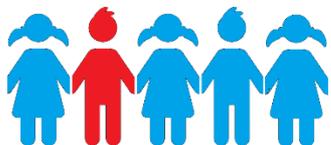




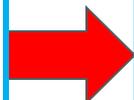
September 2020



# Data on internet access in Chicago confirms what families are saying – we have an inequity



1 in 5 children in Chicago lack internet access\*



- 100,000 kids across 60,000 households
- Mostly African American/Latinx neighborhoods
  - Just over 1 in 3 households in Austin
  - Nearly 1 in 3 households in Humboldt Park
  - Nearly 1 in 2 households in West Englewood

The immediate COVID need for internet access will help build permanent infrastructure to bridge the Digital Divide

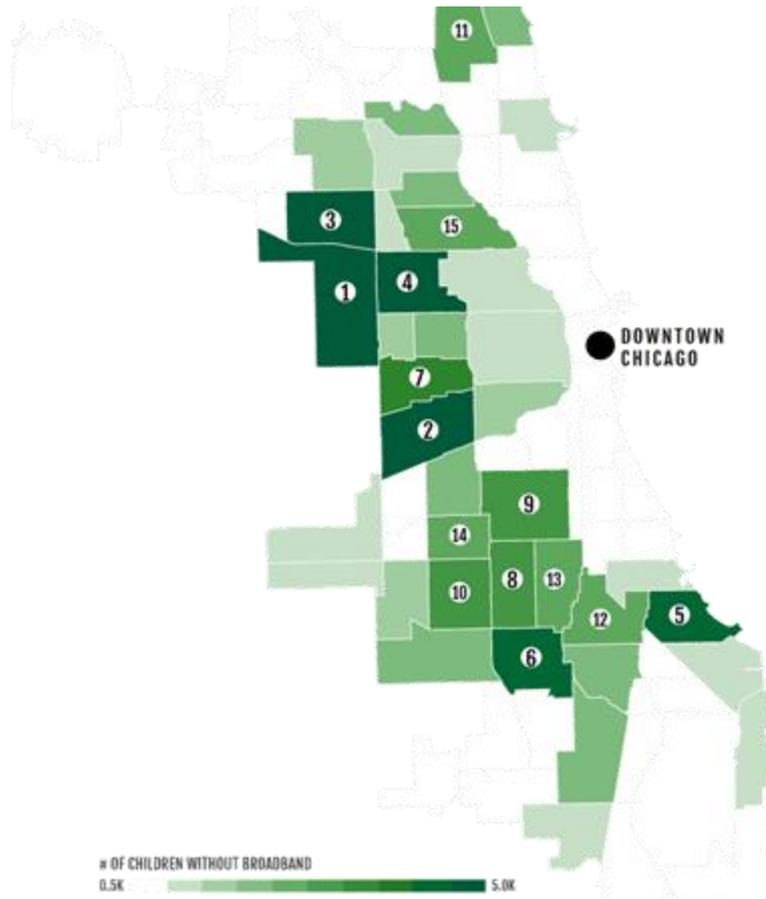
- Even post-COVID, internet access is a critical issue to promoting educational outcomes and righting broader inequities (poverty, housing access, food access)
- Research indicates that **internet access can improve students' GPAs and can improve standardized test scores**
- Internet access will help with engaging children in summer school and reducing summer crime

\* "Digital Equity in Education", Kids First Chicago & Metropolitan Planning Council, April 2020 (students 18 and under)

\*\* CPS Data for Google Meet and Platform Access from April 26 - May 2



# Areas with the highest concentration of students without access to broadband are predominately on the South & West sides



## # of Students

### 15 Most Affected Community Areas

1. AUSTIN	WEST SIDE	7,801
2. SOUTH LAWNSDALE	WEST SIDE	6,624
3. BELMONT CRAGIN	NORTH/NORTHWEST SIDE	5,218
4. HUMBOLDT PARK	WEST SIDE	5,195
5. SOUTH SHORE	SOUTH SIDE	3,994
6. AUBURN GRESHAM	FAR SOUTHWEST SIDE	3,744
7. NORTH LAWNSDALE	WEST SIDE	3,550
8. WEST ENGLEWOOD	SOUTHWEST SIDE	3,089
9. NEW CITY	SOUTHWEST SIDE	2,992
10. CHICAGO LAWN	SOUTHWEST SIDE	2,769
11. WEST RIDGE	FAR NORTH SIDE	2,609
12. GREATER GRAND CROSSING	SOUTH SIDE	2,539
13. ENGLEWOOD	SOUTHWEST SIDE	2,392
14. GAGE PARK	SOUTHWEST SIDE	2,366
15. LOGAN SQUARE	NORTH/NORTHWEST SIDE	2,327

\* See [US Census Bureau](#), 2019, 2014-2018 American Community Survey 5-year estimates



- **One of the largest and longest city-run internet accessibility program in the country (100,000+ students)\***
  - Focus on high-speed, fixed-line, household internet access (wireline ensures reliability, consistency of speed, and can most quickly connect Chicagoans)
  - Includes a WiFi “hotspot” component focused on students in temporary living situations and the small percentage of homes where wired-service cannot be used
- **Student household eligibility based on six equity factors:**
  1. ***Economic circumstances*** indicating that the cost of internet will likely be a challenge (e.g., Medicaid, eligibility for free meals, homelessness, UIC's researched-based Community Hardship Index)
  2. ***Student-level factors*** indicating students who are most likely to be disadvantaged academically (Diverse Learning, English Language Learning)

\*See [cps.edu/ChicagoConnected](https://cps.edu/ChicagoConnected) for more information



# Chicago Connected is a tight collaboration between a number of critical partners

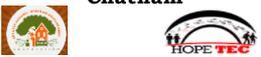
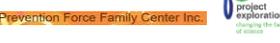
<u>Entity</u>	<u>Responsibilities</u>
<b>City of Chicago</b>	Co-project manager, charged with managing the scope of the program, developing the budget, securing funding, and co-drafting legal agreements
<b>Chicago Public Schools</b>	Co-project manager, responsible for identifying the students/household populations, marketing the program to households, and conducting ongoing management of program once operationalized
<b>Kids First Chicago</b>	Tertiary project manager, tasked with facilitating conversations between CPS/City and the ISPs/CBOs/community at large. Potential lead for CBO engagement, accountability, and support
<b>United Way of Metro Chicago</b>	Fiscal agent, responsible for entering into legal agreements with each party, managing flow of funds, coordinating ongoing program management once operationalized
<b>Children First Fund (CFF)</b>	Fiscal agent, responsible for entering into agreements with each of the CBOs and managing flow of funds between select parties
<b>Internet Service Providers (ISPs)</b>	Service providers, tasked with delivering internet services to residents at low, subsidized costs (includes Comcast, RCN and T-Mobile)
<b>Community-Based Organizations (CBOs)</b>	Local neighborhood organizations, responsible for community outreach, marketing the program, helping households connect to the internet, and training families on digital literacy (35 CBOs in total)
<b>Philanthropic Organizations</b>	Providing seed funding for the program alongside the City and CPS (to date includes Citadel, Crown Family Philanthropies, Pritzker Traubert Foundation, Chicago Community COVID-19 Response Fund, The Joyce Foundation, ITW, The MacArthur Foundation, JPB Foundation, and a personal commitment from President and Mrs. Obama)



# **Community Based Organizations Form a Critical Backbone in the Most Disconnected Communities**

- **Not every neighborhood will have a CBO partner**
  - Partnerships will be focused on areas with the greatest need
- **Trusted in their communities, CBOs will lead the following:**
  - Act as a liaison between Chicago Connected and their neighborhoods
  - Engage eligible households to raise awareness and connect families
  - Support newly-connected households with troubleshooting and digital literacy
  - Connect families to resources for workforce development and other online tools
- **Chicago principals also received lists of eligible students in their buildings to support outreach**

# On-the-ground Collaboration

<b>Albany Park &amp; Avondale</b> 	<b>Archer Heights &amp; Brighton Park</b> 	<b>Armour Square &amp; Lower West Side</b> 	<b>Ashburn</b> 
<b>Auburn Gresham, Burnside, Chatham</b> 	<b>Austin</b> 	<b>Avalon Park, Calumet Heights, South Chicago</b> 	<b>Belmont Cragin, Hermosa, Montclare, Portage Park, Dunning, O'Hare</b> 
<b>Bronzeville (Douglas), Oakland, Grand Boulevard</b> 	<b>Chicago Lawn</b> 	<b>Cityside</b> 	<b>East &amp; West Garfield Park</b> 
<b>East Side, Hegewisch, South Deering</b> 	<b>Englewood, West Englewood</b> 	<b>Gage Park, West Elsdon, New City</b> 	<b>Greater Grand Crossing SOUTH SHORE WORKS</b> 
<b>Humboldt Park</b> 	<b>North Lawndale</b> 	<b>Pullman, Roseland, Riverdale, West Pullman, Morgan Park, Washington Heights</b> 	<b>Rogers Park, West Ridge</b> 
<b>South Lawndale</b> 	<b>South Shore SOUTH SHORE WORKS</b> 	<b>Washington Park, Woodlawn</b> 	<b>West Lawn, Clearing, Garfield Ridge</b> 

# Outreach Efforts to date

- **Outreach and Outbound Calling**
  - Total number of FACE calls – 22,602
  - Total number of CBO calls – 31,437
  - Total number of robocalls/texts/mailers – 413,458
- **List of mass marketing efforts**
  - Mobile City Hall
  - Aldermanic Outreach
  - 101 Webinars
  - Family Testimonials
  - Speaking Engagements
  - TV Ads
  - Radio Ads
  - City & Sister Agency PSAs
  - Social Media Campaign
  - Faith Community
- **Principals have roster of eligible kids – 650 principals (every school)**

# ★ Myths vs. Facts About Chicago Connected

Myth

✓ Fact

It could take four years to get connected to the internet.



Eligible families can sign up for internet access **immediately**.

Families need to share a Social Security Number to sign up.



Families **do not need to have or share a Social Security** number to sign up. There are several other forms of ID allowed, such as a driver's license, a utility bill in the applicant's name, or even current employment badge / photo ID.

Families who sign up need to pass a background check.



Families who sign up **do not undergo a background check**.

Families will be responsible for secret additional charges (modem, data overages, etc.)



Families who sign up **do not receive a bill**. There are no connection or modem fees, with the exception of a customer that asks for excessive home visits or does not return equipment.

# What we're learning

**After two months of signing up families, we've gained significant insight to help us consistently improve.**

## What we've heard

- Families who live in basements that are technically “illegal dwellings” are unable to get wired connection
- Families who have past due accounts worry they cannot participate in the program
- Families have expressed an array of different issues such as: wait times, not hearing back, not scheduling their appointments, etc.



## What we're doing about it

- We are giving these families hot spots
- Our callers have an updated FAQ to help ensure families know past due balances are not a barrier to participating in the program
- ITS has launched a self-service ticketing portal that allows us to in real-time open a service ticket on behalf of families so that we can troubleshoot and share with the appropriate ISP

*Data as of 8/21/2020*



# Stories we're hearing



# How You Can Help!

# ★ How to help

- **Raise parent awareness:** Ask Parents to check their email, US Postal Mail and texts for any messages that provided them their activation code.
  - If they have a code, they should call the assigned internet service provider.
  - If they do NOT have a code and believe they are eligible, they should:
    - Visit [CPS.edu/GetConnected](https://CPS.edu/GetConnected)
    - Update Aspen with the correct home address
    - Call the CPS Parent help line at 773-417-1060 (M-F 7:30am-4:30 pm)
- **Be an advocate:** If you know of a family struggling, please connect them to CPS/us. Most of the time, whatever barrier they are facing we can resolve. The biggest problem is parents who are facing challenges but don't raise them.

# Eligibility (cps.edu/GetConnected)

## Check Eligibility for Chicago Connected

Students who qualify for high-speed internet at no cost through the Chicago Connected program have been assigned an activation code to provide to their internet service provider.

### Find Your Activation Code

Enter your child's student ID and date of birth in the form below to see if your family is eligible for free internet access. Can't find your student ID? Look for it on:

- Report cards or progress reports
- Parent Portal
- Student ID card
- Or call your school for assistance

STUDENT ID:

DATE OF BIRTH:



SEARCH



# Questions?

For general questions around tech support/remote learning, call CPS at (773) 417-1060

To determine if your student is eligible, call your school or visit [CPS.edu/GetConnected](https://www.cps.edu/GetConnected)