

Data Driven Change for Connecting Rural America During Covid-19 Crisis

Digital Inclusion

Rural LISC (Local Initiatives Support Corporation) utilized Digital Navigators to understand the need for internet and devices for those living in rural Appalachia. This resulted in device distribution and skills training so that clients could access internet for school, work, and everyday activities that have increasingly moved online during the Covid-19 pandemic.



49% of those who are interested in doing Employment activities online, do **NOT** have reliable internet.

68% of those that qualify for SNAP, Federal Public Housing Assistance, or Medicaid are interested in Free or Low-Cost Internet.

63% of those interested in Employment activities online, say they are interested in Free or Low-Cost Internet.

Process

- Revised intake form questions to produce a more precise set of questions
- Reviewed literature of digital inclusion research
- Combined data from Intake Forms to assess research questions about Employment and access to reliable internet
- Compared summary data to analyze different data points

Future Outcomes

- Access** to reliable internet and devices to apply for jobs online and work from home
- Skills** to use digital and online resources
- Policy** changes at the federal and local levels that support digital inclusion