

The Digital Divide: Solutions for Connectivity & Accessing Services

Low Income Home Energy Assistance Program (LIHEAP)
2021 National LIHEAP Virtual Training Conference



The Digital Divide: Solutions for Connectivity & Accessing Services

OCS Welcome and Introduction

Welcome and Introduction

- Kate Thomas, Program Specialist, Division of Energy Assistance, Office of Community Services

Presenter: Kate Thomas

The Digital Divide: Solutions for Connectivity & Accessing Services

OCS Welcome and Introduction

- Why OCS thought this training was important?
- How OCS, partners, and grantees worked in collaboration to put it together?

Presenter: Kate Thomas

The Digital Divide: Solutions for Connectivity & Accessing Services

Training Objectives

By the end of this session, LIHEAP grantees will have a better understanding of:

- Why knowing about the digital divide is important
- Factors to consider when designing in-take processes
- Required Personally Identifiable Information (PII) considerations
- How you can improve intake processes

Presenter: Kate Thomas

The Digital Divide: Solutions for Connectivity & Accessing Services

Training Overview

Session Agenda

- **PART I: WHERE SIGNIFICANT BARRIERS EXIST IN THE U.S.A.**
- **PART II: HOW GRANTEES ARE ADDRESSING THE DIGITAL DIVIDE**
- **PART III: SECURITY CONSIDERATIONS IN A VIRTUAL WORLD**
- **PART IV: QUESTIONS AND ANSWERS**

Presenter: Kate Thomas

"While the nation continues to make progress in broadband deployment, millions of Americans still lack access to adequate broadband, especially in rural areas and on Tribal lands."

-Federal Communications Commission

Presenter: Kate Thomas





Kirk Burgee

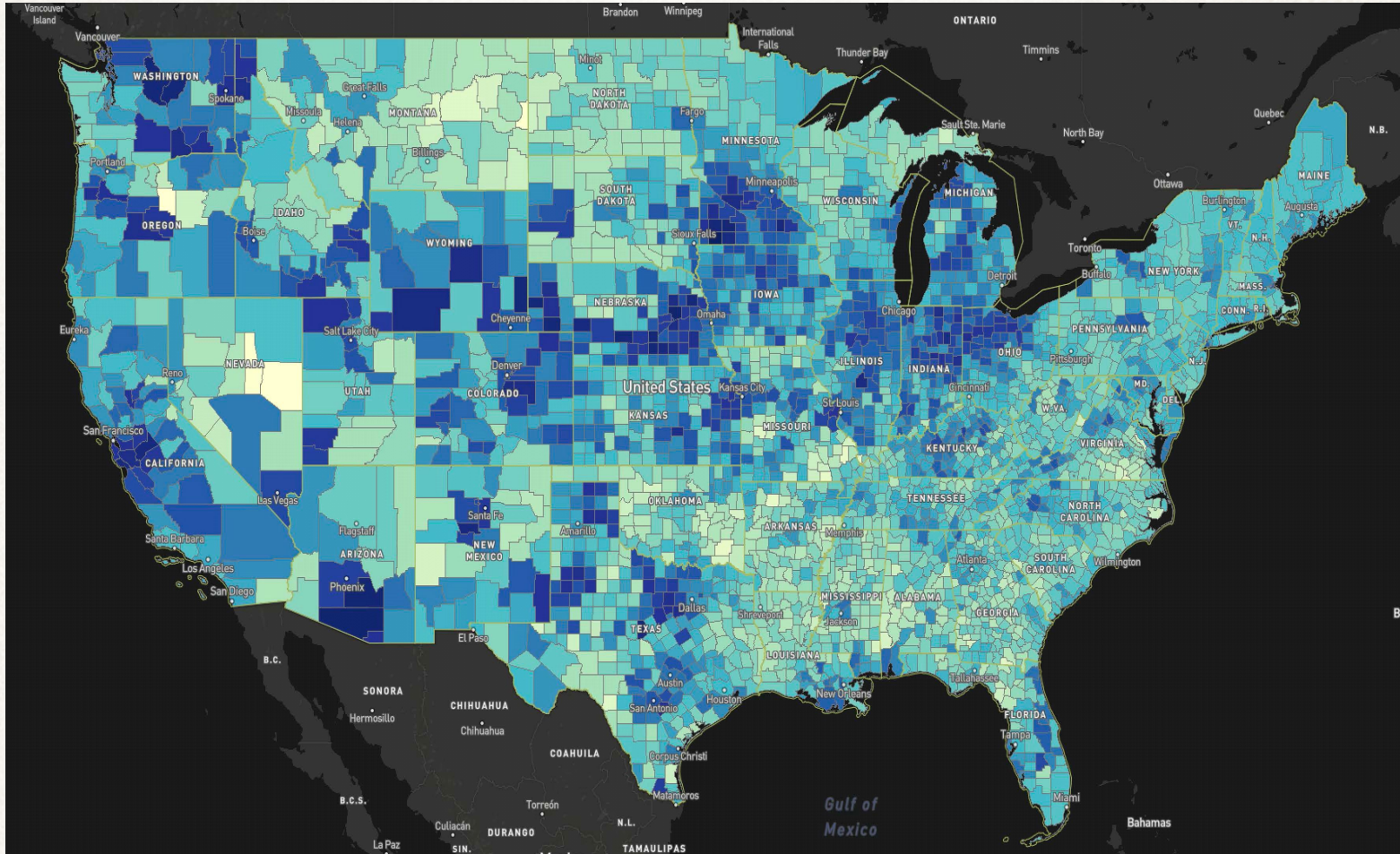
Chief of Staff

Wireline Competition Bureau

Federal Communications
Commission

Presenter: Kirk Burgee

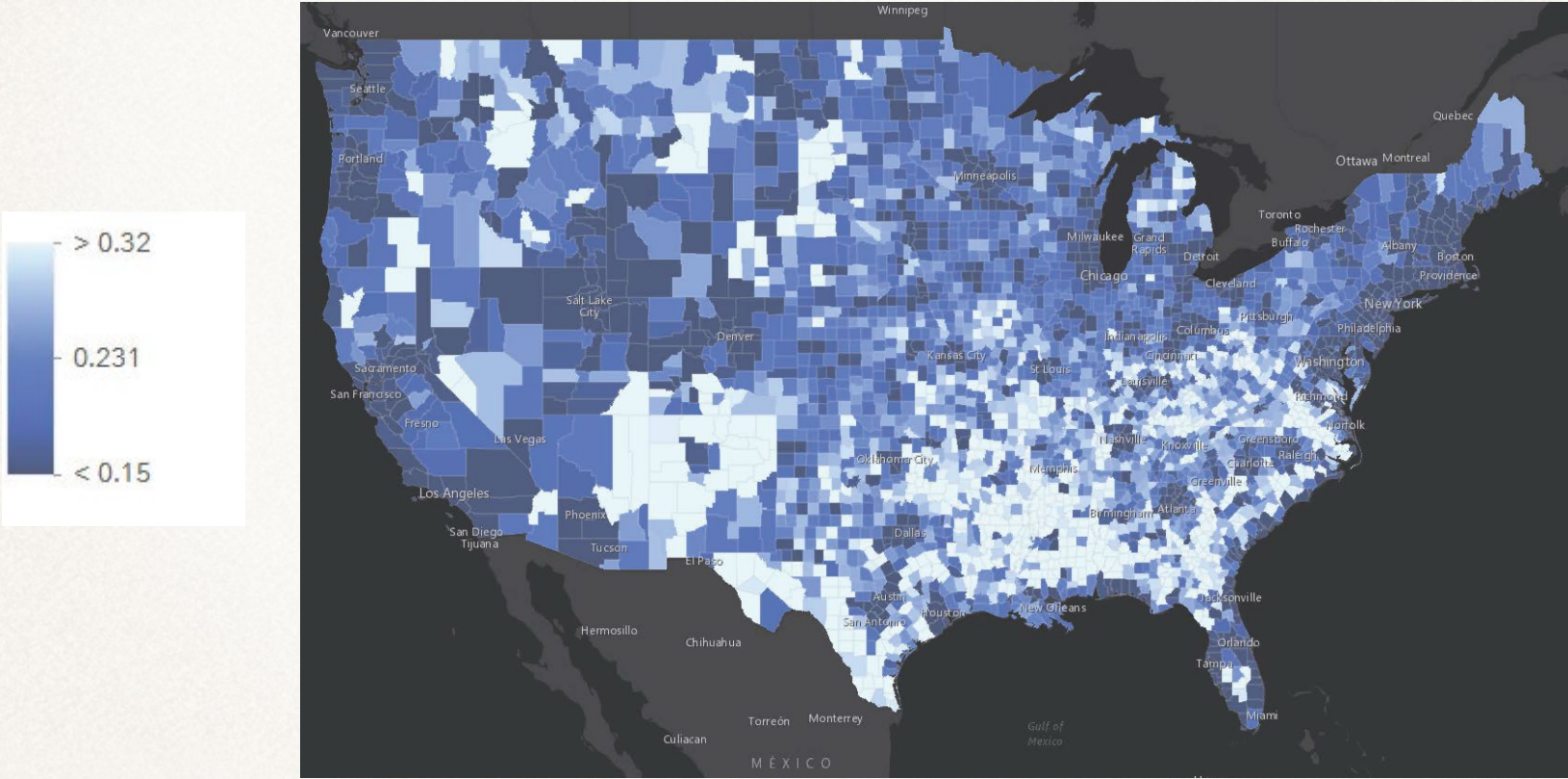
Terrestrial Fixed Broadband deployment in the United States (≥ 10 Mbps)



Source: <https://broadbandmap.fcc.gov/#/>
Data as of December 31, 2019



Percentage of Households in the United States Without Terrestrial Broadband [by County]

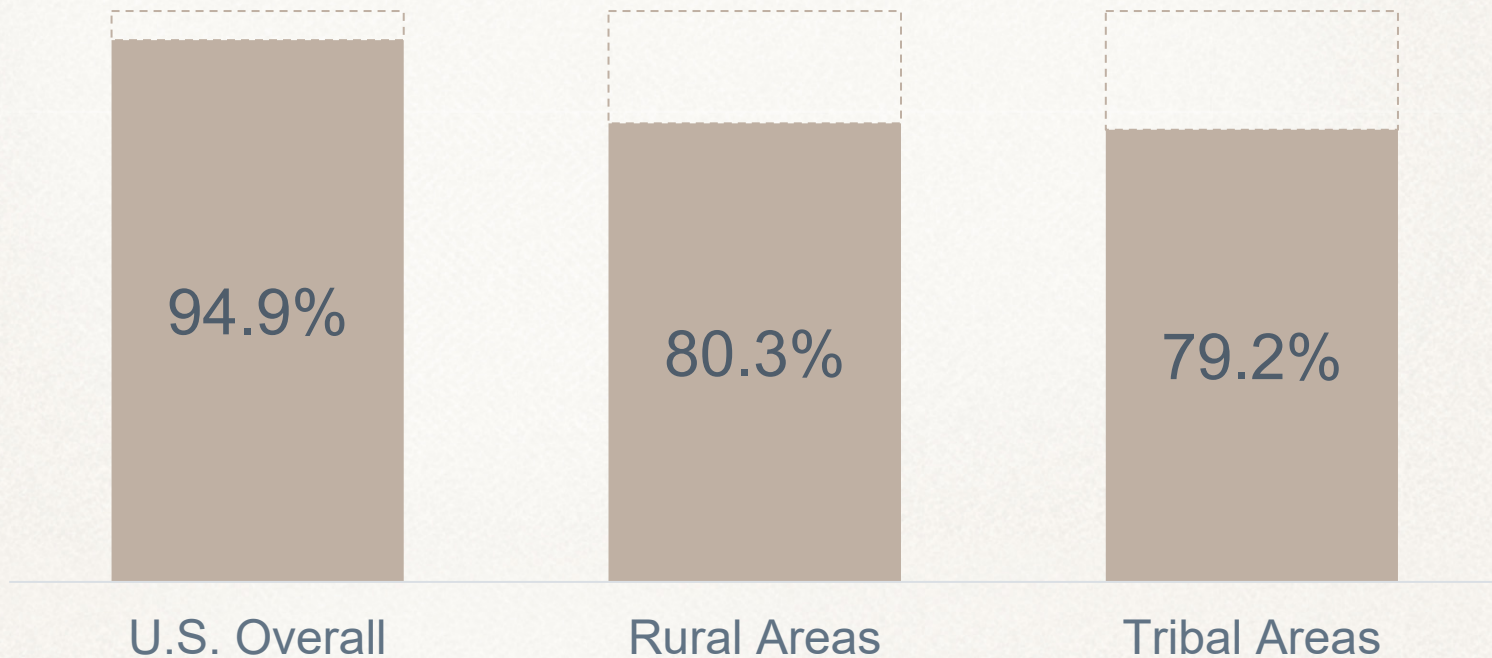


Source: US Census Bureau - American Community Survey
5-year data from 2015-2019



Broadband Access – Key Data Points

Deployment of 10/1 Mbps Wired Broadband (as of Dec 31, 2019)

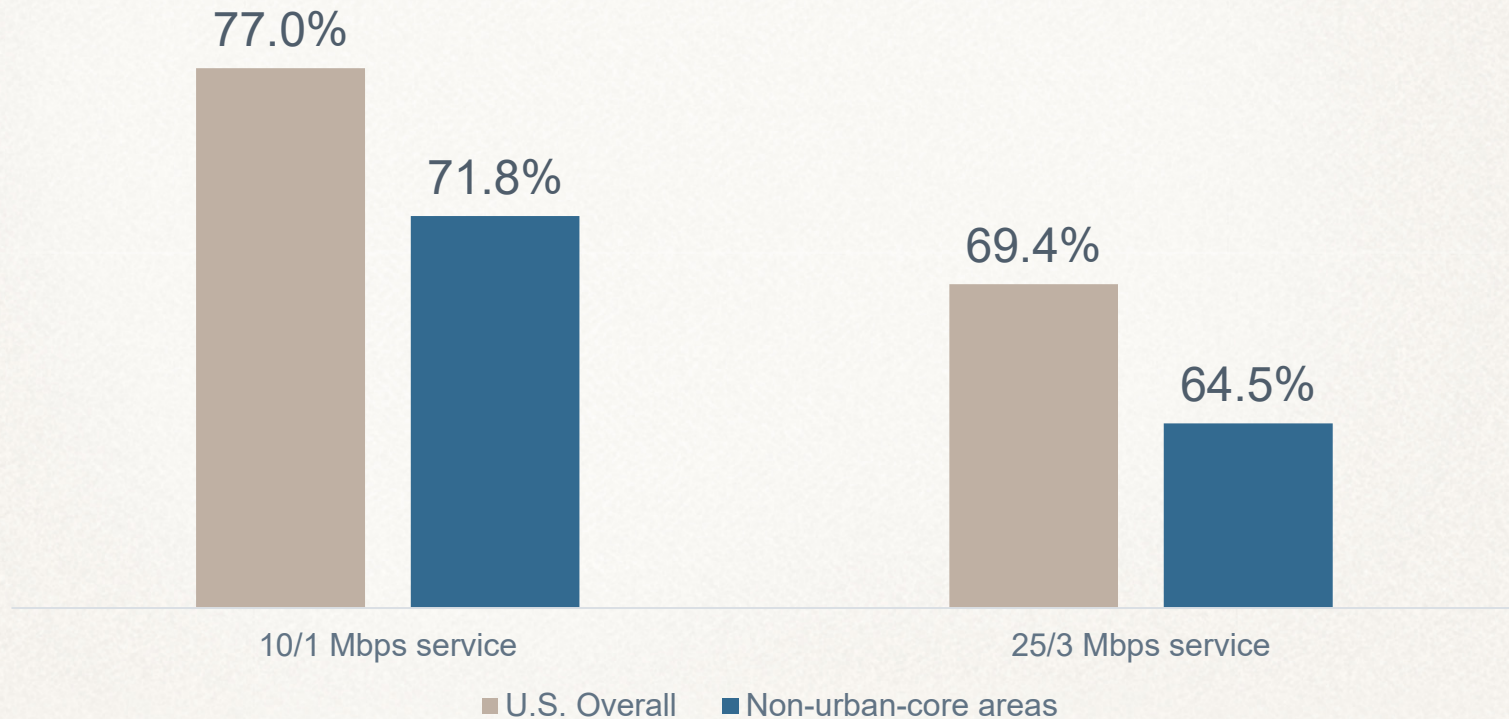


Source: FCC Fourteenth Broadband Deployment Report; FCC Form 477 Data as of December 31, 2019.



Broadband Access – Key Data Points

Adoption Rate: Fixed Terrestrial Service



Source: FCC Fourteenth Broadband Deployment Report; FCC Form 477 Data as of December 31, 2019



FCC Initiatives to Close the Digital Divide

- Universal Service Fund Programs:
 - High-Cost (CAF; RDOF; 5G)
 - E-Rate
 - Lifeline
 - Rural Health Care
 - Connected Care Pilot
- Emergency Broadband Benefit Program
- COVID-19 Telehealth Program
- Digital Opportunity Data Collection

Source: FCC Fourteenth Broadband Deployment Report;
FCC Form 477 Data as of December 31, 2019



Bill Freeman

Director

Office of Home Energy Programs

Maryland Department of Human Services

Presenter: Bill Freeman



Maryland

Telephonic Applications:

- Processes for facilitating telephonic applications and telephonic consent for other forms and documents were established at the beginning of the pandemic.
- Processes were built into agencies' crisis response plans to replace home visits.

Call Center:

- Sends out applications.
- Number of agents doubled.
- Hours expanded to help meet the increased call volume.

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Maryland

Electronic Content Management System

- New system in place for scanning and managing documents to better facilitate remote and rotational work.

Increased Outreach to Vulnerable Populations

- Baltimore County Department of Social Services and the Washington County Community Action Council increased application intake by 39% and 27% respectively while decreasing processing times, improving all quality metrics, and increasing the number of applications from *seniors* and *disabled* populations.

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Maryland

Working with Utility Companies

- As the state's disconnect moratorium expired, the Public Service Commission required utility companies to send information regarding termination notices to LIHEAP. To date, state received information from utilities for 287,000 customers due to receive disconnect notices. State has been able to reach 200,000 of these customers via mail, phone, or email.
- Agreements with utility companies to have their call centers send out applications to their passed-due customers.

Presenter: Bill Freeman



Bern Panteah

Director

Division of Education & Training

Zuni Education & Career Development Center

Presenter: Bern Panteah



Pueblo Zuni

Developing the LIHEAP
application process on
JotForm

2020-2021 APPLICATION

Date.:

Phone/Message No.:

 Remove from PDF

Type a sublabel



Applicant Name:

Last

First

Presenter: Bern Panteah



PUEBLO OF ZUNI - LOW INCOME HOME ENERGY
ASSISTANCE PROGRAM
2020-2021 APPLICATION

Date: Phone/Message No.:

Applicant Name:
Last First Middle

Social Security No.: Tribal Census No.: DOB:

1. ADDRESS

Mailing Address: Age of Applicant:
P.O. Box City State

Rural Address: No. in Household:
House No. Street Name

Did your household apply last year? Yes No If yes, please list name of Applicant:

**QUICK SHARE**

Direct form link and social share.

**EMBED**

Various webpage embed options.

**ASSIGN FORM**

Assign your forms to others.

**EMAIL**

Reminders and instant sharing.

**PLATFORMS**

3rd party publish options.

**DIRECT LINK OF YOUR FORM**

Your form is securely published and ready to use at this address.

LINK TO SHARE[Settings](#)<https://form.jotform.com/203236310354039>**COPY LINK****OPEN IN NEW TAB****INVITE BY EMAIL**

To: Enter email addresses to send invitation with permissions.

SHARE FORM

Share your form link in various social posts and through email.

SHARE OPTIONS

ORIENTATION



PUEBLO OF ZUNI - INCOME HOME ENERGY A

PUEBLO OF ZUNI - INCOME HOME ENERGY ASSISTANCE PROGRAM
2024-2025 APPLICATION

Date: _____ Phone/Fax/Email No: _____

Applicant Name: _____
Last First Middle

Serial Security No: _____ Tribal Service No: _____ DOR: _____

I. ADDRESS

mailing address

mailing address: _____
A.P. No: _____ City: _____ State: _____ Zip of Applicant: _____

Home address: _____
House No: _____ Street Name: _____ Tax ID No: _____

Do you have a cell phone? Yes No If yes, please list name of Applicant: _____

II. HOUSEHOLD INFORMATION

What is your main heating source? Please check one: Coal Stove Fireplace Electric

Do you or your family have a car? Yes No If yes, please list name of Applicant: _____

III. EMPLOYMENT INFORMATION

Please list all household members of Applicant and describe their employment status.

Name of Member: _____ Age: _____ Sex: _____

Employment Status: _____ If pregnant, State and Month of Term: _____ Delivery: _____

NOTE: IF YOU ARE NOT QUALIFIED FOR THIS PROGRAM, YOU WILL BE NOTIFIED BY MAIL. IF YOU ARE QUALIFIED FOR THIS PROGRAM, YOU WILL BE NOTIFIED BY MAIL AND BY PHONE.

START FILLING →

Presenter: Bern Panteah

Iris Pennington

LIHEAP Manager

Arkansas Department of Environmental Quality

Presenter: Iris Pennington



Arkansas

- Staff take applications over the phone
- Applicants can text documents

Presenter: Iris Pennington



Arkansas

- Construction of zero-contact outreach buildings on office grounds



Presenter: Iris Pennington



Arkansas

- Installation of zero-contact windows in existing offices
- Use of video doorbells at offices
- Receipt of applications on behalf of clients from community partners

Presenter: Iris Pennington



Arkansas

In Conclusion

- In the end, Arkansas's LIHEAP in-take agencies are willing to go back to the old way, but keep some of the new application methods out of convenience and necessity.

Presenter: Iris Pennington



Anita Alford

Chief Information Security Officer
Director of Cybersecurity and Privacy
Office of the Chief Information Officer
Administration for Children and Families

Presenter: Anita Alford



Privacy

What is Privacy?

Privacy is the right to be let alone, or freedom from interference or intrusion.

- Information privacy is the right to have some control over how your personal information is collected and used.

The Privacy Act of 1974 5 U.S.C. § 552a (2012)

Privacy is embodied in Fair Information Practice Principles (FIPPs), which ensure that:

- Personal information is accurate, relevant, and current;
- All collections, uses, and disclosures of personal information are known and appropriate; and
- Personal information is protected.

The **Privacy Act of 1974**, as amended, 5 U.S.C. § 552a, establishes a code of fair information practices that governs the collection, maintenance, use, and dissemination of information about individuals that is maintained in systems of records by federal agencies.

Presenter: Anita Alford



What is Personally Identifiable Information (PII)?

PII is information that can be used to distinguish or trace an individual's identity, either alone or when combined with other information that is linked or linkable to a specific individual.

Elements that identify an individual alone

Social Security number (SSN)

Driver's license or other state identification number

Alien Registration Number (A-Number)

Tribal Enrollment Number

Biometric identifiers (e.g., fingerprint, iris scan, genetic sequence)

Medicare identification numbers (e.g., Health Insurance Claims Numbers (HICN), Medicare Beneficiary Identifier (MBI))

Taxpayer Identification Number (TIN)



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Why Must I Protect PII?

Elements that can identify an individual when two or more are combined

- Date of birth
- Last four digits of an SSN
- Medical information (including medical records numbers)
- Passport number
- Financial account numbers (including credit and debit card numbers)
- Mother's maiden name
- Criminal history
- Sexual orientation
- Ethnic or religious affiliation
- Citizenship or immigration status
- Current or previous personal contact information, personal mailing or home address, personal email address, and personal phone number



The inappropriate use or disclosure of PII may pose a risk of harm to the individuals who are the subjects of the information.

Presenter: Anita Alford

Safeguarding PII



Activity	PII	Sensitive PII
Email	<ul style="list-style-type: none"> Share PII only with individuals who need to know the information to perform their job duties Confirm all recipient email addresses are correct before sending Be mindful if adding additional recipients to the discussion Encrypt the document attachment that contains PII 	<p>In addition to the guidelines for PII:</p> <ul style="list-style-type: none"> Consider using a secure file transfer tool as opposed to simple email encryption Password protect your word document or Excel Spreadsheet. Request step-by-step instructions
Printing	<ul style="list-style-type: none"> Only print documents when necessary. Wait and retrieve printed documents from the printer immediately. 	<p>In addition to the guidelines for PII:</p> <ul style="list-style-type: none"> When available, use secure print features, which may require the use of a PIN number for authentication.
Network Storage (e.g. Shared Drives, SharePoint, Databases)	<ul style="list-style-type: none"> Allow access to PII only to individuals who need to know the information to perform their job duties. Minimize the creation of redundant copies of files containing PII. 	<p>In addition to the guidelines for PII:</p> <ul style="list-style-type: none"> Encrypt files or folders containing Sensitive PII. Never create redundant copies of Sensitive PII.
Storage Media (e.g. USB drives, external hard drives, and CDs/DVDs)	<ul style="list-style-type: none"> Storage media must be encrypted to store PII. Secure devices when unattended. 	<p>Follow the same guidelines as for PII.</p>

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General Security Standards

When requesting, and storing, information from clients electronically, keep in mind:

- 1.) HHS grantees are required to Protect Sensitive PII.
- 2.) There are discussions of future grants having language more specific about privacy and security requirements. Be sure to read your grant language and terms and conditions.
- 3.) ACF OICO is available to make sure program mission is achieved securely. Reach out to them with questions.

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What to do if I suspect a breach?

Reporting a Privacy Breach to acf_irt@acf.hhs.gov

Report any suspected or confirmed privacy breach as **soon as possible** and without unreasonable delay!

When reporting a breach be sure to include as much information as possible. Who, what, where, when, and how. After reporting a member of the ACF IRT will contact you. Every breach is different and each one is handled differently by the ACF IRT.



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Questions

If you would like to talk to the Privacy Department at ACF with questions or concerns you have, please email

acf_irt@acf.hhs.gov

For your own copy of the Privacy Act
“Click Here”

<https://www.justice.gov/opcl/privacy-act-1974#:~:text=The%20Privacy%20Act%20of%201974,of%20records%20by%20federal%20agencies>

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OCS – Key takeaways

- There is a digital divide. Knowing about it is important to properly serve low-income populations who may not have access to virtual applications.
- There are ways to improve intake processes to meet both virtual needs, and continued access issues. Access issues can result from connectivity challenges, capacity to use technology, fear, or other reasons.
- Required security considerations.

Presenter: Kate Thomas



Questions?

Presenter: Kate Thomas

