CDE
THE CENTER FOR DIGITAL EQUITY

5-YEAR PLAN

iter: 06_07242024

QUEENS UNIVERSITY of CHARLOTTE

Table of Contents

What is
Digital Equity?

It is a condition in which all individuals and communities have the information technology capacity needed for full participation in our society, democracy, and economy. Digital Equity is necessary for civic and cultural participation, employment, lifelong learning, and access to essential services.

What is
Digital Inclusion?

Digital Inclusion refers to the activities necessary to ensure that all individuals and communities, including the most disadvantaged, have access to and use of Information and Communication Technologies (ICTs).

This includes five elements:

Affordable, robust broadband internet service;

Internet-enabled devices that meet the needs of the user;

Access to digital literacy training;

Quality technical support;

Applications and online content designed to enable and encourage self-sufficiency, participation, and collaboration.

Digital Inclusion must evolve as technology advances. Digital Inclusion requires intentional strategies and investments to reduce and eliminate historical, institutional, and structural barriers to access and use technology. [1]

Center for Digital Equity (CDE) Mission & Vision

Purpose

To strengthen our society, economy, and democracy through the full participation of all people.

Mission

The Center for Digital Equity collaborates with key partners to increase equitable access to and adoption of digital tools, skills, and support services.

Vision

Creating, strengthening, and activating a digital equity system across the Carolinas to empower residents through on-demand and no-to-low-cost digital support.

Values

Inclusivity - Our goal is to help everyone in Mecklenburg County who needs our help. We want to include wide representation in decision-making, even if they can't be there in person. We always look for ways we can better invite and include people who are not usually part of the group.

Innovation - We want to try out different designs to see what works and what doesn't. We believe it's important to learn from our experiences, even when there's a lot at stake. We want to create a culture where we embrace change and are flexible in how we do things. We value different opinions and ideas from a wide cross section of people.

Transparency - We want to use the best ways of doing things and make sure we follow them carefully. We take responsibility for trying out these practices and doing them in ways that mitigate harm and have helpful impact.

Community - We want to create places where we can understand and help meet the different needs of each zip code and neighborhood we serve. We care about both the things that make each place special and similarities that may exist from place to place.

Equity - Our goal is to work towards a future where people from different races, ethnicities, genders, income levels, locations, abilities, education levels, and other important categories have results that are not limited by those categories. We want everyone to have opportunities that are meaningful to them and to have positive experiences.

Trust - The community can count on us to do what we promise. We use our skills and knowledge to do our best and make sure we keep our word.

Integrity - We work closely with our mission and use our partnerships to do our job really well. We also help other organizations that we are connected to do their job well too. This is all to make sure we give fair and trustworthy service to people in our community.

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[1] Digital Inclusion definition from the National Digital Inclusion Alliance (https://www.digitalinclusion.org/definitions/)
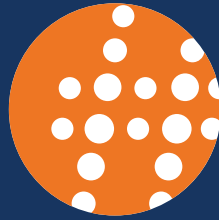
Board & Council

Ecosystem & Strategy Focus

Digital Equity Funding Structure

How CDE Integrates Our Partners and Opportunities

Community Council

Provides feedback on recommendations, operates committee structure, Develops playbook / action plans

Community Council Include:

Residents
Public Sector Partners
Nonprofits
Community Organizations

Recommendations

Strategy & Funding

Advisory Board

Provides strategic guidance & additional funding

Advisory Board Members May Include:

City Manager Appt.
County Manager Appt.
CMS Superintendent Appt.
Knights Foundation Program Dir.
Foundation for the Carolinas Appt.
Charlotte Executive Leadership Council Executive Director
CELC Company Appointee #1 & #2 (suggested)
Tech Rising Lead
NC Office of Digital Equity
National Digital Inclusion Alliance
Johnson C Smith University Rep.
Queens University of Charlotte Rep.

Board & Council of the CDE

The CDE structure as outlined above facilitates cross-cutting collaboration to continuously drive innovative opportunities that will accomplish the mission of making Mecklenburg County the most digital equitable community in America.

The Community Council through five workstreams (working groups) produces recommendations to effectively meet overall outcomes.

The Advisory Board provides the strategic approach and partners with CDE on opportunities for funding and other necessary resources.

The CDE staff support and act as the backbone of the plan effectively integrating partners and opportunities into the ecosystem.

Digital Equity Ecostystem

DATA ← **Residents** → RESOURCES

ADVOCACY → PLAYBOOK → ADOPTION

ADVOCACY
Public + Private + Residents

ADOPTION
**Digital Navigator Services
+ Partner Organizations**
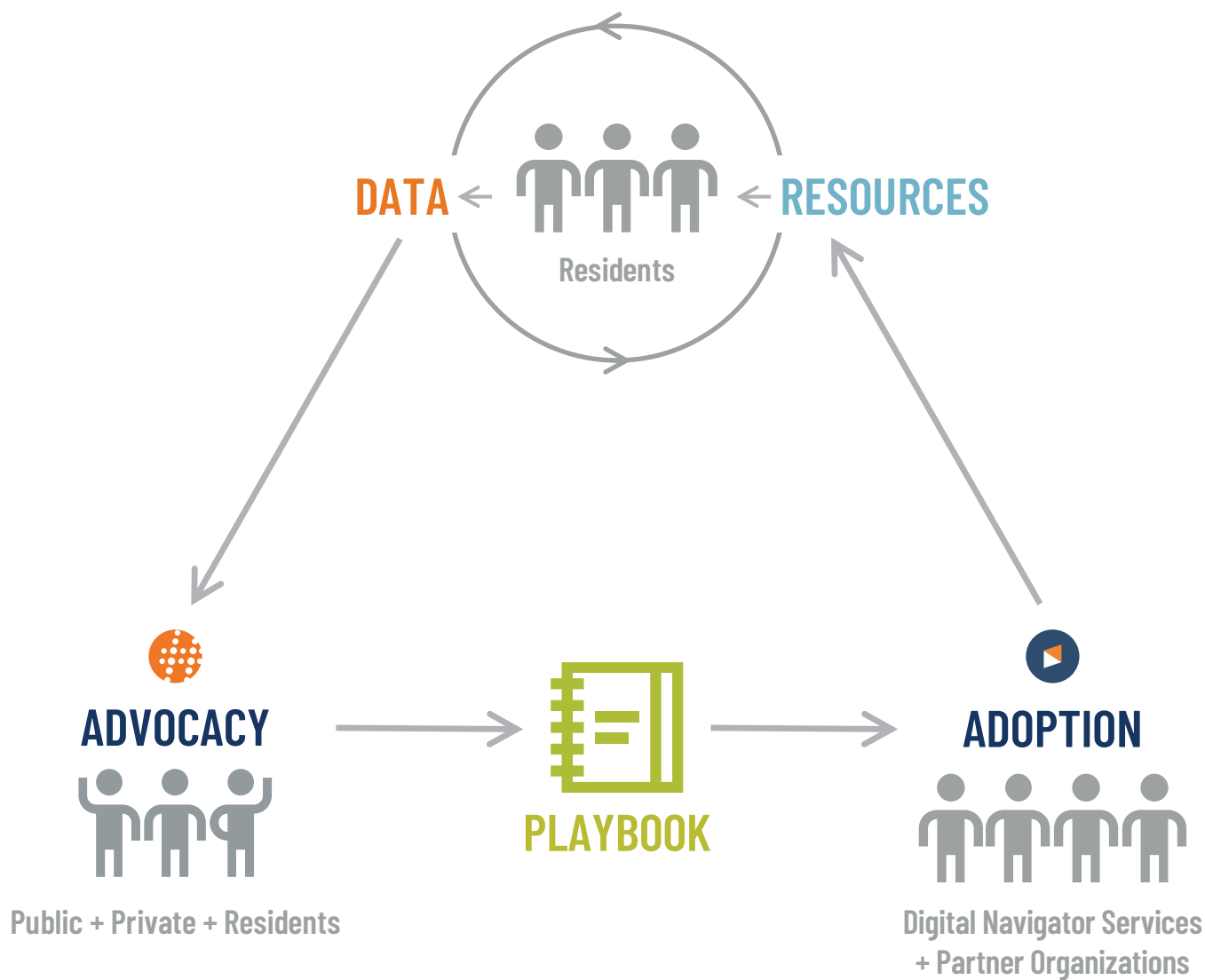
Ecosystem & Strategic Focus

The digital inclusion ecosystem can be defined as a combination of programs and policies (framework) that meet a community's unique and diverse needs. Through this framework, partners work together to address the aspects of the digital divide like affordable broadband, devices, and skills/literacy.

The image to the left illustrates the proposed ecosystem with strategic focus areas as envisioned by partners at all levels of the Center for Digital Equity.

This ecosystem is intended to encourage a collective approach with a common strategic connector aligning community needs and

supporting the right level of resource allocation to ensure effectiveness in community outcomes.

In addition, the below funding structure creates the mechanism for long-term sustainability and underlying support for success in community outcomes.

Digital Equity Funding Structure

PUBLIC INVESTMENT

City of Charlotte
Mecklenburg County
Charlotte Mecklenburg Schools
Charlotte Mecklenburg Library
State / Federal

CDE CENTER FOR DIGITAL EQUITY

PRIVATE INVESTMENT

Corporations
Foundations
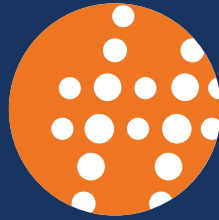Individual donors

PLAYBOOK

Benefit to Residence & Community

Residents

5-Year Top Goals

Metrics

Roles & Responsibilities

Worksteams

5-Year Top Goals

✔ Completed 🗓 Planned 🕐 In Progress

PHASE I
(FY2023: July 1, 2022–June 30, 2023)

✔ **1.1** Increase resident participation by conducting 9 corridor-based innovation campaigns (part of FY2025 policy objective).

✔ **1.2** Corral current digital inclusion data – illustrate actual and gap

✔ **1.3** Support distribution of 20k laptops

✔ **1.4** Support internet adoption for at least 10k households

✔ **1.5** Conduct 1500 digital literacy basics sessions in 2022

✔ **1.6** Increase digital navigator ticket volume by at least 25%

PHASE II
(FY2025: July 1, 2023–June 30, 2024)

✔ **2.1** Apply for additional grant funding from IIJA

✔ **2.2** Corral current digital inclusion data – illustrate actual and gap

🗓 **2.3** Develop and publish "State of Digital Equity" report

🕐 **2.4** Support distribution of at least 20k laptops

🕐 **2.5** Support internet adoption for at least 15k households

✔ **2.6** Conduct 2500 digital literacy basics sessions

🕐 **2.7** Publish community member journey/resource map

PHASE III
(FY2025: July 1, 2024–June 30, 2025)

🗓 **3.1** Launch local digital equity leadership lab

✔ **3.2** Achieve on-demand supply of no-cost and low-cost devices

🗓 **3.3** Publish "State of Digital Equity" report

🕐 **3.4** Support internet adoption for at least 15k households

🕐 **3.5** Conduct 5k digital literacy sessions (basics and intermediate)

🕐 **3.6** Integrate efforts with Smart Cities initiatives

🗓 **3.7** Develop and Implement a Regional Planning Model

PHASE IV
(FY2026: July1, 2025–June 30, 2026)

🗓 **4.1** Ensure every resident has access to broadband adoption center support across Mecklenburg County

🗓 **4.2** Deploy Level 2 digital navigator – ambassador model

🕐 **4.3** Support and develop capacity amongst skill providing organization for county-wide digital literacy training that adapts to changing technology landscape

PHASE V
(FY2027: July 1, 2026–June 30, 2027)

🗓 **5.1** Achieve capacity for county-wide digital navigator – ambassador program

🗓 **5.2** Develop and deploy resident technology and application design lab

🕐 **5.3** Ensure key sectors (education, workforce, healthcare) are fully integrated into digital inclusion resource ecosystem

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Mindset + **Support Networks** + **Infrastructure** = **Sustainability**

Metrics

The five-year top goals from the previous page were developed to support the ecosystem vision of making Mecklenburg County the most digitally equitable community in America.

To further define this vision; the following long-term and short-term indicators and methodology will be used to measure progress at a macro level until research efforts are complete:

Reach 98% of Mecklenburgh County households with a computer device *(currently 90.5%)*

Methodology

American Communities Survey - We use 1-year estimates – Report S2801

> Topline # - No device + Smart Phone Only = 43,741 or 9.5%
> Smart Phone Only - 13,403 or 2.9%
> No Device - 30,338 or 6.6%

5-Year Estimates for comparison change - 49,265 or 11.3%

Reach 99.58% of Mecklenburgh County households with a home internet subscription *(currently 85.3%)*

Methodology

American Communities Survey - We use 1-year estimates – Report S2801

> Top Line # - 66,996 or 14.7%
> Dial-up ONLY - 361 or 0.1%
> Cellular ONLY - 35,526 or 7.8%
> No service - 31,109 or 6.8%

5-Year Estimates for comparison change - 75,783 or 17.4%

Roles & Responsibilities

The table below provides industry standard roles and respective definitions utilizing the RASCI framework. These roles will serve to guide activities performed within the workstreams.

Role	Definition
Responsible	Party responsible for accomplishing the task(s)
Accountable	Party answerable for the correct and thorough completion of the task(s)
Support	Party providing as-needed assistance in completing the task(s)
Consulted	Party consulting with the Responsible party in a two-way communication
Informed	Party kept appraised by Responsible party regarding task(s) being planned and/or performed in a one-way communication

Workstreams

As indicated in a previous section, the Community Council is made up of five workstreams also known as working groups. The intent of these working groups is to develop and facilitate the varying activities that effectively serve to accomplish co-created short and long-term goals.

These working groups are connected to the ecosystem by serving in two ways; advocacy or adoption.

The sections below layout the focus areas, and initiatives by workstream to facilitate the accomplishment of the 5-year plan overarching goals. In addition to co-created objectives/goals, there are partner initiatives that align with the ecosystem strategy. These initiatives have been included under each of the co-created OKR sections below.

Policy, Advocacy, and Ecosystem Development

This workstream's focus is to ensure alignment between community needs and policy at all levels of the ecosystem.

Key components to ensure alignment include:

The establishment of an organic feedback loop with community members.

The development of standardized, documented, and easy to navigate processes for setting policy priorities.

Accountability on effectiveness of community engagement and awareness.

OPPORTUNITY INDUSTRIES SPECIFICALLY SUPPORTED BY INDIVIDUAL INITIATIVES

ECONOMIC & WORKFORCE DEVELOPMENT

HEALTHCARE

CULTURAL & SOCIAL CONNECTIONS

CIVIC ENGAGEMENT

EDUCATION

INFRA-STRUCTURE

PUBLIC & PERSONAL SAFETY

OKR 1 Build a documented engagement strategy to encourage information sharing and effective partnerships *(i.e., bring clarity to partner roles across the ecosystem).*

RASCI: Planning, Guidance, & Management	WORKSTREAM	CDE STAFF	MAIN PARTNER	OTHER PARTNER
Continue to develop the ecosystem mapping to categorize community assets, align engagement efforts, and tie them to the State digital asset map.	Accountable	Responsible	Consulted (the State)	Informed
Onboard six (6) additional partners with new engagement strategy deepening digital inclusion goals within their organization.	Accountable	Responsible	Consulted (other workstream)	Informed
Host three (3) focus group/listening sessions focused on covered populations for updates to the People's Policy Agenda.	Accountable	Responsible	Consulted (National Digital Inclusion Alliance & the State)	Informed
Support the increase of partner participation with Smart Charlotte initiatives by 30% developing a stronger advocacy system through the City (CDE supported the recruitment and selection of approximately 40 participants in FY24).	Support	Responsible	Accountable (the city)	Informed

Aligned Partner Initiatives:

RASCI: Planning, Guidance, & Management	WORKSTREAM	CDE STAFF	MAIN PARTNER	OTHER PARTNER
Smart Charlotte Information & Technology Educational Series - Quarterly lunch & learns	Consulted	Support	Responsible (the city)	Informed
Smart Charlotte CiviForm - Universal Application consolidating and aligning housing services as a first iteration.	Accountable	Responsible	Consulted (other workstream)	Informed

Data, Progam Measurment, and Research

This workstream's focus is to connect the community and partners with the right level of key data elements to drive decisions.

Key components to ensure alignment include:

The formation of the "story" to be told through data.

The accountability on effectiveness of access and public consumption of the data/story.

The development of a roadmap that connects the digital inclusion playbook with current state and future state.

The development of effective program measures/data points for identification of gaps in ecosystem.

OPPORTUNITY INDUSTRIES SPECIFICALLY SUPPORTED BY INDIVIDUAL INITIATIVES

| ECONOMIC & WORKFORCE DEVELOPMENT | HEALTHCARE | CULTURAL & SOCIAL CONNECTIONS | CIVIC ENGAGEMENT | EDUCATION | INFRA-STRUCTURE | PUBLIC & PERSONAL SAFETY |

OKR 1 Research and prioritize workforce development and health-care data to better understand the gaps and impact of digital equity.

RASCI: Planning, Guidance, & Management	WORKSTREAM	CDE STAFF	MAIN PARTNER	OTHER PARTNER
Design and implement a research study that measures economic and familial indicators and their intersectionality with digital inclusion efforts.	Accountable	Responsible	Consulted (Benton Institute/ John)	Informed
Expand data sharing with five (5) new sources.	Accountable	Responsible	Support (Pivot Analytics)	Informed
Use data and policy insights to prioritize partner relationships for advocacy and adoption.	Accountable	Responsible	Consulted (other workstreams)	Informed
Provide a year-end analysis of adoption (connection/ device/skilling) in the County using data dashboard patterns and gaps.	Support	Responsible	Consulted (other workstreams)	Informed
Identify and upskill assigned resources to data analytics (PowerBi, ArcGIS, Graphic Design etc.).	Support	Responsible	Consulted (other workstreams)	Informed

Device and Connectivity

This workstream's focus is to navigate the different partner inputs and connect the community with available resources.

Key components to ensure alignment include:

The successful engagement between partners with available resources.

The development of a concise and sustainable roadmap on closing the gap between community needs and supply.

OPPORTUNITY INDUSTRIES SPECIFICALLY SUPPORTED BY INDIVIDUAL INITIATIVES

ECONOMIC & WORKFORCE DEVELOPMENT

HEALTHCARE

CULTURAL & SOCIAL CONNECTIONS

CIVIC ENGAGEMENT

EDUCATION

INFRA-STRUCTURE

PUBLIC & PERSONAL SAFETY

OKR 1 Achieve a supply of no-cost devices for qualifying residents to increase device ownership across the ecosystem.

RASCI: Planning, Guidance, & Management	WORKSTREAM	CDE STAFF	MAIN PARTNER	OTHER PARTNER
Collaborate with the policy and data program director to establish a baseline of device needs across the ecosystem.	Accountable	Responsible	Consulted (other workstreams)	Informed
Finalize and document qualifications for residents receiving laptops.	Consulted	Responsible	Accountable (E2D)	Informed
Develop the second iteration of a continuous distribution process addressing gaps identified in the first iteration including on-demand/more frequent cadence, homebound needs, etc.	Consulted	Responsible	Consulted (other workstreams)	Support (DNr workstreams/ service)
Support the distribution of at least 5k laptops.	Consulted	Accountable	Responsible (E2Ds)	Informed

OKR 2 Achieve a supply of low-cost devices for qualifying residents to increase device ownership across the ecosystem.

RASCI: Planning, Guidance, & Management	WORKSTREAM	CDE STAFF	MAIN PARTNER	OTHER PARTNER
Collaborate with the policy and data program director to establish a baseline of device needs across the ecosystem.	Accountable	Responsible	Consulted (other workstreams)	Informed
Finalize and document qualifications for residents receiving laptops.	Accountable	Responsible	Consulted (other workstreams)	Informed
Establish a continuous distribution pipeline of affordable devices.	Accountable	Responsible	Consulted (other workstreams)	Informed
Support the distribution of at least 5k laptops.	Consulted	Responsible	Accountable (device refurbishing organizations)	Informed

OKR 3 Achieve a no-cost laptop diagnostic/repair service for qualifying residents in the ecosystem.

RASCI: Planning, Guidance, & Management	WORKSTREAM	CDE STAFF	MAIN PARTNER	OTHER PARTNER
Finalize the first iteration of a laptop diagnostic/repair service playbook.	Accountable	Responsible	Consulted (other workstreams, ED2)	Informed
Provide diagnostic/repair services for at least 250 residents through innovative partnerships.	Accountable	Responsible	Support (ED2)	Informed

OKR 4 Develop a second iteration of a post-ACP strategy that supports the most vulnerable (nine covered populations) in maintaining their internet service.

RASCI: Planning, Guidance, & Management	WORKSTREAM	CDE STAFF	MAIN PARTNER	OTHER PARTNER
Develop a roadmap document to assist families at risk of losing their internet service.	Accountable	Responsible	Consulted (other workstreams)	Informed
Support internet adoption/continuance for at least 5k households through innovative partnerships and/or advocacy efforts.	Accountable	Responsible	Consulted (the City)	Informed

Aligned Partner Initiatives:

RASCI: Planning, Guidance, & Management	WORKSTREAM	CDE STAFF	MAIN PARTNER	OTHER PARTNER
Equipment ordered and installation to begin for public Wi-Fi within the boundaries of six parks – Druid Hills, Grier Height, Kilbourne, Reid, Tyron Hills, and Fred Alexander Parks.	Informed	Consulted	Responsible (the County)	Informed
Equipment ordered and installation to begin for public Wi-Fi at eight recreation centers or pavilions – Arbor Glen, Bette Rae Thomas, Ivory/Baker, MLK, Jr, Southview, Sugaw Creek, West Charlotte, and Clanton Recreation Centers	Informed	Consulted	Responsible (the County)	Informed
Wi-Fi infrastructure throughout detention facility and courthouse providing the capability to conduct professional evaluations, telemedicine visits and court proceedings in a virtual environment.	Informed	Informed	Responsible (the County)	Informed
Smart Charlotte Future connected consultant will evaluate the impact of new technologies on the community.	Consulted	Support	Responsible (the City)	Informed
Access Charlotte supplying in-home internet to over 7,7000 households	Informed	Support	Responsible (the City)	Informed
Continuous device distributions	Consulted	Support	Responsible (E2D)	Informed
Library is getting mobile technology classroom (bus) by the Fall 2024 With several computer stations inside and a screen outside. It will also be Wi-Fi enabled.	Informed	Support	Responsible (the Library)	Informed
Charlotte Inclusive Technology Innovation Pilot (CITIP) is supporting mini grants, fellowships, devices and training connected with workforce development and minority communities.	Informed	Support	Responsible (the Library)	Informed

Digital Literacy and Skilling

This workstream's focus is to navigate the different partner inputs and connect the community with available resources.

Key components to ensure alignment include:

The successful engagement between partners with available resources.

The development of a concise and sustainable roadmap on closing the gap between community needs and the right level of opportunities.

OPPORTUNITY INDUSTRIES SPECIFICALLY SUPPORTED BY INDIVIDUAL INITIATIVES

ECONOMIC & WORKFORCE DEVELOPMENT

HEALTHCARE

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CIVIC ENGAGEMENT

EDUCATION

INFRA-STRUCTURE

PUBLIC & PERSONAL SAFETY

OKR 1 Increase access to digital skilling for residents in the ecosystem.

RASCI: Planning, Guidance, & Management	WORKSTREAM	CDE STAFF	MAIN PARTNER	OTHER PARTNER
Map available digital skilling curriculum both remote and in-person and reference at least three (3) opportunities for alignment with top priorities from the People's Policy Agenda (security and online.)	Accountable	Responsible	Consulted (other workstream)	Informed
Develop a CDE digital skilling facilitation program to upskill internal digital navigators increasing capacity to address gaps in services across the ecosystem.	Consulted	Responsible	Accountable (DN workstream)	Informed
Create guidelines for facilitators around the CDE approach to teaching with a focus on workforce development and healthcare.	Accountable	Responsible	Consulted (Library, Goodwill, CPCC, Per Scholas)	Informed
Develop a digital navigator ambassador (youth) program to increase skilling capacity.	Accountable	Responsible	Support (For the Struggle)	Informed
Partners conduct 20k digital skilling hours in collaboration with the CDE.	Accountable	Support	Responsibility (Library, Goodwill, Per Scholas, AARP, City Startup Labs, etc)	Informed

OKR 2 Implement and begin to utilize the Journey Map (a generative AI tool) to support the Digital Navigation service.

RASCI: Planning, Guidance, & Management	WORKSTREAM	CDE STAFF	MAIN PARTNER	OTHER PARTNER
Collaborate with the policy and data program director to determine gaps in digital services (availability vs demand).	Accountable	Responsible	Consulted (other workstream)	Informed
Create a mechanism and documented process to evaluate the Journey Map tool and maintain the CDE content library.	Accountable	Responsible	Consulted (other workstream)	Informed
Capture at least 30 different resources in the first iteration of the content library.	Accountable	Responsible	Consulted (other workstream)	Informed

OKR 3 Develop a mechanism to increase access and participation in digital skilling classes.

RASCI: Planning, Guidance, & Management	WORKSTREAM	CDE STAFF	MAIN PARTNER	OTHER PARTNER
Collaborate with the policy and data program director to evaluate and prioritize barriers for participation in digital skilling across the ecosystem.	Accountable	Responsible	Consulted (other workstream)	Informed
Expand relationships with CATS and rideshare companies.	Accountable	Responsible	Support (other workstream)	Informed
Provide 100 residents with bus or rideshare passes.	Accountable	Responsible	Consulted (other workstream)	Informed

Aligned Partner Initiatives:

RASCI: Planning, Guidance, & Management	WORKSTREAM	CDE STAFF	MAIN PARTNER	OTHER PARTNER
City has about $2.9 million earmarked to expand the Learn2Earn program. This would support local community organizations in providing workforce development, digital skilling and a device.	Consulted	Support	Responsible (the City)	Informed
Library is enhancing DigiLit curriculum (templates and processes). Working with the Urban institute to identify gaps/trends and how classes match with needs (re-defining the Digilit program). Looking at establishing pre and post surveys, and piloting Spanish digital literacy.	Accountable	Consulted	Responsible (the Library)	Informed
The ReEntry Entrepreneurship (REEP) program provides comprehensive and applied workforce and entrepreneurial training. Restorative Pathways program guarantees a job with Atrium. Expanding additional workforce and career path programs specifically for justice involved individuals.	Informed	Support	Responsible (City Startup Labs)	Informed
Technical and professional skills training for quality jobs in the IT sector such as IT Support, Software Engineering, Cybersecurity, and AWS.	Support	Informed	Responsible (Per Scholas)	Informed
Goodwill offers IT support specialist, data analytics, cybersecurity by Cisco, IBM skills build, and trade school programs.	Informed	Support	Responsible (Goodwill)	Informed
Train and employ high school students as computer technicians to refurbish and re-image decommissioned corporate laptops.	Informed	Informed	Responsible (E2D)	Informed
Digital Skills Ready (Senior planet learning platform) provides technology and digital skills training to people over 50 years of age.	Informed	Informed	Responsible (Fill My Cup! & AARP)	Informed
Technology and digital skills training for older adults.	Consulted	Support	Responsible (AARP & Library)	Informed
Arriba provides digital skills and entrepreneurship programs for Latine individuals.	Informed	Informed	Responsible (Camino)	Informed

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Digital Navigation and Technical Support

This workstream's focus is to provide a sustainable and appropriate level of service to the community

Key components to ensure alignment include:

The successful engagement between community and digital navigators.

The development of a concise and sustainable roadmap on expanding service delivery.

Accountability for the effectiveness of community support and awareness.

OPPORTUNITY INDUSTRIES SPECIFICALLY SUPPORTED BY INDIVIDUAL INITIATIVES

ECONOMIC & WORKFORCE DEVELOPMENT

HEALTHCARE

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PUBLIC & PERSONAL SAFETY

OKR 1 Expand Digital Navigation (DN) support to ensure we are reaching and empowering covered populations.

RASCI: Planning, Guidance, & Management	WORKSTREAM	CDE STAFF	MAIN PARTNER	OTHER PARTNER
Develop a roadmap to focus support on two (2) opportunity industries (workforce development and healthcare), outlining resources, training, and processes needed.	Consulted	Responsible	Support (other workstream)	Informed
Support two (2) no-cost laptop diagnostic/repair clinics and invest in upskilling Digital Navigators to better help with entry level device troubleshooting.	Consulted	Responsible	Accountable (device & connectivity workstream)	Informed
Identify at least four (4) community locations (including one anchor organization) to continue to host DN office hours, collaborating with advocacy and data program director focusing on opportunity zones, covered populations and where gaps.	Consulted	Responsible	Support (other workstream)	Informed

OKR 2 Continue to analyze the effectiveness and impact of Digital Navigation support and achieve high quality customer service.

RASCI: Planning, Guidance, & Management	WORKSTREAM	CDE STAFF	MAIN PARTNER	OTHER PARTNER
Grow the response rate for the DN service resident feedback survey by 25% in comparison to total response rate in FY24.	Consulted	Responsible	Support (other workstream)	Informed
Reach an 80% positive service feedback survey rate.	Consulted	Responsible	Support (other workstream)	Informed
Have less than 50% of DN service tickets on hold and unresolved (in the waiting on DN or resident follow-up stage) at any given time.	Consulted	Responsible	Support (other workstream)	Informed
Collaborate with digital literacy and skilling program director and DEI director to ensure DNs have continuous development opportunities in necessary skills to address gaps in services across the ecosystem (facilitation, DN ambassador program etc.).	Consulted	Responsible	Support (other workstream)	Informed

Aligned Partner Initiatives:

RASCI: Planning, Guidance, & Management	WORKSTREAM	CDE STAFF	MAIN PARTNER	OTHER PARTNER
NC211 statewide phone-support only digital navigators.	Consulted	Support	Responsible (United Way)	Informed

Connected Processes

CDE Operations

Learn more about our FY2025 Internal OKRs

Other/ Misc./ Exhibits

Community Council Charter

Click here to view the Community Council Charter which outlines the roles and responsibilities of participating partners.

Document Version Control

Version	Date	Notes	Change Ratified (Meeting Date)
1	04/26/2022	CDE 1st Iteration	N/A
2	06/02/2022	CDE 2nd Iteration- Changed CMS Library to CM Library	N/A
3	07/05/2022	CDE 3rd Iteration – Changed out timelines to match fiscal year and added link to Charter document	N/A
4	03/21/2023	CDE 4th Iteration - Changed out KPIs as request and approved by Policy, Data, and Digital Literacy workstreams.	N/A
5	05/29/2023	CDE 5th Iteration – Added co-created values. Updated each workstream section with FY2025 OKRs and aligned partner initiatives . Added CDE FY2025 internal OKRs	N/A
6	06/01/2024	Adopted FY2025 OKRs and Updated mission, vision and purpose based on growth strategy work with consultant	N/A