

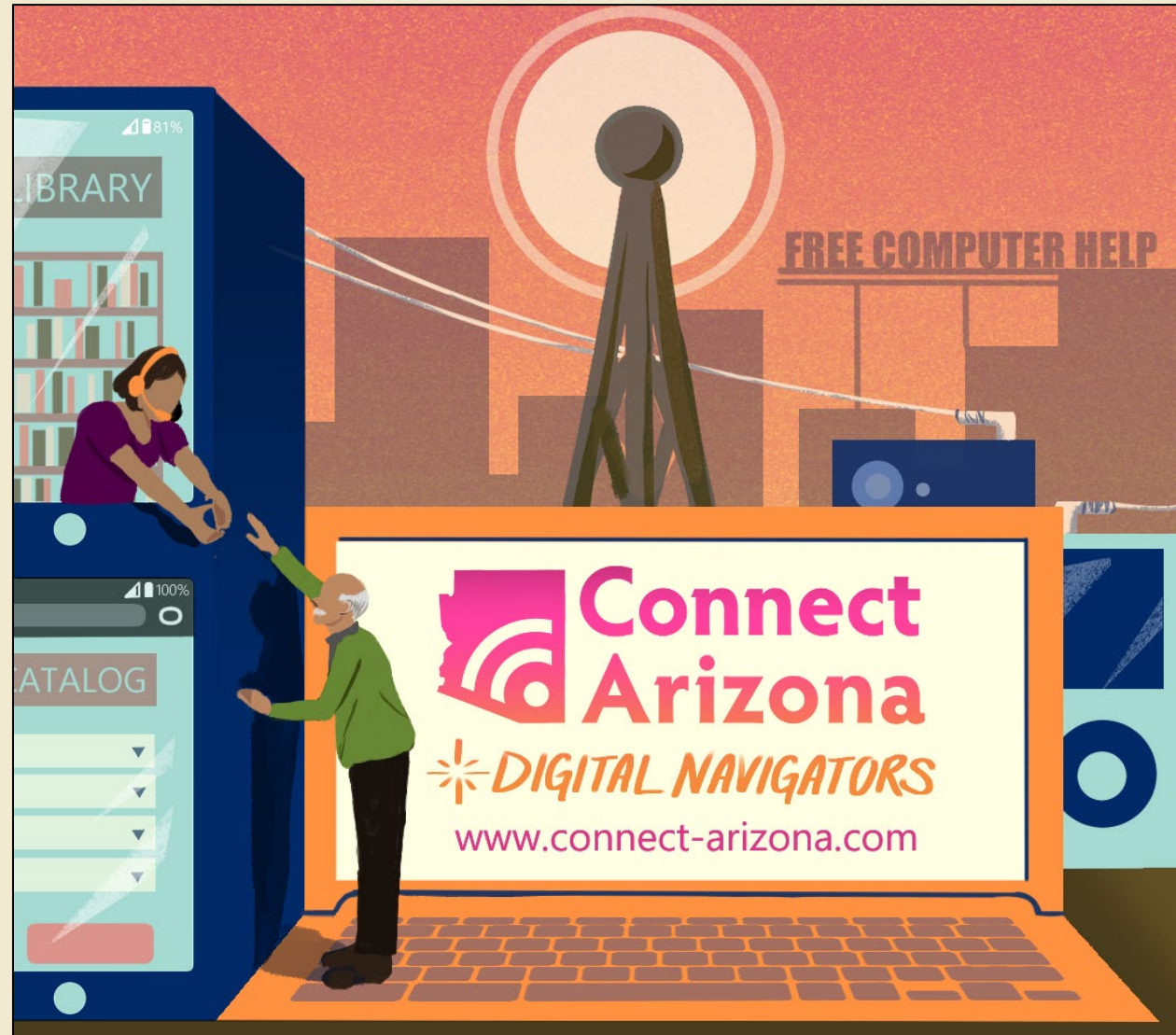


KATIE HOBBS
SECRETARY OF STATE

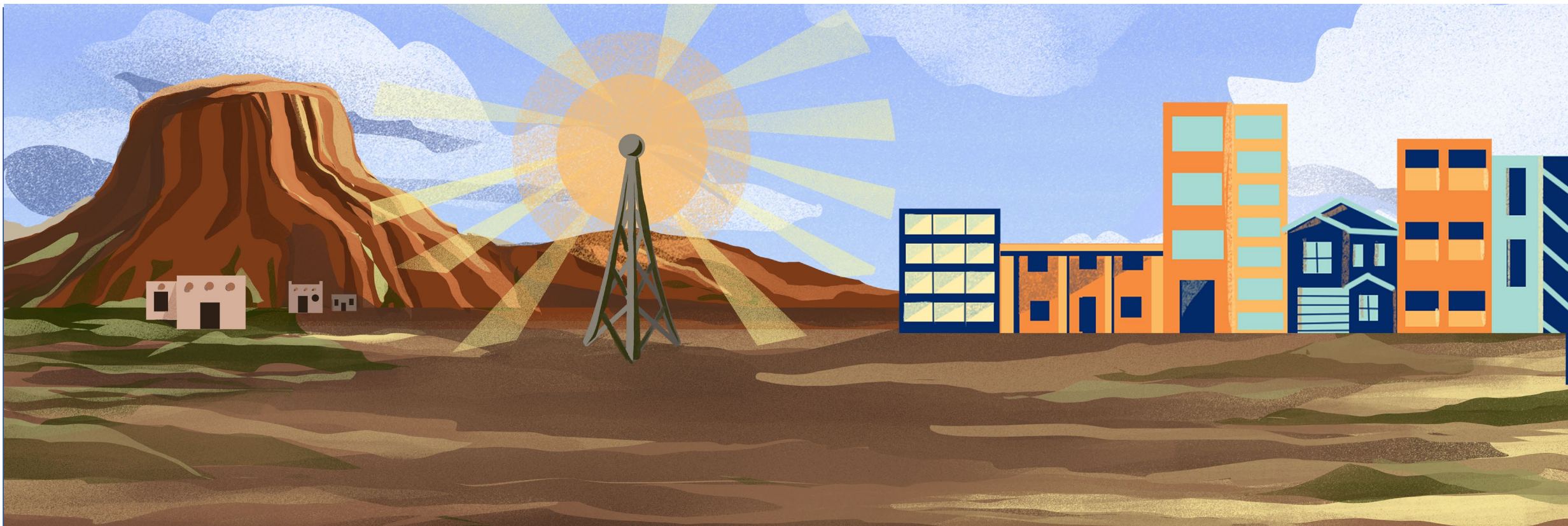
PROVIDING
Preserving
Arizona
ACCESS
Arizona State Library,
Archives, & Public Records



INSTITUTE of
Museum and Library
SERVICES



Nicole Umayam | numayam@azlibrary.gov
Digital Inclusion Library Consultant
Arizona State Library, Archives and Public Records



Our Vision

A connected Arizona where all communities have access to the internet, the devices needed to use it, and the tech confidence and competence to thrive online.

Our Mission

To connect Arizonans with information resources

affordable home internet access, personal devices, and local tech training & support

To inspire digital empowerment in Arizona via Digital Navigators

free library service for individuals to develop digital and web literacy skills, find internet service, get technical assistance, and become confident users of technology



We've come a long way...

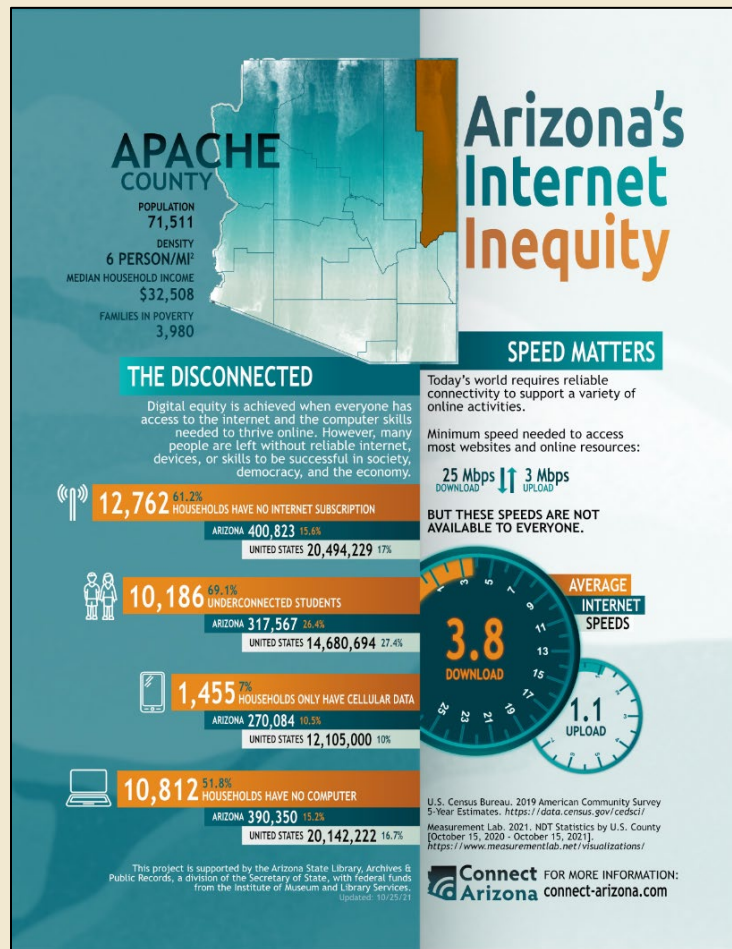


Connect Arizona homepage (Aug 2020)

- Born of necessity
Wi-Fi = Survival
- Amplified and informed by partners



Our Resources



<https://connect-arizona.com/digital-equity/community-data>

Computers

Available for Purchase by Individuals
Get a computer or tablet from organizations that sell devices at a low cost, and some that provide them for free.

Computers 2 Kids
With Computers 2 Kids (C2K), AZ & San Diego, CA, that refurbish computers available for purchase by low income individuals and households with students. Computers are tested with Windows 10, MS Office Suite, Antivirus, and 1 year of Free Tech Support. \$80 for desktops, and \$100 for a Lenovo Yoga 1 or laptop.

RefurbIT
RefurbIT (RITA), AZ offers low cost refurbished computers and iOS devices (iPhone, iPad) for individuals. AZ Technology Access Program (AZTAP) offers an additional 25% off discount on RefurbIT price for computers for individuals with disabilities. AZTAP offers an additional 25% off discount on RefurbIT price for computers for individuals with disabilities who also receive specific federal or state public assistance benefits.

AZTAP ARIZONA Technology Access Program
AZ Technology Access Program (AZTAP) offers an additional 25% off discount on RefurbIT price for computers for individuals with disabilities who also receive specific federal or state public assistance benefits.

PCs for Refugees
PCs for Refugees (PCFR) provides free refurbished computers and educational software to refugee families in Arizona. Support is available in

PCs for People
PCs for People

We Care Tucson
We Care Tucson (WCT), AZ provides donated computers and makes them available for purchase at affordable prices. They are non-profit.



Arizona Digital Inclusion Directory

Keywords: Location: For online help, do not enter a location. Search

Search.

Search the Directory Browse the Listing

Sahuarita Food Bank & Community Resource Center

17750 South La Cañada Drive, Sahuarita, AZ 85629, USA
Added on April 22, 2022

Online Learning Outreach and Advocacy Public Computers Tech Classes

Sahuarita FoodBank & Community Resource Center

Availability: In-Person Languages: English, Spanish
Age: Adults, High School (Ages 14-18), Seniors
Average Service Fee: \$0
Digital Inclusion Services: Digital Literacy, Microsoft word and Excel

Hours: 9am to 3pm
Phone: (520) 777-7675
Website: <https://www.sahuaritafoodbank.org>
Email: aromero@sfb-crc.org
Best Contact Option: Email

Our Reach



Connect Arizona homepage (June 2022)

40,000+

Website visits

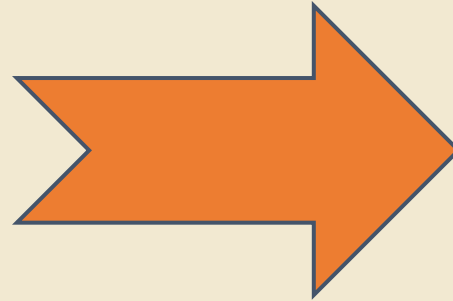
8,700 EBB/ACP page views

380,000+

Public Wi-Fi map views

1,960 locations

Our Digital Navigator Model



Digital Navigators

Supporting all digital inclusion needs

- Info on affordable internet plans & devices
- One-on-one support
- Digital skills to meet individual needs
- Tech troubleshooting

Supporting communities

- Research & data gathering
- Creating resources to share locally



¡AYUDA TÉCNICA GRATUITA!

NOSOTROS LE AYUDAREMOS A:

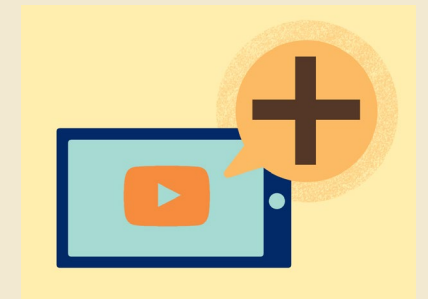
- Encontrar puntos de acceso de wifi públicos
- Aprender a usar dispositivos como tabletas, celulares, y computadoras
- Encontrar descuentos de planes de internet
- Resolver problemas tecnológicos

LOS TRABAJADORES DE LAS BIBLIOTECAS DE ARIZONA ESTÁN AQUÍ PARA AYUDARLE

Llámenos o contáctenos por texto al 602-529-1519. Escribanos un correo electrónico a connectaz.help@gmail.com. Visite nuestro sitio web www.connect-arizona.com

Este programa cuenta con el apoyo de la Biblioteca Estatal de Arizona, Archivos y Registros Públicos, una división de la Secretaría de Estado, con fondos federales del Instituto de Servicios de Museos y Bibliotecas.

Arizona State Library, Archives & Records KATIE ROBB'S UNIVERSITY OF ARIZONA STATE OF ARIZONA INSTITUTE OF MUSEUM & LIBRARY SERVICES



Our Impact

2,263

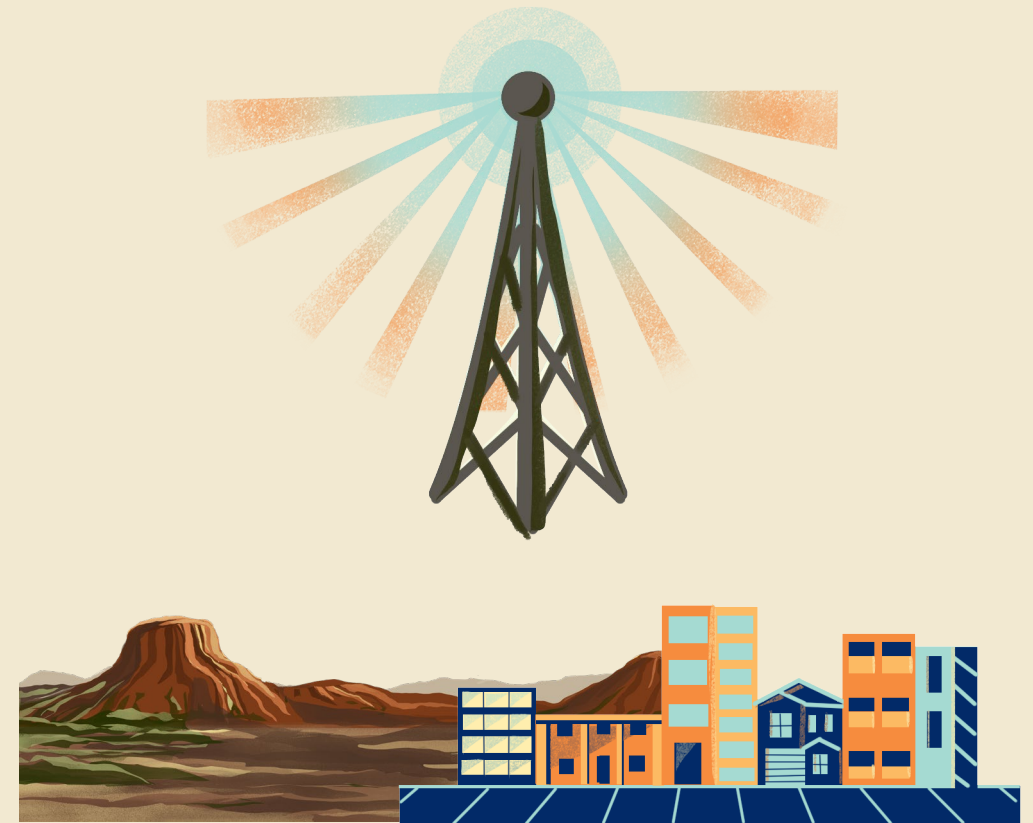
Tickets supported (and counting!)

40 calls/week

28 mins avg. call length

35%

Repeat callers





“Very gracious help. I appreciate the patience and all the effort of the Connect Arizona staff. I don’t feel very comfortable with phones and computers, but I know I can get assistance with you and that you’ll work through things with me. It’s very comforting to know there’s somebody out there to help.”

Jane

Lifelong learner. Through sessions and guidance with our navigators she has been able to get back into her Chromebook, fix issues with her smartphone and learn Zoom.



“I heard about EBB and didn’t know where to look. Going through some of these sites can be a real jungle. Really appreciate the help from Connect Arizona. They got me to the exact site I needed to apply on and gave me helpful information on if I qualified and what I needed for documents. Also good information on my Internet provider and the best deal with them. This program really had my back!”

Sally

Student. Through sessions and guidance with our navigators she was able to successfully apply for the Emergency Broadband Benefit.

Bridging the Gap

ACP Affordable Connectivity Program

Service Discounts
Up to \$30 per month for broadband services
Up to \$75 per month for households located on Tribal lands

Device Discount
Up to \$100 on purchasing a laptop, desktop computer, or tablet from participating providers

TO APPLY
acpbenefit.org/
ACPSupport@usac.org
(877)384-2575

for free assistance
Connect Arizona
IS HERE TO HELP

One-on-one phone assistance to help Arizona get online and free tech support hotline for digital learning and information on accessing low-cost internet and computers.

(602) 529-1519 connectaz.help@gmail.com
connect-arizona.com/acp

Connect Arizona is supported by the Arizona State Library, Archives & Public Records, a division of the Secretary of State, with federal funds from the Institute of Museum and Library Services.



FC Affordable Connectivity Program
getinternet.gov

Apply for ACP to get:
Service Discount
-Up to \$75/month for broadband services on Tribal lands
Device Discount
-Up to \$100 when purchasing a laptop, desktop computer, or tablet from participating providers.

Call or text Connect Arizona today to get free and friendly help signing up
Connect Arizona connect-arizona.com 602-529-1519



FC Affordable Connectivity Program
getinternet.gov

Programa de Descuentos Para Internet (ACP)
Solicite ACP para obtener un descuento de \$30/mes en su factura de Internet + un descuento único de \$100 para la compra de una computadora, una laptop, o una tableta de proveedores participantes. Llame o envíe un mensaje de texto a Connect Arizona hoy para obtener ayuda gratuita y amigable registrándose.

Connect Arizona connect-arizona.com 602-529-1519



Vital components

- Trusted, impartial local support
- Partnerships & collaboration at all levels



Call or text
Email
Visit

602-529-1519
connectaz.help@gmail.com
www.connect-arizona.com