, 80% of school districts are expected to provide one device per student.
Department of Veterans' Affairs (IDVA)	IDVA Strategic Plan 2023-2027 (February 2023)[288]	Veteran experience • Establish digital access to all IDVA services. • Increase virtual access to the services of Veteran Service Officers (VSOs)
Illinois Community College Board (ICCB)	Expanding Career Pathway Opportunities in Adult Education, Strategic Five-Year Plan, 2018-2023[289]	*Guiding principle:* Promote the use of digital literacy in adult education to facilitate stronger transitions to the labor market. *Goal:* Create lifelong career pathways and integrate helpful technologies. Adult learning and education, career and technical training and literacy, and digital literacy are all significant components of the lifelong learning process. Digital literacy and a skilled workforce are key to sustainable economic development and stability in Illinois. This strategic goal includes recommendations for lifelong learning objectives and underscores the need for Illinois Adult Education's continued focus on digital literacy. • Use technology to create "just in time" learning opportunities that give students strategies for addressing lifelong learning needs and building workplace skills. • Develop a comprehensive technology framework for designing adult education programs and instruction that meet the needs of students with varied levels of digital literacy and foundational skills. This framework should address the use of technology in providing greater student access, instruction strategies and methods for using technology, and program design models that provide the flexibility needed to meet the workforce's changing technological landscape. • Integrate the Illinois Essential Employability Skills Framework, agile learning skills, and technology skills into all levels of instruction to help students become adaptable to a changing labor market.

Agency	Plan/Report	Broadband-related, Broadband-enabled, and Digital Equity Priorities
Illinois Department of Human Services (IDHS)	Illinois United for Youth, A Systems of Care Initiative Pathways: A Strategic Plan for Children's Mental Health[290]	*Mission:* To develop a comprehensive, strategic plan for integrating the system-of-care philosophy into Illinois's delivery model for providing behavioral health services to youth with serious emotional disturbances. **Pathway 5:** Developing and implementing strategies to reduce racial, ethnic, and geographic disparities in the delivery of children's services by expanding the SOC approach and improving the services' cultural and linguistic competence. **Pathway 9:** Creating capacity for ongoing training and technical assistance.
Governor's Rural Affair Council (GRAC)	2022 Annual Report[291]	Executive mandate: • Develop and implement strategies for improving the delivery of state services to rural Illinois. • Expand opportunities and enhance the quality of life for rural residents. • Economic development and infrastructure working group. • *Strategy:* Expand access to affordable broadband so rural residents can take advantage of telecommuting opportunities, effectively market businesses, and gain access to healthcare. Health and healthcare access working group • Improve access to healthcare by supporting telemedicine and broadband expansion in rural communities through partnerships with local, state, and nongovernmental stakeholders.
Office of the Illinois Secretary of State	State's Librarian vows to protect free speech, access to books, March 2023[292]	The Office of the Illinois Secretary of State has a direct impact on digital equity efforts statewide through the Secretary's role as State Librarian. • Last fiscal year, the Secretary of State's office awarded 1,631 grants to Illinois libraries, totaling more than $62 million. Of those, 97 percent of the grants were awarded to public and school libraries, with public libraries receiving 877 grants and school libraries securing 712 grants.
Illinois State Library	Long-Range Plan for the Use of Library Services and Technology Act Funds 2023 – 2027[293]	The Illinois State Library details three areas of focus that rely on broadband services and technology and align with the Digital Equity Plan' in its Long-Range Plan for the Use of Library Services and Technology Act Funds 2023 – 2027: 1. Support access to information and ideas 2. Support opportunities for education, information fluency, and lifelong learning 3. Support innovation

Appendix 3. Illinois's goals and objectives for broadband deployment and digital equity

Table 2: Illinois's goals and objectives for broadband deployment and digital equity

Goal	Objective	KPI	Baseline	2027 target	2030 target	Area[294]	Interaction with state goals
A1. By 2030, provide universal access to affordable, reliable, fully scalable high-speed internet service of at least 100/20 Mbps to all Illinois residences and businesses **(Broadband Availability and Affordability)**.	A1a. All Illinoisans have access to at least 100/20 Mbps reliable, high-speed internet by 2030.	# unserved IL BSLs *From Connect Illinois BEAD Five-Year Action Plan*	~235,000 BSLs (6%)[295]	~97,000 (2.5%)	0 (0%)	Broadband Availability and Affordability	All state goals
		# underserved IL BSLs *From Connect Illinois BEAD Five-Year Action Plan*	~132,000 BSLs (3%)[296]	~110,000 (2.5%)	0 (0%)	Broadband Availability and Affordability	All state goals
	A1b. All Illinoisans have access to at least 100/20 Mbps fully scalable, high-speed internet by 2030.	% IL BSLs with access to fiber *From Connect Illinois BEAD Five-Year Action Plan*	35%[297]	64%	95%	Broadband Availability and Affordability	All state goals
	A1c. All Illinoisans have access to at least 100/20 Mbps affordable, high-speed internet by 2030.[298]	% IL BSLs with access to at least one affordable internet plan (less than $50/month)[299]*From Connect Illinois BEAD Five-Year Action Plan*	77%[300]	89%	100%	Broadband Availability and Affordability	All state goals

Goal	Objective	KPI	Baseline	2027 target	2030 target	Area	Interaction with state goals
	A1d. All Illinoisans have access to at least 100/100 Mbps fully scalable. high-speed internet by 2035.	% IL BSLs with access to 100/100 Mbps *From Connect Illinois BEAD Five-Year Action Plan*	42%[301]	50%	80%	Broadband Availability and Affordability	All state goals
A2. By 2030, ensure that every CAI has access to at least 1 Gigabit symmetrical broadband service **(Broadband Availability and Affordability)**.[302]	A2a. All Illinois schools, libraries, and public health-related entities have at least 1 Gbps affordable, symmetrical broadband service by 2030.	% schools, libraries, and public health-related entities with access to at least 1 Gbps symmetrical+ internet *From Connect Illinois BEAD Five-Year Action Plan*	*To be updated after BEAD Challenge Process*	*To be updated after BEAD Challenge Process*	100%	Broadband Availability and Affordability	All state goals, especially educational outcomes & health outcomes
		% other CAIs with access to at least 1 Gbps symmetrical+ internet *From Connect Illinois BEAD Five-Year Action Plan*	*To be updated after BEAD Challenge Process*	*To be updated after BEAD Challenge Process*	100%	Broadband Availability and Affordability	All state goals, especially delivery of other essential services
		% Illinois Title 1 schools with access to at least 1 Gbps symmetrical internet	*To be updated after BEAD Challenge Process*	*To be updated after BEAD Challenge Process*	100%	Broadband Availability and Affordability	Educational outcome

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Goal	Objective	KPI	Baseline	2027 target	2030 target	Area[302]	Interaction with state goals
	A2b. Expanded availability of public Wi-Fi throughout the state	# counties that have access to five public Wi-Fi hotspots	31[303]	67	102	Broadband Availability and Affordability	All state goals
B1. Achieve universal digital literacy—including capabilities to ensure online privacy and cybersecurity—with a focus on accessibility and inclusivity for covered populations (Digital Literacy, Online Privacy and Cybersecurity, Online Accessibility, and Inclusivity)	B1a. Improved adoption rates both overall and for each covered population	% broadband adoption for individuals in covered households	54%[304]	72%	90%	Broadband Availability and Affordability	All state goals
		% broadband adoption for rural households	57%[305]	74%	90%	Broadband Availability and Affordability	All state goals
		% broadband adoption for all racial and ethnic minority groups	72%[306]	81%	90%	Broadband Availability and Affordability	All state goals
		% broadband adoption for Black or African American residents	65%[307]	78%	90%	Broadband Availability and Affordability	All state goals
		% broadband adoption for Hispanic residents	72%[308]	81%	90%	Broadband Availability and Affordability	All state goals
		% broadband adoption for Asian residents	84%[309]	87%	90%	Broadband Availability	All state goals

Goal	Objective	KPI	Baseline	2027 target	2030 target	Area[309]	Interaction with state goals
						and Affordability	
		% broadband adoption for residents over 60	64%[310]	77%	90%	Broadband Availability and Affordability	All state goals
		% broadband adoption for veterans	67%[311]	79%	90%	Broadband Availability and Affordability	All state goals
		% broadband adoption for residents in households with income less than 150% FPL	54%[312]	72%	90%	Broadband Availability and Affordability	All state goals
		% broadband adoption for residents with disabilities	57%[313]	74%	90%	Broadband Availability and Affordability	All state goals
		% broadband adoption for residents with a language barrier	66%[314]	78%	90%	Broadband Availability and Affordability	All state goals
	B1b. Increased # of Illinoisans using internet-ready devices	% Illinoisans using computer, laptop, or tablet device *From Connect Illinois BEAD Five-Year Action Plan*	74% for computer/ laptop[315]	82%	90%	Broadband Availability and Affordability	All state goals

Goal	Objective	KPI	Baseline	2027 target	2030 target	Area[315]	Interaction with state goals
	B1c. All Illinoisans possess the digital skills required to participate in the digital economy.	% Illinoisans with low digital literacy rate statewide	11%[316]	5%	0%	Digital Literacy	All state goals
		% racial/ethnic minorities with low digital literacy rate	15%[317]	8%	0%	Digital Literacy	All state goals
		% residents living in rural areas with low digital literacy rate	11%[318]	5%	0%	Digital Literacy	All state goals
		% residents with income <150% of the FPL with low digital literacy rate	28%[319]	14%	0%	Digital Literacy	All state goals
	B1d. Increased number of digital navigator programs, which provide critical technical support	# digital navigator programs offered across the state *From Connect Illinois BEAD Five-Year Action Plan	10	51	102	Digital Literacy, Availability of Technical Support	All state goals, especially civic and social engagement
	B1e. Increased number of digital navigator programs targeting covered populations	# digital navigator programs offered across the state, with a focus on covered populations	0	15	30	Digital Literacy, Availability of Techinical Support	All state goals, especially civic and social engagement
	B1f. Increased local government and	# counties with participants in statewide	38[320]	70	102	Digital Literacy	Civic and social engagement

Goal	Objective	KPI	Baseline	2027 target	2030 target	Area[304]	Interaction with state goals
	communities engaged on digital equity topics	broadband-related programming *From Connect Illinois BEAD Five-Year Action Plan*					
	B1g. Decreased broadband hesitancy due to privacy/cybersecurity concerns	% residents who are "very" or "somewhat often" worried about the privacy or security of their personal data *From Connect Illinois BEAD Five-Year Action Plan*	35%[321]	23%	10%	Online Privacy and Cybersecurity	All state goals
	B1h. Increased accessibility for online public resources	% residents who feel confident in accessing or applying for government services	13%[322]	25%	40%	Online Accessibility and Inclusivity	All state goals
	B1g. Increased availability of free technical support	# digital navigator programs offered across the state for free	10	51	102	Digital literacy, Affordability of Technical Support	All state goals
B2. Ensure all Illinoisans, including members of	B2a. Increased % of Illinoisan households with access to internet-ready devices that suit their needs	% households with access to desktop or laptop computers	79%[323]	85%	90%	Device Availability and Affordability	All state goals

Goal	Objective	KPI	Baseline	2027 target	2030 target	Area	Interaction with state goals
covered populations, have access to affordable subscriptions, devices, and tech support **(Broadband Affordability, Device Availability and Affordability)**		*From Connect Illinois BEAD Five-Year Action Plan*					
	B2b. Decreased % of households without enough devices	% households that need more computing devices so each member can connect to the internet *From Connect Illinois BEAD Five-Year Action Plan*	11%[324]	8%	5%	Device Availability and Affordability	All state goals
	B2c. (If ACP is refunded) Increased enrollment in ACP (Affordable Connectivity Program) among Illinois households	ACP uptake rate *From Connect Illinois BEAD Five-Year Action Plan*	33%[325]	41%	50%	Broadband Availability and Affordability	All state goals
	B2d. Increased device (laptop or desktop) access rates	% device access for rural households	69%[326]	80%	90%	Device Availability and Affordability	All state goals
		% device access for all racial and ethnic minority groups	76%[327]	83%	90%	Device Availability and Affordability	All state goals
		% device access for Black or African American residents	68%[328]	79%	90%	Device Availability and Affordability	All state goals
		% device access for Hispanic residents	78%[329]	84%	90%	Device Availability	All state goals

Goal	Objective	KPI	Baseline	2027 target	2030 target	Area[336]	Interaction with state goals
						and Affordability	
		% device access for Asian residents	91%[330]	93%	90%	Device Availability and Affordability	All state goals
		% device access for residents over 60	72%[331]	81%	90%	Device Availability and Affordability	All state goals
		% device access for veterans	77%[332]	84%	90%	Device Availability and Affordability	All state goals
		% device access for residents in households with income less than 150% FPL	59%[333]	75%	90%	Device Availability and Affordability	All state goals
		% device access for residents with disabilities	63%[334]	77%	90%	Device Availability and Affordability	All state goals
		% device access for residents with a language barrier	73%[335]	82%	90%	Device Availability and Affordability	All state goals
B3. Ensure that every student,	B3a. All IL students and teachers have access to	% students with access to reliable	*To be confirmed*	50%	90%	Device Availability	Educational outcomes

Goal	Objective	KPI	Baseline	2027 target	2030 target	Area[335]	Interaction with state goals
school, and district within Illinois participates in a sustainable one-to-one initiative **(Device Availability and Affordability, Digital Literacy)**	reliable internet and internet-capable devices.	internet and devices *From Connect Illinois BEAD Five-Year Action Plan*	*with state education partners*			and Affordability	
		% teachers with access to reliable internet and devices *From Connect Illinois BEAD Five-Year Action Plan*	*To be confirmed with state education partners*	50%	90%	Device Availability and Affordability	Educational outcomes
	B3b. Increased % of IL school districts offering 1 Mbps/student	% IL school districts at 1 Mbps/student *From Connect Illinois BEAD Five-Year Action Plan*	68%[336]	79%	90%	Broadband Availability and Affordability	Educational outcomes
	B3c. Increased % of IL school districts providing one device per student by 2030	% IL school districts with 1:1 programs *From Connect Illinois BEAD Five-Year Action Plan*	80%[337]	85%	90%	Device Availability and Affordability	Educational outcomes
		% IL Title 1 schools offering 1:1 programs	92%[338]	93%	95%	Device Availability and Affordability	Educational outcomes
	B3d. Increased % of IL school districts offering parent/caregiver training on technology and remote learning	% IL schools offering tech training to parents/caregivers	85%[339]	88%	90%	Digital Literacy	Educational outcomes

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Goal	Objective	KPI	Baseline	2027 target	2030 target	Area[339]	Interaction with state goals
		From Connect Illinois BEAD Five-Year Action Plan					
	B3e. Increased access to online courses	% students enrolled exclusively or in some distance education postsecondary courses	60%[340]	TBD	TBD	Digital Literacy	Educational outcomes
	B3f. Decreased homework gap among P-20 students[341]	% K-12 students without internet to support completion of homework at home	13%[342]	7%	0%	Broadband Availability and Affordability	Educational outcomes
		% P-20 students without internet to support completion of homework at home	*To be confirmed with state education partners*	5%	0%	Broadband Availability and Affordability	Educational outcomes
B4. Increase the use of broadband services to facilitate aging in place (Digital Literacy, Online Privacy and Cybersecurity,	B4a. Increased % of Illinoisans using internet-ready devices	% of Illinoisans over 65 using computer, laptop, or tablet computer *From Connect Illinois BEAD Five-Year Action Plan*	61% using computer/ tablet[343]	70%	80%	Device Availability and Affordability	All state goals, especially health outcomes, delivery of other essential services

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Goal	Objective	KPI	Baseline	2027 target	2030 target	Area[339]	Interaction with state goals
Online Accessibility and Inclusivity)	B4b. Increased # of Illinoisans over 65 possessing the digital skills required to participate in society and the digital economy	% digital literacy rate for the over-65 population *From Connect Illinois BEAD Five-Year Action Plan*	17%[344]	10%	5%	Digital Literacy	All state goals, especially health outcomes, delivery of other essential services
	B4c. Increased # of Illinoisans over 60 participating in the Illinois Care Connections (ICC) Program	# of Illinoisans over 60 referred and approved for technology bundles *From Connect Illinois BEAD Five-Year Action Plan*	~1,901[345]	TBD	TBD	Device Availability and Affordability	All state goals, especially health outcomes, delivery of other essential services
	B4d. Reduced social isolation and loneliness[346]	% "less lonely" rating among aging participants in the ICC Program *From Connect Illinois BEAD Five-Year Action Plan*	79.8%[347]	85%	90%	Digital Literacy	All state goals, especially health outcomes, delivery of other essential services
C1. Accelerate the use of digital agriculture	C1a. All farms in IL have access to high-speed internet	% of IL farms with access to internet	90%[348]	95%	100%	Broadband Availability	Economic and workforce

Goal	Objective	KPI	Baseline	2027 target	2030 target	Area	Interaction with state goals
applications across rural Illinois **(Broadband Availability, Digital Literacy)**		*From Connect Illinois BEAD Five-Year Action Plan*				and Affordability	development outcomes
	C1b. Increased implementation of use cases for precision agriculture	# of farms implementing precision agriculture applications *From Connect Illinois BEAD Five-Year Action Plan*	*To be confirmed with state partners on agriculture*	+10%	+20%	Digital Literacy	Economic and workforce development outcomes and delivery of other essential services
	C1c. Increased agriculture throughput due to improved broadband service	% change in crop yield from improved broadband service	*To be confirmed with state partners on agriculture*	8%	16%	Broadband Availability and Affordability	Economic and workforce development outcomes and delivery of other essential services
	C1d. Increased investment in agriculture technology (e.g., purchase of IoT-enabled technology, automated equipment)	$ amount of investment in agriculture technology	*To be confirmed with state partners on agriculture*	+10%	+20%	Digital Literacy	Economic and workforce development outcomes and delivery of other essential services

Goal	Objective	KPI	Baseline	2027 target	2030 target	Area[350]	Interaction with state goals
C2. Expand broadband-empowered opportunities for inclusive workforce development in communities throughout Illinois, with a focus on covered populations **(Online Accessibility and Inclusivity, Digital Literacy)**	C2a. Scaled education and training programs for skills development in tech-related occupations	# of participants trained for IT occupations *From Connect Illinois BEAD Five-Year Action Plan*	*To be confirmed with state partners on agriculture*	+10%	+20%	Digital Literacy	Economic and workforce development outcomes
	C2b. Increased number of Illinoisans who can work from home	% of Illinoisans working remotely via the Internet *From Connect Illinois BEAD Five-Year Action Plan*	32%[349]	+10%	+20%	Online Accessibility and Inclusivity	Economic and workforce development outcomes
	C2c. Scaled education and training programs to develop skills for the broadband industry	# of participants trained for broadband-related occupations *From Connect Illinois BEAD Five-Year Action Plan*	TBD	+10%	+20%	Digital Literacy	Economic and workforce development outcomes
	C2d. Increased job creation in broadband-related roles	# jobs created from network construction and maintenance	*To be confirmed with state workforce partners*	+10%	+20%	Online Accessibility and Inclusivity	Economic and workforce development outcomes

Goal	Objective	KPI	Baseline	2027 target	2030 target	Area[349]	Interaction with state goals
C3. Expand access to broadband-empowered, health-related services—including but not limited to telehealth, telemetry, and remote surgery—for covered populations to provide additional healthcare options to communities throughout Illinois **(Online Accessibility and Inclusivity, Digital Literacy)**	C3a. Increased use of and satisfaction with remote healthcare among prioritized populations	% of population that use telehealth *From Connect Illinois BEAD Five-Year Action Plan*	*To be confirmed with state healthcare partners*	+10%	+20%	Online Accessibility and Inclusivity	Health outcomes
		% of population satisfied with telehealth *From Connect Illinois BEAD Five-Year Action Plan*	*To be confirmed with state healthcare partners*	+10%	+20%	Online Accessibility and Inclusivity	Health outcomes
		% Medicare users who have received at least one telehealth service	16.4%[350]	25%	40%	Online Accessibility and Inclusivity	Health outcomes
	C3b. Improved medical record-keeping and documentation	% increase in hospitals using remote patient monitoring	*To be confirmed with state healthcare partners*	+10%	+20%	Digital Literacy	Health outcomes

Goal	Objective	KPI	Baseline	2027 target	2030 target	Area[350]	Interaction with state goals
C4. Expand the use of digital manufacturing applications by small businesses and/or develop use cases for intelligent transportation and smart logistics in regions with the most need **(Broadband Availability, Online Accessibility and Inclusivity)**	C4a. Increased adoption of advanced manufacturing technologies	% of manufacturers that currently implement advanced manufacturing technologies *From Connect Illinois BEAD Five-Year Action Plan*	36.9%[351]	63%	90%	Digital Literacy	Economic and workforce development outcomes
	C4b. Improved safety and efficiency of transportation infrastructure in Illinois	# of intelligent transportation systems (ITS) projects across Illinois[352] *From Connect Illinois BEAD Five-Year Action Plan*	*To be confirmed with state transportation partners*	+10%	+20%	Online Accessibility and Inclusivity	Economic and workforce development outcomes
	C4c. Increased adoption of intelligent transportation system technology (ITS)	# of pilot programs or projects from the Illinois Autonomous and Connected Track (I-ACT) *From Connect Illinois BEAD Five-Year Action Plan*	*To be confirmed with state transportation partners*	+10%	+20%	Digital Literacy	Economic and workforce development outcomes

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Goal	Objective	KPI	Baseline	2027 target	2030 target	Area[20]	Interaction with state goals
C5. Increase community development among Illinois's covered populations through civic and social engagement empowered by broadband access and adoption **(Online Accessibility and Inclusivity, Online Privacy and Cybersecurity)**	C5a. Increased interaction and communications between local government and covered populations	% increase in online voter registrations in Illinois	*To be confirmed with state partners*		+20%	Online Accessibility and Inclusivity	Civic and social engagement
		% increase in government website views	*To be confirmed with state partners*		+20%	Online Accessibility and Inclusivity	Civic and social engagement
	C5b. Increased access to target social programs and essential services	# online communities for covered populations across Illinois	*To be confirmed with state partners*		+20%	Online Accessibility and Inclusivity	Civic and social engagement and delivery of other essential services

Appendix 4. Digital equity assets in Illinois that can be used to deploy federal BEAD and Digital Equity Act funding

Table 3: Digital equity assets in Illinois that can be used to deploy federal BEAD and Digital Equity Act funding

Asset type	Organization name(s)[353]	Asset name with link to asset[354]	Description	Covered population served
1. Civic and volunteer organizations that provide volunteer and advocacy assistance for digital equity programs	Learning Technology Center of Illinois (LTC)	Connectivity and Digital Equity	LTC offers training and consulting support to help districts to obtain state, federal, and grant funding for accessing and improving broadband connectivity, devices, and digital resources that increase equitable learning opportunities.	All
	LatinX Digital Leaders Now (DLN)	Computer Science 4Latinx (CS4Latinx)	DLN recruits Latinx teachers to participate in professional development opportunities in computer science so they may gain related skills, micro-credentials, and STEM endorsements. The program particularly focuses on showing teachers how to distribute the curriculum in students' native language.	Racial or ethnic minority group (Hispanic/Latinx), Individuals with a language barriers
	The QUILT Corporation	Chicago Area Broadband Initiative (CABI)	CABI is an affordable broadband initiative that works to bridge the digital divide in urban underserved communities. CABI focuses not only on internet access but also on using that access to expand and grow opportunities within local communities.	All
	River Oaks Community Education and Development Corporation (ROC ED)	Digital Equity Resource Hub	ROC ED offers training and consulting support for obtaining state, federal, and grant funding to help small business owners access and improve broadband connectivity, devices, and digital resources that increase equitable learning opportunities.	Small Business owners who are members of a covered population

Asset type	Organization name(s)[353]	Asset name with link to asset[354]	Description	Covered population served
	River Oaks Community Education and Development Corporation (ROC ED)	Device Giveback Program	ROC ED is collecting pledges from businesses and corporations to donate their organizations' retired computers, iPhones, and Androids to residents and small business owners. These devices will be refurbished and distributed to people in need in an effort to bridge the digital divide and help recipients to reach their full potential.	All
	Community Data Clinic, Technology Services (UIUC)	Dignifying Digital Connection Project	Dignifying Digital Connection aims to expand internet and technology access for low-income families in East and Central Illinois. Based on the community partnership model, the Community Data Clinic (CDC) and PCs for People distribute laptops and hotspots to enable access to basic technology and Internet connection. This project works toward closing the digital connectivity gap with a human-centered approach and sheds light on the socio-technical inequities that prevent diverse, vulnerable populations from accessing stable broadband connectivity in East Central Illinois. Dignifying Digital Connection provides insight on other factors related to digital connectivity, including sustained broadband access, tech literacy, trust in technology, and affordability.	Covered households, Individuals with a language barriers
	Chi Hack Night	Chi Hack Night	Chi Hack Night is a free weekly event for individuals who are interested in programming to learn from those in the industry. Hack Nights offer information on topics pertaining to civic tech and open government, presentations on active civic tech/open government applications, and mini "hackathons" where individuals can practice and refine their tech skills. Chi Hack Night strives to increase diversity, equity, and inclusion in Chicago's tech sector. The event promotes presenters from	All

Asset type	Organization name(s)[353]	Asset name with link to asset[354]	Description	Covered population served
			underrepresented groups in tech and has spaces for anti-racism discussions and projects.[355]	
	Literacy Works	Community Literacy and Clear Language Lab programs	Literacy Works offers resources towards adult literacy education and communication equity through the Community Literacy and Clear Language Lab programs. The Community Literacy project builds capacity within adult literacy programs through training sessions and opportunities to connect, share ideas, and build community. The Clear Language Lab trains more than 800 professionals in clear communication strategies annually and provides plain language editing, trainings, and coaching for organizations.	Individuals with a language barrier
2. Technical assistance to support digital inclusion	Illinois State Board of Education (ISBE), Education SuperHighway (ESH)	Illinois Classroom Connectivity Initiative	ISBE and ESH offer technical assistance to school districts across the state. They help to upgrade tools and distribute procurement resources free of charge.	All
	LULAC Illinois Education Council 5238, DLN, Flyer School, Our American Voice®	LULAC Connect	To create LULAC Connect, DLN has partnered with Flyer School to use its mobile content management platform, Flyer Connect. Hundreds of schools and communities use Flyer Connect to communicate with students' families. For instructional content, DLN is working with Our American Voice® to provide educational resources via their mobile app, which allows schools to use critical push notifications and announcements, surveys, instructional resources, and calendaring. Also provided are data analytics that indicate	All

Asset type	Organization name(s)[353]	Asset name with link to asset[354]	Description	Covered population served
			whether families are accessing the information and resources.	
	LULAC Illinois Education Council 5238, DLN	LULAC Census 2020	The DLN provides the LULAC Connect Mobile App with Managed Services, which include intensive design and technical support to schools and organizations. The DLN team supports families as they deploy the LULAC Connect innovative mobile technology tool to facilitate communication and remote learning. LULAC Connect will offer resources that students and families can access through their mobile phones. Once it is up and running, the schools and organizations will be able to quickly and efficiently maintain and manage the app on their own.	All
	The QUILT Corporation	Chicago Area Broadband Initiative (CABI)	Launched in Feb 2020 Chicago CABI Connectivity Initiative is a joint partnership between the QUILT and NODE Networks (ISP/ETC in Illinois) Working Together, to ensure that all communities Illinois have access to scalable infrastructure, high-speed affordable bandwidth, and ubiquitous Wi-Fi across their communities.	All
	River Oaks Community Education and Development Corporation (ROC ED)	Technical Assistance & Digital Literacy	ROC ED provides many services to Southland Region residents with a mission to improve people's ability to find jobs, learn new skills, and connect with their communities.	All
	Quentinus Robinson QRS Group LLC	Software Call PowerChure	CRM Tool used to power up businesses by elevating their Marketing and Sales with an All-in-One Platform. Also Provide a Merchant service process transactions.	Small Businesses owners who are members of covered populations

Asset type	Organization name(s)[353]	Asset name with link to asset[354]	Description	Covered population served
	Housing Authority of Champaign County (HACC)	Virtual Tutoring/Homework Assistance	During COVID-19, HACC partnered with students at the University of Illinois Urbana-Champaign to offer free virtual tutoring and homework assistance to students in need. Additionally, technical support was provided to help parents navigate the various online platforms their children needed for virtual learning.	All
	Housing Authority of Champaign County (HACC)	EnVision Center	In October 2020, HACC was designated as an EnVision Center, which is a centralized hub that provides community members with the resources and support needed to excel. Grant funds were used to purchase 10 all-in-one PCs to equip a computer lab.	All
	ILLINET; Consortium of Academic and Research Libraries in Illinois (CARLI), Illinois Heartland Library System (IHLS), Reaching Across Illinois Library System (RAILS), and the broader statewide Illinois library community	ILLINET, the statewide library alliance	ILLINET, established in 1975, is a statewide library alliance, representing over 3,000 academic, public, school, and special libraries that are members of Illinois' library systems (RAILS, IHLS and CPLS). With the support of the Illinois State Library and the library systems, ILLINET libraries collectively provide a strong foundation for statewide resource sharing to meet the diverse information needs of Illinois citizens. Library workers are a significant asset to digital inclusion; at least 350 library locations have staff dedicated to technology-related activities. Across public libraries, 59% (381) offer digital skills training classes, and 61% (397) of public libraries provide one-on-one assistance.	All

Asset type	Organization name(s)[353]	Asset name with link to asset[354]	Description	Covered population served
	YMCA of Metropolitan Chicago	Computer Support Labs	The YMCA of Metro Chicago's new computer labs add an in-person component to its digital access and literacy efforts. These efforts began with connecting Chicago Public Schools families to no-cost, high-speed internet and operating a bilingual Community IT Help Desk phone line. The Y's computer support labs help to bridge the digital divide by providing free computer training and IT assistance.	All
	Chicago Public Schools (CPS)	Parent Tech Support Center	The Parent Tech Support Center offers support for students' CPS-provided devices and other technology-related issues.	All
	Chicago Public Schools (CPS)	Parent University	Parent Universities provide a hub for parents to access the internet, devices, and classes. They also offer parents, guardians, and community members learning and training programs on a broad array of topics at CPS school sites across the city at no cost. Classes, workshops, and events cover topics such as the Common Core curriculum, the GED, ESL, parenting skills, health and wellness, nutrition, Microsoft Office (Microsoft Word, Microsoft Excel, and other programs), financial literacy, job-searching, and career development strategies. Each Parent University is equipped with a computer lab, a parent resource room, an office area, and an activity room.	All
	Chicago Housing Authority (CHA)	Digital Inclusion Services (DIS)	CHA brings digital inclusion services and resources to participating residents by providing access to low-cost internet services, free or low-cost devices, and digital skills training. In addition, CHA offers digital inclusion services in nine digital resource centers located in CHA's developments and community centers, where residents can receive one-on-one assistance. CHA also uses a	Covered households

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Asset type	Organization name(s)[353]	Asset name with link to asset[354]	Description	Covered population served
			mobile technology van to offer onsite services throughout the city for individuals who lack access to devices or training.[356]	
	Quincy Public Library (QPL)	Technology Tutor	Tech tutors assist QPL members in building the skills they need to access the digital resources they want. Sessions are tailored specifically to the individual's skills, experience, and goals.	All
	Education Justice Project (EJP)	Computer Lab	EJP maintains a computer lab at Danville Correctional Center. Students use the lab to produce assignments and notes, watch uploaded content, and gain confidence in using computers. Some instructors hold classes in the lab, and EJP students provide tech support. The lab's main purpose is to serve as a valued, vibrant space that helps to build a sense of community while comfortably and efficiently facilitating the various functions held in the room.	Incarcerated individuals (defined by the state to include returning residents and justice- and system-impacted individuals)
	Community Data Clinic, Technology Services (UIUC)	Tech Buddies Program	A trained, 20-member team of UIUC students and local community members assist households in the months after they receive laptops and hotspots.	All
	Illinois State University	Technology Assistance Community Outreach Service	The Technology Assistance Community Outreach Service (TACOS), a registered student organization (RSO) under the School of Information Technology, serves the Bloomington Normal Community by providing technical assistance to those who need it most. The organization aims to positively impact the local community by sharing members' troubleshooting, programming, and other technology-related skills. Current projects include providing technical help to residents at the Luther Oaks assisted living facility in Bloomington and	All

Asset type	Organization name(s)[353]	Asset name with link to asset[354]	Description	Covered population served
			assisting/teaching technology classes for seniors at Living Well United in LeRoy, the Bloomington Housing Authority in Bloomington, and the Western Avenue Community Center in Bloomington.	
	Chicago State University	Chicago State University (Rise Scholar)	Through its library, instruction, and outreach, CSU teaches digital literacy to its students, who receive laptops from the university in their freshman year. Enabled by the State of Illinois's digital literacy grants, the university is developing a program in which student navigators will assist in community digital equity training. CSU is located in a predominately Black area of the far south side, and its students are predominately Black, female, and older than most undergraduates.[357]	Racial or ethnic minority groups, aging individuals
	City Colleges of Chicago (CCC)	Tech Equity Program	The Tech Equity program facilitates more equitable access to technology and tech skills for City Colleges of Chicago students, preparing them to enroll, complete a college credential (certificate or degree), launch or advance their careers, and contribute to an inclusive Chicago economy. City Colleges offers free Wi-Fi to eligible students through the Chicago Connected program and free laptops through the Learn to Own Laptop program. It is building more digital literacy opportunities through its digital equity strategy. City Colleges of Chicago serves students as diverse as the city itself, and many students are the first in their family to attend college. Three-quarters of students are Black or Latinx, and a pre-pandemic student survey found that 60% of respondents described themselves as recently unhoused or food-insecure.	Racial or ethnic minority groups, covered households, Individuals with a language barriers
	Chicago Public Library	Technology	CPL provides access to desktop computers and Wi-Fi at its 80 locations across the city, some of which are in	All

Asset type	Organization name(s)[353]	Asset name with link to asset[354]	Description	Covered population served
			historically excluded communities. CPL also lends Wi-Fi hotspots and Chromebooks to communities that are most affected by the digital divide. Additionally, CPL has developed courses such as Get a Job with IllinoisWorknet for local residents, along with other courses for computer beginners. In select locations, CPL provides computer tutors to assist patrons. Each of CPL's locations is equipped with an Adesso Luminous keyboard. The library's central location offers the Assistive Resource Center for patrons with limited vision or limited mobility.[358]	
	Coalition for a Better Chinese American Community (CBCAC)	Digital Literacy	Every month CBCAC offer a digital literacy class for CPS parents and the general public. Materials and recordings for all courses are shared publicly following each session. CBCAC also offers bilingual service and assistance in finding more resources, and it helps community members to learn digital skills when looking for employment.[359]	All
	Humboldt Park Community As a Campus	Family Outreach and Support and Parent Digital Training	This program gives parents in Humboldt Park schools an opportunity to participate in digital training both in-person and remotely. Training topics range from setting up and managing an e-mail account and navigating computer applications to earning certificates and credentials that help parents make a livable salary. This program serves Spanish speakers and low-income families.	Individuals with a language barrier, covered households
	Northwest Center	Northwest Center	Northwest Center provides one-on-one coaching in a beginner's computer basics course. As supplies allow, the center provides participants with a device upon completion of the course. Northwest Center also supports families who are eligible for Chicago Connected and the	Racial or ethnic minority groups, Individuals with a language barrier

Asset type	Organization name(s)[353]	Asset name with link to asset[354]	Description	Covered population served
			ACP to obtain internet service for free or at a lower cost. Northwest Center also has additional workshops for personal, career, professional, and digital advancement.[360]	
	Southwest Organizing Project (SWOP)	SWOP	SWOP connects families to the internet through the Chicago Connected program and provides digital learning courses in English and Spanish through NorthStar Digital Literacy.[361]	Individuals with a language barrier
	Preservation of Affordable Housing – Chicago (POAH)	Digital Technology	POAH's onsite computer lab has 10 computer stations and is managed by the Digital Literacy Instructor (funded by LISC AmeriCorps) who: (1) administers digital literacy classes (now offered remotely) and other adult learning technology resources and (2) provides technology instruction and guidance for employers and financial clients, as well as assistance to independent users.	Covered households
	Teamwork Englewood	Team Englewood	Teamwork Englewood provides resources that help Chicago Connected to offer good-quality internet services to the community, to advocate for community acquisition of devices, and to organize digital literacy classes. Englewood community residents are mostly low-income families who lack needed resources like affordable, high-quality internet and digital technology devices.	Covered households
	AT&T	Connected Learning Centers (Chicagoland; West Side)	In Chicago, AT&T opened two AT&T Connected Learning Centers where the organization provides free high-speed internet, devices, and educational resources. In June 2022, AT&T opened one of these centers on the west side of Chicago at Marillac St. Vincent Family Services, and in September 2022, the company opened another center at New Life Centers on the south side. In addition, AT&T has deployed AT&T fiber to numerous predominantly Black neighborhoods on the south and west sides.[362]	Covered households

Asset type	Organization name(s)[353]	Asset name with link to asset[354]	Description	Covered population served
	Illinois State Library	Adult Literacy Volunteer Tutor Training, Adult New Reader Book Club Collections	The Illinois State Library offers literacy services to provide basic adult literacy instruction, including Adult Literacy Volunteer Tutor Training, which offers training resources for adults to improve their literacy and English language skills. The State Library has also developed book collections to conduct adult new reader book clubs, which can help enhance reading proficiency.	Individuals with a language barrier
3. Workforce development training and employment services	DCEO	Office of Employment and Training	The Office of Employment and Training supports innovative workforce programs and career, training, and employment services that connect employers to a highly skilled workforce. Providing assistance and resources for job-seekers is central to Illinois's commitment to ensuring that businesses thrive in our state.	All
	DCEO	CEJA Workforce Programs	DCEO's role in CEJA is to help Illinois's workforce prepare and train for jobs in the clean energy industry, and to provide support to workers and communities facing plant closures. These programs promote a diverse workforce in the clean energy industry by prioritizing Illinoisans who live in communities that have historically faced economic barriers and environmental damage.	All
	DCEO	Office of Minority Economic Empowerment (OMEE)	The OMEE is committed to providing entrepreneurs and small businesses owned by minorities, women, persons with disabilities, and veterans across the state with equitable access to opportunities and resources. Through dynamic partnerships, targeted outreach, and tailored programs and initiatives, OMEE aims to create an inclusive business ecosystem for communities that have traditionally faced systemic barriers to entry and growth. This investment spurs local economic development in	Individuals with disabilities, racial or ethnic minority groups, veterans

Asset type	Organization name(s)[353]	Asset name with link to asset[354]	Description	Covered population served
			underserved areas, resulting in a revitalized and thriving Illinois economy.	
	DCEO	Illinois workNet® Portal and Program	To expand economic opportunity, the Illinois WorkNet® portal and program uses partnerships and technology to expand seamless, real-time access to workforce development resources aimed at individuals, employers, and workforce/education partners.	All
	DCEO	WIOA Works Illinois	WIOA Works Illinois is an online resource to assist business and industry leaders, policy makers, community organizations, and workforce professionals in achieving success through the Workforce Innovation and Opportunity Act (WIOA).	All
	The QUILT Corporation	N'SPIRE	QUILT has established workforce development and training programs that support community engagement in emerging technologies. Through its N'SPIRE initiative QUILT has established an Illinois DOL Registered Apprentice Program, for Fiber Technician and cybersecurity, and a Cisco Network Academy to support innovative workforce programs, career, training, and employment services that connect employers to a highly skilled workforce. Providing assistance and resources for job seekers is central to Illinois' commitment to ensuring that businesses thrive in our state.	All
	Illinois Green Economy Network (IGEN)	Illinois Green Economy Network (IGEN)	IGEN is a consortium of all Illinois community colleges working together to grow the clean energy economy and green workforce. This unique approach leverages the power of a sustainability network and the deep community connections of individual colleges. IGEN provides a platform to expand the deployment of clean energy technologies, to increase employment	All

Asset type	Organization name(s)[353]	Asset name with link to asset[354]	Description	Covered population served
			opportunities, to improve environmental and human health, to foster community engagement, and to accelerate market competitiveness.	
	ILLINET; Consortium of Academic and Research Libraries in Illinois (CARLI), Illinois Heartland Library System (IHLS), Reaching Across Illinois Library System (RAILS), and the broader statewide Illinois library community	ILLINET, the statewide library alliance	ILLINET, established in 1975, is a statewide library alliance, representing over 3,000 academic, public, school, and special libraries that are members of Illinois' library systems (RAILS, IHLS and CPLS). With the support of the Illinois State Library and the library systems, ILLINET libraries collectively provide a strong foundation for statewide resource sharing to meet the diverse information needs of Illinois citizens. A national survey conducted by the Public Library Association (PLA) found that 63.5% of libraries provide access to online job and employment resources.	All
	Reaching Across Illinois Library System (RAILS),	RAILS Deals and Discounts Program	RAILS offers BrainFuse, Gale Udemy, EBSCO Learning Express, and Ferguson's Career Guidance Center to dozens of libraries through our Deals and Discounts program, and works with Career Online High School to support 180 graduates and 108 current students to date.	All
	Consortium of Academic and Research	CARLI E-Resources Program	CARLI E-Resources program provides a wide array of electronic resources to support the curriculum and research needs of their libraries, including the Illinois	All

Asset type	Organization name(s)[353]	Asset name with link to asset[354]	Description	Covered population served
	Libraries in Illinois (CARLI)		Digital Heritage Hub, several general research databases and core electronic collections at no additional cost, and an additional 2,604 e-resource subscriptions containing $25.1 million worth of academic content brokered for 121 libraries.	
	Discovery Partners Institute (DPI), University Illinois System	Chicago Tech Fellows	Chicago Tech Fellows is a network of programs and support systems from high school to adulthood. Its holistic approach is designed to bring more people of color and women into the city's vibrant and recession-proof tech economy. Among the offerings: In high school, fellows learn an enriching curriculum in computing, computer science, and data science. In college, students engage in immersive, hands-on experiences. In the workforce, adults navigate various pathways into the tech ecosystem through programs like the network's one-year software apprenticeship. Throughout this process, DPI helps to demystify the tech field and to identify those who are best suited for it by creating opportunities for communities that have historically been left out.	Racial or ethnic minority groups
	DPI, University of Illinois System; UIC's CHANCE program; UIUC's Grainger College of Engineering, and UIUC's College of Liberal Arts & Sciences	Digital Scholars Program	In the summer of 2020, DPI launched the Digital Scholars program to build a deeper and more diverse pool of homegrown students pursuing computer science and tech-related degrees. The program is a partnership between UIC's CHANCE program, UIUC's Grainger College of Engineering, and UIUC's College of Liberal Arts and Sciences. To date, the program has reached over 200 students and involved more than 100 representatives from Chicago's tech community. The program focuses on serving Black and Latinx, CPS, and Chicago-area young women and first-generation students at no cost.	Racial or ethnic minority groups, covered households

Asset type	Organization name(s)[353]	Asset name with link to asset[354]	Description	Covered population served
	DPI, University of Illinois System	PTTL's Software Development Program	DPI's Pritzker Tech Talent Labs Software Development Program aims to develop and build skills among adults who are rethinking their careers. The program's end-goal is to increase Chicago's digital talent supply and to drive representative economic growth in the region through innovative mastery programs designed to match students' skills and career aspirations with company needs.	All
	DPI, University of Illinois System; Google Chicago; Wright College	Discover Computing	This two-part program is a partnership with Google Chicago and Wright College aimed at helping early high school students learn about computer science and build interest in and awareness of potential careers in the field. Students work with DPI staff, Google mentors, and Wright College near-peer mentors to develop skills in problem-solving and team-building through human-centered design thinking. This program intentionally serves Chicago-area students, first-generation students, and students of color at no cost.	Racial or ethnic minority groups, covered households, individuals with a language barrier
	DPI, University of Illinois System	Community College Pathways	Community College Pathways focuses on developing strategic partnerships and relationships with educational organizations and aligned entities (particularly those focused on computing and data)—such as community colleges and universities, non-profit organizations and service providers, K-12 administrators, corporations, foundations, and others in the community—to collaboratively advance DPI's goal of increasing the number of Black, Latinx, female, and other minority populations in computer science, data science, and related fields of study at Illinois institutions.	Racial or ethnic minority groups, individuals with a language barrier

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Asset type	Organization name(s)[353]	Asset name with link to asset[354]	Description	Covered population served
	Illinois Manufacturer's Association	Makers on the Move	The Makers on the Move bus visits manufacturing facilities, colleges, and high schools across the state to highlight available job opportunities in the innovative manufacturing sector. The program is designed to showcase modern manufacturing, which is high-tech, clean, diverse, and sustainable.	All
	Illinois Manufacturers' Association, EdSystem	Scaling Transformative Advanced Manufacturing Pathways (STAMP)	By serving as a community of practice and offering technical assistance to regional teams, STAMP serves secondary students enrolled in manufacturing programs by providing information about pertinent community college programs and employment opportunities, with a particular focus on under-represented students with one or more barriers to education, training, and employment. The structure and support provided through STAMP accelerate and expand manufacturing career paths in state numerous population centers and establish a foundation for further scaling in the future.	Racial or ethnic minority groups
	Education Justice Project (EJP)	Prison-to-Gown Pathway	The Prison-to-Gown Pathway will offer services and support for University of Illinois students who have interacted with the criminal justice system. The EJP hopes the program will develop into a useful model for other universities that want to support systems-involved students. EJP is currently in the learning and research phase of this initiative. In the future, EJP plans to pilot services and recruit Pathway members as resources allow.	Incarcerated individuals (defined by the state to include returning residents and justice- and system-impacted individuals)
	Chicago Public Schools	Chicago Connected Initiative	Chicago Connected participants can now access free content taught by instructors from over 190 of the world's leading universities and organizations through Coursera. Chicago Connected is a first-of-its-kind broadband	Covered households

Asset type	Organization name(s)[353]	Asset name with link to asset[354]	Description	Covered population served
			program that has connected over 64,000 Chicago Public Schools (CPS) students to at-home, high-speed internet and has made free digital learning resources available to families.	
	Chicago Public Schools	Chicago Connected Initiative – Northstar Digital Learning	Northstar Digital Learning sites support Chicago Connected families as parents and guardians earn certificates related to computer skills, software skills, and daily technology, like social media. The sites' services include proctoring assessments, among others.	Covered households
	Chicago Jobs Council (CJC)	Capacity-Building	CJC works with non-profit leaders, funders, service providers, and government agencies to build the tools and resources needed to help marginalized workers change their economic conditions. Through public and customized training, learning cohorts, and communities of practice, CJC cultivates an environment where workforce development professionals can learn and share their best practices in the field.	All
	County of Vermilion	Vermilion County Works	Vermilion County Works offers workforce training to youth, adults, and displaced workers across industries.	All
	Latinx Digital Leaders Now (DLN)	Tech Diverse Workforce	The Latinx DLN organization has partnered with two high schools in Illinois to increase tech career pathways by offering bilingual cybersecurity workshops and other workforce training.	All
	Housing Authority of Champaign County	Workforce Development Center at Oakwood Trace	The Housing Authority created a workforce development center at its Oakwood Trace property where residents can access 20 Chromebooks, chargers, and a projector for workforce development training, financial literacy classes, and educational workshops.	All
	Chicago Urban League	Workforce Development Center	Chicago Urban League's Workforce Development Center programs work to raise Black employment and income	Racial/ethnic minority group

Asset type	Organization name(s)[353]	Asset name with link to asset[354]	Description	Covered population served
			levels through job training and placement services, career exposure, career advancement support, seminars, coaching, and long-term retention strategies.	(Black/African American)
	The Puerto Rican Cultural Center (PRCC)	Education	The education initiative supports youth in becoming lifelong learners and provides wrap-around services to get students from Pre-K to higher education. The PRCC's programs consider the social/emotional needs of youth and their support systems and offer bilingual and culturally informed programming, affordable childcare, counseling, work readiness development, and employment opportunities. Offerings include digital literacy classes and workshops to Spanish speakers.[363]	Racial/ethnic minority group (Hispanic/Latinx), individuals with a language barrier
	Women Employed (WE)	Career Pathways	WE is a trusted expert on career pathways programs. Their career pathways work is based on three key activities: (1) creating daily lesson plans for two types of career pathways programs in partnership with the City of Chicago, (2) meeting regularly with directors of multiple state agencies to discuss career pathways policies and to provide state-level guidance to educational institutions and community organizations that provide career pathways programs, and (3) overseeing the implementation of the statewide career pathways definition that WE worked to develop.	All
	Women Employed (WE)	Bridge Programs and Career Foundations	WE champions three types of career pathway programs: bridge programs, integrated education and training, and Career Foundations, an innovative course that helps non-traditional students explore their options, identify a future career, and learn what academic programs they will need to get there. WE provides colleges and community organizations with resources to seek policy improvements	All

Asset type	Organization name(s)[353]	Asset name with link to asset[354]	Description	Covered population served
			that will bring these programs to scale. Its work includes three key activities: (1) partnering with City Colleges of Chicago to create daily lesson plans for bridge and integrated education and training programs in high-demand industries like healthcare, information technology, and early childhood education; (2) working with community organizations and community colleges outside Chicago to design and deliver bridge programs that help adults transition into higher education and further job training; and (3) making lesson plans for Career Foundations available to colleges and community organizations so that they can easily implement the course.	
	Preservation of Affordable Housing – Chicago (POAH	Employment Services	The WRC has an employment specialist on staff who: (1) offers job training and career placement, re-employment, and/or career advancement; (2) assesses clients' education, employment experience, skills and interests; (3) connects clients to jobs and long-term professional development workshops; and (4) provides long-term counseling to clients at every step of the job-search process and supports them in furthering their career.	Covered households
	North Lawndale Employment Network (NLEN)	NLEN	The North Lawndale Employment Network serves under- and unemployed residents of the North Lawndale neighborhood and surrounding communities. The NLEN offers job readiness training, digital learning workshops, financial workshops, resumé assistance, and resources.[364]	All
	Cisco Systems	Cisco Networking Academy	The Cisco Networking Academy is a comprehensive curriculum developed by Cisco Systems that provides students with essential skills and information on internet and communication technology (ICT). The Cisco Academy	All

Asset type	Organization name(s)[353]	Asset name with link to asset[354]	Description	Covered population served
			courses deliver content and assessment, student performance tracking, hands-on labs, and activities to prepare students for industry-standard certifications. Southwestern Illinois College offers Cisco Academy courses at the Sam Wolf Granite City Campus.	
	Hughes Who Technologies Studio	Hughes Who Technologies Studio	The Hughes Who Technologies Studio is a not-for-profit organization that uses art, technology, and gaming to enhance the academic, social, and creative skills of at-risk youth. It also prepares young adults for future employment in the gaming and interactive industries (film, video, and online). Hughes Who Technologies Studio works with underserved individuals—from middle-schoolers to young adults—in low-income areas and offers programs for students in third grade and up.[365]	Covered households
	Phalanx Family Services	Phalanx Family Services	Phalanx Family Services is a premier, Southside, one-stop social service agency that provides a wide array of services to the community. Phalanx Family Services offers industry-specific training, workforce development solutions, and youth reconnection services. In-person and virtual digital literacy opportunities are also provided. The on-site, walk-in agency allows community members to ask and receive answers to questions about available services.[366]	All
	UCAN	UCAN Connect, Workforce Innovation and Opportunity Act (WIOA)	UCAN provides a year-round employment program to "opportunity youth" aged 18-24 who are disconnected from school or work. The program's comprehensive services help these youths to achieve academic and employment success. Serving approximately 40 participants, UCAN Connects places them in permanent employment, post-secondary education, and/or certification and apprenticeship programs.[367]	Covered households, racial or ethnic minority groups

Asset type	Organization name(s)[353]	Asset name with link to asset[354]	Description	Covered population served
	UCAN	Career Services	UCAN's Career Services is a component of the organization's FamilyWorks program, which helps Chicago Housing Authority residents achieve economic and social self-sufficiency. Career Services' goal is to offer participants the knowledge, skills, and confidence to succeed in the workplace by inspiring, motivating, and educating clients to pursue a career path, whether or not they are currently in school. Using career interest inventories and workforce assessments, staff assist participants in identifying their strengths and goals so they can make informed decisions while pursuing employment opportunities. After participating in training, UCAN's employment assistance service matches participants with a variety of employers in various communities that work in partnership with UCAN. Once participants are placed, UCAN's employment retention services help clients maintain their jobs. Ongoing activities and workshops continue to build participants' skills and knowledge so that they not only remain on the job but also increase their opportunities for growth and promotion.	Covered households; racial or ethnic minority groups
	Verizon; Code Nation	Code Nation	Code Nation is a STEM organization with school-based programming that teaches coding skills to high-school students on the South and West sides of Chicago. The students not only learn coding but also apply their skills to building websites in a "Hackathon."	All
	Women's Business Development Center (WBDC)	Digital Learning	WBDC's online library includes on-demand courses for virtually all business stages.[368]	Racial or ethnic minority groups, veterans

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Asset type	Organization name(s)[353]	Asset name with link to asset[354]	Description	Covered population served
	Project Exploration (PE)	[PE](PE)	PE is a Chicago-based, nationally recognized nonprofit specializing in science education and youth development. The organization was launched in 1999 to address inequities in access to high-quality STEM (science, technology, engineering, math) opportunities outside of school. PE strives to ensure that every Chicago student becomes STEM-literate, to promote a diversified STEM workforce in Chicago, and to serve students who are traditionally underrepresented in STEM.	All
	Center for Changing Lives		The Employment Team at the Center for Changing Lives trains its industry-specific members to become Microsoft Office specialists in Word and Excel. Participants earn this globally recognized certificate in six months as they build computer skills and technical expertise in preparation for a new career. Participants enrolled in the Office Career Training program and Black and Latinx In Tech (BLIT) program are primarily from underrepresented communities (BIPOC: Black, Indigenous, People of Color) and endure significant financial hardships.[369]	Racial or ethnic minority groups, covered households
	Microsoft, various corporate and community partners	Accelerate Chicago	Created in 2021, Accelerate Chicago is a workforce development program focused on training and connecting people with diverse and equitable hiring and re-employment opportunities. Microsoft relies on community partners to mobilize the community and identify those who most need program support, while learning partners deliver the curriculum and provide credentials.	All
4. Public Wi-Fi, networks, and access points	Illinois Office of Broadband, Illinois Board of	Drive-Up Wi-Fi Map	This interactive map shows the geographic locations of public drive-up Wi-Fi hotspots in Illinois. The hotspots are intended for remote learning, so the map includes log-in	All

Asset type	Organization name(s)[353]	Asset name with link to asset[354]	Description	Covered population served
	Higher Education, Illinois Community College sBoard, Illinois DCEO, Illinois Department of Innovation and Tech, Illinois State Board of Education, Illinois State Library		instructions for educators and students (pre-K-12 and higher education). Residents may use these hotspots for other purposes, but the state has requested that remote learning be the primary function.	
	Illinois State Board of Education, EducationSuperHighway	Illinois Classroom Connectivity Initiative	The program aims to place high-speed internet access in every classroom free of charge with the support of EducationSuperHighway. Technical assistance includes: research on technology and provider options; development of strategies and business cases for Form 470/RFPs,-assistance with bid responses and procurement, and implementation of upgrades.	All
	ILLINET; Consortium of Academic and Research Libraries in Illinois (CARLI), Illinois Heartland Library System (IHLS), Reaching Across Illinois Library System (RAILS),	ILLINET, the statewide library alliance	Data supplied by the Illinois State Library for the Drive-Up Public Wi-Fi map represents public and academic library agencies providing necessary equipment, bandwidth, and maintenance with local funds. A study found that 46% of public libraries (296) added external Wi-Fi access during COVID and 44% of public libraries (284) increased their external Wi-Fi access during COVID. A total of 584, or 90% of public libraries offer public Wi-Fi, but not all of them fully met the specific parameters for inclusion in the Drive-Up Public Wi-Fi map.	All

Asset type	Organization name(s)[353]	Asset name with link to asset[354]	Description	Covered population served
	and the broader statewide Illinois library community			
	DCEO; Illinois Century Network	Illinois K-12 Broadband Network	State of Illinois funding has been allocated for a secure, K-12 broadband network that is available at no cost to all Illinois K-12 public school districts. This program removes barriers limiting access to the secure internet bandwidth that is essential in today's digital learning environment. The key objective is to ensure that every Illinois public K-12 school district has sufficient and fully funded bandwidth to meet the needs of their students, faculty, and administration. The Century Network received $20 million from Rebuild Illinois to repair, upgrade, and expand broadband networks in schools. The funds are intended to prioritize K-12 students, but ICN also serves higher education institutions, public libraries/museums, local governments, and ISPs.	All
	City of Chicago	Chicago Connected	Launched in June 2020, Chicago Connected provides free broadband access to pre-K-12 students and digital learning support to families. In its first two years, the program connected 60,000 households (about 100,000 students). The program is intended to narrow the digital divide and prioritizes low-income families; approximately 70% of participants have an income below $35,000, and 40% were unserved prior to the program.	Covered households
	City of Chicago	ChicagoWiFi	ChicagoWiFi is a free, public wireless network available at facilities across the city. Wireless internet zones are available at all Chicago public libraries and other public landmarks (e.g., the Cultural Center and Millennium Park).	All

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Asset type	Organization name(s)[353]	Asset name with link to asset[354]	Description	Covered population served
			The city has stated that the security of the network may vary.	
	City of Chicago	Chicago Park District	The Chicago Park District is installing public Wi-Fi at 60 parks. This includes upgrades to interior Wi-Fi at field houses as well as new exterior public Wi-Fi that is accessible from outdoor features in the park such as playgrounds, turf fields, and tennis courts. The initiative aims to transform local parks into Wi-Fi hubs for local communities by providing free, high-speed wireless internet access to the public.	All
	Urbana-Champaign Big Broadband (UC2B)	Library Hot Spots	The UC2B Community Benefit Fund enabled the Champaign Public Library to add 45 hotspots, bringing the total number to 80. These hotspots give community members free access to the internet.	All
	Urbana-Champaign Big Broadband (UC2B), City of Champaign	Shadowwood	The City of Champaign coordinated the installation of new equipment to provide wireless Internet connectivity to Champaign Unit 4 students living in the Shadowwood Mobile Home Park. The project was executed with the cooperation of Unit 4 Schools, i3 Broadband, Mesh++, Ameren Illinois, and Shadowwood Mobile Home Park.	All
	Town of Normal	Normal Wi-Fi	The Town of Normal provides free outdoor, wireless networks at several municipal facilities and in Uptown Normal. Facilities include the Uptown Station (train station), local museums, and four parks/facilities (Anderson, Champion Felds, Community Activity Center, Fairview). The town has stated that service may be inconsistent indoors and in cases of inclement weather.	All
	IDES	American Job Centers (AJCs)	IDES provides unemployment insurance and reemployment services through the state's network of American Job Centers (AJCs), where multiple state and	All

Asset type	Organization name(s)[353]	Asset name with link to asset[354]	Description	Covered population served
			local partners deliver workforce services. All the AJCs have resource rooms with computer labs where job seekers, UI claimants, and others can access the internet.	
	Illinois Department of Employment Security (IDES)	IDES	As a partner in Illinois' public workforce system, IDES delivers a range of workforce and education services to workers and businesses across the state. Its services are provided at American Job Centers and through a range of training and education partners (such as community colleges, trade schools, and community-based training organizations). The state entities involved in the workforce system include IDES, DCEO, ICCB, IDHS, and IBHE. IDOT and IDOC regularly work with these systems as well.	All
	Comcast	Lift Zones	Lift Zones are Wi-Fi-enabled safe spaces in community organizations where students and families can go online for remote learning and to build digital skills, access government and other services, and search for employment. Comcast's Lift Zones provide service, resources, and support in Chicago's under-resourced neighborhoods.	All

Appendix 5. Digital equity plans in Illinois that have been released by agencies, municipalities, or regional governments

Table 4: Digital equity plans in Illinois that have been released by agencies, municipalities, or regional governments

Organization name(s)[370]	Asset name with link to asset[371]	Description	Covered population served
Illinois State Board of Education (ISBE)	Computer Literacy: Knowledge and Skill Development Continuum	This resource is for districts in their efforts to ensure that all students receive developmentally appropriate instruction in computer literacy at each grade level. A working group convened by ISBE created the continuum of computer literacy skills for K-12.	All
Broadband READY; University of Illinois, Urbana-Champaign (UIUC)	East Central Illinois Preliminary Report – August 2022	This report presents findings and recommendations from the research coordinated by a team from the Community Data Clinic (CDC) at the School of Information Sciences (iSchool) and the National Center for Supercomputing Applications (NCSA) and Research IT at UIUC. The report covers the East Central Illinois (EC-IL) region, one of 10 state "zones" for which $50,000 in "pilot" Broadband READY funds for regional research initiatives were distributed from the DCEO. Supported by this 2021-22 DCEO grant and in-kind funds matched by UIUC, as well as an additional $100,000 grant from UIUC's Chancellor's Office's Call to Action for Racial and Social Justice grant, the EC-IL team's initiative centered on a cross-entity partnership among the CDC, the national non-profit PCs for People (PC4P), and five local civic organizations that focus on services to EC-IL's most vulnerable populations. These civic organizations include Project Success of Vermilion County, the Housing Authority of Champaign County (HACC), Cunningham Township Supervisor's Office (CTSO), Champaign-Urbana Public Health District (CUPHD), and Champaign-Urbana Trauma & Resilience Initiative (CUTRI).	All

Organization name(s)[370]	Asset name with link to asset[371]	Description	Covered population served
Broadband READY, Western Illinois University	West Central Illinois Report	This report documents the outreach and research activities of the Broadband READY team for the West Central Illinois region, led by Western Illinois University (WIU). As part of its efforts, WIU expanded broadband adoption by working with the Reaching Across Illinois Library System (RAILS) and the Illinois Heartland Library System (IHLS) and local public libraries in West Central Illinois to establish long-term evolution (LTE)/5G-enabled Chromebook lending programs. Prior to this initiative, six of the nine counties in the region had public libraries with a laptop and/or Wi-Fi hotspot-lending program. This initiative started two new Chromebook lending programs and expanded two other equipment-lending programs in the region.	All
Broadband READY, Southern Illinois University Edwardsville (SIUE)	Southwest Illinois Report	In partnership with a Broadband READY team of community and non-profit organizations, including PCs for People and Leadership Council of Southwestern Illinois (SWIL), SIUE has led a planning exercise to improve broadband access and equity in the cities of East St. Louis, Venice, Brooklyn, Madison, Cahokia Heights, and Washington Park, all of which are characterized by severe poverty and limited broadband access.	All
Broadband READY, Eastern Illinois University (EIU)	Southeast Region Report	This report presents an on-the-ground perspective on current conditions in the Southeast region, as well as an analysis of current best use practices and implementable suggestions for future broadband-focused endeavors. In addition to discussing the technical aspects of the digital divide in the region, the report includes a brief description of the region's demographics, drawing comparisons with state averages and emphasizing areas that pertain to challenges in providing and accessing broadband.	All

Organization name(s)[370]	Asset name with link to asset[371]	Description	Covered population served
Broadband READY, Region 1 Planning Council (RPC)	Northern Stateline Report	RPC and Rockford Public Library (RPL) received the DCEO Broadband Regional Engagement for Adoption and Digital Equity (READY) grant, which is designed to address the digital divide across the state of Illinois. RPC and RPL were awarded the grant to support digital equity efforts in the Northern Stateline region of Illinois. This project has two primary deliverables, 1) a capital initiative to purchase Chromebooks and Wi-Fi hotspots and 2) a proposed plan to eliminate the digital divide. It outlines how RPC and RPL staff can support these aims along with a steering committee made up of stakeholders from throughout the Northern Stateline region, including but not limited to education institutions, economic development agencies, housing authorities, and municipalities.	All
Broadband READY, Bloomington Normal EDC	Broadband Ready Report, North Central Region	A pilot program has been proposed to purchase and distribute connected devices working in tandem with local library branches. These stopgaps can allow borrowers to temporarily bridge the digital divide and provide access to resources that offer more permanent solutions. If successful, this program will be replicated throughout the North Central region, assuming future funding and resources.	All
EducationSuperHighway	PromoteACP Resource Hub	PromoteACP Resource Hub: A hub of free-to-download awareness and marketing materials (collateral, social media text, event toolkits and resources, FAQs, and more) developed based on partner and consumer feedback. The materials complement resources provided by USAC and the FCC, and serve as a strong foundation for new and improved promotional materials for the pilot.	All
EducationSuperHighway	LearnACP Certification	LearnACP Certification Course: An interactive and self-paced online course that equips community advocates with the knowledge and resources to support its members when applying to the ACP. In addition to an overview of the benefit and how the applicant can enroll, the course provides practical scenarios for the advocate to confirm their understanding of ACP eligibility, common issues, and considerations.	All

Organization name(s)[370]	Asset name with link to asset[371]	Description	Covered population served
EducationSuperHighway	GetACP.org	GetACP.org pre-enrollment tool: This mobile website helps applicants find out if they're eligible for the ACP, determine the easiest way to qualify, identify documents they'll need for the application, and find broadband plans in their area. In addition, the tool provides a personalized checklist of documents the applicant should have available when they apply, and key information for enrollment in an internet service plan. The tool supplies a list of low-cost and eligible plans in the applicant's area with direct contact information for providers.	All
EducationSuperHighway	ACP Enrollment Dashboard	ACP Enrollment Dashboard: An easy-to-navigate dashboard of state and city enrollment data. Users can navigate to a state, see city-specific data, filter, and download reports. With data updated monthly, the dashboard can help local leaders effectively target ACP awareness and adoption efforts, and demonstrate the impact that programming is having on ACP adoption	All
Cook County	Cook County Digital Equity Action Plan	The Cook County Digital Equity Action Plan offers a strategic framework to ensure all Cook County residents have equitable access to the digital infrastructure, devices, and tools to thrive in today's economy and society. The plan comprises four digital equity cornerstones: access, confidence, safety, and infrastructure, based on feedback from Cook County residents in the summer 2023 engagement process. For each of these cornerstones, the plan proposes a set of IMPACT solutions designed to be effective now and in the long term. The plan specifically focuses on Cook County's suburban and regional areas.	All
Hancock County	Hancock County Broadband Breakthrough	This presentation features the county's broadband vision statement: "High speed internet access will build upon and support the county's educational, health, and economic development and will [directly improve] crop yields and farm efficiency." The document details the rural digital divide, the current state of the county's broadband access, and the future of agriculture in the county.	All

Organization name(s)[370]	Asset name with link to asset[371]	Description	Covered population served
Lake County	The Lake County Broadband and Digital Equity Action Plan	In December 2023, the Lake County Board officially adopted the action plan, which is designed to expand countywide access to reliable, high-speed broadband infrastructure, remove barriers to affordable internet, device access, and digital skills training, and build an ecosystem of local partners to drive digital inclusion efforts.	All
Connect Lake County[372]	Digital Equity Strategic Plan	This digital equity strategic plan prepared for Connect Lake County makes clear that the predominant broadband issues in Waukegan stem not from a lack of infrastructure (as ubiquitous Comcast cable service exists, at least within the city) but from barriers to connectivity—particularly difficulties in enrolling in available low-cost and subsidy programs, as well as substantial device and skills gaps.	All
Connect Lake County	Connect Lake County - Fixed Wireless Proof of Concept	Connect Lake County conducted a CBRS Fixed Wireless prototype with assistance from Kajeet and Baicells during the summer of 2022. This whitepaper presents the findings and recommendations for potentially leveraging CBRS fixed-wireless capabilities to increase access to broadband by underserved residents in Waukegan, Illinois.	All
Connect Lake County	2020 Waukegan Community Assessment	This report was produced by two community agencies, Beacon Place and Heart of the City, with financial support from the Julian Grace Foundation. Foresite Group, LLC, was engaged to complete an initial community assessment of the broadband environment in Waukegan. The report details the findings and observations from that initial study and specifically investigates the lack of broadband availability for the city's 16,000 school children.	All
Champaign County	Broadband Infrastructure Engineering Assessment Report	This report presents a sustainable broadband master plan for the entire county to address existing digital inequities and barriers to access, adoption, and use of robust broadband by all residents, businesses, and institutions. The report includes a practical plan for seeking the funding to solve the identified broadband shortfalls.	All

Organization name(s)[370]	Asset name with link to asset[371]	Description	Covered population served
Housing Authority of Champaign	Housing Authority of Champaign County Broadband Access	The Housing Authority of Champaign County's report on broadband access details the authority's current activities and plans related to digital equity, including the measures already taken to ensure sustainable programming.	All
City of Aurora, IT Division	Technology Strategic Plan	The Technology Strategic Plan provides a roadmap of short- and long-term technology initiatives that can help the City of Aurora's people, processes, and businesses to thrive. The plan outlines 58 initiatives in four Aurora-focused thematic categories: infrastructure, innovation projects, governance and security, and IT management.	All
City of Chicago, City of Chicago Digital Equity Council	Chicago Digital Equity Plan	The Chicago Digital Equity Plan summarizes the City of Chicago Digital Equity Council's approach, findings, and recommendations for achieving digital equity in Chicago. The community-led plan was informed by the experiences of nearly 400 Chicagoans from 44 city zip codes during community conversations and solution workshops.	All
City of Harvey	City of Harvey Broadband Strategic Plan	The City of Harvey developed its Broadband Strategic Plan to align various efforts to bridge the digital divide. The plan serves as the city's "road map" to digital equity by listing various community-based strategies and detailing a comprehensive approach that factors in all aspects of closing the digital divide, including internet access, adoption, and use (particularly technology use in the home).	All

Appendix 6. Existing digital equity programs instituted by municipalities, regions, and local organizations across Illinois

Table 5: Existing digital equity programs instituted by municipalities, regions, and local organizations across Illinois

Organization name(s)[373]	Asset name with link to asset[374]	Description	Covered population served
IOB	Connect Illinois Digital Equity Package	The State of Illinois has launched a three-pronged digital equity package to help regions identify and address broadband equity gaps and use new resources for urgent broadband access and longer-term broadband competitiveness. The three prongs include: (1) Broadband READY, (2) the Illinois Connected Communities program, and (3) the Digital Navigator program.	All
IOB, IBL	Broadband READY	The Broadband READY program aims to provide a roadmap to eliminating the digital divide by using regional coalitions to assess broadband access, adoption, and utilization. Qualified regional entities include community and economic development organizations, regional planning councils, and institutions of higher education.	All
IBL, Benton Institute	Illinois Connected Communities (ICC)	Illinois Connected Communities is a program designed to engage a first-year cohort of communities through best practice curriculum, expert consultation, and a state grant of up to $15,000. By the end of the 12-month program, each Illinois Connected Community plans to complete a community-driven, broadband strategic plan. The plan will articulate the community's broadband vision and define an action plan for improving broadband access in the areas of community and economic development, education, civic engagement, healthcare, agriculture, and more. The Benton Institute is a funder of this program.	All

Organization name(s)[373]	Asset name with link to asset[374]	Description	Covered population served
DCEO, IBL	[Illinois Digital Equity Capacity Kickstarter program](#)	The Illinois Digital Equity Capacity Kickstarter program supports the expansion of broadband access, adoption, and use initiatives among broadband and digital equity stakeholders. The program will fund proposals that promote local outreach and engagement, expanded digital navigator capacity, greater public access, or a feasibility study. The subgrantees must commit to measuring progress and to identify, refine, and/or apply approaches that are scalable or replicable to meet broader needs.	All
IOB, IBL	Illinois Digital Equity Coalition	The Illinois Digital Equity Coalition holds monthly meetings to obtain updates on Illinois digital equity work and to share best practices in the state. The meetings allow individuals across Illinois to discuss best practices and community trends. The workshop-style gathering enables organizations across Illinois to come together to share resources and help each other.	All
IBL, Benton Institute, Connecting the Heartland, Illinois Extension	[Accelerate Illinois](#)	Accelerate Illinois boosts community engagement in broadband planning and capacity-building by offering 30+ hours of free expert consultation and best practices for community-driven broadband planning. The Benton Institute is a main funding source for this program. As of March 2023, two cohorts have completed Accelerate Illinois. Round three is accepting applications, and future rounds are planned.	All
IBL; Benton Institute; United Soybean Board; Illinois Soybean Association, Illinois Extension; IIN, ISU, Center for Rural Strategies, Wireless Research Center	[Broadband Breakthrough](#)	Broadband Breakthrough is a collaborative effort to help rural farming communities in Illinois build the broadband infrastructure needed to modernize farming operations and support broader community goals. The program is funded by the Benton Institute and United Soybean Board. As of March 2023, Broadband Breakthrough is conducting a five-county pilot program.	All

Organization name(s)[373]	Asset name with link to asset[374]	Description	Covered population served
Leadership Council of Southwestern Illinois (SWIL)	Leadership Council of SWIL Education Committee	The Leadership Council of SWIL is part of the first cohort of the ICC program. The Leadership Council Education Committee seeks to build long-term reliability and consistency in internet connectivity and broadband access for remote workers and e-learning for students in the SWIL region, thus enabling further economic development and educational enhancement activities.	All
ILLINET; Consortium of Academic and Research Libraries in Illinois (CARLI), Illinois Heartland Library System (IHLS), Reaching Across Illinois Library System (RAILS), and the broader statewide Illinois library community	ILLINET, the statewide library alliance	ILLINET, established in 1975, is a statewide library alliance, representing over 3,000 academic, public, school, and special libraries that are members of Illinois' library systems (RAILS, IHLS and CPLS). With the support of the Illinois State Library and the library systems, ILLINET libraries collectively provide a strong foundation for statewide resource sharing to meet the diverse information needs of Illinois citizens.	All
Bank On Illinois	Cities for Financial Empowerment Fund	The Bank on Illinois coalition has pioneered a series of financial empowerment programs to remove digital divide barriers to economic opportunities	All
AARP	Older Adults Technology Services	Senior Planet and OATS specialize in teaching technology skills to older adults. Uniting with AARP expand its offerings and to offer its courses to even more older adults nationwide	Aging individuals
American Connection Corps, Lead for America, Illinois Broadband Lab	Lead for America	The American Connection Corps and Lead for America work closely with broadband companies and the Illinois Broadband Lab to advocate for high-speed internet	All

Organization name(s)[373]	Asset name with link to asset[374]	Description	Covered population served
ROC ED, The Quilt Corporation NFP, Mentoring Youth Through Technology (MYTT), BDPA – Chicago Chapter, CP Event Design, South Suburban Community Services, Millicent and Associates Inc. and other community stakeholders	Southland Technology Collective	The Southland Technology Collective meets weekly to obtain updates on Southland Cook County digital equity work and to share industry insights and community concerns. The meetings allow individuals across the Southland Region to discuss best practices and community concerns. This group is open to businesses and individuals.	All
Lake County	https://www.lakecountyil.gov/4930/Digital-Growth-InitiativeThe Lake County Growth Initiative	Lake County's Special Committee on Broadband launched the Lake County Digital Growth Initiative in 2023 to better understand the current state of high-speed internet service and digital equity in the county and implement solutions for improvement.	All
LULUC Illinois Education Council 5238	LatinX DLN	The purpose of DLN is to launch digital initiatives in diverse institutions to increase and prepare potential Latinx technology workers for the global marketplace and to advocate for equity and diversity in STEM-related fields. The vision of DLN is for Latinx Illinoisans to be equitably represented in technology spaces while making a positive impact on society. The mission of DLN is to engage in computer science-related initiatives that intentionally draw Latinx to STEM pathways following a diversity, equity and inclusion (DEI) model. DLN was part of ICC's second cohort.	Racial or ethnic minority group (Hispanic/ Latinx)
Illinois Broadband and Cable Association	Illinois Broadband for All	Illinois Broadband for All is a coalition representing individuals and organizations that advocate for investment in reliable broadband Internet service to enhance quality of life and create economic opportunity in Illinois.	All

Organization name(s)[373]	Asset name with link to asset[374]	Description	Covered population served
Partnership for a Connected Illinois (PCI)	PCI	PCI seeks to advance the deployment and adoption of high-speed internet services and information technology. Their efforts have enhanced economic development and public safety in Illinois's communities, improved healthcare and educational opportunities, and fostered a better quality of life for the state's residents.	All
Black Churches 4 Digital Equity (BC4DE)	BC4DE	Black Churches 4 Digital Equity (BC4DE) is building a collaborative movement across the nation to make sure that Black communities—communities with the least digital access—obtain digital equity. The coalition works to educate community members about broadband internet assistance programs, to encourage unconnected households to go online, to train and organize leaders as advocates to get their communities connected, and to advance digital equity through the Affordable Connectivity Program (ACP). There are currently three BC4DE Fellows in Illinois who represent the Samuel DeWitt Proctor Conference, Inc.	Racial or ethnic minority group (Black/African American)
Ogle County, Lee County, Putnam County, Growth Dimensions Inc. Economic Development (Boone County)	Broadband for All in North Central Illinois	Ogle, Lee, Boone, and Putnam counties participated in Accelerate Illinois, Round 2. The initial scope of work for the partnership involved identifying (1) existing broadband networks, (2) underserved areas, (3) funding opportunities, and (4) physical, policy-related, and other barriers to network deployment.[375]	All
Kaskaskia College	Kaskaskia College Region Accelerate Team	The Kaskaskia College Region Accelerate Team, which includes representatives from Clinton, Marion, Fayette, and Washington counties, participated in Accelerate Illinois, Round 2. The team's strategies focus on underserved areas and formulating a plan. The team is now engaging with potential internet service providers and pursuing funding opportunities.[376]	All

Organization name(s)[373]	Asset name with link to asset[374]	Description	Covered population served
Peoria County; Woodford County	Peoria-Woodford Broadband Planning Team	Peoria and Woodford counties participated in Accelerate Illinois, Round 2. The committee met with the Greater Peoria Economic Development Council (EDC) to plan and implement a countywide household survey and to interview local and regional internet service providers. The final strategy involved (1) creating an advisory committee, (2) gaining better understanding of infrastructure needs, (3) developing strategies to garner local government support, (4) developing communication and collaboration approaches, and (5) striving to address access, adoption, and utilization.[377]	All
Bond County	Bond County Broadband Initiative	Bond County participated in Accelerate Illinois, Round 2. The resulting strategy of the Bond County Broadband Initiative was (1) to address middle-mile access, (2) expand public access locations, (3) focus on underserved/unserved areas, and (4) encourage a competitive market to promote affordability. The initiative will continue to write grant applications, to narrow the field of potential middle-mile partners, and to discuss with ISPs ways to extend service to homes.	All
Kankakee County	Kankakee County Broadband Plan team	Various stakeholders in Kankakee—including the PHP CDC, Economic Alliance of Kankakee County, the Kankakee County Planning Department, and the Kankakee County Board—were involved in the team that participated in Accelerate Illinois, Round 2. They now plan to meet with county decision-makers, gather additional information on the current system and gaps, and create a broadband deployment strategy.[378]	All
Hancock County	Grow Hancock	Hancock County is putting together a plan to distribute high-speed, reliable internet service throughout the county. The current initiative focuses on collecting survey data and conducting speed tests to inform grant applications. The county participates in the Broadband Breakthrough five-county pilot program.	All
Edgar County	Edgar County Broadband Initiative	The county participates in the Broadband Breakthrough five-county pilot program. The Edgar County Broadband Initiative is being led by High Speed for Edgar County.	All

Organization name(s)[373]	Asset name with link to asset[374]	Description	Covered population served
McLean County, McLean County Regional Planning Commission	McLean County	The county participates in the Broadband Breakthrough five-county pilot program. Through the program, McLean County Government has been awarded technical assistance from the United Soybean Board to develop a strategic action plan in conjunction with our community partners to tackle internet connectivity challenges in the county.[379]	All
Ogle County	Ogle County	The county participates in the Broadband Breakthrough five-county pilot program.	All
Schuyler County	Schuyler County	The county participates in the Broadband Breakthrough five-county pilot program.	All
Connect Lake County[380]	Connect Lake County	The Connect Lake County (formerly ConnectWaukegan) effort conducts broadband planning, including reviewing funding sources for broadband expansion, alternative infrastructure deployments, and three fixed-wireless deployment models. The organization created a CBRS fixed-wireless prototype-with-assistance, or a proof of concept, to: (1) understand the current cost, configuration, and capabilities of a roof-mounted CBRS fixed-wireless radio, antenna, and SAS-connected solution; (2) determine the cost, configuration, and capabilities of the different CBRS customer premises equipment (CPE) devices; and (3) test the range and bandwidth of the CBRS prototype and the performance of the different CPE devices.[381]	All
Champaign County Farm Bureau	Connect Champaign County	Connect Champaign County is an organization dedicated to bringing fast, reliable, and affordable broadband internet to rural Champaign County. Spearheaded by the Champaign County Farm Bureau and funded by ARPA funds, Connect Champaign County works with internet providers, community stakeholders, and landowners to support broadband projects in rural Champaign County. Connect Champaign County is committed to making sure that rural Champaign County residents obtain the benefits of fast, reliable, and affordable broadband internet. The Champaign County Broadband Task Force selected two internet providers, Nextlink Internet and Volo Internet, as "preferred providers" to lead the broadband infrastructure build-out in rural Champaign County.	All

Organization name(s)[373]	Asset name with link to asset[374]	Description	Covered population served
Urbana-Champaign Big Broadband (UC2B)	UC2B	UC2B strives to be a community-based voice in Champaign-Urbana that advocates for making modern, dependable, high-speed connectivity available to all residents. UC2B seeks to unite people, organizations, and technology to build an advanced, inclusive future with a focus on equity, collaboration, economic development, and Smart City innovation.	All
State of Illinois, Community Data Clinic	Broadband and Civic Empowerment	This study aims to boost civic connection and lessen digital inequity via an expanded civic curriculum that addresses the broadband gaps that most acutely affect the state's marginalized and infrastructurally isolated populations.	All
Housing Authority of Champaign County (HCAA)	HACC	HACC was part of the first cohort of the ICC program. The organization plans to expand access to senior and disabled persons, expand workforce readiness, and launch community access centers.	All
McKinley Park Development Council	Mercer County Better Together	Mercer County Better Together was part of the first cohort of the ICC program.	All
Region 1 Planning Council	Region 1 Planning Council	The Region 1 Planning Council was part of the first cohort of the ICC program on behalf of the Winnebago County and City of Rockford.	All
McHenry County	Internet Freedom for McHenry County (IFMC)	A non-profit (501(c)(4)) organization of community volunteers from McHenry County, the IFMC is dedicated to providing better broadband access and internet services in McHenry County to promote freedom of information, the right to privacy, and net neutrality. IFMC was part of the second ICC cohort.	All
Tazewell County	Tazewell County ICC Planning Team	The Tazewell County ICC was part of the second ICC cohort. It plans to host a local government summit to discuss strategies for broadband access. The county has performed surveys and conducted interviews to understand the current provider landscape and the needs of residents.	All
City of Carrollton, the Greene County Economic Development Group	Greene County Committee	The Greene County Committee was part of the second ICC cohort. The committee plans to conduct a broadband design study and to explore low-capital solutions that can provide service while the county seeks a provider that is willing to partner on future infrastructure grants.[382]	All

Organization name(s)[373]	Asset name with link to asset[374]	Description	Covered population served
Cook County	Council on Digital Equity (CODE)	President Preckwinkle's Council on Digital Equity (CODE) comprises local members and senior advisors from around the U.S. Council members provide expertise and guidance as Cook County acts to address digital inequities. CODE has a special focus on the county's south suburbs and other communities with significant need. CODE engages numerous, diverse groups to advance digital inclusivity and equity in the areas of digital infrastructure, digital proficiency, and digital well-being.[383]	All
Livingston County	Livingston County Broadband Team	The Livingston County Broadband Team participated in Accelerate Illinois, Round 2. The team developed a vision and mission statement aimed at ensuring that all residents have access to affordable connectivity with speeds of at least 100/100 Mbps. The team is now seeking financial commitments from the county board to continue its work. The team hopes to host town halls with community anchor institutions to map assets and with local internet service providers to identify potential partners.[384]	All
Knox County	Knox County Broadband Team	Members from the Knox County Board and local organizations participated in Accelerate Illinois, Round 1. The Knox County Broadband Plan includes four strategies (1) identifying and prioritizing unserved and underserved areas, (2) inviting internet service providers to share proposals, (3) using ARPA funds to offer incentives for high-priority projects, and (4) working with providers to promote ACP.[385]	All
Mercer County	Mercer County Broadband Team	Representatives from the Mercer County Board and local schools, municipalities, and organizations participated in Accelerate Illinois, Round 1. The team has outlined a three-phase approach to planning and building out a hybrid fiber/fixed-wireless model.[386]	All
Whiteside County	Connect Whiteside Committee	Members from Whiteside County Board and local organizations, CAIs, and providers participated in Accelerate Illinois, Round 1. The committee plans to address reliability and speed issues and to raise awareness of affordability assistance programs.[387]	All

Organization name(s)[373]	Asset name with link to asset[374]	Description	Covered population served
Jackson County	Jackson County Broadband Team	Jackson County stakeholders formed a team to participate in Accelerate Illinois, Round 1. Prioritized strategies identified in the Jackson County Broadband Plan include serving unserved and underserved locations with an equity strategy, identifying provider partners, conducting community meetings, and finding funding.[388]	All
City of Chicago	Chicago Digital Equity Council	In May 2022, the city announced the launch of the Chicago Digital Equity Council, a coalition born out of Chicago Connected and built on the program's progress in the K-12 space. The council's purpose is to identify and mitigate barriers to digital equity. Since its formation, the DEC has hosted about 20 community conversations and solution- design workshops in the city's least connected neighborhoods and has connected some 400 residents. Via on-the-groundwork, the DEC uncovered barriers to digital equity, learned about initiatives already underway, and developed recommendations with the community. The Chicago Digital Equity Plan is the product of this work and outlines next steps for the city.	All
City of Harvey	City of Harvey Steering Committee	The City of Harvey was part of the first cohort of the ICC program. Through ICC, the city convened a steering committee and engaged other experts to help develop a community-driven strategic plan that articulates Harvey's broadband vision and describes an action plan for improving broadband access, adoption, and utilization.	All
City of Waukegan	Waukegan Community Broadband Taskforce	The Waukegan Community Broadband Taskforce (WCBT) was formed to create a vision and solution for recovery and resurgence in this community. This public-private collaboration of city staff, anchor institutions, and community partners recognizes the obstacles preventing access, adoption, and full utilization of broadband, which is not available to all.	All
Waukegan Public Library	Northstar Digital Literacy Certificates	The Waukegan Public Library is an official testing location for the Northstar Digital Literacy program, an industry-wide, national program that certifies adults' ability to use computers/software. Adults who complete an assessment at the library are eligible to earn Northstar certificates.	All

Organization name(s)[373]	Asset name with link to asset[374]	Description	Covered population served
City of Chicago	[Chicago Digital Equity Coalition (formerly Council)](#)	As described above, in May 2022 the city launched the Chicago Digital Equity Council, a coalition born out of Chicago Connected and built on the program's progress in the K-12 space. The council works to identify and mitigate barriers to digital equity. The Chicago Digital Equity Plan is the product of their work and outlines next steps for the city. Now, the city is formally launching the Chicago Digital Equity Coalition, an inclusive community for digital equity advocacy, resources, sharing of best practices, and program development.	All
City of Springfield	Springfield Broadband Cohort	The Broadband Cohort participated in Accelerate Illinois, Round 1. The cohort has identified three zip codes to focus on and plans to assess individual providers, host community meetings, create subcommittees, and create an RFP.[389]	All
Bloomington-Normal Innovation Alliance (BN Innovation Alliance)	[BN Innovation Alliance](#)	The Alliance's mission is to empower the Bloomington-Normal region to embrace innovation and to bolster local economies with smart development and policies rooted in connectivity, mobility, equity, and sustainability. They have planned eight projects to address the digital divide, digital transformation, enhanced digital services, and cybersecurity summit.	All
Village of Fairmont City	Village of Fairmont City	Village of Fairmont City focuses on adoption through education, tech classes, small business classes, technology giveaways, and free Wi-Fi in green spaces. The organization was part of the second ICC cohort.	All
Village of Flanagan	Connect Flanagan	The Village of Flanagan steering committee was part of the first cohort of the ICC program. Connect Flanagan members have communicated with providers and applied for a grant to spur the construction of fiber infrastructure in their community.	All
Village of Elsah	Connect Elsah	Connect Elsah participated in Accelerate Illinois, Round 1. Connect Elsah is on a mission to provide reliable and affordable high-speed internet as an essential utility for the community in and around the Village of Elsah.[390]	All

Organization name(s)[373]	Asset name with link to asset[374]	Description	Covered population served
scaleLIT	scaleLIT	The Chicago Citywide Literacy Coalition (CCLC) was created by adult literacy programs 20 years ago to network, share resources, and raise awareness. Under the new name, scaleLIT continues to assist its members in advancing work in its core program areas of career pathways, digital literacy, and health literacy. ScaleLIT also offers direct services in career pathway navigation and digital literacy.	Racial or ethnic minority groups, covered households, individuals with a lnguage barrier
Chi Commons Cooperative	BlockShare	BlockShare is a communications platform built by stakeholders and run by neighbors to empower and connect each other. Owned, operated, and trusted by its stakeholders. The platform fosters solidarity and enables shared benefits and digital equity. The server hosts applications that neighborhoods can use to share their assets and organize themselves with modern digital tools. The Internet gateway connects the neighborhood to the external world. The platform is currently deployed in South Shore, Greater Grand Crossing, and other under-served communities.	All
The Digital Excellence Consortium, Inc.	The Chicago Digital Access Alliance, Inc.	In 2007, the Chicago Digital Access Alliance, Inc., set its vision for digital excellence in Chicago and described how the city can become digitally empowered. The vision became the framework for "The City That Networks," a groundbreaking report and evocation of the city that Chicago could be if all 77 Chicago neighborhoods were connected as digitally-driven communities. That vision also attracted $21 million in federal investment in 2009 into concepts and training pilot programs of digital demonstration communities that became the Smart Chicago Collaborative. Thirteen years later, many parts of that vision remain unrealized, and one of the missions of this consortium is to meet these unrealized goals as they work toward #endingthedigitaldivideby2030.	All
Smart Chicago Collaborative	Smart Chicago	Smart Chicago is a civic organization devoted to improving lives in Chicago through technology. The organization works on increasing access to the internet, improving internet skills, and developing products from data that measurably contribute to the quality of life of residents in the region and beyond.	All

Organization name(s)[373]	Asset name with link to asset[374]	Description	Covered population served
Neighborhood Network Alliance	Neighborhood Network Alliance	The Neighborhood Network Alliance was part of the first cohort of the ICC program. The South Shore neighborhood-based organization created a digital inclusion alliance after the program. [391]	All
I AM ABLE	I AM ABLE	I AM ABLE has worked in the North Lawndale community to assist and develop technological literacy with its citizens. I AM ABLE connects residents with related resources and advocates for support that can close the digital divide.[392]	Racial or ethnic minority group (Black/African American)
Community Development Corporation (CDC) of Pembroke-Hopkins Park (PHP)	PHP BroadbandNOW!	The CDC of PHP participated in Accelerate Illinois, Round 2. Its BroadbandNOW! Plan has six main objectives for internet service: (1) a low monthly cost (less than $40), (2) environmentally friendly, (3) a minimum high speed of 100/20 Mbps, (4) immediate deployment, (5) community ownership, and (6) cellular upgrades.[393]	All
The Community Builder's Oakwood Shores	The Community Builder's Oakwood Shores Resident Steering Committee	The Community Builder's Oakwood Shores have formed a steering committee with community members as well as other stakeholders such as libraries, schools, and internet providers.[394] The Community Builder's Oakwood Shores was part of the second ICC cohort. The committee plans to continue holding monthly meetings, teaching residents technology use skills, offering programming through library partners, and hiring youths to teach digital skills.[395]	Covered households
Mattoon School District 2	Mattoon School District 2	The Mattoon School District 2 was part of the first cohort of the ICC program.	All
North Chicago CUSD 187	North Chicago CUSD 187	North Chicago CUSD 187 was part of the second cohort of ICC. North Chicago CUSD 187 has focused on expanding internet access throughout the district, device access, and training. The group plans to host regular meetings and to continue device giveaways, access initiatives, and training programs.[396]	All
Palatine School District 15	Palatine School District 15	The Palatine School District 15 was part of the first cohort of the ICC program. Palatine and its school district plan to leverage the resources of its local libraries to build a sustainable model of digital inclusion with digital navigators.[397]	All

Organization name(s)[373]	Asset name with link to asset[374]	Description	Covered population served
Park Forest-Chicago Heights School District 163	Park Forest-Chicago Heights School District 163	The Park Forest-Chicago Heights School District 163 was part of the first cohort of the ICC program.	All
Brown County School District 1	Brown County School District 1	The Brown County School District 1 was part of the first cohort of the ICC program.	All
The QUILT Corporation	Chicago-Area Broadband Initiative (CABI)	CABI is a digital socio-economic transformation project seeking to provide residents of Chicago's economically challenged areas with "Gigabit Opportunities" that enable them to participate in the digital economy. The initiative also raises awareness of the time value of broadband adoption ("the longer we wait, the further behind we leave the unconnected") and collaborates with communities as well as public, private, and philanthropic partners.[398]	All
Literacy Works	Community Literacy Programs	Literacy Works is a community-based organization that supports adult literacy education and communication equity. It currently provide digital skill building classes, technical support, device lending, support with navigating online services and resources, online tutoring and classes.[399]	Individuals with a language barrier (literacy)

Appendix 7. Broadband adoption assets in Illinois that can be leveraged to deploy federal BEAD and Digital Equity Act funding

Table 6. Broadband adoption assets in Illinois that can be leveraged to deploy federal BEAD and Digital Equity Act funding

Asset type	Organization name(s)[400]	Asset name with link to asset[401]	Description	Covered population served
Computer refurbishing programs	Illinois Assistive Technology Program	Reuse Program	IATP provides services that allow assistive technology in good working condition to be reused by an individual in need. The types of equipment available include computers and related hardware and software. IATP's Reuse Program provides assistive technology and durable medical equipment to people of all ages with disabilities who cannot afford to purchase new.	Individuals with disabilities
	PCs for People; Cook County, IL	Electronic Recycling Center	PCs for People's Illinois chapter has created an electronic recycling/refurbishing center in Cook County, where about 40% of Illinois's unserved population reside. Businesses are encouraged to donate their devices, which PCs for People refurbishes for free and sells for discounted rates in-store.	Covered households
	River Oaks Community Education and Development Corporation (ROC ED)	Device Giveback Program	ROC ED is collecting pledges from businesses and corporations to donate their organization's retired computers, iPhones, and Androids to support residents and small business owners. These devices will be refurbished and distributed to people in need, helping them to bridge the digital divide and reach their full potential.	All

Asset type	Organization name(s)[400]	Asset name with link to asset[401]	Description	Covered population served
	Computer Banc	Computer Banc	Computer Banc is a non-profit that has provided high-quality refurbished computers throughout the community for over 20 years. To ensure that they are serving those with the most need, Computer Banc asks that certain qualifications be met to be eligible to purchase one of their computers. Computer Banc serves community members such as people with disabilities, people with low income, nonprofits, schools, and military veterans.	All
Digital Navigator programs	DCEO; the IOB	Digital Navigator Grant Program (part of Connect Illinois Digital Equity Package)	Digital Navigators (volunteers or cross-trained staff) serve as community "experts" to assist local residents who need stronger digital literacy skills and knowledge. They also work with the Illinois Office of Broadband and program partners through a train-the-trainer model in which Digital Navigators assess community digital literacy gaps and provide guidance toward resources and program development that is suitable for the community and its residents.	All
	ILLINET; Consortium of Academic and Research Libraries in Illinois (CARLI), Illinois Heartland Library System (IHLS), Reaching Across Illinois Library System (RAILS), and the broader statewide	ILLINET, the statewide library alliance	ILLINET, established in 1975, is a statewide library alliance, representing over 3,000 academic, public, school, and special libraries that are members of Illinois' library systems (RAILS, IHLS and CPLS). In addition to the digital navigator programs offered at agencies like Chicago Public Library and Waukegan Public Library, one-on-one technical assistance has routinely been provided at libraries since before the "digital navigation" moniker existed. 61% (397) of public libraries provide one-on-one tutorials.	All

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Asset type	Organization name(s)[400]	Asset name with link to asset[401]	Description	Covered population served
	Illinois library community			
	River Oaks Community Education and Development Corporation (ROC ED)	ROC ED Small Business Cohort & Community Navigator Program	This program assists Small Business Owners with little to no business credit and focuses on building sound business acumen and capacity through digital literacy skills.	Small Business Owners who are members of covered populations
	Elevate, Inc. in partnership with LISC Rural Digital Navigator (DN) Midwest	Digital Navigator Program	Elevate, a non-profit dedicated to innovation and entrepreneurship in East Central Illinois, partnered with LISC Rural DN Midwest to provide individualized/small-group assistance in five states in the Midwest. The non-profit aspires to create an ongoing/sustainable model of DN support so it can equip individuals with the digital skills necessary for future innovation.	All
	Connect Lake County (formerly known as ConnectWaukegan)	Community Digital Navigator	Connect Lake County has designed a digital navigator role to advocate for the community and offer small-group training to Waukegan residents/community groups. The navigator is expected to report to Connect Lake County and the community digital navigation coordinator, who guides the navigator to specific community locations. The community digital navigator also works with organizations and directly with residents to help them enroll in ACP and apply the benefits to their home internet bill.	All
	College of Lake County	Tutoring Center at CLC	CLC tutoring centers offer tutoring support to students who need help with basic computer skills or a refresher on technology use. Tutors across all three campuses can assist with various tasks, including navigating the computer, managing computer files, using a flash drive, creating a simple presentation, and creating a spreadsheet.	All

Asset type	Organization name(s)[400]	Asset name with link to asset[401]	Description	Covered population served
	Comcast	[Digital Navigators w/ YMCA of Metro Chicago](#)	Comcast recently announced a major investment and partnership to support the launch and scale of a Digital Navigator program spanning six YMCA locations in the city. Digital navigators are affiliated with trusted community organizations—like the YMCA—that are trained to help people connect to the Internet.	All
	LatinX DLN; Village of Summit	NeighborSquad Techies	Digital navigators or "NeighborSquad Techies" provide digital literacy training.[402]	All
P-20 school system one-to-one computer programs	Illinois State Board of Education	[FY23 Elementary and Secondary Relief - Digital Equity Grant](#)	This program assists school districts in closing the digital divide and enabling digital-age teaching and learning. School districts may use funds to provide students with the technology tools necessary for technology-rich learning experiences. All purchases must be prioritized first to ensure a one-to-one ratio of devices to students.	All
	Special Education District of Lake County	Student Mobile Device Initiative	The SEDOL has implemented a one-to-one model for students to learn how to use Chromebooks as their main mobile device. The Chromebooks are connected to student accounts and teacher classroom workspaces, so students benefit from tablet and app-driven instruction while strengthening digital skills.	All
Loaner computer/ hotspot programs	PCs for People, State of Illinois, IOB	[Connect Illinois Computer Equity Network](#)	A statewide network to receive, refurbish, and redistribute used computers across the state (with priority given to households without computers). Illinois is the first state to develop a statewide computer equity network that collects computers from the public and private sectors in a multiyear commitment to distribute upgraded devices annually.	Covered households

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Asset type	Organization name(s)[400]	Asset name with link to asset[401]	Description	Covered population served
	ILLINET; Consortium of Academic and Research Libraries in Illinois (CARLI), Illinois Heartland Library System (IHLS), Reaching Across Illinois Library System (RAILS), and the broader statewide Illinois library community	ILLINET, the statewide library alliance	ILLINET, established in 1975, is a statewide library alliance, representing over 3,000 academic, public, school, and special libraries that are members of Illinois' library systems (RAILS, IHLS and CPLS). At least 209 public libraries lend hotspots. Additionally, 63 offer e-readers, 129 offer tablets, and 216 offer laptops.	All
	Compudopt	Computer Drive-Thru	Compudopt, a national organization active in Illinois, operates a computer drive-through where individuals can "adopt" a free computer. To qualify, they must not already own a computer at home and must have a child in grades K-12 in the Chicago, Northern Illinois, or St. Clair area.	All

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Asset type	Organization name(s)[400]	Asset name with link to asset[401]	Description	Covered population served
	T-Mobile	Project 10 Million	T-Mobile's Project 10 Million program provides eligible households a free hotspot and 100GB of free internet access each year for five years. Assurance Wireless, T-Mobile's primary Lifelife Assistance brand, participates in the ACP, which gives customers free phones with unlimited data, texts, and minutes, along with 10GB of hotspot data, to use on T-Mobile's nationwide network.	Covered households
	Community Data Clinic, PCs for People	Dignifying Digital Connection	CDC and PCs for People distribute laptops and hotspots to low-income families in East Central Illinois. Dignifying Digital Connection gathers insights on other objectives of digital connectivity, including sustained broadband access, tech literacy, trust in technology, and affordability.	Covered households
	Waukegan Public Library	Free digital literacy and computer class series	To support adults interested in the Northstar assessment and the general public, the Waukegan Public Library offers a five-course Digital Literacy program in English and Spanish. The classes introduce individuals to Word, searching the internet, and job readiness/financial management. Adults who complete the class are entered into a raffle to win a free computer.	All
	Waukegan Public Library	Mobile Hot Spot	The Waukegan Public Library offers portable mobile hotspots for rent (for up to one week). Rental instructions are available in English and Spanish.	All
	Geneva Public Library District	Tech To Go	The Geneva Public Library District offers iPads and portable hotspots for rent.	All
	Batavia Public Library	Mobile Hot Spot	The Batavia Public Library offers portable mobile hotspots for rent (for up to two weeks).	All

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Asset type	Organization name(s)[400]	Asset name with link to asset[401]	Description	Covered population served
	Chicago Public Library	Computer reservation system and Go Wi-Fi Lending	For in-library device access, CPL cardholders can reserve a computer for an hour at any CPL location and may make up to two reservations a day. Wi-Fi access is available through the mobile lending program at 17 of the CPL locations. Cardholders may reserve a Chromebook kit, which includes a Wi-Fi hotspot and Chromebook at ten of the CPL locations.	All
	Rockford Public Library	Borrow a Chromebook Program	The Rockford Public Library allows adults who are aged 18 years and older to borrow a Google Chromebook laptop (for up to three months) and/or a Wi-Fi hot spot (for up to three weeks). When the device is checked out, library staff perform a visual inventory to help the borrower understand how to use the device and its components (case, cord, etc.)	All
Data tracking programs	University of Illinois-Urbana Champaign, the IOB, IBL, Benton Institute	IBL Mapping Initiative	IBL has partnered with the University of Illinois to create static, county-level broadband maps on broadband adoption and service speeds.	All
	The University of Chicago, Data Science Institute	Internet Equity Initiative	University of Chicago's Data Science Institute has created a national heat map that pulls together census, FCC 477, and Ookla data at the census tract (CT). Data on all CTs can be gathered by hovering over the map, and users can select major cities (such as Chicago) for a zoomed-in view. Census variables are broadband access, device access, graduation rates, Black and Hispanic demographics, and income levels. FCC 477 variables are the number of ISPs, ISPs by speed, fiber ISPs, fiber availability, and downstream/upstream speeds.	All

Asset type	Organization name(s)[400]	Asset name with link to asset[401]	Description	Covered population served
			Ookla variables involve speed: download rate, upload rate, latency, and tests/devices per capita.	
	Purdue Center for Regional Development	Digital Distress Metric and Digital Divide Index	These two metrics developed by the Purdue Center for Regional Development offer census tract- and county-level views of digital distress and the digital divide using various data points as indicators. These can be used by Illinois to track progress in digital equity and inclusion over time.	All
	Broadband READY; Purdue Center for Regional Development	Illinois READY Regional 2020 Digital Inclusion Profiles[403]	The Illinois Digital Inclusion Profiles is a set of data for each of the state's counties. It is organized by region to align with the Broadband READY structure. The profiles include data visualization tools such as regional maps, demographic data in charts, and bar graphs that illustrate gaps in broadband access for student and senior populations, among other analyses.	All
	Broadband READY	Digital Indicator Dashboard	This statewide digital indicator dashboard can be customized by region. Metrics on the dashboard relate to digital demographics, access and availability, adoption and affordability, uses, and the served population in the state/region.	All
Programs that conduct aware-ness and outreach activities related to digital inclusion programming and re-sources	Urbana-Champaign Big Broadband (UC2B); Housing Authority of Champaign County	Hip Hop Xpress Bus Wi-Fi	The Hip Hop Xpress Bus (HHX) is a mobile sound studio and classroom providing Wi-Fi access for learning, teaching, and connecting in Champaign County communities. The HHX spends 12 hours a week traveling to underserved areas and partnering with the Housing Authority of Champaign County to inform families about creative opportunities and financial goals avail-able via the internet. The UC2B Community Benefit Fund provided $10,000 to support the operation of the Hip Hop Xpress Bus.	All
	Chi Commons Cooperative	BlockShare	A communications platform run by neighbors to empower and connect each other. BlockShare is a neighborhood-scale	All

Asset type	Organization name(s)[400]	Asset name with link to asset[401]	Description	Covered population served
			communications platform built, owned, operated, and trusted by its stakeholders. It fosters solidarity, shared benefits, and digital equity. The server hosts applications that neighborhoods can use to share their assets and organize themselves with modern digital tools. The platform is currently deployed in South Shore, Greater Grand Crossing, and other underserved communities.	
	Rebuild Local News	Illinois local newsrooms (e.g., Block Club Chicago, La Raza, Illinois Press Association)	Joined by its partners City Bureau, La Raza, Illinois Public Broadcasting Council and Medill Local News Initiative at Northwestern University, Rebuild Local News represents more than 3,000 newsrooms nationwide. Illinois's local newsrooms play an essential role in supporting the civic health of communities and are often building programs to address the gaps in digital skills in their own communities. Example local newsrooms include: • Public Narrative is a Chicago-based nonprofit that facilitates training and cultivates media literacy with the goal of amplifying the community's voice. • La Raza, a Spanish-language newspaper in Chicago, published a weekly page on digital literacy called Piensa Digital, which taught readers how to send an email and other essential digital skills. • The Illinois Press Association has created resources for its member newspapers to teach media literacy in their communities, complementing a statewide initiative to include news literacy in high school civic education.	All

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Asset type	Organization name(s)[400]	Asset name with link to asset[401]	Description	Covered population served
Programs that provide digital literacy and Digital skills training	Learning Technology Center of Illinois (LTC)	Digital Literacy and Citizenship	LTC offers resources, professional learning, and support for building the next generation of engaged knowledgeable, and responsible digital citizens.	All
	University of Illinois Extension, Fulton-Mason-Peoria-Tazewell Unit	4-H Tech Changemakers	4-H teen leaders in the Fulton-Mason-Peoria-Tazewell Unit are engaging with a broad range of community organizations to learn about community issues. The teens have created community action plans that in-corporate technology into solving community issues and have implemented technology training with several diverse groups, such as Common Place adult learners, University of Illinois Extension staff, and senior residents at Courtyard Estates. Since the pro-gram's launch in July 2019, 4-H Tech Changemaker teens have trained over 40 adults. The Tech Change-makers work with adult volunteers to teach digital literacy and internet safety and security to adult learners. The topics that are most often requested include online safety and security, using social media, and learning about different types of devices (smartphones, tablets, etc.).	All
	ILLINET; Consortium of Academic and Research Libraries in Illinois (CARLI), Illinois Heartland Library System (IHLS), Reaching Across Illinois Library System (RAILS), and the broader statewide	ILLINET, the statewide library alliance	ILLINET, established in 1975, is a statewide library alliance, representing over 3,000 academic, public, school, and special libraries that are members of Illinois' library systems (RAILS, IHLS and CPLS). According to IPLAR, at least 381 public libraries (59%) offer digital skills training. According to the Secretary of State's Public Library Internet Survey: 85% of library locations offer programming or training, either formally or informally, on basic digital literacy tasks, and 192 offer formal training	All

Asset type	Organization name(s)[400]	Asset name with link to asset[401]	Description	Covered population served
	Illinois library community		about one or more of the topics of telehealth, remote learning, online forum discussions, streaming, coding, and online legal assistance.	
	Comcast/Xfinity	Comcast Internet Essentials Learning Center	Offer free training through our IE Learning Center: Internet Essentials – Free Internet from Xfinity (xfinity.com), which features hundreds of modules on Internet basics, online safety, digital skills for everyday life, and advanced skill-building. The content is curated from partners like Common Sense Media, Goodwill, CNBC, Women in Sports Technology, and more.	All
	Comcast	Hidden Genius Project	$2 million grant to The Hidden Genius Project, furthering the company's longstanding efforts to advance economic mobility through critical digital skills building by training and mentoring Black male youth in technology creation, entrepreneurship, and leadership skills.	Racial and Ethnic minorities (Black males)
	Literacy Works	Community Literacy Programs	Literacy Works provides digital skill building classes, technical support, as well as other online tutoring and resources to address the digital literacy needs of the covered populations	Individuals with a language barrier (literacy)
	Hispanic Federation	Latino Digital Accelerator	The Hispanic Federation (HF) has worked closely with community-based organizations to teach essential digital skills to Latinos and launched programs to enhance the capacity of Latino-led and -serving digital skills training	Racial and Ethnic minorities (Hispanic/ Latino)

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Asset type	Organization name(s)[400]	Asset name with link to asset[401]	Description	Covered population served
	Hispanic Federation	[Digital Equity Centers](#)	Comcast NBC Universal Telemundo joined HF to expand to 20 Digital Equity Centers housed by Latino-led and serving nonprofits. The Digital Equity Centers will use a customized digital workforce curriculum suitable for individuals with beginner, intermediate and advanced skill sets and responsive to the needs of local employers. Their investment will also help galvanize the Latino Digital Center of Excellence for digital skills training that will conduct research, develop curriculum, and disseminate lessons learned to non-profits seeking to implement digital skills training programs in Latino communities.	Racial and Ethnic minorities (Hispanic/ Latino)
	Southeast READY, Booth Library, Eastern Illinois University	[Digital Literacy "Train the Trainer" Program](#)	The program team designed digital literacy curriculum and educational experiences that would last long after the grant that funded them expired. The team's primary goal was to establish a repeatable, successful model for future programs in a "train the trainer" format. By partnering with rural libraries, K-12 educators, local GED instructors, and university professionals, the program aimed to demonstrate accessible, effective digital literacy education for the Southeast region, with a primary focus on the areas immediately surrounding Coles County. Guides are now available with resources about digital literacy/citizenship and digital literacy education for students, educators, and community members.	All
	West Central READY	Data analytics and cybersecurity training program	The West Central READY team has hosted data analytics and cyber security workshops in person at Spoon River College, John Woods Community College, and McDonough Telephone Cooperative. It has also delivered workshops online.	All

Asset type	Organization name(s)[400]	Asset name with link to asset[401]	Description	Covered population served
	East Central READY	Financial literacy series	In Spring 2023, the East Central READY team offered a financial literacy series.	All
	Central READY	Community Health Workers Digital Literacy Curriculum	Offered in Spring 2023, the Central READY team, led by the University of Illinois-Springfield, developed a curriculum for community health workers.	All
	YWCA Champaign County	Strive	Strive is a partnership program between YWCA USA and Google.org. Its aim is to help close the "digital divide"—the gap between individuals with access to technology and those without. Through this program, the YWCA provides free education on using computers and internet tools, as well as additional training on essential workplace skills. The program's goal is to provide women with training that helps them access education and employment opportunities.	All
	Champaign District Park	Tech Talk	The Tech Talk course is offered through Champaign District Park and teaches computer basics—how to use mobile devices, apps, the internet, and more—to individuals 50 and older. It is free for members and $4.00 for nonmembers. The East Central READY team is also working with the Champaign Park District to offer digital skills training.	All
	The Education Justice Project	Computer Workshops	These not-for-credit workshops, which are held in the EJP's computer lab at Danville Correctional Center, allow EJP students to gain confidence in diverse aspects of computing, from foundational skills like keyboarding to advanced programming skills. Some workshops are one-time events, while others are part of a series that lasts a few weeks or an entire semester, depending on the subject and the instructor's pedagogical goals.	Incarcerated individuals (defined by the state to include returning residents and justice- and system-

Asset type	Organization name(s)[400]	Asset name with link to asset[401]	Description	Covered population served
				impacted individuals)
	Chicago Public Schools	Chicago Connected Initiative	Chicago Connected offers online training led by experts from local organizations on topics like Google Sheets, Excel 101, and computer literacy.	All
	Rockford Public Library	Chromebook + Hot Spot Tutorial Drop-In Classes	The Rockford Public Library offers drop-in classes where individuals can learn how to use their computer, Microsoft Suite programs, Google Suite programs, Zoom, and other skills.	All
	Waukegan Public Library	Computer classes and appointments	The Waukegan Public Library has a drop-in lab that offers support in both English and Spanish. The library has a "Get that Job" lab where patrons can get help with their resumé or take a "Learn Microsoft Word at Home" class in English. The library also provides free online Northstar accounts and enrollment in "TypingClub."	All
	Literacy Chicago	ACE the Workforce and ACE the Computer programs	Literacy Chicago's ACE programs offer training in computer basics and in using a computer for work. Participants learn how to search the internet, write emails, use social media, consider online communication etiquette, and fill out online job applications.	All
	Urban Muslim Minority Alliance (UMMA)	Education Empowerment	UMMA is a case management organization that guides participants toward financial security through education classes, a food pantry, job readiness training, and help with self-sufficiency. Of UMMA's seven Educational Empowerment programs, two focus on digital skill-building: one teaches how to use Microsoft Office programs, and the other is an Introduction to computer basics, such as how to use a keyboard, the internet, and email, as well as computer social skills and "netiquette."	All

Asset type	Organization name(s)[400]	Asset name with link to asset[401]	Description	Covered population served
	Access Living	The Disability Inclusion Institute	The Disability Inclusion Institute is Access Living's consulting and training service. Access Living is conducting a pilot program aimed at improving digital access and literacy among people with disabilities.[404]	Individuals with disabilities
	Claretian Associates	Claretian Associates	Claretian Associates provides digital literacy training and education in digital literacy to South Chicago.[405]	All
	Governors State University (GSU)	College courses on Intensive English, digital literacy, and math interventions	With GEER funding from the Illinois Board of Higher Education, GSU is creating courses in English, math, and digital literacy. The courses support about 200 students via two-semester training.	All
	Association House of Chicago	Tech#Ready	Tech#Ready helps people develop the digital skills they need for future jobs. Participants learn essential computer skills from experienced instructors. Both beginner and advanced courses are available, as are certifications in Microsoft Office programs. This eight-week course features a self-paced, online curriculum that is designed to boost digital literacy and confidence in working with computers. With group and one-on-one instruction, this training course fits any-one's learning style.	All
	LatinX DLN; Village of Summit	Cybersecurity courses	Bilingual cybersecurity virtual courses are offered to diverse stakeholders.[406]	All
	LULAC Illinois Education Council 5238	Grow with Google	LULAC 5238 has partnered with LULAC National to be a part of a pilot program with Google aimed at improving digital skills in the community. Through this partnership, the council has also partnered with the Summit School District 104 in Summit, Illinois to help the local community increase their digital skills. The program has engaged teachers and parents through a fun and educational workshop that	All

Asset type	Organization name(s)[400]	Asset name with link to asset[401]	Description	Covered population served
			teaches the fundamentals of using Google digital products. Participants have learned how to use Google's wide variety of digital products in their personal and professional lives.	
Programs that provide subsidized or low-cost devices	Illinois Department of Aging, Illinois Assistive Technology Program	Illinois CARE Connections (ICC) Program	The program serves individuals who are most likely to be socially isolated due to the pandemic and provides them with technology solutions to help alleviate loneliness. Participants receive an Apple iPad or Android tablet with a case, keyboard, and headphones. If needed, they are also provided internet access through a hot spot. Priority is given to those who live alone, do not normally receive in-home services, and who live in rural areas. The devices have applications that support different communication options so individuals can connect with family, friends, and providers and attend telehealth appointments with doctors.	Aging individuals
	ISBE	School Technology Revolving Loan Program	The School Technology Revolving Loan Program (STRLP) is a three-year loan with a 1.685 percent interest rate. The district must allocate the loan expenditures based on the percent of enrollment in grades K-8. Loans can be used for equipment and wiring for installing and upgrading networks, computer hardware used for classroom instruction and/or staff development, computer furniture, other technology hardware investments, and staff development related to the integration of technology into the learning environment.	All
	Learning Technology Center of Illinois (LTC)	Illinois Learning Technology Purchase Program (ILTPP)	ILTPP is an Illinois cooperative whose mission is to provide accessible, high-quality, affordable technology, digital learning resources, and opportunities to K-12 educational communities. The cooperative aggregates the buying power of hundreds of districts to help them procure products and services from high-quality vendors. The cooperative also	All

Asset type	Organization name(s)[400]	Asset name with link to asset[401]	Description	Covered population served
			partners with vendors to help districts reach the appropriate audience.	
Public computing labs	YMCA Chicago	Tech Hubs	YMCA Chicago's locations have created in-person computer labs, called Tech Hubs, for free use by community members. The Tech Hubs are equipped with computers and digital navigators. The initiative is supported by Chicago Connected's internet provision and Comcast's $500 million investment into YMCA facilities. The Y hopes to expand Tech Hubs across six different locations within the next three years	All
	Southern Illinois University	Community Technology Center	Southern Illinois University Carbondale has opened a Community Technology Center at its Eurma C. Hayes Community Center. The center is a three-room suite where area residents can access free broadband, rent tablet computers, print documents, and learn various digital skills.	All
	Richard J. Daley College, City Colleges of Chicago (CCC)	Computer Labs	Daley College provides computer lab access for both City Colleges of Chicago students and to the public via the Connect Chicago initiative. The Daley College computing lab houses the latest in PC system technology. All PCs host a standard Office software suite as well as department-sponsored academic applications.	All
	ILLINET; Consortium of Academic and Research Libraries in Illinois (CARLI), Illinois Heartland Library System (IHLS), Reaching Across Illinois	ILLINET, the statewide library alliance	ILLINET, established in 1975, is a statewide library alliance, representing over 3,000 academic, public, school, and special libraries that are members of Illinois' library systems (RAILS, IHLS and CPLS). 621 public libraries (96%) have publicly accessible computers in their facilities, resulting in hundreds of computers available to the public.	All

Asset type	Organization name(s)[400]	Asset name with link to asset[401]	Description	Covered population served
	Library System (RAILS), and the broader statewide Illinois library community			
	Greater Auburn-Gresham Development Corporation (GAGDC)	Digital Community Center, Auburn Gresham Healthy Lifestyle Building	The Auburn-Gresham Healthy Lifestyle Technology Hub plans to directly respond to the community's quality-of-life plan. The hub's plans include workforce development—with a goal to create 100 living-wage jobs within the community—providing access to a hub for health and wellness services, making technology and education enhancements, and offering community development services that support youth, seniors, families, and the disenfranchised in the greater South side.	Racial/ethnic minority (Hispanic/Latinx)

Appendix 8. Broadband affordability assets in Illinois that can be leveraged to deploy federal BEAD and Digital Equity Act funding

Table 7: Broadband affordability assets in Illinois that can be leveraged to deploy federal BEAD and Digital Equity Act funding

Asset type	Organization name(s)[407]	Asset name with link to asset[408]	Description	Covered population served
Discount or subsidized broadband service and equipment programs	Illinois Commerce Commission	The Illinois High-Cost Universal Service Program	Through this program, customers of telecommunications carriers contribute to a fund that provides cost support to certain incumbent, rural, local-exchange telecommunications carriers in Illinois to keep rural telephone rates affordable.	Rural areas
	Illinois Commerce Commission	The Illinois Universal Telephone Assistance Program	Through this program, customers of telecommunications carriers in Illinois may submit voluntary contributions that can be used to offset the cost of connecting to the telephone network for eligible, low-income customers. This program has also provided funding to the PCs for People program.	Covered households
	Illinois Commerce Commission	The Illinois Telecommunications Access Corporation Program	Through this program, customers of telecommunications carriers and voice-over internet protocol providers contribute to a fund that is used to support services for the deaf, hard-of-hearing, late-deafened, deaf-blind, and speech-disabled communities.	Individuals with disabilities

Asset type	Organization name(s)[407]	Asset name with link to asset[408]	Description	Covered population served
	Comcast Project UP	[Internet Essentials Partnership Program]	Internet Essentials Partnership Program ("IEPP") is designed to help accelerate Internet adoption and provides the opportunity for school districts and other organizations to fund and quickly connect large numbers of students and families to broadband access.	All
	Comcast Project UP	[Easterseals]	Easterseals, the nation's leading nonprofit provider of services and advocacy for 61M individuals with disabilities in the United States, has received a two-year grant of $1.3M from the Comcast NBCUniversal Foundation to expand digital literacy training among young adults with disabilities in employment programs at seven Easterseals Affiliates nationwide while also funding a national study to determine digital equity and access among BIPOC populations with disabilities.	Individuals with disabilities
	Comcast/Xfinity	[Comcast Internet Essentials]	Comcast Internet Essentials provides high-speed internet service at a discounted price for individuals/households who are eligible for various public assistance programs. The IE program has been designed to eliminate barriers for financially constrained households and help more families benefit from home Internet access. Recipients can purchase a computer at a discounted rate, receive free internet training online and/or a free wireless gateway, and gain access to Xfinity hotspots. Recognizing the critical need for Internet-ready devices in addition to a broadband connection, Comcast has distributed more than 200,000 free and subsidized laptops.	Covered households

Asset type	Organization name(s)[407]	Asset name with link to asset[408]	Description	Covered population served
	AT&T	AT&T Access	AT&T's Access program provides discounted high-speed internet, Wi-Fi service to participants' existing devices, a free wireless gateway, access to Wi-Fi hotspots, and unlimited monthly data. Lower-cost plans are available to households with a monthly speed of 10 Mbps or less.	Covered households
	Spectrum	Spectrum Internet Assist	Spectrum Internet Assist is an affordable, reliable Internet option for covered households. The program includes high-speed internet at 30 megabits per second (with wireless speeds varying by location), a free internet modem, no data caps or contracts, and an optional in-home Wi-Fi service with a router for an additional $5 per month and no activation fee.	Covered households
	Chicago Public Schools (CPS)	Chicago Connected	Chicago Connected provides no-cost, high-speed internet service to eligible CPS students and their families.	Covered households
Efforts to increase enrollment in the ACP	IOB	Illinois Broadband Affordability Study	This multi-faceted research study looks at affordability and device access among Illinois residents. One proposed recommendation is to raise public awareness of assistance programs, such as ACP.	All
	IOB, IBL	ACP Outreach Calls	Statewide ACP Outreach Calls were launched in December 2022 to support digital navigator programs throughout the state. The calls share best practices in ACP outreach and enrollment, as well as strategies for program development.	Covered households
	LatinX Digital Leaders Now (DLN)	Digital Equity	This initiative focuses on making affordable internet available to families experiencing financial hardships by connecting them to federal subsidies.	Covered households

Appendix 9. Overview of 10-Region Stakeholder Engagement Tour

Table 9: Overview of 10-Region Stakeholder Engagement Tour with planning partners, events, and attendees by region as of June 2023

Region	Dates	Host sites	Numbers of attendees	Example CAIs and non-profits represented
Southern	3/1 – 3/2	Shawnee Community College, SIU Carbondale	90 – 100	Agriculture organizations, government representatives, economic development organizations, education non-profits
Southwest	3/15 – 3/16	SIU East St. Louis, Kaskaskia College	90 – 100	Agriculture organizations, government representatives, local non-elected leaders, and educational organizations and schools
Southeast	3/22	Effingham Extension Office	30 – 40	County farm bureaus (Richland, Effingham, Clay, and Jasper), Illinois Extension, county boards (Effingham, Jasper, and Bond), City of Effingham
East Central	4/12 – 4/13	Champaign Farm Bureau, Danville Area Community College	90 – 100	Parkland College, Champaign County Board, High Speed for Edgar County, Urbana-Champaign Big Broadband, Danville Area Community College, high schools
Northeast – City of Chicago	4/19, 5/3, 5/10	City of Chicago – City Hall, Malcolm X College, Steinmetz College Prep High School, Urban League Chicago	170 – 180	UChicago Internet Equity Initiative, scaleLIT, YMCA of Metro Chicago, Chicago Urban League, Women Employed, The Northwest Center, Teamwork Englewood; Latinos Progresando, Puerto Rican Cultural Center, Southwest Organizing Project, Project Exploration, Literacy Works, ChiCommons LWCA, Black Star Project

Region	Dates	Host sites	Numbers of attendees	Example CAIs and non-profits represented
Northeast – Aurora, Libertyville, Kankakee, Joliet	5/18, 5/24, 5/25, 5/31	Waubonsee Community College, Lake County Health Department, Kankakee Public Library, Joliet City Council	180 – 190	City of Aurora IT department, Waubonsee Community College faculty, local government representatives, U.S. Department of Commerce employees, NTI Network Technologies
Central – Springfield, Decatur	4/25 – 4/26	Macon County Extension Office, Lincoln Library, Innovate Springfield	110 – 120	IL Heartland Library System, Heritage Behavioral Health Center, Faith Coalition for Common Good, IMC Illinois Migrant Council, government representatives
West Central - Macomb	5/3	Macomb City Hall	80 – 90	Rushville Public Library, Western Illinois University, Memorial Hospital, University of Illinois Extension, Catch A Star Learning Center, government representatives
Northern Stateline	05/23	Rockford Public Library, Region 1 Planning Council	10 – 20	Local government representatives, University of Illinois Extension, UD Department of Commerce
Northwest – Moline, Morrison	5/9 – 5/10	Rock Island Casino, WIU Quad Cities, Morrison Institute of Technology	50 – 60	Western Illinois University, Henry County Farm Bureau, Highland Community College, government representatives
North Central	5/16 – 5/17	Milner Library, Manual high School, Glen Okay Community Learning Center	110 – 120	Government representatives, Normal Public Library, Illinois State University, farm bureaus (McLean County, Peoria County), Peoria Public School, Manual High School
Statewide	3/14, 4/21, 4/28, 5/4, 5/9, 5/23	Virtual	170	Illinois Farm Bureau, Illinois Capital Development Board, Illinois State University, North Park University Library

Appendix 10. Partners

Partners	Current or planned role in digital equity efforts
Benton Institute for Broadband & Society (Benton Institute)	The IOB partners with the Benton Institute on both broadband-related programming and the bi-weekly "Illinois Broadband Connections" publication. Programming has included ICC, Accelerate, and Broadband Breakthrough, all of which have helped the state engage over 50 communities across 38 counties on broadband infrastructure planning and digital equity initiatives since 2019. The Benton Institute for Broadband & Society was a main funding source for ICC, Accelerate Illinois, and Broadband Breakthrough.
Connected Nation (CN)[409]	Currently, the IOB partners with CN to (1) identify and engage broadband providers and infrastructure owners that operate in the State of Illinois, (2) collect and validate broadband deployment data by technology and speed, and 3) prepare maps and data identifying available broadband service. CN also supported the state in its FCC Mapping Challenge efforts. CN assisted in comparing the Illinois Broadband Lab Map to the FCC Map to identify areas where service might be misreported in the new FCC maps, planned and implemented field validation efforts, and assembled a desktop research team to support the FCC Availability Challenge.
Heartland Forward (Connecting the Heartland Initiative)	The IOB partners with Heartland Forward to place six Connection Corps fellows in Illinois and raise awareness of adoption resources such as the ACP. Fellows have also engaged in organizing digital literacy events, organizing device distribution and ACP enrollment with PCs for People, supporting local broadband planning efforts (Greater Peoria Economic Development Region, Southwest Leadership Council through Accelerate and Broadband Breakthrough, broadband planning in Mercer), and collaborating with the Illinois Office of Broadband on various programs to help with outreach efforts and build partnerships.
Illinois Association of Housing Authorities (IAHA)	The IOB collaborates with the IAHA through the State Broadband Working Group, which is regularly updated and engaged on topics related to the development of the IL SDEP. The IAHA is also participating in stakeholder engagement efforts to survey housing authorities across Illinois.
Illinois Board of Higher Education (IBHE)	The IOB partners with the IBHE on projects like the Illinois Drive-Up Hotspots Map. The IOB collaborates with the IBHE through the BAC and State Broadband Working Group, which are regularly updated and engaged on topics related to the development of the IL SDEP.

Partners	Current or planned role in digital equity efforts
Illinois Century Network (ICN)	The IOB partners with the ICN through its role in the Connect Illinois Broadband Grant program, which sets aside $20 million for upgrades to the 100 GB ICN, the state's existing 2,000-mile open-access institutional fiber network. This network serves over 3,400 K-12, higher education, and library locations across Illinois.[410] The ICN's middle-mile network effort is managed in collaboration with the Illinois Department of Innovation and Technology and will be leveraged to increase service to CAIs and support last-mile providers during broadband deployment efforts.
Illinois Commerce Commission	The IOB collaborates with the Illinois Commerce Commission through the BAC and State Broadband Working Group, both of which are regularly updated and engaged on topics related to the development of the IL SDEP.
Illinois Community College Board (ICCB)	The IOB partners with the ISBE on projects like the Illinois Drive-Up Hotspots Map and through its representation on the BAC. During the implementation of the IL SDEP, the IOB plans to work with the ICCB on workforce development solutions to increase the workforce supply for broadband deployment. The ICCB is a member of the Interagency Broadband Working Group.
Illinois Department of Aging (IDoA)	The IOB collaborates with IDoA through the BAC and State Broadband Working Group, which are regularly updated and engaged on topics related to the development of the IL SDEP.
Illinois Department of Healthcare and Family (HFS)	The IOB collaborates with HFS through the BAC and State Broadband Working Group, which are regularly updated and engaged on topics related to the development of the IL SDEP.
Illinois Department of Innovation and Technology (DoIT)	The IOB collaborates with the DoIT through the IBL. DoIT provides the necessary subject matter expertise to conduct merit reviews and related activities within the IOB.[411] The ICN is managed by DoIT and serves over 2,000 locations in Illinois.[412] DoIT is also a member of the BAC and the Interagency Broadband Working Group.
Illinois Department of Employment Security (IDES)	The IOB collaborates with IDES through the State Broadband Working Group, which is regularly updated and engaged on topics related to the development of the IL SDEP.
Illinois Department of Labor (IDOL)	The IOB collaborates with IDOL through the State Broadband Working Group, which is regularly updated and engaged on topics related to the development of the IL SDEP.
Illinois Department of Public Health (IDPH)	The IOB collaborates with IDPH through the State Broadband Working Group, which is regularly updated and engaged on topics related to the development of the IL SDEP.
Illinois Department of Transportation	The IOB collaborates with IDOT through the State Broadband Working Group, which is regularly updated and engaged on topics related to the development of the IL SDEP.

Partners	Current or planned role in digital equity efforts
Illinois Farm Bureau (IFB)	The IOB collaborates with the IFB through the BAC, which is regularly updated and engaged on topics related to the development of the IL SDEP. The IOB also partners with the IFB throughout its stakeholder engagement efforts to market local events and support community members participating in the online survey.
Illinois Guardianship & Advocacy Commission (GAC)	The IOB collaborates with GAC through the State Broadband Working Group, which is regularly updated and engaged on topics related to the development of the IL SDEP.
Illinois Library Association (ILA)	The IOB collaborates with the ILA through the BAC, which is regularly updated and engaged on topics related to the development of the IL SDEP. The IOB also partners with the ILA throughout its stakeholder engagement efforts to market local events and support community members participating in the online survey.
Illinois Library and Information Network (ILLINET)	The IOB partners with the ILLINET in its stakeholder engagement efforts to market local events and support community members participating in the online survey.
Illinois Rural Development State Office, U.S. Department of Agriculture (USDA)	The IOB partners with the Illinois Rural Development State Office in its stakeholder engagement efforts to market local events and support community members participating in the online survey.
Illinois Soybean Association	The IOB partners with the Illinois Soybean Association to host the Broadband Breakthrough program, an agriculture-themed Accelerate Illinois track.[413] Broadband Breakthrough engages rural counties on digital equity and works with the farming community on the broadband infrastructure-planning process.
Illinois State Police	The IOB collaborates with the Illinois State Police through the State Broadband Working Group, which is regularly updated and engaged on topics related to the development of the IL SDEP.
Illinois State Board of Education (ISBE)	The IOB partners with the ISBE on projects like the Illinois Drive-Up Hotspots Map. The IOB collaborates with the ISBE through the State Broadband Working Group, which is regularly updated and engaged on topics related to the development of the IL SDEP.
LatinX DLN	The IOB partners with the LatinX DLN throughout its stakeholder engagement efforts to share local events and support community members participating in the online survey. LatinX DLN was a member of the second cohort of Illinois Connected Communities (ICC).
National Digital Inclusion Alliance	The IOB and IBL are affiliated with the National Digital Inclusion Alliance, which advances digital equity by supporting community programs and equipping policymakers to act.[414]

Partners	Current or planned role in digital equity efforts
Next Century Cities	The IOB partners with Next Century Cities to continue telling the stories of local communities throughout the broadband deployment and adoption process. Next Century Cities supports the state in conducting video interviews with community advocates, local officials, and residents from various communities.[415]
Office of Community Relations, Illinois Environmental Protection Agency (EPA)	The IOB collaborates with Illinois EPA through the State Broadband Working Group, which is regularly updated and engaged on topics related to the development of the IL SDEP.
Office of Minority Economic Empowerment, DCEO	The IOB collaborates with the Office of Minority Economic Empowerment through the State Broadband Working Group, which is regularly updated and engaged on topics related to the development of the IL SDEP.
Office of the Secretary of State	The IOB partners with the Office of the Secretary of State, which houses the Illinois State Library. The Illinois State Library supports the state in conducting its stakeholder engagement process by connecting the IBL with local libraries. These libraries serve as a marketing channel to Illinois residents who frequent these community institutions.
PCs for People	The IOB partners with PCs for People through its Connect Illinois Computer Equity Network and plans to engage PCs for People in the stakeholder engagement process.
Pew Charitable Trusts	The IOB partners with the Pew Charitable Trusts' Broadband Access Initiative.[416]
Office of the President, Cook County	The IOB and IBL are engaging representatives from the city in the stakeholder engagement process to coordinate listening sessions in Northeastern Illinois. In addition, the IBL supports the Cook County Office of Digital Equity in its capacity-planning and program development.
Mayor's Office, City of Chicago	The IOB and IBL are engaging representatives from the city in the stakeholder engagement process to coordinate listening sessions in Northeastern Illinois. In addition, the IBL supports the City of Chicago's Digital Equity Coalition in its capacity-planning and program development.
City of Rockford	The IOB and IBL engaged representatives from the city in the stakeholder engagement process to coordinate listening sessions in the Northern Stateline region.
City of Macomb	The IOB and IBL engaged representatives from the city in the stakeholder engagement process to coordinate listening sessions in the West Central region.

Partners	Current or planned role in digital equity efforts
City of Effingham	The IOB and IBL engaged representatives from the city in the stakeholder engagement process to coordinate listening sessions in Southeast Illinois.
Leadership Council Southwestern Illinois	The IOB and IBL are engaging representatives from the Leadership Council Southwestern Illinois in the stakeholder engagement process to coordinate listening sessions in Southwest Illinois. The council also participated in round one of the Illinois Connected Communities program and round two of Accelerate Illinois through Kaskaskia College.
Region 1 Economic Development Council or Regional Planning Council (R1)	The IOB and IBL continue to partner with the Region 1 Economic Development Council through its Northern Stateline Broadband READY team. The IOB and IBL engaged representatives from the Regional Planning Council in the stakeholder engagement process to coordinate listening sessions in Northern Stateline Illinois. R1 maintains new relationships that were developed in the Northern Stateline region during the stakeholder engagement process.
Bloomington-Normal EDC	The IOB and IBL continue to engage Bloomington-Normal EDC through its North Central Broadband READY team. Additionally, Bloomington-Normal EDC supported the stakeholder engagement efforts in North Central and maintains relationships developed during the stakeholder engagement process.
Chicago State University	The IOB and IBL continue to engage Chicago State University through its Northeast Broadband READY team. Additionally, Chicago State University supports the stakeholder engagement efforts in the Northeast and maintains relationships developed during the stakeholder engagement process.
Danville Area Community College	Danville Area Community College supports the IOB and IBL's stakeholder engagement efforts in East Central and plans to work with the IBL to maintain relationships developed during the stakeholder engagement process.
Eastern Illinois University	The IOB and IBL continue to partner with Eastern Illinois University through its Southeast Broadband READY team. The IOB and IBL are engaging representatives from Eastern Illinois University in the stakeholder engagement process to coordinate listening sessions in Southeast Illinois. Eastern Illinois University maintains new relationships developed in the Southeast region.
Illinois State University (ISU)	The IOB and IBL partner with the ISU to host the Broadband Breakthrough program, an agriculture-themed Accelerate Illinois track.[417] ISU served as a key partner in designing the Broadband Breakthrough program by providing mapping support from their research team to show the economic impact of reliable, high-speed broadband in rural areas. This mapping work was initially funded by an Illinois Innovation Network seed grant. In addition, ISU is the North Central READY team lead. ISU also supported stakeholder engagement efforts in the North Central region.

Partners	Current or planned role in digital equity efforts
Kaskaskia College	The IOB and IBL engaged Kaskaskia College as a cohort member of Accelerate Illinois. Additionally, Kaskaskia College supports stakeholder engagement efforts in the Southwest region and plans to work with the IBL to maintain relationships developed during the stakeholder engagement process.
Northern Illinois University	The IOB and IBL continue to engage Northern Illinois University through its Northwest Broadband READY team. Additionally, Northern Illinois University supports the stakeholder engagement efforts in the Northwest and maintains relationships developed during the stakeholder engagement process.
Shawnee Community College	The IOB and IBL are engaging representatives from the city in the stakeholder engagement process to coordinate listening sessions in Southern Illinois. Shawnee Community College plans to be a host location for in-person events.
Southern Illinois University Carbondale	The IOB and IBL continue to partner with Southern Illinois University Carbondale through its Southern Broadband READY team. The IOB and IBL are engaging representatives from Southern Illinois University Carbondale in the stakeholder engagement process to coordinate listening sessions in Southern Illinois. Southern Illinois University Carbondale plans to be a host location for in-person events. Southern Illinois University Carbondale expects to maintain relationships developed in the Southern region after the implementation of the IL SDEP.
Southern Illinois University Edwardsville	The IOB and IBL continue to engage Southern Illinois University Edwardsville through its Southwest Broadband READY team. The IOB and IBL are engaging representatives from Southern Illinois University in the stakeholder engagement process to coordinate listening sessions in Southwest Illinois. Southern Illinois University Edwardsville expects to maintain relationships developed in the Southwest region after the implementation of the IL SDEP.
University of Illinois Springfield	The IOB and IBL continue to partner with University of Illinois Springfield through its Central Broadband READY team. The IOB and IBL are engaging representatives from the University of Illinois Springfield in the stakeholder engagement process to coordinate listening sessions in Central Illinois in partnership with city officials. University of Illinois Springfield expects to maintain relationships developed in the Central region after the implementation of the IL SDEP.
University of Illinois Urbana-Champaign UIUC	The IOB and IBL continue to engage UIUC through their East Central Broadband READY team. Additionally, UIUC supports stakeholder engagement efforts in the East Central region and maintains relationships developed during the stakeholder engagement process.
University of Illinois System	The IOB has an intergovernmental agreement (IGA) with the University of Illinois System for the Illinois Broadband Lab to support office programming, grow capacity, and facilitate data collection, mapping, and research.[418]

Partners	Current or planned role in digital equity efforts
Illinois Innovation Network (IIN) (University of Illinois System)	The IOB collaborates with the Illinois Innovation Network through the IBL. The IIN also offers marketing support throughout the stakeholder engagement process. Many of the Illinois Innovation Network hubs have been leading the regional broadband planning efforts through the Broadband READY program, which is expected to be leveraged and scaled throughout the implementation of the IL SDEP.
Illinois Extension (University of Illinois System)	The Illinois Extension collaborates with the IOB to support Illinois Connected Communities and Accelerate Illinois programs through communications, organizational support, and content curation. Additionally, the Extension supports community-driven broadband webinars and curates content on its website.[419]
Western Illinois University	The IOB and IBL continue to engage Western Illinois University through its West Central Broadband READY team. Additionally, Western Illinois University supported the stakeholder engagement efforts in the West Central region and maintains relationships developed during the stakeholder engagement process.
West Illinois University Quad Cities	Western Illinois University-Quad Cities supports the IOB and IBL's stakeholder engagement efforts in Northwest Illinois and plans to work with the IBL to maintain relationships developed during the stakeholder engagement process.
Macon County Extension Office	The Macon County Extension Office supported stakeholder engagement efforts in the Central region.
Lincoln Library	The Lincoln Library in Springfield supported stakeholder engagement efforts in the Central region.
Innovate Springfield	Innovate Springfield supported stakeholder engagement efforts in the Central region.
Manual High School	Manual High School supported stakeholder engagement efforts in the North Central region.
Glen Oak Community Learning Center	Glen Oak Community Learning Center supported stakeholder engagement efforts in the North Central region.
Morrison Institute of Technology	Morrison Institute of Technology supported stakeholder engagement efforts in the Northwest region.
Steinmetz College Prep High School	Steinmetz College Prep High School supported stakeholder engagement efforts in the city of Chicago.
Chicago Urban League	The Chicago Urban League supported stakeholder engagement efforts in the city of Chicago.

Partners	Current or planned role in digital equity efforts
Malcolm X College	Malcolm X College supported stakeholder engagement efforts in the city of Chicago.
Kankakee Public Library	The Kankakee Public Library supported stakeholder engagement efforts in the Northeast region.
Lake County Permit Facility	The Lake County Permit Facility supported stakeholder engagement efforts in the Northeast region.
McLean County	McLean County supported stakeholder engagement efforts in the North Central region.
City of Bloomington	The City of Bloomington supported stakeholder engagement efforts in the North Central region.
City of Normal	The City of Normal supported stakeholder engagement efforts in the North Central region.
McLean County Regional Planning Commission	The McLean County Regional Planning Commission supported stakeholder engagement efforts in the North Central region.
Milner Library	Milner library supported stakeholder engagement efforts in the North Central region.
City of Joliet	The City of Joliet supported stakeholder engagement efforts in the Northeast region.
Cornerstone Services	Cornerstone Services supported stakeholder engagement efforts in the Northeast region.
Northern Stateline Illinois Broadband READY	The Northern Stateline Illinois Broadband READY team supported stakeholder engagement efforts in the Northern Stateline region.
Rockford Public Library	The Rockford Public Library supported stakeholder engagement efforts in the Northern Stateline region.
Northeast Region Broadband READY Team	The Northeast Region Broadband READY team supported stakeholder engagement efforts in the Northeast region.
Waubonsee Community College	The Waubonsee Community College supported stakeholder engagement efforts in the Northeast region.

Appendix 11. Public comment summary

Public comment submissions from 64 organizations/individuals from the public were received during the Illinois Office of Broadband's public comment period for the **Illinois State Digital Equity Plan.** A high-level summary of the comments received and the Illinois Office of Broadband (IOB) response are provided below.

Category	Summary of public comments	IOB response
Foreword		
	1. The AARP suggests a revision in the Plan's foreword in the following sentence: "Ensuring universal access to z access to high-speed broadband that is affordable, reliable, and fully scalable." *(AARP Illinois)*	1. Thank you for sharing your comment on the Illinois SDEP draft. The IOB has updated the highlighted sentence in the foreword.
1 Executive Summary		
Vision	2. The AARP asks the IOB to provide translations of the Executive Summary into major languages spoken in Illinois and to provide links for individuals lacking English proficiency so they may connect to information during the implementation of the SDEP. *(AARP Illinois)* 3. The AARP asks the IOB to include a graph showing how covered populations deviate from the average on page 7. *(AARP Illinois)* 4. In the Executive Summary, Lake County requests adding Lake County to the number of counties that have already published digital equity plans. *(Lake County)*	1. The IOB thanks you for sharing your comment on the Illinois SDEP draft. IOB does plan to offer translations of the Executive Summary of the SDEP into commonly spoken languages in Illinois. 2. The IOB thanks you for sharing your comment on the Illinois SDEP draft. The SDEP includes a graphic illustration comparing covered populations in Illinois to national averages in Section 3.2.3, Figure 28. The IOB has updated the Executive Summary with a footnote that points to the chart in Section 3.2.3. 3. In the Executive Summary, Lake County requests adding Lake County to the number of counties that have already published digital equity plans. *(Lake County)*
2.1 Vision		

Category	Summary of public comments	IOB response
Vision	1. The Benton Institute has shared Visions of Digital Equity and A Checklist for Evaluating Digital Equity Visions, which can be used to evaluate the SDEP. *(The Benton Institute)* 2. The City of Peoria advises the State to address different markers of digital equity instead of focusing exclusively on broadband speed and access (e.g., digital literacy, encouraging competition among providers, reducing costs of broadband services). *(City of Peoria)* 3. The Accredited Financial Counselor (AFC) shares the Financial Empowerment Task Force Report for more information on financial empowerment and digital equity. *(AFC)* 4. Digitunity asks the SDEP to clarify the definition of "devices" throughout the plan (e.g., type of device) and encourages the prioritization of large-screen computers. *(Digitunity)* 5. The IOB thanks you for sharing your comment on the Illinois SDEP draft. Section 2.2.1 has been updated to include the Illinois Secretary of State's office and the Illinois State Library.	1. Thank you for sharing your comment on the Illinois SDEP draft. The Benton Institute's materials were used during the creation of the SDEP. 2. The IOB thanks the commenter for their feedback on the Illinois SDEP draft. We acknowledge that there are different dimensions of digital equity, as reflected in the objectives and strategies included in the Illinois State Digital Equity Plan. The IOB plans to work with various stakeholders to implement tailored solutions that meet the needs of covered populations. 3. Thank you for sharing your organization's research with us. The IOB believes that financial empowerment is a core digital equity outcome. Use of digital tools to further financial literacy and empowerment will likely be an area of focus in the state's digital equity grant program. 4. Thank you for sharing your comment on the Illinois SDEP draft. As noted on page 6 of the Executive Summary, the IOB defines "device access" as access to a desktop or laptop device. 5. The IOB thanks you for sharing your comment. We recognize the importance of equity in closing the digital divide and have prioritized the Illinois digital equity grant program as an activity for implementation in Section 5.1.1.2. In the same section, we also highlight efforts to make this process equitable and accessible, for example by supporting capacity-building for non-profits to encourage organizations of different capacities to prepare and apply for future grants. Please also see a new addition to the SDEP following the preface that outlines the IOB's plan to practice equity throughout the plan's implementation.

Category	Summary of public comments	IOB response
2.2 Alignment with Existing Efforts to Improve Outcomes		
2.2.1 Alignment with other state priorities	1. Literacy Works recommends that the IOB include and support more community-based organizations' adult literacy programs. *(Literacy Works)* 2. The IOB is requested to include the Illinois Secretary of State's office and the Illinois State Library in Table 1: Other state priorities related to broadband. *(Reaching Across Illinois Library System [RAILS]; Illinois Heartland Library System; Consortium of Academic and Research Libraries in Illinois)*	1. The IOB thanks you for sharing your comment on the Illinois SDEP draft. The IOB recognizes that community-based organizations are important in adult literacy education. Section 2.2.1 has included adult education as one of the ongoing state priorities. We invite you and your member agencies to apply for the Illinois digital equity grant program to support digital navigation and provide literacy opportunities for adults in need. 2. The IOB thanks you for sharing your comment on the Illinois SDEP draft. Section 2.2.1 has been updated to include the Illinois Secretary of State's office and the Illinois State Library.
2.3 Strategy and Objectives		
	1. PCs for People recommends raising Goal B2, 79% of households with access to desktops/laptops, to 100%. *(PCs for People)* 2. A resident shares a request for free broadband high-speed internet for all households. *(Resident)* 3. The Bank on Illinois coalition suggests adding financial empowerment as a priority in the plan. *(Bank On Illinois)* 4. The Bank on Illinois coalition suggests building the capacity of Illinoisians to access digital developments in the financial sector (e.g., financial web service). *(Bank On Illinois)* 5. The AARP recommends including measurement tools that the IOB plans to use to monitor and report on KPIs for aging individuals in Table 2. *(AARP Illinois)* 6. The AARP asks the IOB to define the standard it will use to ascertain when it has	1. Thank you for sharing your comment on the Illinois SDEP draft. The IOB has listed 85% and 90% of households with access to desktop or laptop computers as the 2027 and 2030 targets under Goal B2a, Section 2.3 (Strategy and Objectives). We plan to consider adjusting the goal in future iterations of the SDEP based on assessment of KPIs. 2. Thank you for sharing your comment on the Illinois SDEP draft. The IOB agrees that ensuring universal access to high-speed broadband that is affordable, reliable, and fully scalable is a core vision. The IOB invites you to participate in the co-design of the Illinois digital equity grant program to build digital equity capacity across the state. The grant will align with the goals outlined in the State Digital Equity Plan and co-designed alongside the community leaders and residents most impacted by the digital divide. 3. Thank you for sharing your comment on the Illinois SDEP draft. The updated Section 2.2.4.1 reflects our attention

Category	Summary of public comments	IOB response
	"achieved universal digital literacy" in Goal B1. *(AARP Illinois)*	to financial empowerment as an important strategy and outcome in the State Digital Equity Plan.
	7. The AARP asks the IOB to outline how it will measure broadband adoption rates and suggests changing this KPI. *(AARP Illinois)*	4. Thank you for sharing your comment on the Illinois SDEP draft. The updated Section 2.2.4.1 reflects our attention to financial empowerment as an important strategy and outcome in the State Digital Equity Plan.
	8. The AARP suggests changing the language within Objective B2a to include "…access to internet-ready devices that suit their needs." *(AARP Illinois)*	5. The IOB thanks you for sharing your comment on the Illinois SDEP draft. Section 5.1.3 of the plan discusses implementation activities for tracking and reporting on KPIs, as described in Table 2. Additionally, the digital equity source of truth detailed in Section 5.1.1.1 includes efforts to compile data and track KPIs specifically for covered populations, including aging individuals.
	9. The AARP recommends encouraging digital literacy practitioners in Illinois to incorporate the FCC's new Broadband Consumer Labels to support the customer experience in navigating broadband subscriptions. *(AARP Illinois)*	
	10. The AARP suggests adding a new goal of sustainability. *(AARP Illinois)*	6. The IOB thanks you for sharing your comment on the Illinois SDEP draft. The goal of achieving universal digital literacy may be measured against the objectives, KPIs, and targets listed under Objective B1 in Table 2.
	11. The AARP suggests that the IOB incorporate an outreach campaign into Objective B1f, as individuals from covered populations may have experienced incidents that caused initial hesitancy. *(AARP Illinois)*	7. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We plan to include the KPIs listed under Objective B1: "Achieve universal digital literacy" in Table 2 to measure broadband adoption rates and residents' level of confidence in digital literacy after digital skills classes/ activities.
	12. The Environmental Health Trust (EHT) urges the IOB to favor wired connections over wireless systems, as scientific evidence has shown that wireless radiation has negatively affected humans, especially the vulnerable population, resulting in an environmental justice issue. *(EHT)*	8. The IOB thanks you for sharing your comment on the Illinois SDEP draft. Objective B2a has been updated to include the suggested text.
		9. The IOB thanks you for sharing your comment on the Illinois SDEP draft. Section 5.1 has been updated to include the FCC's new Broadband Consumer Labels as a resource for digital equity practitioners.
	13. The AARP hopes that the IOB can monitor and track ACP participants' mode of high-speed internet access (preferably by demographics and platforms). *(AARP Illinois)*	10. The IOB thanks you for sharing your comment on the Illinois SDEP draft. The current SDEP draft reflects Illinois's digital equity priorities. Section 5.1.2 includes

Category	Summary of public comments	IOB response
	14. The IOB is urged to define and ensure affordability for community anchor institutions, especially public libraries that have restrictions on additional revenue streams. *(Reaching Across Illinois Library System (RAILS); Illinois Heartland Library System; Consortium of Academic and Research Libraries in Illinois)* 15. The Illinois Farm Bureau recommends changing the measurement in Goal C1c: instead of using "% change in crop yield," use "acres of farmland that have access to broadband" or "acres where digital agricultural tools are utilized thanks to improved broadband services." The latter filters out the effects of uncontrollable factors. *(Illinois Farm Bureau)* 16. LISC Illinois suggests that the Plan include an increased number of fiber-ready affordable housing units as an objective in Goal B2. *(LISC Illinois)* 17. Cook County suggests the IOB present objectives and goals, metrics, and accountability measures in a more consumable format. *(Cook County Government)* 18. A resident suggests adding the word "affordable" to Objective A2a: "All Illinois schools, libraries, and public health-related facilities have at least 1 Gbps symmetrical broadband service by 2030." *(Resident)*	our measures to ensure a sustainable digital equity plan for all state communities. 11. The IOB thanks you for sharing your comment on the Illinois SDEP draft. The current objectives in the SDEP draft reflect Illinois's digital equity priorities. We have included a plan for outreach in Sections 4.1 and 5.1 to cover the specific needs of covered populations. 12. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We appreciate your raising attention to the needs of covered populations, and we plan to monitor the scientific literature on this topic. 13. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We plan to track and analyze available data related to the measurable objectives listed in Section 2.3 during implementation (e.g., ACP subscribers by service type, including mobile broadband fixed broadband and fixed wireless or satellite) using the USAC ACP Enrollment and Claims Tracker. The IOB plans to track ACP progress as much as possible through the duration of the program. A more detailed plan may be updated in Section 5.1.3 in future iterations. 14. The IOB thanks you for sharing your comment on the Illinois SDEP draft. The IOB recognizes the importance of affordability for community anchor institutions. In Section 2.3, the Plan outlines objective A2a. to ensure that all Illinois schools, libraries, and public health-related entities have at least 1 Gbps symmetrical broadband service by 2030. The IOB is excited about the Challenge Process opportunity, where the public can weigh in to ensure the maps represent the state's connectivity needs accurately. This will help Illinois's BEAD investments to maximize impact. In Section 3.2.1, the Plan also captures the challenges faced by non-profits and community anchor institutions—including

Category	Summary of public comments	IOB response
		budgetary constraints—through state-wide survey results. The IOB intends to consider such needs and gaps in the implementation of the Plan.
		15. Thank you for sharing your comment on the Illinois SDEP draft. Please see the updated objective C1c. in Section 2.3, which incorporates your feedback.
		16. Thank you for sharing your comment on the Illinois SDEP draft. The IOB recognizes the importance of affordable housing developments with access to fiber. Section 5.1.1.3 has been updated to include the deployment of fiber-ready affordable housing units as a potential policy approach to explore in partnership with state agencies.
		17. The IOB thanks you for your comment on the Illinois SDEP. The IOB values accessibility and plans to incorporate additional measures, particularly in the areas described by the commenters into the latest version of the SDEP, as well as during plan implementation.
		18. Thank you for sharing your comment on the Illinois SDEP draft. Objective A2a has been updated to include attention to affordability. The IOB recognizes the importance of affordability for community anchor institutions. The Plan considers several goals and objectives focused on tracking progress for affordability and intends to consider refining these objectives through the implementation of the Plan. In Section 3.2.1, the Plan also captures the challenges faced by non-profits and community anchor institutions through state-wide survey results, including budgetary constraints, and will continue to consider such needs and gaps in the implementation of the Plan.
3.1 Asset Inventory		

Category	Summary of public comments	IOB response
3.1.1 Digital inclusion assets by covered population	1. The Quilt Corporation asks to include its programs (Chicago Area Broadband Initiative and N'SPIRE) as assets in Section 3.1.1. *(The Quilt Corporation Nfp Inc.)* 2. The IOB is encouraged to list all members of ILLINET (a cooperative library resource-sharing network of approximately 1,760 libraries in Illinois) as digital inclusion assets. The commenter provided detailed data that explains why public libraries should be added for three asset types: "technical assistance," "workforce development," and "public Wi-Fi, networks, and access points") in Table 3. *(Reaching Across Illinois Library System [RAILS]; Illinois Heartland Library System; Consortium of Academic and Research Libraries in Illinois)* 3. The Cook County Government requests a description of the process for compiling an inventory of assets, particularly for organizations working directly in the digital equity space. *(Cook County Government)* 4. Southland Technology Collective/River Oaks Community Education and Development Corporation (ROC ED) provides a table of the asset inventory to be included in Sections 3.1.1, 3.1.3, and 3.1.4. *(ROC ED)*	1. The IOB thanks you for sharing your comment on the Illinois SDEP draft. Section 3.1 on asset inventory has been updated to include Quilt's programs. 2. The IOB thanks you for sharing your comment on the Illinois SDEP draft. Section 3.1.1 has been updated to include members of ILLINET as digital inclusion assets. 3. The IOB thanks you for sharing your question about the Illinois SDEP draft. Section 3.1 on asset inventory has assets inventoried by the various types (i.e., civic/volunteer organizations, assets that focus on technical assistance, etc.). These assets were identified by engaging with regional, local, and state-level partners and relevant datasets. The IOB plans to refine this asset inventory by further engaging with community stakeholders and making these assets publicly available through a dashboard. 4. The IOB thanks you for sharing your comment on the Illinois SDEP draft. Section 3.1 on asset inventory has been updated to include Southland/ROC ED assets.
3.1.2 Existing digital equity plans	1. Lake County's digital equity action plan should be included in Table 4 (suggested description attached). *(Lake County)* 2. EducationSuperHighway provides a list of tools and resources that can be incorporated into the proposed ACP-focused cohort curriculum. (EducationSuper*Highway)*	1. Thank you for sharing your comment on the Illinois SDEP draft. The IOB has updated the Plan to include Lake County's Broadband and Digital Equity Action Plan. 2. Thank you for sharing your comment on the Illinois SDEP. Section 3.1 has been updated to include the tools and resources EducationSuperHighway has created to facilitate ACP enrollment.

Category	Summary of public comments	IOB response
3.1.3 Existing digital equity programs	1. The Bank on Illinois coalition has pioneered a series of financial empowerment programs to remove digital divide-related barriers to economic opportunities. *(Bank On Illinois)* 2. The AARP suggests including its Older Adults Technology Services (OATS) program in the asset. *(AARP Illinois)* 3. The AARP asks the IOB to update and publicize the inventories in Table 3, 4, and 5. *(AARP Illinois)* 4. Lake County asks that the Lake County Digital Growth Initiative be added to Table 5 (suggested description attached). *(Lake County)* 5. Misinformation in Table 5 needs to be corrected: Connect Lake County is a separate, nonprofit organization, not a part of Lake County government. *(Lake County)* 6. A resident recommends highlighting the state libraries in Table 1 and in the asset inventories to show their existing efforts. *(Resident)* 7. The Cook County suggests highlighting more libraries as community cornerstones. *(Cook County Government)*	1. The IOB thanks you for sharing your comment on the Illinois SDEP draft. Section 3.1 of the asset inventory has been updated to include the Bank on Illinois coalition. 2. The IOB thanks you for sharing your comment on the Illinois SDEP draft. Section 3.1 has been updated to include the asset listed. 3. The IOB thanks you for sharing your comment on the Illinois SDEP draft. The IOB plans to publish the updated State Digital Equity Plan after the public comment period and to share future iterations of the Plan during implementation. The IOB plans to launch a dashboard with a digital equity asset map for the public. 4. Thank you for sharing your comment on the Illinois SDEP draft. The IOB has updated the Plan to include Lake County's Digital Growth Initiative in Table 5. 5. Thank you for sharing your comment on the Illinois SDEP draft. The IOB has made your correction in Table 5 and appreciates your feedback. 6. The IOB thanks you for sharing your comment on the Illinois SDEP draft. Libraries are a key asset that we are working to ensure have access to affordable internet service as we move into our implementation plan. The asset inventory has been updated to include members of the Illinois Library and Information Network (ILLINET) as digital assets. 7. The IOB thanks you for sharing your comment on the Illinois SDEP draft. Section 3.1 has been updated to include members of the Illinois Library and Information Network (ILLINET) as digital assets.

| 3.1.4 Broadband adoption | 1. A resident requests that obsolete/downgraded/retired/recycle-bound devices be made available locally for repurposing prior to disposal. *(Resident)*
2. Literacy Works notes that it provides digital skill-building classes, technical support, and other online tutoring and resources to address the digital literacy needs of covered populations. *(Literacy Works x 2)*
3. The Hispanic Federation (HF) has worked closely with community-based organizations to teach essential digital skills to Latinos and has launched programs to enhance the capacity of Latino-led and Latino-serving digital skills training (e.g., Latino Digital Accelerator). *(Hispanic Federation)*
4. Comcast has provided more details for the SDEP's description of its IE Program. *(Comcast)*
5. Comcast's IE Learning Center, which offers free digital skills training, should be included in the asset inventory. *(Comcast)*
6. The Hidden Genius Project should be added to the asset inventory. Comcast has invested $2 million in the program to train and mentor Black male youths in technology creation, entrepreneurship, and leadership skills in Chicago. *(Comcast)*
7. All members of ILLINET (a cooperative library resource-sharing network of approximately 1,760 libraries in Illinois) should be included as digital inclusion assets. ILLINET has provided detailed data that explains why public libraries should be added as four asset types ("loaner computer/hotspot programs," "programs that provide digital literacy...," | 1. Thank you for sharing your comment on the Illinois SDEP draft. The IOB recognizes the importance of computer refurbishing programs in achieving digital equity, and we have listed relevant resources in Section 3.1, "Broadband Adoption."
2. The IOB thanks you for sharing your comment on the Illinois SDEP draft. Section 3.1 of the asset inventory has been updated to include Literacy Works' programs that address the digital literacy needs of covered populations.
3. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We appreciate your service in providing digital skills training to Latino communities. Section 3.1 of the asset inventory has been updated to include the assets listed.
4. Thank you for sharing your comment on the Illinois SDEP draft. We have updated the asset inventory to include this resource.
5. Thank you for sharing your comment on the Illinois SDEP draft. We have updated the asset inventory to include this resource.
6. Thank you for sharing your comment on the Illinois SDEP draft. We have updated the asset inventory to include this resource.
7. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We have updated the asset inventory to include this resource.
8. The IOB thanks you for sharing your comment. The SDEP highlights some community colleges that are providing digital literacy-related programs in Section 3.1.4. The IOB plans to continue to refine the asset inventories based on feedback from stakeholder engagement and welcomes additional referrals of community colleges and other entities offering digital literacy programs. |

Category	Summary of public comments	IOB response
	"public computing labs," and "digital navigator programs") in Table 6. *(Reaching Across Illinois Library System (RAILS); Illinois Heartland Library System; Consortium of Academic and Research Libraries in Illinois)* 8. The Cook County Government suggests emphasizing digital literacy programs in the plan and mentioning community colleges or alternative entities that provide digital training programs. *(Cook County Government)* 9. Rebuild Local News recommends incorporating local newsrooms into the inventory of trusted partners on projects related to digital literacy and increasing community development (e.g., Public Narrative, Block Club Chicago, La Raza). *(Rebuild Local News)* 10. Woodstock Institute has worked to address customers' financial needs, including helping people find affordable internet access programs (e.g., ACP). *(Woodstock Institute)*	9. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We have updated the asset inventory to include this resource. 10. Thank you for sharing your comment on the Illinois SDEP draft. The IOB recognizes that financial empowerment and digital financial training are important to achieving digital equity. We invite you and your coalition members to advance shared priorities on financial empowerment by participating in regional stakeholder engagement and communities of practice, and/or by applying for the Illinois digital equity grant program.
3.1.5 Broadband affordability	1. The American Connection Corps and Lead for America work closely with broadband companies and the Illinois Broadband Lab to advocate for high-speed internet. *(Lead for America)* 2. Project UP, Comcast's $1 billion initiative that includes multiple programs (e.g., Easterseals digital literacy training, Internet Essentials Partnership Program) to advance equity and economic mobility, should be added to the asset inventory. *(Comcast)*	1. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We appreciate Lead for America's partnership with the Illinois Broadband Lab in making the current statewide digital navigator network possible. Section 3.1 of the asset inventory has been updated to include the assets listed. 2. Thank you for sharing your comment on the Illinois SDEP draft. We have updated the asset inventory to include this resource.

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3.1.6 Gaps in asset inventory	1. The EHT requests that the SDEP include education on the effects of radiofrequency exposure on humans—especially children, pregnant women, the sick, and the elderly—and ways to mitigate these impacts (e.g., EHT education resources). *(EHT)* 2. The EHT recommends installing wired networks instead of wireless access points and providing training and wired equipment to communities so they may learn how to use wired technology. The EHT is against the wireless broadband technology mentioned in Section 3.1.1. *(EHT)* 3. The funding gap facing libraries in underserved and unserved communities should be added. *(Reaching Across Illinois Library System (RAILS); Illinois Heartland Library System; Consortium of Academic and Research Libraries in Illinois)* 4. The SDEP is advised to address the lack of funding for libraries, as they are great resources for different covered populations in areas impacted by structural barriers. *(Reaching Across Illinois Library System (RAILS); Illinois Heartland Library System; Consortium of Academic and Research Libraries in Illinois)*	1. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We plan to monitor the scientific literature on this topic and may consider incorporating your suggestion in future iterations of the plan. 2. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We plan to monitor the scientific literature on this topic and may consider incorporating your suggestion in future iterations of the plan. 3. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We recognize the important role that libraries play as community anchor institutions that support digital equity and internet access in surrounding communities. Please note that we received similar feedback on affordability gaps facing libraries and other CAIs in the statewide survey. See Section 3.1.6, which highlights the challenges that non-profits and community anchor institutions face, including budgetary constraints. The IOB plans to continue supporting digital equity-related goals for non-profits and community organizations in the Plan's implementation. 4. The IOB thanks you for the comment on the Illinois SDEP draft. We recognize the important role that libraries play as community anchor institutions that support digital equity and internet access in surrounding communities. Please note that we received similar feedback on affordability gaps facing libraries and other CAIs in the statewide survey. See Section 3.1.6, which highlights the challenges that non-profits and community anchor institutions face, including budgetary constraints. The IOB plans to continue supporting digital equity-related goals for non-profits and community organizations in the Plan's implementation.
3.2 Needs assessment		

| 3.2.1 Broadband adoption | 1. A resident found broadband service unreliable and reported that their provider was slow to respond to maintenance needs. *(Resident)*
2. A resident reports having difficulty in paying bills and scheduling medical appointments because they lack access to the internet and a computer. *(Resident)*
3. A resident in zip code 60033 reports unreliable service from the single viable Internet provider and a slow internet speed. *(Resident)*
4. A resident in un-incorporated Downers Grove Township reports slow and expensive internet service. *(Resident)*
5. Latinx DLN asks a question about the continuation of the ACP fund. *(Latinx DLN)*
6. Lake County invites the State to include any relevant information on Lake County's plan and appendices in Section 3.2 of the SDEP. *(Lake County)*
7. A resident expresses concern about relying on the Affordable Connectivity Program since funds are running low, and the program will end in April. *(Resident)*
8. Digitunity suggests including other essential devices (e.g., headphones for telehealth, cybersecurity software) for covered populations in the needs assessment. *(Digitunity)*
9. The AgeGuide emphasizes the need for education and tools to empower aging individuals with reliable, high-seed internet. *(AgeGuide)* | 1. Thank you for sharing your comment on the Illinois SDEP draft. The barrier you experienced in broadband adoption has been captured in survey results and included in Section 3.2.
2. Thank you for sharing your comment on the Illinois SDEP draft. The barrier you experienced in broadband adoption has been captured in survey results and included in Section 3.2.
3. Thank you for sharing your comment on the Illinois SDEP draft. The barrier you experienced in broadband adoption has been captured in survey results and included in Section 3.2.
4. Thank you for sharing your comment on the Illinois SDEP draft. The barrier you experienced in broadband adoption has been captured in survey results and included in Section 3.2.
5. Thank you for sharing your question on the Illinois SDEP draft. The IOB recognizes the crucial need for affordable broadband, and will continue to support the awareness, adoption, and use of affordable broadband programs and plans. Since its inception, the IOB has emphasized affordability. For example, the Connect Illinois grant program merit review process rewards applications that commit to low-price, high-performance offerings. Grant agreements include a five-year price lock and require participation in low-cost subsidy programs. In Section 5.1.1.3, the SDEP outlines plans for statewide and university partnerships that facilitate outreach across regions of Illinois on topics such as affordability. Among these partnerships is the IOB's collaboration with the University of Illinois in establishing a statewide digital navigator network that helps residents enroll in affordable plans. Looking forward, the IOB invites potential sub-grantees to participate in the co-design of the state digital equity grant program, as well as communities of practice. Impacted stakeholders will |

Category	Summary of public comments	IOB response
		have an opportunity to weigh in on how the state's digital equity grant program can support communities in tackling such challenges in the long term. 6. Thank you for sharing your comment on the Illinois SDEP draft. The IOB has updated Section 3.2.1 to reflect insights shared in Lake County's Digital Equity plan. 7. Thank you for sharing your comment on the Illinois SDEP draft. Given the impending discontinuation of the ACP program, references to ACP in the SDEP have been updated to "affordable plans or future subsidy programs." 8. Thank you for sharing your comment on the Illinois SDEP draft. The Plan considers "device access" to refer to desktops and laptops, as stated on page 6. However, we appreciate your pointing out the resources required to use computers, such as software and protection, and will incorporate this into future programming. Section 3.2.3 has been updated to include the needs for essential resources for covered populations. We plan to work closely with community stakeholders to address these needs. 9. The IOB thanks you for the comment on the Illinois SDEP draft. We appreciate your highlighting the need for education and tools to empower Illinois's diverse population with reliable internet access and have updated Section 3.2.3 to note this insight.

| 3.2.2 Broadband affordability | 1. A resident found broadband service unreliable and reported that their provider was slow to respond to maintenance needs. *(Resident)*
 2. A resident reports having difficulty in paying bills and scheduling medical appointments because they lack access to the internet and a computer. *(Resident)*
 3. A resident in zip code 60033 reports unreliable service from the single viable Internet provider and a slow internet speed. *(Resident)*
 4. A resident in un-incorporated Downers Grove Township reports slow and expensive internet service. *(Resident)*
 5. Latinx DLN asks a question about the continuation of the ACP fund. *(Latinx DLN)*
 6. Lake County invites the State to include any relevant information on Lake County's plan and appendices in Section 3.2 of the SDEP. *(Lake County)*
 7. A resident expresses concern about relying on the Affordable Connectivity Program since funds are running low, and the program will end in April. *(Resident)*
 8. Digitunity suggests including other essential devices (e.g., headphones for telehealth, cybersecurity software) for covered populations in the needs assessment. *(Digitunity)*
 9. The AgeGuide emphasizes the need for education and tools to empower aging individuals with reliable, high-seed internet. *(AgeGuide)* | 1. Thank you for sharing your comment on the Illinois SDEP draft. The barrier you experienced in broadband adoption has been captured in survey results and included in Section 3.2.
 2. Thank you for sharing your comment on the Illinois SDEP draft. The barrier you experienced in broadband adoption has been captured in survey results and included in Section 3.2.
 3. Thank you for sharing your comment on the Illinois SDEP draft. The barrier you experienced in broadband adoption has been captured in survey results and included in Section 3.2.
 4. Thank you for sharing your comment on the Illinois SDEP draft. The barrier you experienced in broadband adoption has been captured in survey results and included in Section 3.2.
 5. Thank you for sharing your question on the Illinois SDEP draft. The IOB recognizes the crucial need for affordable broadband, and will continue to support the awareness, adoption, and use of affordable broadband programs and plans. Since its inception, the IOB has emphasized affordability. For example, the Connect Illinois grant program merit review process rewards applications that commit to low-price, high-performance offerings. Grant agreements include a five-year price lock and require participation in low-cost subsidy programs. In Section 5.1.1.3, the SDEP outlines plans for statewide and university partnerships that facilitate outreach across regions of Illinois on topics such as affordability. Among these partnerships is the IOB's collaboration with the University of Illinois in establishing a statewide digital navigator network that helps residents enroll in affordable plans. Looking forward, the IOB invites potential sub-grantees to participate in the co-design of the state digital equity grant program, as well as communities of practice. Impacted stakeholders will |

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		have an opportunity to weigh in on how the state's digital equity grant program can support communities in tackling such challenges in the long term. 6. Thank you for sharing your comment on the Illinois SDEP draft. The IOB has updated Section 3.2.1 to reflect insights shared in Lake County's Digital Equity plan. 7. Thank you for sharing your comment on the Illinois SDEP draft. Given the impending discontinuation of the ACP program, references to ACP in the SDEP have been updated to "affordable plans or future subsidy programs." 8. Thank you for sharing your comment on the Illinois SDEP draft. The Plan considers "device access" to refer to desktops and laptops, as stated on page 6. However, we appreciate your pointing out the resources required to use computers, such as software and protection, and will incorporate this into future programming. Section 3.2.3 has been updated to include the needs for essential resources for covered populations. We plan to work closely with community stakeholders to address these needs. 9. The IOB thanks you for the comment on the Illinois SDEP draft. We appreciate your highlighting the need for education and tools to empower Illinois's diverse population with reliable internet access and have updated Section 3.2.3 to note this insight.
3.2.3 Covered population needs assessment	1. A resident maintains that current affordable broadband plans are too expensive for seniors, and it is hard to qualify for the ACP. *(Resident)* 2. A resident with a hearing disability is unable to install a phone because of an issue with Wi-Fi accessibility. *(Resident)*	1. Thank you for sharing your comment on the Illinois SDEP draft. We have updated Section 3.2.3 to reflect the affordability challenges that aging populations face. The IOB recognizes the crucial need for affordable broadband and will continue to support the awareness, adoption, and use of affordable broadband programs and plans. Since its inception, the IOB has emphasized affordability. For example, the Connect Illinois grant

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	3. Digital navigators' training should be expanded to include serving immigrant and refugee groups. *(Literacy Works x 2)* 4. A resident who lives in a rural area near Peoria has had difficulty accessing the internet due to a lack of providers. *(Resident)* 5. Digital financial service is important for minority communities, as they are less empowered and are often unable to provide digital services for their communities. *(Bank On Illinois)* 6. Education in digital financial skills should be included as an investment goal, especially for minority groups and residents in rural areas. *(Resident)* 7. A resident in the rural Bartonville-Mapleton area has had difficulty accessing the internet because of a lack of providers and fiber optic cables. *(Resident)* 8. A list of survey data has been provided to show that Latinos face more challenges in the digital space than other groups. *(Hispanic Federation)* 9. A resident reports a lack of broadband provider competition and poor maintenance service by the only provider (Frontier) in rural Sesser. *(Resident)* 10. The City of Peoria urges the State to address the low competition in the broadband market to improve customer service in low-density neighborhoods. *(City of Peoria)* 11. The AARP points out that ACP participants may rely on mobile broadband access even	program merit review process rewards applications that commit to low-price, high-performance offerings. Grant agreements include a five-year price lock and require participation in low-cost subsidy programs. In Section 5.1.1.3, the SDEP outlines plans for statewide and university partnerships that facilitate outreach across regions of Illinois on topics like affordability. This includes the IOB's collaboration with the University of Illinois to establish a statewide digital navigator network to support residents' enrollment in affordable plans. Looking forward, the IOB invites potential sub-grantees to participate in co-designing the state digital equity grant program, as well as communities of practice. In these spaces, impacted stakeholders will have an opportunity to weigh in on how the state's digital equity grant program can support communities in tackling such challenges in the long term. 2. Thank you for sharing your comment on the Illinois SDEP draft. The IOB has updated Section 3.2.3 to reflect the affordability challenge you experienced. We have increased the "% device access for residents with disabilities" KPI in Section 2.3 (Strategy and Objectives). 3. Thank you for sharing your comment on the Illinois SDEP draft. Section 3.2 has been updated to reflect the specific needs of immigrant and refugee groups in digital navigator training. The IOB supports digital navigator programs and plans to support increasing the capacity of these programs in Illinois. We invite community partners and other potential sub-grantees to apply to our Illinois digital equity grant program. 4. Thank you for sharing your comment on the Illinois SDEP draft. Section 3.2 has been updated to include the barrier you experienced in broadband adoption.

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	though it is inferior to wireline access. *(AARP Illinois)*	5. Thank you for sharing your comment on the Illinois SDEP draft. Section 3.2 has been updated to reflect the specific digital financial barriers that minority communities face.
	12. The AARP encourages more digital literacy and cybersecurity training programs, as well as "refresher courses," for aging individuals. *(AARP Illinois)*	6. Thank you for sharing your comment on the Illinois SDEP draft. Section 3.2 has been updated to reflect the specific digital financial barriers that minority communities face.
	13. The Environmental Health Trust (EHT) suggests that the IOB ensure equal access to safe, wired (wireless radiation-free) technology for vulnerable populations like people with electromagnetic-related disabilities, children, pregnant women, the sick, and the elderly. *(EHT)*	7. Thank you for sharing your comment on the Illinois SDEP draft. Section 3.2 has been updated to include the barrier you experienced in broadband adoption.
	14. The SDEP should embed the principle of assistive technology for individuals with disabilities in its plan and implementation. *(Reaching Across Illinois Library System (RAILS); Illinois Heartland Library System; Consortium of Academic and Research Libraries in Illinois)*	8. Thank you for sharing your comment on the Illinois SDEP draft. The barriers that English as a Second Language (ESL) learners and racial minority groups have experienced in broadband adoption have been captured in our survey results and included in Section 3.2. Section 3.2 has also been updated to include the specific barriers Latinos in Illinois face in the digital space.
	15. Comcast identifies three adoption barriers—language, distrust, and structural barriers—that can help to deepen the understanding of the barriers mentioned in the SDEP. *(Comcast)*	9. Thank you for sharing your comment on the Illinois SDEP draft. Section 3.2 has been updated to include the barrier you experienced in broadband adoption.
	16. A commenter emphasizes the importance of intergenerational needs, particularly technology skills and access for Baby Boomers (who are seniors but also familiar with technologies) and the middle class (who have challenges with affordability as the cost of internet services increases). *(Resident)*	10. Thank you for sharing your comment on the Illinois SDEP draft. Section 3.2 has been updated to include the barriers residents in rural areas near Peoria have experienced in broadband adoption. The IOB recognizes the crucial need for affordable broadband and will continue to support awareness, adoption, and use of affordable broadband programs and plans. Since its inception, the IOB has emphasized affordability. For example, the Connect Illinois grant program's merit review process rewards applications that commit to low-price, high-performance offerings. Grant agreements include a five-year price lock and require participation in low-cost subsidy programs. In Section
	17. A commenter observes that the SDEP must assist disadvantaged municipalities (e.g., the	

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	south suburban area of Chicago) with increased broadband infrastructure costs to ensure equitable training opportunities and to mitigate the potential effects of unemployment arising from new technology. *(Resident*	5.1.1.3, the SDEP outlines plans for statewide and university partnerships that facilitate outreach across regions of Illinois on topics like affordability. This includes the IOB's collaboration with the University of Illinois to establish a statewide digital navigator network that supports residents' enrollment in affordable plans. Looking forward, the IOB invites potential sub-grantees to participate in co-designing the state digital equity grant program, along with communities of practice. In these spaces, stakeholders can discuss how the state's digital equity grant program can support communities in tackling such challenges in the long term. 11. The IOB thanks you for sharing your comment on the Illinois SDEP draft. Section 3.2 has been updated to include our observation of the barrier that ACP recipients have experienced in attempting to gain wireline access. 12. The IOB thanks you for sharing your comment on the Illinois SDEP draft. Section 3.2 has been updated to reflect the specific needs of aging individuals, and we invite AARP to apply for the Illinois digital equity grant to help develop more digital literacy and cybersecurity training programs. 13. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We appreciate your pointing out the needs of covered populations. We plan to continue working to address those needs in the Plan's implementation. 14. Thank you for sharing your comment on the Illinois SDEP draft. Please see the updated Section 3.2.3, which highlights assistive technologies that facilitate digital equity for individuals living with disabilities. 15. Thank you for sharing your comment on the Illinois SDEP draft. We have updated Section 3.2.3 to highlight

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		barriers involving language and structural challenges. The statewide survey results detailed in Section 3.2.2 note similar barriers to adoption and affordability that arise from hesitancy about government-sponsored subsidies. The IOB appreciates feedback and ideas toward closing the digital divide in Illinois. 16. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We appreciate your ensuring that we recognize intergenerational dynamics. Section 3.2 has been updated to include your observation. 17. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We appreciate your highlighting disadvantaged municipalities. The historical challenges faced by the south suburban area of Chicago have been captured by surveys and included in Section 3.2. We invite you to participate in co-designing the Illinois digital equity grant program to build digital equity capacity across the state. The grant will align with the goals outlined in the State Digital Equity Plan and will be co-designed alongside community leaders and the residents who are most impacted by the digital divide.
4.1 Collaboration and Stakeholder Engagement		
	1. The SDEP should be broadened to collaborate with more adult education programs like Literacy Works to address tech literacy and digital equity. *(Literacy Works x 2)* 2. Literacy Works actively participated in the Chicago Digital Equity Coalition and the Illinois Broadband Lab listening tour. *(Literacy Works x 2)*	1. The IOB thanks you for sharing your comment on the Illinois SDEP draft. In Section 4.1.4 we provide a list of the organizations who collaborated in creating the SDEP. Literacy Works will be listed among the public commenters in this version of the SDEP. The SDEP will be updated annually during the implementation period. To be counted as a collaborator in a future SDEP, we invite you and other adult-education programs to participate in the community of practice and/or to apply for the Illinois digital equity grant to further our shared priorities.

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	3. Partnerships with housing developers should be expanded to include affordable at-home internet service. *(Lead for America)*	2. The IOB thanks you for sharing your comment on the Illinois SDEP draft. Section 4.1 has been updated to reflect Literacy Works' participation in various Illinois digital equity workshops.
	4. Lead for America encourages expanding statewide placement opportunities in partnership with the American Connection Corps (ACC). *(Lead for America)*	3. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We have included partnerships with affordable housing developers as a potential policy approach to explore in Section 5.1.1.3, and we invite affordable housing developers and organizations to participate in designing the digital equity grant program and in ongoing engagement opportunities.
	5. The Hispanic Federation encourages more collaboration with community-based organizations. *(Hispanic Federation)*	
	6. The EHT and other environmental/public health organizations should be included in the definition of stakeholders. *(EHT)*	4. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We appreciate American Connection Corps' (ACC) partnership with the Illinois Broadband Lab in making the current statewide digital navigator network possible. The IOB welcomes ACC's continued engagement and participation through the co-design of the Illinois digital equity grant program to build digital equity capacity across the state. The grant will align with the goals outlined in the State Digital Equity Plan and will be co-designed alongside community leaders and the residents most impacted by the digital divide.
	7. The SDEP should acknowledge and further clarify the collaboration with ILLINET and describe how the partnership works. *(Reaching Across Illinois Library System (RAILS); Illinois Heartland Library System; Consortium of Academic and Research Libraries in Illinois)*	
	8. The Cook County Government suggests making the partners section (Section 4.1.4) more inclusive. *(Cook County Government)*	
	9. Rebuild Local News suggests that the IOB work with local newsrooms to support digital skills and awareness programs and ensure high-speed broadband for local newsrooms. *(Rebuild Local News)*	5. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We agree with prioritizing collaboration with non-profits. Section 4.1 of the SDEP lists our collaborating partners and engagement plans. We welcome more partners, and we also invite you to participate in co-designing the Illinois digital equity grant program to build digital equity capacity across the state. The grant will align with the goals outlined in the State Digital Equity Plan and will be co-designed alongside community leaders and the residents most impacted by the digital divide.
	10. Comcast has invested $4.2 billion into Illinois over the past three years and has partnered with the State to expand and upgrade broadband access for nearly 10,000 miles of network. *(Comcast)*	

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		6. Thank you for sharing your comment on the Illinois SDEP draft. In Section 4.1.4 we provide a list of the organizations that collaborated in creating the SDEP. EHT will be listed among the public commenters in this version of the SDEP. The SDEP will be updated annually during the implementation period. To be counted as a collaborator in a future SDEP, we invite you to participate in the community of practice and/or to apply for the Illinois digital equity grant to further our shared priorities.
		7. Thank you for sharing your comment on the Illinois SDEP draft. In Section 4.1.4 we provide a list of the organizations that collaborated in creating the SDEP. ILLINET is included in this list, highlighting the IOB's partnership with ILLINET in stakeholder engagement efforts and the online survey.
		8. The IOB thanks you for sharing your comment on the Illinois SDEP draft. In Section 4.1.4 we provide a list of the organizations that collaborated in creating the SDEP. The partnerships outlined in the Plan are non-exhaustive, and the IOB offers ongoing opportunities for engagement. As Section 5.1.1.4 details, these opportunities include local and regional meetings, newsletters, and community events. The IOB strongly supports inclusivity and collaboration with non-profits, universities, community organizations, and other local and regional champions that represent diverse communities and perspectives.
		9. The IOB thanks you for sharing your comment on the Illinois SDEP draft. The IOB recognizes the importance of increasing awareness and digital skills and plans to support community-driven programs. The IOB encourages inclusive partnerships with local and regional organizations and welcomes all non-profits to

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		participate in the Illinois digital equity grant program to further shared priorities. 10. Thank you for sharing your comment on the Illinois SDEP draft. The IOB appreciates Comcast's investment in and partnership with the state of Illinois. In Section 4.1.4, we provide a list of the organizations that collaborated in creating the SDEP. Comcast will be listed among the public commenters in this version of the SDEP. The SDEP will be updated annually during the implementation period.
5.1 Implementation Strategy and Key Activities		
5.1.1 Core activities the state plans to establish	1. Bank on Illinois suggests that the IOB partner with Bank on Illinois to assess digital financial skills and design related education programs. *(Bank On Illinois)* 2. Bank on Illinois proposes an initiative that recruits and trains financial literacy volunteers to address the banking needs of underbanked and unbanked households. *(Bank On Illinois)* 3. Lead for America recommends developing dedicated support lines to assist community members with specific digital literacy skills. *(Lead for America)* 4. Financial support for outreach campaigns supporting digital navigator programs should be increased. *(Lead for America)* 5. Digital equity can be advanced by funding local, "boots-on-the-ground" efforts (such as programs that distribute low-cost and free devices to covered populations). *(Lead for America)*	1. The IOB thanks you for sharing your comment on the Illinois SDEP draft. The IOB recognizes that financial empowerment and digital financial training are important to achieving digital equity. We invite you and your coalition members to apply for the Illinois digital equity grant to support digital literacy. 2. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We recommend reaching out directly to potential sub-grantees and community organizations to offer local volunteer support. We also welcome you and your coalition members to apply for the Illinois digital equity grant to conduct local training in financial literacy. 3. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We have detailed our planned digital navigator program in Section 5.1, and we welcome community-based organizations to apply for the Illinois digital equity grant to help deepen the impact of the training. 4. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We recognize that digital navigator programs are important to digital equity and appreciate

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	6. More information should be provided on community service block grants and how they guide the Digital Equity Act program. *(Lead for America)* 7. The City of Peoria asks the State of Illinois to focus on increasing internet providers' physical locations, since transportation is a major barrier to low-income communities. *(City of Peoria)* 8. An Accredited Financial Counselor suggests enriching the Digital Equity Plan by leveraging the networks, research, and expertise developed by the Bank On Illinois and Financial Empowerment Taskforce. *(AFC)* 9. The AARP advises IOB to refrain from creating an ecosystem of used and refurbished devices, as used devices provide a subpar experience and can be detrimental to digital skill adoption. *(AARP Illinois)* 10. The AARP hopes that the IOB can commit to providing sufficient resources where aging individuals live, with the goal of closing age-based digital equity gaps. *(AARP Illinois)* 11. The AARP recommends that high-speed internet access, adoption, and literacy training programs include caregivers so that they can facilitate aging individuals' digital connections to services and capabilities (e.g., videoconferencing with their grandchildren, getting remote health care). *(AARP Illinois)* 12. The AARP would like to collaborate with the IOB to offer its experience in serving aging	Lead for America's partnership with the Illinois Broadband Lab in making the current statewide digital navigator network possible. The IOB looks forward to supporting the expansion of digital navigator programs across the state. 5. The IOB thanks you for sharing your comment on the Illinois SDEP draft. The IOB plans to run the Illinois digital equity grant program, which can fund community-driven programs as suggested. Section 5.1.1.3 has been updated to include programs that support device access for covered populations. 6. The IOB thanks you for sharing your comment on the Illinois SDEP draft. Section 5.1 includes information on considered grant programs, including the Illinois digital equity grant program. 7. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We agree that increasing the availability of internet providers' physical locations is important. Programs addressing this goal have been detailed in Section 5.1. Section 3.2 has also been updated to reflect the transportation barrier for low-income communities. 8. Thank you for sharing your comment on the Illinois SDEP draft. The updated Section 2.2.4.1 reflects our attention to financial empowerment as an important strategy and outcome in the State Digital Equity Plan. We invite you and your partner organizations to apply for the Illinois digital equity grant to support digital financial skills training. 9. The IOB thanks you for sharing your comment on the Illinois SDEP draft. Refurbished devices play an important role in device accessibility and ownership; however, we also recognize their limitations. We look

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	individuals to help Illinois achieve its ambitious digital equity goals. *(AARP Illinois)*	forward to tapping into creative solutions to close the device gap and appreciate your feedback.
	13. Lake County suggests including guidance in Section 5 to address the affordability of broadband, since the ACP does not have long-term funding. *(Lake County)*	10. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We recognize the specific needs of aging individuals in Section 3.2 and make addressing them an objective in Section 2.3. We invite AARP to apply for the Illinois digital equity grant to help us close the digital equity gap for aging individuals.
	14. Digitunity can share information about its longstanding online technology donation-matching platform, which can be used to connect the supply of new and refurbished devices to vetted community organizations for deployment. *(Digitunity)*	11. Thank you for sharing your stakeholder engagement insight on the Illinois SDEP draft. Section 3.2 has been updated to include the potential need to provide caregivers with digital literacy training to help aging individuals.
	15. ILLINET resources, such as library data (e.g., directory information for all ILLINET libraries), should be added to Section 5.1.1.1. *(Reaching Across Illinois Library System (RAILS); Illinois Heartland Library System; Consortium of Academic and Research Libraries in Illinois)*	12. Thank you for sharing your comment on the Illinois SDEP draft. In Section 4.1.4 we provide a list of the organizations that collaborated in creating the SDEP. AARP will be listed among the public commenters in this version of the SDEP. The SDEP will be updated annually during the implementation period. We invite you to participate in co-designing the Illinois digital equity grant program to build digital equity capacity across the state. The grant will align with the goals outlined in the State Digital Equity Plan and will be developed alongside community leaders and the residents most impacted by the digital divide.
	16. Research and visual tools for broadband infrastructure should be piloted with regional planning agencies and university research parties. *(Internet Public Trust)*	
	17. The SDEP is encouraged to specifically mention and plan to actively partner with public and community college libraries. *(Reaching Across Illinois Library System (RAILS); Illinois Heartland Library System; Consortium of Academic and Research Libraries in Illinois)*	13. Thank you for sharing your comment on the Illinois SDEP draft. The IOB shares concerns regarding ongoing funding for the ACP and has updated references to ACP as "affordable plans or future subsidy programs." The IOB encourages all to participate in regional stakeholder engagement and communities of practice to explore broadband alternatives and choices that work for local communities.
	18. Digitunity recommends conducting a statewide campaign for business donations and targeted engagement of organizations with substantial amounts of technology to	

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	generate a robust supply of refurbished devices. *(Digitunity)* 19. Digitunity suggests developing a new program to train personnel in technical and refurbishment skills or integrating such a program into an existing refurbishment initiative to encourage workforce development. *(Digitunity)* 20. Digitunity advises the SDEP to include a more detailed strategy for technical support of devices and to engage device suppliers in providing in-depth technical support. *(Digitunity)* 21. Digitunity suggests developing a deployment network through community-based organizations beyond libraries and choosing deployment partners who have sufficient capacity. *(Digitunity)* 22. Internet Public Trust suggests providing statewide funding for broadband awareness activities in every K-12 area. *(Internet Public Trust)* 23. Applicants for Illinois digital equity grants should be required to include libraries in their projects or to review existing local library services to avoid duplication of effort and identify potential partnerships. *(Reaching Across Illinois Library System (RAILS); Illinois Heartland Library System; Consortium of Academic and Research Libraries in Illinois)* 24. EducationSuperHighway suggests creating a state-wide, ACP-focused cohort to enable	14. Thank you for sharing your comment on the Illinois SDEP draft. Please see the updated Section 3.1.5 including Digitunity's platform. The IOB encourages Digitunity to participate in stakeholder engagement events and communities of practice to explore potential partnerships to use Digitunity's platform in future initiatives. 15. Thank you for sharing your comment on the Illinois SDEP draft. Please see the updated asset inventory highlighting ILLINET resources. 16. Thank you for sharing your comment on the Illinois SDEP draft. In Section 5.1.1.1, the Plan outlines a public-facing dashboard that can serve as a digital equity source of truth and facilitate visualizations of digital equity-related data, including data on broadband availability. The IOB plans to work closely with regional partners and universities in creating and refining this tool and values the input of these organizations in the early development of the dashboard. 17. Thank you for sharing your comment on the Illinois SDEP draft. Please see the updated Section 5.1.1.2, highlighting public and community college libraries for potential statewide and university partnerships. 18. Thank you for sharing your comment on the Illinois SDEP draft. The IOB appreciates your suggesting a program to expand the supply of refurbished devices and has updated Section 5.1.1.2 to reflect this idea. 19. Thank you for sharing your comment on the Illinois SDEP draft. The IOB appreciates your suggestion of a workforce development program that can train personnel in device refurbishment and has updated Section 5.1.1.2 to reflect this idea. 20. Thank you for sharing your comment on the Illinois SDEP draft. The IOB currently highlights plans to collaborate

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	outreach to and support for unconnected households. *(EducationSuperHighway)*	with partners to support programs that provide or enable device refurbishment in Section 5.1.1.2. The IOB invites device suppliers and other organizations to participate in regional gatherings and to share feedback on these programs as the planning continues. They may also apply for the Illinois digital equity grant to further our shared priorities.
	25. Internet Public Trust recommends piloting at least one community college forum in each Department of Commerce and Economic Opportunity region to host semiannual broadband map improvement and outreach events. *(Internet Public Trust)*	21. Thank you for sharing your comment on the Illinois SDEP draft. The IOB plans to work with community-based organizations to implement grant programs, as detailed in Section 5.1.1.2. The IOB considers many types of community-based organizations as close partners in this effort. To facilitate the participation of organizations with different backgrounds in such programs, the IOB also plans to support capacity-building programs in advance of grant applications to encourage diverse participation.
	26. Internet Public Trust suggests piloting at least one community university partnership to track impacts in each Department of Commerce and Economic Opportunity region. *(Internet Public Trust)*	
	27. Internet Public Trust suggests mobilizing higher education to enable projects for broadband outreach and work-study support. *(Internet Public Trust)*	22. Thank you for sharing your comment on the Illinois SDEP draft. The IOB recognizes the importance of digital literacy for K-12 students and appreciates the idea of a program spreading awareness on broadband. The IOB plans to consider similar programs in future grant programs, as detailed in Section 5.1.1.2. We invite you to participate in the community of practice to share ideas like these with other local organizations, and/or to apply for the Illinois digital equity grant to further our shared priorities.
	28. LISC Illinois recommends that the SDEP specifically include technical assistance and support for Illinois digital equity grant applications to support entities with limited staff and organizational capacity. *(LISC Illinois)*	
	29. LISC Illinois asks the IOB to structure grantmaking so that intermediaries can provide sub-grants to lower-capacity, place-based organizations in rural or smaller communities. *(LISC Illinois)*	23. Thank you for sharing your comment on the Illinois SDEP draft. In Section 5.1.1.3, the IOB plans to consider implementing grantee-selection criteria for applications working in partnership with other community organizations. The Plan encourages collaborative partnerships in the efforts to close the digital divide.
	30. ILLINET suggests that the SDEP engage local libraries and regional library systems (IHLS and RAILS) from the beginning of the planning process. *(Reaching Across Illinois Library System (RAILS); Illinois Heartland*	

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	Library System; Consortium of Academic and Research Libraries in Illinois) 31. ILLINET is happy to help establish and increase libraries' engagement in communities of practice. *(Reaching Across Illinois Library System (RAILS); Illinois Heartland Library System; Consortium of Academic and Research Libraries in Illinois)* 32. LISC Illinois suggests that the Plan include partnerships with affordable housing developers in Section 5.1.1.2 and actively seek partnership opportunities with nonprofit and federally supported housing providers. *(LISC Illinois)* 33. Literacy Works suggests involving more adult education experts in community-based organizations across Illinois to facilitate training practices. *(Literacy Works)* 34. Literacy Works recommends simplifying the application process for the Illinois digital equity grant program to make it accessible for community-based organizations. *(Literacy Works)* 35. Rebuild Local News suggests that the IOB to consider funding projects that dedicate reporting resources to covered populations and strengthen local news resources. *(Rebuild Local News)* 36. Comcast suggests that the state allocate the digital equity fund to a mechanism developed under the Illinois Broadband Adoption Act that provides financial assistance to state residents who require	24. Thank you for sharing your comment on the Illinois SDEP. The IOB recognizes the crucial need for affordable broadband, and will continue to support the awareness, adoption, and use of affordable broadband programs and plans. Since its inception, the IOB has emphasized affordability. For example, the Connect Illinois grant program merit review process rewards applications that commit to low-price, high-performance offerings. Grant agreements include five-year price locks and require participation in low-cost subsidy programs. In Section 5.1.1.3, the SDEP outlines plans for statewide and university partnerships that will facilitate outreach across regions of Illinois on topics like affordability. These partnerships would include the IOB's collaboration with the University of Illinois to establish a statewide digital navigator network that supports residents' enrollment in affordable plans. Looking forward, the IOB invites potential sub-grantees to participate in co-designing the state digital equity grant program, along with communities of practice. In these spaces, affected stakeholders can offer insight on how the state's digital equity grant program can support communities in tackling such challenges in the long term. 25. Thank you for sharing your comment on the Illinois SDEP draft. In Section 5.1.1, the IOB includes stakeholder engagement and partnerships with universities as core activities in the SDEP's implementation. The IOB/IBL currently leads the Broadband READY program, which comprises local and regional partners in the 10 regions of Illinois, including universities in these regions. The IOB plans to actively engage with communities across Illinois through this program and encourages community

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	help in adopting or maintaining service due to economic hardship. *(Comcast)*	colleges' participation and leadership in local and digital equity engagement.
		26. Thank you for sharing your comment on the Illinois SDEP draft. The IOB outlines stakeholder engagement and partnerships with universities as core implementation activities in Section 5.1.1. The IOB/IBL currently leads the Broadband READY program, which comprises local and regional partners from the 10 regions of Illinois, including universities in these regions. The IOB plans to continue to actively engage with communities across Illinois through this program and welcomes partnerships with community universities in doing so.
		27. Thank you for sharing your comment on the Illinois SDEP draft. The IOB aims to work closely with universities and other higher education institutions to develop programs across Illinois. For example, the Broadband READY program, detailed in Section 5.1.1.3, convenes regional and local partners, including universities, across the 10 regions in Illinois to facilitate regional coordination and outreach. The IOB plans to continue these programs, engaging closely with universities as partners for outreach.
		28. Thank you for sharing your comment on the Illinois SDEP draft. The IOB recognizes the importance of making the grant process accessible to non-profits and organizations of different sizes and capacities. In efforts to support the process, the IOB details its plans in Section 5.1.1.2 to support capacity-building to enable non-profits of various organizational capacities to participate and to encourage successful outcomes.
		29. Thank you for sharing your comment on the Illinois SDEP draft. The IOB shares your concern for place-based organizations in rural communities, as these organizations play a critical role in efforts to close the

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		digital divide locally. So that organizations of different backgrounds may participate in our digital equity efforts, the IOB plans to support capacity-building programs in advance of grant applications to encourage diverse participation, as detailed in Section 5.1.1.2.
		30. Thank you for sharing your comment on the Illinois SDEP draft. In Section 5.1.1.4 we consider plans to partner with local and regional champions and to engage closely with stakeholders throughout the implementation process. The IOB encourages all local libraries and regional library systems to participate in the community of practice and/or to apply for the Illinois digital equity grant to further our shared priorities.
		31. Thank you for sharing your comment on the Illinois SDEP draft. The IOB extends its gratitude to ILLINET for sharing interest in establishing Communities of Practice, which will rely on partnerships and collaboration with local digital equity champions, like members of ILLINET.
		32. Thank you for sharing your comment on the Illinois SDEP draft. The IOB recognizes the importance of affordable housing in supporting digital equity objectives. The IOB outlines implementation activities in 5.1.1.4 to work closely with non-profits and local organizations. We welcome housing developers, non-profits, and all other community organizations to participate in regional convenings and communities of practice, and/or to consider applying for the Illinois digital equity grant program to further shared priorities.
		33. The IOB thanks you for sharing your comment on the Illinois SDEP draft. The IOB recognizes that community-based organizations are important in adult literacy education. Section 2.2.1 has included adult education as one of the ongoing state priorities. We invite you and your partner organizations to participate in stakeholder

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		engagement activities and local communities of practice, and/or to apply for the Illinois digital equity grant to support digital navigation and provide literacy opportunities for adults in need. 34. Thank you for sharing your comment on the Illinois SDEP draft. The IOB appreciates your comment on the accessibility of grant programs and plans to incorporate stakeholder feedback into the design of the grant application process. Further, to facilitate the participation of organizations from different backgrounds in such programs, the IOB plans to support capacity-building programs in advance of grant applications to encourage diverse participation, as detailed in Section 5.1.1.2. 35. The IOB thanks you for sharing your comment on the Illinois SDEP draft. The IOB recognizes the need to support reporting resources for covered populations and appreciates your input. We are actively supporting collaborations and partnerships to help close the digital divide for covered populations. We invite you to participate in stakeholder engagement activities and local communities of practice, and/or to apply for the Illinois digital equity grant to support community-driven initiatives for covered populations. 36. Thank you for sharing your comment on the Illinois SDEP draft. The IOB is interested in supporting a wide variety of digital equity-centered initiatives through grant programs, as detailed in Section 5.1.1.2. We recognize the importance of programs that enable affordability and plan to continue to include these initiatives in future implementation activities.
5.1.2 Measures to ensure a sustainable, effective	1. If needed, AARP urges the IOB to seek legislative authority to require providers to submit data (on deployment, prices,	1. Thank you for sharing your comment on the Illinois SDEP draft. The IOB plans to consider additional mechanisms

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plan for all state communities	adoption, speeds, and technology, for example) that will help implement and assess the progress of the Digital Equity Plan. *(AARP Illinois)* 2. The EHT requests full transparency about radiofrequency radiation (RFR) if Wi-Fi or wireless systems are to be installed. (For example, RFR measurements could be publicly posted on maps, and warning signage could be placed near all locations with Wi-Fi hotspots.) *(EHT)* 3. The Cook County Government suggests making a separate implementation plan ffor the SDEP. *(Cook County Government)*	for regularly evaluating and updating the SDEP in the future. 2. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We plan to consider incorporating your suggestion in future updates. 3. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We appreciate your recommendation to create a separate implementation plan. We plan to keep this in mind for the next phase of the process.
5.1.3 Mechanisms to ensure that the plan is regularly evaluated and updated	1. Lead for America recommends investing in research and evaluation to improve existing program design and closely measure impacts. *(Lead for America)* 2. The AARP urges the final Plan to commit to regularly collect, analyze, and report the adoption and deployment of internet access—by technology and speed—at a geographically granular level so that the IOBcan monitor the extent to which some communities and populations may rely on inferior high-speed internet access. *(AARP Illinois)* 3. The Woodstock Institute urges the IOB to continue engaging communities in evaluation activities through implementation, using both quantitative data analysis and testimony from customers. *(Woodstock Institute)*	1. The IOB thanks you for sharing this comment. The IOB agrees with your comment and already plans to partner with universities, as well as to use part of the digital equity funding for research and evaluation to improve existing programs and measure impact. 2. Thank you for sharing your comment on the Illinois SDEP draft. The IOB plans to keep tracking and analyzing data related to the measurable objectives listed in Section 2.3. The IOB plans to use a variety of data sources to measure and track access and adoption and will consider this recommendation as decisions are made on sources and methods. 3. The IOB thanks you for sharing this comment. The IOB agrees with your comment and plans to partner with communities to conduct evaluation activities through implementation.

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Public comments not related to an SDEP section		
	1. A resident suggests giving preference to small local providers to deploy last-mile infrastructure and create local jobs (e.g., publicly-owned Rural Electrical Associations). This will help to ensure that incumbent providers' prices are competitive with those of local providers. *(Resident)* 2. A resident expresses concern about the efficiency and transparency of budget-spending. *(Resident)* 3. A resident asks when the timeline for the SDEP will be shared with the general public and how it will ensure equity for educators and students. *(Resident)* 4. A resident expresses gratitude for the SDEP, as his/her community needs this plan. *(Resident)* 5. A resident acknowledges the Plan's positive impact. *(Resident)* 6. A resident acknowledges the Plan's implementation strategy (cooperating with colleges and universities) for its positive impact. *(Resident)* 7. Literacy Works reminds the IOB to communicate all sharable information in culturally appropriate, accessible, and effective ways. *(Literacy Works)* 8. The Cook County asks to improve the SDEP's accessibility by 1) adding options for people with disabilities and non-English speakers; 2) shortening the length of the SDEP; and 3)	1. The IOB thanks you for sharing your comment. All providers will have the opportunity to compete for BEAD funds. The evaluation and scoring criteria will be published ahead of the grant program. Local support for an application will be considered, as described in the grant criteria. 2. The IOB thanks you for sharing your comment. The IOB is committed to transparency and invites you to participate in future program design efforts. 3. Thank you for sharing your comment on the Illinois SDEP draft. Please see Section 5.2 for an up-to-date timeline for implementing the Illinois SDEP. The State plans to complete the application for the Digital Equity Capacity Grant Program in 2024. We acknowledge the critical need for students to have device access, which remains a priority listed in our Objectives B3. We plan to keep working with our partners to provide more affordable digital device access for educators and students. 4. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We plan to track and update the State Digital Equity Plan during implementation. 5. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We plan to track and update the State Digital Equity Plan during implementation. 6. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We plan to keep collaborating with colleges and community-based organizations and updating the State Digital Equity Plan during implementation. 7. The IOB thanks you for sharing your comment on the Illinois SDEP draft. We recognize that the language we use in communication should be culturally appropriate

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	providing formats that are easier to navigate than PDFs. *(Cook County Government)*	and accessible for all covered populations, and we are revising external materials to increase accessibility. 8. The IOB thanks you for sharing your comment and your recommendations on ways the IOB can make the SDEP more accessible. The IOB plans to consolidate the plan to decrease its length, increase the accessibility of its design, and translate the Executive Summary into the most commonly spoken languages in Illinois. Following the publication of the final plan, the IOB looks forward to exploring ways to display the Plan's contents in more navigable and welcomes your ideas and collaboration on this front.