



Digital Inclusion Resource Guide



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City of Long Beach Digital Inclusion Initiative Overview

Digital Inclusion Initiative Vision Statement

Every individual in Long Beach, regardless of background, neighborhood, or identity has high-quality, accessible, technology resources and services to be civically engaged and socially and economically empowered.

What is Digital Inclusion?

When everyone has access to and use of computer literacy training, the internet, computers, technical support, and applications to be successful in society, democracy, and the economy regardless of their background, neighborhood, and identity.

Approach to Advancing Digital Equity and Digital Inclusion



Capacity Focus Area

- Multilingual computer literacy training classes and technical support
- Leadership and community partner organization capacity building
- Job preparedness and technology internship and job opportunities



Connectivity Focus Area

- High-speed, quality in-home broadband internet services, and technical support
- Quality cell phone data plans
- Citywide fiber network infrastructure
- Citywide public Wi-Fi



Technology Focus Area

- Quality, internet-enabled technology devices, and technical support
- Citywide community computer labs
- Applications and online content
- Online privacy and cyber security



City of Long Beach Language Access Policy

In 2013, the City Council passed a comprehensive Language Access Policy (LAP) to promote greater access to City services, programs, and resources for people with limited English language proficiency. Removing language barriers is critical to achieving equitable access to available City services.

LAP provides services in Spanish, Khmer, and Tagalog.

LAP Available Services:

- Bilingual staffing
- Translation of City documents
- Interpretation at public meetings
- Recorded outgoing messages for City phone lines

Low-cost Internet Resources

AT&T Access Program

The AT&T Access program provides discounted internet service for low-income residents.



Features

- Cost is \$30.00 per month
- Fiber or Digital subscriber line (DSL) service
- In-home Wi-Fi access
- Ability to power multiple devices at once
- No annual contract or deposit
- No installation or equipment fees
- Up to 100 megabits per second (Mbps) for download/upload speeds

Qualifications - Show Current Proof of Eligibility

- Cal Grants/State Financial Aid
- Federal Public Housing Assistance (FPHA)
- Lifeline Program
- Medicaid | Medi-Cal
- National School Lunch Program (NSLP)
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Supplemental Nutrition Assistance Program (SNAP) | CalFresh
- Supplemental Security Income (SSI) Program
- Veterans Pension or Survivor Benefits
- Low Income Households

Contact Information

- **Phone:** (855) 220-5211
- **Website:** <https://www.att.com/internet/access>

Low-cost Internet Resources (*cont.*)

Frontier Fiber Internet 200

Households can subscribe to the Frontier Fiber Internet 200 for \$29.99 for 12 months.



Features

- Cost is \$29.99 per month for 12 months
- Fiber internet service
- 200 Mbps for download/upload speeds

Qualifications

- New customers

Contact Information

Phone: (844) 818-4410

Website: <https://www.buyfrontiernow.com/fiber/>

Low-cost Internet Resources (*cont.*)

Spectrum Internet Assist Program

Households can subscribe to the Spectrum Internet Assist Program. This offer is available to new customers only.



Features

- Cost is \$25.00 per month
- In-home Wi-Fi services are available
- Modem and security suite included
- 99.9% network reliability
- No data caps or contracts
- 50Mbps for download/10Mbps upload speeds

Qualifications - Show Current Proof of Eligibility

- Community Eligibility Provision (CEP)
- National School Lunch Program (NSLP)
- Supplemental Security Income (SSI) Program
(for applicants age 65+ only)

Contact Information

- **Phone:** (877) 959-1748
- **Website:** spectrum.com/cp/broadband-get-qualified

Low-cost Internet Resources (*cont.*)

Human-I-T Internet Plan

Human-I-T helps qualifying households get access to low-cost internet.



Features

- Cost is \$14.99 per month with a Gold Membership
- Unlimited mobile 4G LTE service
- Connect up to 10 devices at a time
- One-time payment of (\$87.98) for mobile hotspot (reflects the cost of purchasing the hotspot device (\$72.99) and receiving one month of internet service (\$14.99))

Qualifications - Show Current Proof of Eligibility

- Households that make less than 200% of the federal poverty level threshold
- Cal Grants/State Financial Aid
- California Alternate Rates for Energy (CARE) Program
- Head Start Program
- Housing Choice Voucher Program (Section 8)
- Lifeline Program
- Medi-Cal/Medicaid
- National School Lunch Program (NSLP)
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Social Security Disability Insurance (SSDI) Program
- Supplemental Security Income (SSI) Program
- Supplemental Nutrition Assistance Program(SNAP)| CalFresh
- Temporary Assistance for Needy Families (TANF) Program
- Veterans Pension and Survivors Benefit

Contact Information

- **Phone:** (888) 391-7249
- **Website:** <https://store.human-i-t.org/internet/franklin-t10-internet-hotspot/>

Low-cost Internet Resources (*cont.*)

Verizon Forward Program

Households can subscribe to the Verizon Fios Forward 300 Program.



Features

- Fiber service type
- Up front fees and setup charges
- No annual contract or hidden fees
- No equipment charges or data caps
- 300Mbps for download/upload speeds

Qualifications - Show Current Proof of Eligibility

- Based on household income
- Medicaid | Medi-Cal
- Lifeline Program
- National School Lunch Program (NSLP)
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Supplemental Nutrition Assistance Program (SNAP) | CalFresh
- Supplemental Security Income (SSI) Program

Contact Information

- **Phone:** (800)-Verizon
- **Website:** [verizon.com/discounts/Verizon-forward/](https://www.verizon.com/discounts/Verizon-forward/)

Low-cost Computing Device Resources

Human-I-T Low-cost Devices

The Human-I-T assists qualifying households with getting access to top-quality, lightly-used, refurbished devices at discounted prices.

Available devices include:

- Desktop computers
- Laptop computers
- Tablets



Features

- 60-day return period
- 1 year warranty on all devices
- 1 year free tech support
- Free shipping

Qualifications - Show Current Proof of Eligibility

- Household income at or below 200% of the Federal Poverty Guidelines in the State of California
- Currently enrolled in an income-based government assistance program

Contact Information

- **Phone:** (888) 391-7249
- **Website:** human-i-t.org/low-cost-devices

Low-cost Computing Device Resources (cont.)

Homeboy Industries and Electronics Recycling Low-cost Devices

Homeboy Industries and Electronics Recycling offers access to affordable, refurbished computing devices at discounted prices. Available devices include:

- Desktop computers
- Laptop computers
- Tablets



Contact Information

- Phone: (213) 617-0380
- Website: <https://shop.homeboyrecycling.com/>

Free Public Wi-Fi at Libraries

Free Public Wi-Fi at Long Beach Public Library

All 12 Long Beach Public Libraries have free public Wi-Fi and have been upgraded to an ultra-fast 1-gigabyte broadband internet connection.



Alamitos Neighborhood Library

1836 East 3rd Street
Long Beach, CA 90802

Dana Neighborhood Library

13680 Atlantic Avenue
Long Beach, CA 90807

Billie Jean King Main Library

200 West Broadway
Long Beach, CA 90802

El Dorado Neighborhood Library

2900 North Studebaker Road
Long Beach, CA 90815

Bay Shore Neighborhood Library

195 Bay Shore Avenue
Long Beach, CA 90803

Los Altos Neighborhood Library

5614 East Britton Drive
Long Beach, CA 90815

Bret Harte Neighborhood Library

1595 West Willow Street
Long Beach, CA 90810

Mark Twain Neighborhood Library

1401 East Anaheim Street
Long Beach, CA 90813

Brewitt Neighborhood Library

4036 East Anaheim Street
Long Beach, CA 90804

Michelle Obama Neighborhood Library

5870 Atlantic Avenue
Long Beach, CA 90805

Burnett Neighborhood Library

560 East Hill Street
Long Beach, CA 90806

Ruth Bach Neighborhood Library

4055 North Bellflower Boulevard
Long Beach, CA 90808

Free Public Wi-Fi at Parks

Free Public Wi-Fi at various Long Beach Parks

24 Long Beach Parks have free public Wi-Fi.



Belmont Plaza Pool

4320 East Olympic Plaza
Long Beach, CA 90803

Harvey Milk Promenade Park

185 East 3rd Street 8
Long Beach, CA 90802

Bixby Park

130 Cherry Avenue
Long Beach, CA 90802

Houghton Park

6301 Myrtle Avenue
Long Beach, CA 90805

Cesar E. Chavez Park

401 Golden Avenue
Long Beach, CA 90802

Leeway Sailing and Aquatics Center

5431 East Ocean Boulevard
Long Beach, CA 90803

DeForest Park

6255 De Forest Avenue
Long Beach, CA 90805

Lincoln Park

101 Pacific Ave,
Long Beach, CA 90802

Drake Park

951 Maine Avenue
Long Beach, CA 90813

Long Beach Senior Center

1150 East 4th Street
Long Beach, CA 90802

El Dorado Park

7550 East Spring Street
Long Beach, CA 90815

MacArthur Park

1321 East Anaheim Street
Long Beach, CA 90813

Free Public Wi-Fi at Parks (cont.)

Free Public Wi-Fi at various Long Beach Parks

24 Long Beach Parks have free public Wi-Fi.



Martin Luther King Jr. Park

1950 Lemon Avenue
Long Beach, CA 90806

Silverado Park

1545 West 31st Street
Long Beach, CA 90810

McBride Park

1550 Martin Luther King Jr Avenue
Long Beach, CA 90813

Silverado Pool

1545 West 31st Street
Long Beach, CA 90810

Orizaba Park

1435 Orizaba Avenue
Long Beach, CA 90804

Stearns Champions Park

4520 East 23rd Street
Long Beach, CA 90815

Ramona Park

3301 East 65th Street
Long Beach, CA 90805

Veterans Memorial Park

101 East 28th Street
Long Beach, CA 90806

Recreation Park Community Center

4900 East 7th Street
Long Beach, CA 90804

Wardlow Park

3457 Stanbridge Avenue
Long Beach, CA 90808

Scherer Park

4600 Long Beach Boulevard
Long Beach, CA 90805

Whaley Park Community Center

5620 East Atherton Street
Long Beach, CA 90815

Free Long Beach Public Library Resources

Long Beach Public Library (LBPL) Overview

The Long Beach Public Library (LBPL) has provided free and equal access to information, education, innovation, and community since 1896. For over 125 years, LBPL has grown to encompass 12 unique library locations across Long Beach and they continue to provide access to essential services and amenities that enrich neighborhoods and empower visitors. See the following resources provided by the LBPL.



Center for Adaptive Technology (CAT)

The LBPL Center for Adaptive Technology (CAT) located at the Billie Jean King Main Library supports Long Beach residents with physical, visual, hearing, and developmental disabilities. CAT provides adaptive hardware and software, library materials, and library staff to answer reference requests and assist with computers and technologies.

Contact Information

- **Phone:** (562) 570-7500

Free Long Beach Public Library Resources (cont.)

Computer Skills Classes

The LBPL offers one-on-one instruction for basic computer skills and other technology-related queries. Assistance is provided on a first-come, first served basis and/or by appointment only depending on the LBPL location.

Locations and Contact Information

- **Burnett Neighborhood Library**
 - Phone: (562) 570 -1041
- **Dana Neighborhood Library**
 - Phone: (562) 570 -1042
- **Michelle Obama Neighborhood Library**
 - Phone: (562) 570 -1047

Northstar Digital Literacy

The LBPL offers access to Northstar Digital Literacy skills. Online, self-guided modules assess the ability of individuals to perform essential computer skills, use essential software, and use technology in daily life. Topics include basic computer skills, internet skills, email basics, Windows and Mac Operating Systems, Microsoft Office, social media, career search skills, and accessing telehealth appointments.





Free Long Beach Public Library Resources *(cont.)*

Digital Library

The LBPL Digital Library provides free online resources with an LBPL card. These online resources include the ability to watch movies, read a newspaper or magazine, take classes, research family tree history, learn a language, listen to books and articles, or get help with homework. Educational and professional development resources include practice test assistance, resume development, and classroom materials help.

English as a Second Language (ESL) Program

The LBPL provides an English as a Second Language (ESL) Program that offers free English language learning programming designed to help adults build their English skills and succeed as individuals, family members, employees, and members of the community.



Free Long Beach Public Library Resources (*cont.*)

Family Learning Centers (FLC)

Family Learning Centers (FLCs) offer drop-in homework help, homework support materials, and computer-based learning to enrich student study skills and develop parent participation and support. Residents can also create resumes, apply for jobs, take courses through the Digital Library, conduct research, or work on marketing plans.

Features

- Consumable supplies available (e.g., construction paper, popsicle sticks, presentation boards, glue, markers, etc.)
- Drop-in supervised homework assistance
- Computer and Microsoft Suite access (e.g., Excel, PowerPoint, Word)
- One-on-one LBPL staff assistance for students and families
- Books, reference materials, and online resources
- Space, support, and technologies for adult learners and job seekers

Locations of Operation

- Billie Jean King Main Library
- Bret Harte Neighborhood Library
- Burnett Neighborhood Library
- Mark Twain Neighborhood Library
- Michelle Obama Neighborhood Library



Free Long Beach Public Library Resources *(cont.)*

Public Computers

Free public computers are available at all LBPL locations. LBPL cardholders can access the following features below using a public computer.

Features

- Internet access
- Web browsers (e.g., Google Chrome, Internet Explorer)
- Microsoft Office (e.g., Word, Excel, PowerPoint)
- Microsoft Office Professional can be accessed at the Billie Jean King Main Library Family Resource Center (e.g., Access, Word, Excel, PowerPoint, Publisher, Acrobat Reader, VLC Player, Adobe Flash Player)

Printing

LBPL offers low-cost printing in black/white and color printing.

- **Email for black/white printing:**
 - lbpl-main-bw@printspots.com
- **Email for color printing:**
 - lbpl-main-color@printspots.com



Free Long Beach Public Library Resources (cont.)

Tech To-Go

Patrons can borrow Chromebook computers and Mi-Fi mobile hotspots for up to 3 weeks. To qualify, patrons must be ages 18 years or older and have a full-access library card with fines under \$20.00.

Features

- Renew up to 4 times
- Check out both a Chromebook computer and a Mi-Fi mobile hotspot at the same time
- No data limits

LBPL Contact Information

- **Phone:** (562) 570-7500
- **Email:** lbpl_reference@lbpl.org
- **Website:** longbeach.gov/library

The Studios

Free public computers are available at all LBPL locations. LBPL cardholders can access the following features below using a public computer.

- 3D printing
- Arts, crafts, tools, and electronics
- Computers (e.g., laptops, tablets)
- Letterpress
- Light table
- Sewing
- Sound Studio

Locations of Operation

- Billie Jean King Main Library
- Michelle Obama Neighborhood Library
- Mobile Studio

English as a Second Language (ESL) Classes

Long Beach City College English as a Second Language (ESL) Classes

The Long Beach City College (LBCC) provides free English as a Second Language (ESL) Classes in several locations throughout the community. These noncredit ESL Classes are open to people of all levels to improve their English speaking and/or reading and writing skills.



Features

- ESL Classes for Spanish Speakers
- ESL Classes for Korean Speakers
- ESL Classes for Khmer Speakers

Contact Information

- **Phone:** (562) 938-3248
- **Email:** aep@lbcc.edu
- **Website:** lbcc.edu/free-ESL-classes

United Cambodian Community ESL Classes

The United Cambodian Community (UCC) provides free ESL classes for Cambodian adults.



Contact Information

- **Phone:** (562) 433-2490 or (562) 999-1755
- **Website:** ucclb.org

Free Computer Skills Training Classes Resources

Human-I-T Digital Training

Human-I-T offers a free, self-paced online course available 24/7 in English and Spanish. In this course, individuals can learn basic computer and internet skills. Please note that internet and computer access are needed to complete the course. Program participants will receive a certificate of completion if they log at least 8 hours of learning and have completed 85% of the course.



Features

- Computer basics
- Email basics
- Internet basics and safety
- Keyboard basics
- Mouse basics
- Operating systems overview (e.g., Chrome, Windows)
- Video conferencing overview

Contact Information

- **Phone:** (888) 391-7249
- **Website:** human-i-t.org/digital-training

Free Computer Skills Training Classes Resources (*cont..*)

Long Beach City College (LBCC) Computer Software Noncredit Courses

Long Beach City College offers numerous free computer software noncredit courses and programs to help Long Beach residents with their skills or learn new techniques.



Features

- Microsoft Office
- Hardware repair
- Computer application tools
- Keyboarding techniques
- Job search training
- Earn certificates of completion in Microsoft Office

Contact Information

- **Phone:** (562) 938-3248
- **Website:** lbcc.edu/post/computer-office-studies

Free Computer Skills Training Classes Resources

The Heart of Ida One-on-One Technical Support Resources

The Heart of Ida team provides one-on-one technical support resources for older adults who need assistance using technology devices (e.g., cellphones, mobile hotspots, laptop computers, and tablets). Participants are encouraged to charge their technology devices at their walk-in appointments.



Location of Operations

- Walk-in appointments are available at the Long Beach Senior Center.

Contact Information

- **Phone:** (562) 570-3548
- **Email:** Hello@heartofida.org
- **Website:** www.heartofida.org/digital-inclusion/da.org

Free Job Preparedness and Professional Development Resources

Long Beach Workforce Innovation Network (LBWIN)

The Long Beach Workforce Innovation Network (LBWIN) is a public agency serving Long Beach and Signal Hill. LBWIN connects adults, youth, and businesses to opportunities - job seekers to employment and businesses to skilled workers.



Programs & Services

- Career Guidance and Advising
- Exploration of Training Options, including Training Scholarships
- Goal Setting and Action Plans
- Job Search Assistance and Referrals
- Occupational and Industry Information
- Referrals to Additional Resources
- Resume Writing and Interview Preparation
- Workshops/Skills and Training/Events

Contact Information

- **Phone:** (562) 570-6099
- **Website:** longbeach.gov/economicdevelopment/talent-workforce/

Free E-waste Removal Services

Human-I-T E-Waste Removal Services

The Human-I-T Waste Removal Services serves businesses of all sizes with unwanted technology(E-waste). The donated E-waste is refurbished and donated to individuals, families, and organizations needing technology.



Features

- Vetted third-party logistics (3PL) who come on-site within a two-week time frame
- Provide expedited same-day pickups on weekdays from 9:00 am to 5:00 pm local time
- Provide devices collection, packaging, palletization, and transportation of technology donation to one of the NAID AAA- and ISO-certified facilities
- Insurance coverage included in all pickups
- Includes social and environmental impact reporting, complimentary itemized, tax-deductible receipts, and scannable and non-scannable data capture

Contact Information

- **Phone:** (888) 268-3921
- **Email:** donate@human-i-t.org
- **Website:** human-i-t.org/donate-technology

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Digital Inclusion



Digital Inclusion Hotline: (562) 570-7000

Email: digitalinclusion@longbeach.gov

Filipino Migrant Center



Call: (562) 453-3408

Languages: English, Tagalog

Human-I-T Resources and Services



Call: (888) 391-7249

Website: human-i-t.org

Resources and Services: Low-cost Internet, computers and computer literacy training

ÓRALE



Call: (562) 204-6333

Languages: English, Spanish

United Cambodian Community



Call: (562) 433-2490

Languages: English, Khmer

For more information on the Digital Inclusion Resource Guide, visit: longbeach.gov/digitalinclusion



City of Long Beach
411 W. Ocean Blvd.
Long Beach, CA 90802

Visit us at www.longbeach.gov



To request this information in an alternative format or to request reasonable accommodation, please contact Technology and Innovation at 562-570-7000 or email digitalinclusion@longbeach.gov. A minimum of three (3) business days is requested to ensure availability.

Reasonable attempts will be made to accommodate requests made within less than three (3) business days).