

ACP Discounts for Home Broadband Connections

Outreach Materials and Strategies for Schools and Libraries

May 18, 2022

EducationSuperHighway

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WISCONSIN DEPARTMENT OF
Public Instruction
Jill K. Underly, PhD, State Superintendent

Goals of Today's Webinar

- **Learn what the ACP program is**
 - Discounts for residential internet access, for low-income households
 - Eligibility requirements
 - Registration process
- **Become familiar with the EducationSuperHighway Affordable Connectivity Program (ACP) toolkit and how to access the toolkit**
- **Learn how to provide families with documentation of eligibility**
- **Become ready to**
 - Develop a plan for how to promote the ACP program at your school or library
 - Develop a plan for how to conduct a registration workshop at your school or library



DPI Lauds EducationSuperHighway

EducationSuperHighway helps schools and libraries nationwide to promote the ACP to students, families, and library patrons.

DPI has a long partnership with EducationSuperHighway, helping school districts get more bandwidth for less money.

We at DPI appreciate their commitment to digital equity and the help they are providing to us in getting households in Wisconsin connected to the internet.



What is the ACP?

The Affordable Connectivity Program is a federal program that provides discounted internet service to low-income households.

As of May 9, 2022 there were 200,425 Wisconsin enrolled households.

Wisconsin Public Service Commission (PSC) is primary contact for ACP.

PSC Internet Helpline: 608-267-3595.



Education SuperHighway ACP Toolkit

The EducationSuperHighway ACP toolkit is a set of outreach materials to promote the ACP and help households apply.

The toolkit is designed to help schools reach families.

The tools are just as useful and appropriate for libraries to use in helping their patrons take advantage of ACP.



Today's Program

EducationSuperHighway will present their toolkit and explain how to use the tools to promote ACP and help people register.

After EducationSuperHighway presentation, Chris Baker of Portage Public Library and Amy Eppinger of Portage Public Schools will give a brief presentation.

They will showcase a registration workshop that they conducted last year about the EBB (the successor program to ACP).

Finally, we will answer any questions that have been submitted in the chat.



ACP Outreach, and Next Steps

Once schools and libraries have made outreach materials available, **registration workshops** are the next step.

At registration workshops, schools and libraries can provide hands-on help to libraries and patrons in getting connected to the internet and signing up for ACP discounts.



Registration Workshop Training Coming Soon

Stay tuned for information about upcoming ACP registration workshop training, provided by the Wisconsin Public Service Commission.



And now....

Marra and Bree of EducationSuperHighway!





May 18, 2022

ACP Discounts for Home Broadband Connections

EducationSuperHighway

Marra Guttenplan
STRATEGIC PARTNERSHIPS & LEGAL COUNSEL

Bree MacPhee Lyon
PROGRAM MANAGER BROADBAND ADOPTION



Agenda

- 01 DPI Digital Equity Work & Partnership Overview
- 02 Affordable Connectivity Program
- 03 ESH Affordable Connectivity Program Toolkit
- 04 ESH Toolkit Next Steps
- 05 Portage Enrollment Event Spotlight & Lessons Learned
- 06 Q&A



OUR MISSION

Close the digital divide for the 18 million households that have access to the Internet but can't afford to connect.

We focus on America's most unconnected communities, where more than 25% of people don't have Internet.



2

AFFORDABLE
CONNECTIVITY
PROGRAM



The federal government has recognized the need to address the affordability gap

Affordable Connectivity Program (ACP)



WHAT

A \$14.2 billion program of the Federal Communications Commission (FCC) to **assist families unable to afford broadband internet service.**



WHO

A household is eligible if a member meets at least one of the criteria:

- an income at or below 200% of the Federal Poverty Guidelines,
- participation in government assistance program(s),
- dependents participating in the **Free and Reduced Price School Meal program** or student attending a **Community Eligibility Provision (CEP)** school



HOW

Households receive

- a **discount of up to \$30 a month** for broadband service (\$75 for eligible households on qualifying Tribal lands)
- a **one-time discount of \$100 toward the purchase of a connected device**, such as a laptop, desktop or tablet.



WHEN

Began December 31, 2021 and is a **long-term benefit**. The ACP has replaced the Emergency Broadband Benefit.



The ACP is a long-term benefit making internet access possible for many families



- With \$14.2B allocated, it is estimated there is enough funding for **at least 5 years**.
- Unlike the Emergency Broadband Benefit (EBB), Emergency Connectivity Fund (ECF) or Elementary and Secondary School Emergency Relief (ESSER) Funds, the ACP is **not tied to the pandemic, nor is it emergency or short-term funding**.
- Unlike with the EBB or sponsored service, a family can **choose which internet provider and service plan** to apply the benefit.
- Since the benefit is linked to the family and constitutes longer-term federal funding, school districts **do not need to worry** what will happen to their families' internet access **if they can no longer offer sponsored service**.

By implementing outreach programs to help families enroll in the Affordable Connectivity Program, school districts can reduce the inequities faced by students without home broadband connections.

For many families, the ACP makes internet access completely free!



Despite available funding, ACP adoption has remained low due to key barriers



AWARENESS

- Low awareness of subsidy and low-cost programs
- Only 25% of eligible households aware of federal subsidy
- Confusion about what the program is actually offering and its benefits



TRUST

- Lack of trust in government programs
- Worried that the bill will increase or subsidy will go away
- Concerned about sharing personal information with ISPs



ENROLLMENT

- Documentation required to prove eligibility
- Confusion about the application process
- Language barriers



School districts and libraries are well-placed to address these barriers and support families in accessing the ACP



AWARENESS

School districts have the **communication infrastructure, channels, and reach** to let families know about this resource and that they are eligible to receive support in accessing home broadband. School districts can also **provide families with the proof of eligibility** they need to apply.



TRUST

By contacting families directly through **trusted district and school-based advocates**, where there are already established relationships, school districts can **address concerns, answer questions**, and ensure they **reach families who need this resource most**.



ENROLLMENT

School districts & libraries can **host enrollment events** at spaces that families already frequent and **direct families** to community-run enrollment events or other **ACP enrollment support**.





3

ESH ACP TOOLKIT



ESH's ACP Toolkit for School Districts can help district leaders raise awareness

How to Conduct Outreach To
**UNCONNECTED
FAMILIES**

EducationSuperHighway's new **Affordable Connectivity Program Toolkit for School Districts** contains action plans and customizable resources to help school district leaders raise awareness of this new \$14 billion federal broadband benefit program.

We've included templates, tools, and resources to support school districts of all sizes and options for those able to launch outreach campaigns to student families and those with the capacity to support ACP enrollment.



Examples of steps districts can take to raise awareness

STEPS TO RAISE AWARENESS

1

LAUNCH GENERAL AWARENESS CAMPAIGN



- Initiate general awareness campaign to include newsletters, flyers, texts, and robocalls.

2

SEND GENERAL AWARENESS INFORMATION TO FAMILIES



- Send general awareness materials to district families.
- **ACP Overview**
- **ACP Information Flyer**
- **ACP Application Documents**
- **Texts, robocalls & newsletter language**

3

PROVIDE FAMILIES WITH PROOF OF ELIGIBILITY



- Send **ACP Eligibility Letter (CEP)** and **ACP Eligibility Letter (FRLP)** enrollment letters to eligible families to utilize during the ACP Enrollment process.

TOOLKIT RESOURCES:

- K-12 ACP General Awareness Flyers
- K-12 ACP Sign-Up Process Postcard
- Robocall, Text, Newsletter and social media templates and language
- ACP Eligibility Letter Templates



Examples of steps districts can take to support enrollment in the ACP

STEPS TO SUPPORT ENROLLMENT

1

BUILD CAPACITY TO SUPPORT ENROLLMENT



- Train outreach team on ACP enrollment.
- Establish a calling schedule to contact families and help walk them through enrollment.

2

PROVIDE ACP ENROLLMENT GUIDES



- Provide our [ACP Full Enrollment Guide](#), [ACP Online Enrollment Checklist](#), and [ACP FAQs](#) to school-based and district staff and families to support ACP enrollment and answer frequently asked questions.

3

SUPPORT VIRTUAL AND IN-PERSON ENROLLMENT ACTIVITIES



- Set a schedule of office hours or call back support for families, including the identification of locations within the district families may go for help, such as the school library or enrollment office.

TOOLKIT RESOURCES:

- [ACP Overview for School District Staff](#)
- [ACP Enrollment Overview and Guide](#)
- [Step-by-Step Guide to ACP Enrollment](#)
- [ACP FAQs](#)





Get Connected

AFFORDABLE HOME INTERNET

The Affordable Connectivity Program (ACP) helps families pay for home internet and connected devices.



Your household may qualify for the **Affordable Connectivity Program (ACP)**. The benefit provides:

- Up to \$30 per month discount for home internet service.
- A one-time discount of up to \$100 on a laptop or tablet.

Get **FREE** support to sign up.

SCAN ME



ACP Awareness Flyer



... a month discount (\$75/month for households on the steps below to take advantage of the Affordable Program to help households affordably connect to the internet.

3 QUALIFY THROUGH A DEPENDENT

.../check if your student participates in the eligible programs, including Title I schools, at a Title I Eligibility school.

4 CREATE AN ACCOUNT (Online application)

- a) Choose username
- b) Choose a password
- c) Enter contact information

*Make sure your password meets the requirements

... info for your (step 2)

... NET

... use ...
... and a provider. Call the provider and choose any plan that is right for you.

A guide to enroll in the ACP Benefit



This **Toolkit for School Districts** is a resource that provides a quick overview of the ACP, its terms, and how to apply.

AFFORDABLE CONNECTIVITY PROGRAM

Adoption Toolkit for School Districts

RESOURCE: AFFORDABLE CONNECTIVITY PROGRAM OVERVIEW

DISTRICT NOTES

How to use this resource: This resource provides a quick overview of the ACP and how to apply.

Recommendations and best practices:

- Reference the [ACP Enrollment overview](#) and [Full Enrollment Guide](#) for more information.

Overview of the identification and eligibility documents that are acceptable for ACP enrollment

Step #1: Identification

IDENTIFY VERIFICATION

If the applicant needs to provide additional information to verify identity:

Documentation must include:	Document Examples and Tips:
<ul style="list-style-type: none"> Your first and last name Your date of birth 	<ul style="list-style-type: none"> Valid government, military, state or Tribal ID Birth Certificate Student ID U.S. driver's license Foreign driver's license Passport Certificate of U.S. Citizenship or Naturalization Permanent Resident Card or Green Card Government assistance program document Individual Taxpayer Identification Number (ITIN) document (does not need to include date-of birth)

NEWSLETTERS

Text should also be provided to all schools with instructions and information regarding ACP.

AFFORDABLE CONNECTIVITY PROGRAM

Accessing ways to help pay for Internet access at home

The Affordable Connectivity Program (ACP) helps families connect to the Internet from home by providing a monthly benefit of up to \$30 (up to \$75 on qualifying Tribal Lands). The ACP is a long-term \$14 billion program of the Federal Communications Commission (FCC). The ACP began December 31, 2021, replacing the Emergency Broadband Benefit, a temporary program tied to the pandemic.

Affordable Connectivity Program

WHAT IS THE BENEFIT?	Up to \$30 per month (\$75 for households on qualifying Tribal lands)
FOR HOW LONG?	One-time \$100 device credit toward the purchase of a connected device, such as a laptop, desktop, or tablet (only with participating providers)
WHAT IS THE ELIGIBILITY CRITERIA?	Began December 31, 2021 and is a long-term benefit
WHAT ARE THE AVAILABLE PLANS?	The consumer can select any internet service plan to apply for the benefit
WHAT ARE THE PARTICIPATION IN LIFELINE CRITERIA?	A household is eligible if a member meets at least one of these criteria :
INCOME ELIGIBILITY	<ul style="list-style-type: none"> 200% of the federal poverty guidelines
PARTICIPATION IN GOVERNMENT ASSISTANCE PROGRAMS:	<ul style="list-style-type: none"> Supplemental Nutrition Assistance Program (SNAP) Medicaid Supplemental Security Income (SSI) Federal Public Housing Assistance Veterans Pension and Survivors Benefit Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
PARTICIPATION IN FREE AND REDUCED PRICE SCHOOL MEAL PROGRAM, INCLUDING THROUGH THE USDA COMMUNITY ELIGIBILITY PROVISION (CEP)	Received a Federal Pell Grant during the current year
TRIBAL SPECIFIC PROGRAMS:	<ul style="list-style-type: none"> Bureau of Indian Affairs General Assistance Head Start (only households meeting the income qualifying standard) Tribal Temporary Assistance for Needy Families Food Distribution Program on Indian Reservations

LETTER

st. We want to make es a discount of up to \$75 per month for ve a one-time discount rticipating providers.

ccess visit upport@usac.org or

DISTRICT WILL BE

st. You have already ible families with up to learn more about es with a phone call.

you will be provided oll, as well as answer on and a few other



AFFORDABLE CONNECTIVITY PROGRAM

Adoption Toolkit for School Districts

RESOURCE: FAMILY ACP ELIGIBILITY LETTER - CEP

DISTRICT NOTES

How to use this resource: This letter may be used to 1) share general information with your families regarding the Affordable Connectivity Program and 2) demonstrate a family's eligibility as part of the ACP application process. There are three key pieces of information that the letter must include to meet the ACP application requirements:

- Student's name
- Student's school name
- Current School Year

This letter should be used for families whose students attend Community Eligibility Provision schools. If your entire district participates in the CEP, then you may send the letter to every member of your school community as everyone is eligible for the ACP.

Recommendations and best practices:

- Send a robocall or text to families indicating they should look out for this letter. [Use our suggested language.](#)
- Send the letter home alongside other timely mailings that families look out for, such as report cards.
- Make the letter printable/viewable from your parent portal or similar platform.
- Make the letter available at the school level, so that school-based staff may print them for families.
- Note that eligibility is not just the current 2021-22 school year (2019-2020, 2020-2021 are also applicable).

Family ACP Eligibility Letter to be used as general information with your families and demonstrates a family's eligibility as part of the ACP application process

head]

Date

aware of the **Affordable Connectivity Program (ACP)**, a
t provides:
\$75 on qualifying Tribal Lands) **discount on Internet service**

ount for a connected device (such as a laptop, desktop
nd through a participating provider. Each participating
s device discount.

nt part of fully participating in school and we want to
ffordable access at home. As your student(s) attends a
ment of Agriculture's Community Eligibility
ntically eligible to receive the ACP benefit.

nt(s) in your household attend(s) (attended) a CEP
r:
chool Name: _____
ool Name: _____
/ Name: _____

ay find more information and apply
rticipating service provider. While
ur student's identification in the ACP
ion include a birth certificate.
ter can be submitted during the
rdable Connectivity Program. You
ligibility. The report card must
ear.

irectly at ACPSupport@usac.org or
to 9:00 p.m. ET.

Eligibility through Free and Reduced-Priced Meals or Community Eligibility Provision (CEP)

Affordable Connectivity Program

A household is eligible if a member meets at least one of these criteria:

200% of the federal poverty guidelines

WHO IS ELIGIBLE?

School Districts are able to provide families with letters to prove their eligibility for the ACP

- Participates in government assistance programs such as:
 - Supplemental Nutrition Assistance (SNAP)
 - Medicaid
 - Supplemental Security Income (SSI)
 - Federal Public Housing Assistance
 - Veterans Pension and Survivors Benefit
- Has a student that participates in the **Free and Reduced Price School Meal program** or attends a **Community Eligibility Provision (CEP)** school
- Received a **Federal Pell Grant** during the current year
- The **Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)** has been added.



Type of eligibility letter

Confirm Eligibility	
Documentation	Letter must include:
<ul style="list-style-type: none"> Free & Reduced Price School Lunch Program/School Breakfast Program documents can be from either the 2019-20, 20-21, or 21-22 school year Proof of enrollment in a CEP school that includes school name, student name, and current academic year 	<ul style="list-style-type: none"> Student's full name Student's school name Address of the school Current school year Contact information for the school
Other important items to note:	
<ul style="list-style-type: none"> For CEP schools, a student's report card may also be used to show eligibility. Make sure the report card provides the student's name, the school name and address, and the academic year 	



New Community Jewish High School
 7353 Valley Circle Blvd., West Hills, California 91304
Building Community, One Mind at a Time

Progress Report For: John Schreck
 Aug-15-11 to Sep-30-11

COURSE	Instructor	Achievement	Work Habits	Behavior	Additional Comments
English 9	E Bosworth	C-	S	S	
Algebra 1	C Whitney	D+	S	S	
Computer Science	D Zion	D-	E	S	4, 5, 1, 10, 12
Biology	P Christensen	C	E	U	
World History	P Delman	C+	S	U	
Hebrew 1.5	J Fitzgerald	A	E	E	
Jewish Law & Ethics	D Canavan	A-	S	U	
Art & Artists	G O'Brian	B	E	S	
Physical Education	D LaFleck	B+	S	E	

Key: Achievement is graded from A to D-, with grades below D- reported as NP (not passing). Work Habits and Behavior are reported as E (Excellent), S (Satisfactory), and U (Unsatisfactory). For additional comments, please refer to the following:

1. Works for academic excellence	10. Appears disorganized
2. Shows academic improvement	11. Quality of work declining
3. Participates effectively	12. Does not bring materials/follow directions
4. Positive attitude and effort	13. Inconsistent effort
5. Makes connections and applies knowledge	14. Needs to participate more in discussion
6. Displays good study skills	15. Difficulty in making connections and applying knowledge
7. Works well in group activities	16. Has difficulty on exams
8. Home assignments are generally inferior to work done in school	17. Unable to maintain attentiveness throughout entire class period
9. Home assignments are generally superior to work done in school	

To learn how your school can create customized report cards like this, call RedXer Software at 800-213-9889 or visit www.redxer.com.
 If you have any questions about this report, please contact your child's teacher at school (815-345-0048), or by email (first initial and last name @ncjhs.org)



Schools may also support families with documents to show identity



School-issued ID Card
(for dependents)

A family may use a district-issued student ID for their student's identification during the ACP application process. Other acceptable forms of identification for the student include a birth certificate, passport, or other government ID.



What Internet Speed does a household need?



Internet is used for	# of devices connected (phones, computers, etc.)	Recommended Speed
Web browsing and email	1-5	50 mbps
	6-11	100 mbps
Streaming shows and videos	1-5	100 mbps
	6-11	300 mbps
Work/school from home	1-5	100 mbps
	6-11	300 mbps



COMMUNITY ELIGIBILITY PROVISION

48

school districts in WI have
one or more CEP schools

FREE AND REDUCED-PRICED MEALS

Not including CEP schools,

28.7%

of Wisconsin's students qualify
for free and reduced-priced meals

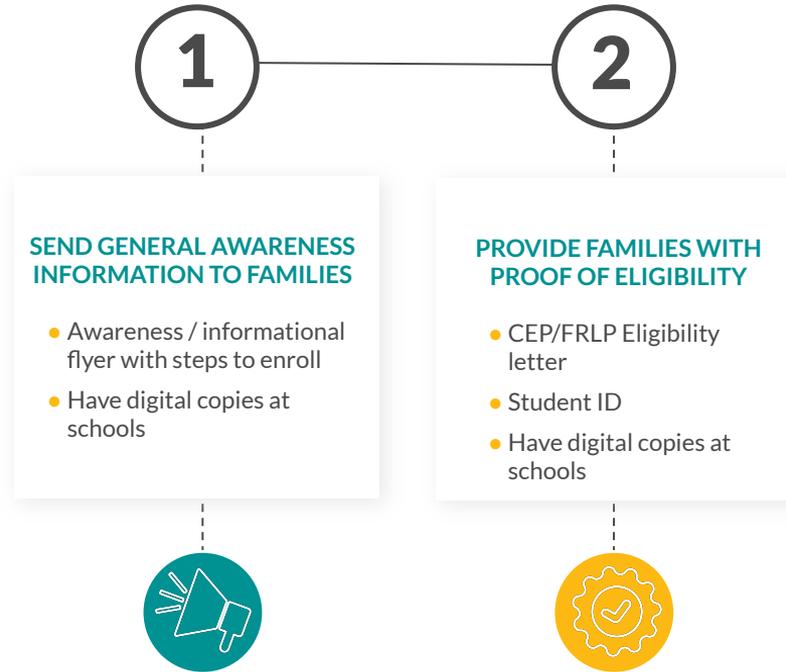


4

ESH TOOLKIT NEXT STEPS



Initial critical steps a district may take to support this work



PRIOR TO THE END OF THE 2021-22 SCHOOL YEAR / WITH REPORT CARDS



Kick off to the beginning of the 2022-23 school year



RESEND GENERAL INFORMATION TO FAMILIES

- Awareness / informational flyer with steps to enroll
- Have digital copies at schools



PROVIDE FAMILIES WITH PROOF OF ELIGIBILITY

- CEP/FRLP Eligibility letter
- Student ID
- Have digital copies at schools



PROVIDE ENROLLMENT GUIDES

Provide ACP FAQs and Overview guides to school-based and district staff to answer questions and provide support to families



DIRECT FAMILIES WHO NEED ASSISTANCE TO ENROLLMENT SUPPORT

Share information about the ACP Support Center for families who need assistance



Libraries are excellent partners to support enrollment events

- Located in the community
- Have the infrastructure to support enrollment:
 - Computer labs
 - Scanners
 - Printers
- Already have solid partnerships with school districts
- Pre-existing resource for digital literacy programs



Tools and Resources

TOOLKITS

[ESH ACP Adoption Toolkit for School Districts](#)

[ESH ACP FAQ](#)

[FCC Toolkit & Resources](#)

[USAC Toolkit & Resources](#)

TEMPLATES

ESH Template Eligibility Letters

[CEP, Free and Reduced-Meal Program](#)

K-12 ACP General Awareness Flyers

[English PDF, English Google Slides, Spanish PDF, Spanish Google Slides](#)

K-12 ACP Sign-Up Process Postcard

[English, Spanish](#)

Robocall, Text, Newsletter & Social Media templates

[PDF, Google Doc](#)

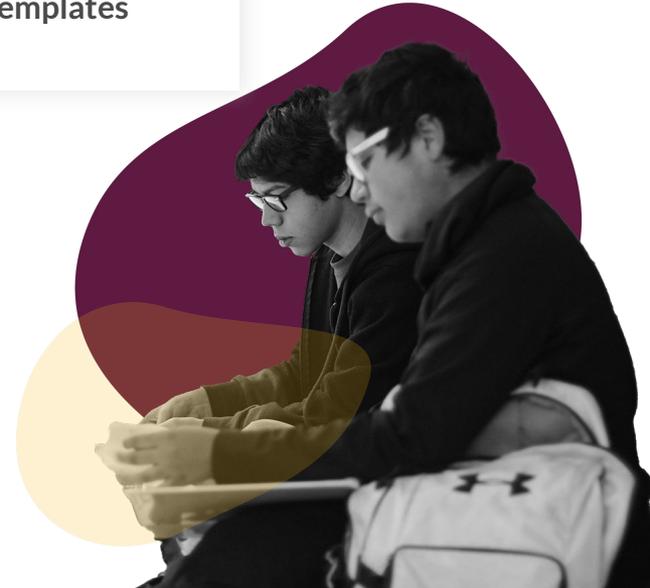
ESH LIBRARY PARTNER RESOURCES

[ACP Fact Sheet](#)

[CBO Email Template](#)

[Best Practices for Reaching Unconnected HouseHolds](#)

[ACP Social Media Toolkit](#)



OFFICE HOURS

Visit EducationSuperHighway during office hours for any follow up questions



Schedule an appointment using this link: bit.ly/acp-office-hours

Tuesdays, 8am CST - 10am CST

Thursdays, 2pm CST - 4pm CST



Contact Us | Karmin-Tia Greer, *Manager, Strategic Partnerships*, karmin-tia@educationsuperhighway.org

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Portage Enrollment Event Spotlight & Lessons Learned



Broadband Discount Registration Event

May and June, 2021

A collaboration between

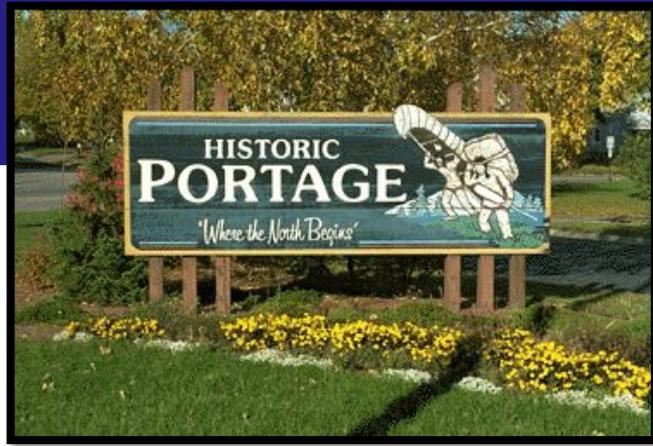


Chris Baker
Adult Services Librarian & Technology Coordinator
Portage Public Library – Portage, WI



Amy Eppinger
Director of Instructional Technology
Portage Community School District – Portage, WI





Population: ~10,581

Households w/ Computer: 85.3%

**Households
w/ Internet subscription: 81.3%**



Note: Information represents 2016-2020 (from Census.gov)



You May Save Money On
Your Internet Bill!
The Portage Public Library
Is Holding An Event To Help!



Do you have an internet subscription from service providers in your area? (Spectrum, Frontier, Bugtussle, AT&T, etc)

Were you unemployed or had other financial hardships since due to COVID-19?

Are you currently receiving other government benefits? (SNAP, SSI, etc.)

Did you receive a Federal Pell Grant for school?

For these and/or other reasons, you may qualify for a \$50/month discount (\$75/month if you reside on tribal lands!), while funds last!

The Portage Public Library and PCSD are teaming up to host after-library events to offer information about the federal Emergency Broadband Benefit Program! Computer access and general technology guidance will also be available, so interested folks can drop-in and see if they qualify.

No appointments necessary;
we will do our best to help
anyone seeking assistance.



MAY 13TH & JUNE 24TH
6PM-7:30PM

More info at: <https://getemergencybroadband.org/> or call (608) 742-1980 ext. 1 for more info before you come!

Sp Adobe



YOU MAY BE ELIGIBLE TO SAVE MONEY ON YOUR MONTHLY INTERNET BILL!

- Do you have an internet subscription from common area service providers? (Spectrum, BugTussel, AT&T, etc.)
- Were you unemployed or did you suffer financial hardship due to COVID-19?
- Are you currently receiving government benefits? (SNAP, SSI, etc.)
- Did you receive a Federal Pell Grant for school?

For these and/or other reasons, you may qualify for a \$50/month direct-to-consumer discount, while federal funds last! You would just need to apply and qualify for the Emergency Broadband Benefit program! Want to know more?...

JOIN US AT THE PORTAGE PUBLIC LIBRARY ON:

JUNE 24TH, 6:00-7:00 PM



PORTAGE
PUBLIC LIBRARY



The Portage Public Library and Portage Community School District are holding an informational event on the federal **Emergency Broadband Benefit** program! Computer access and general technology guidance will be available, though we will not be able to complete the application on your behalf.

No registration required! Just drop in and we will do our best to help.
For more information, please visit: <https://getemergencybroadband.org/>

Promotion/Advertising Outlets:

- Library and District Social Media (FB, Twitter)
- Messaging through Student Information System
- Paper Notices

Benefits:

- Most families respond best to social media, text, and email

Drawbacks:

- Occurred over the summer so we lost ability to capitalize on a captive audience



Volunteers/Helpers:

- District Librarians
- Public Library Staff
- Technology Director

What Worked:

- Library very welcoming space
- Access to technology
- Available to everyone
 - Endeavor Library piggybacked our event
- Ability to support 1:1 with tech issues

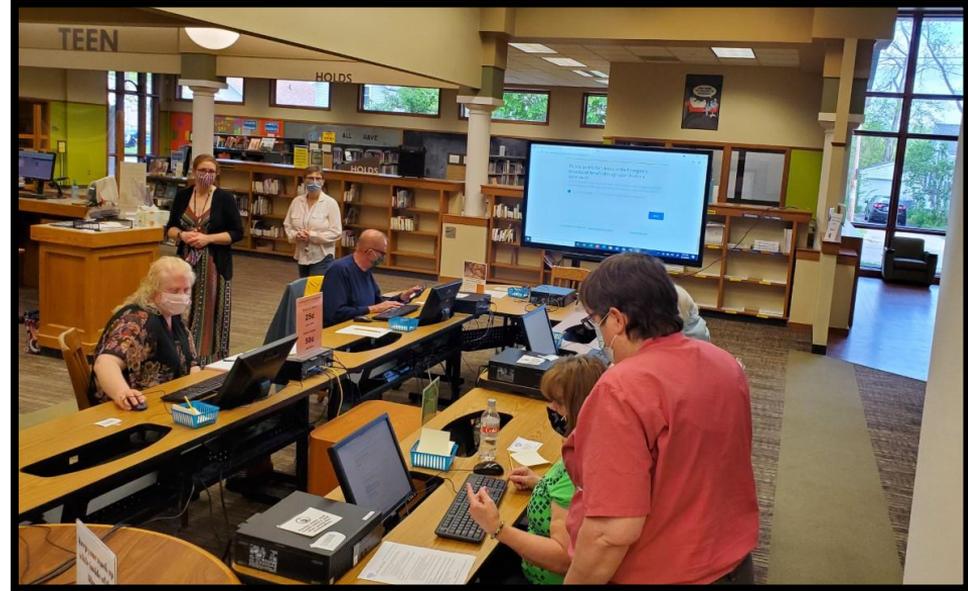


What We Didn't Fully Anticipate:

- Each case was unique so we couldn't fully prep
- Volunteers ineligible; limited knowledge of process as a whole
- Applicant tech skills sometimes very low

Follow Up into ACP:

- Digital equity mapping outlines who can benefit from ACP
- Libraries and schools provide public services, are well known, and have technology resources
- Benefits students and their families - a win/win!



Contact information:

Chris Baker

Adult Services Librarian & Technology Coordinator

cbaker@portagelibrary.us, 608-742-4959 ext. 203

253 W. Edgewater St, Portage, WI 53913



Amy Eppinger

Director of Instructional Technology

eppingera@portage.k12.wi.us, 608-742-1980 ext. 1

301 E. Collins Street, Portage, WI 53901





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Q&A