METROPOLITAN AREA PLANNING COUNCIL

REQUEST FOR INFORMATION
Digital Navigator Program

ADDENDUM #1: ANSWERS TO SUBMITTED QUESTIONS

ISSUED AUGUST 20, 2021

MAPC
METROPOLITAN AREA PLANNING COUNCIL

1. Addendum #1: Answers to Submitted Questions, Issued August 20, 2021

—— **Is the anticipated program a grantmaking program whereby the grantee would be responsible for hiring staff or establishing a program?**

As outlined in section 1.3 of the RFI, MAPC anticipates that technical training for Digital Navigators, hourly wages, and administrative/overhead costs for (host) organizations will be provided by any potential program funders.

MAPC does not anticipate that a host organization would need to hire new staff to oversee a Digital Navigators program, rather that Navigators could be embedded or incorporated into existing organizational work such as community outreach, resident coordination, and other social or community service activities. MAPC anticipates that the program development would be undertaken by a partnership of a host organization and a 3rd party training provider.

MAPC recommends that any respondent to the RFI indicate how the respondent would incorporate a Digital Navigator program into their current organizational operation and what costs would be expected or associated with that incorporation.

—— **Would a grantee be required to hire Digital Navigators or host one hired by another entity?**

As outlined in section 1.3 of the RFI, a Digital Navigator host organizations responsibilities might include:

- Supervision and oversight of program staff, i.e. creating work plans for team members, planning outreach, creating systems of accountability, and mentorship.

- Recruitment of individuals for the program and assistance identifying community members in need of support.

- Manage budget, payroll, grant management and reporting.

- Create systems for accountability and reward team success.

- Provide physical classroom and workspace, and IT equipment necessary for the work.

It is possible that a host organization could hire a Navigator directly, or host and supervise a Navigator being paid by a 3rd party organization like a Workforce Investment Board.

—— **The RFI appears to emphasize telephone outreach (under "responsibilities of Digital Navigator") but also mentions physical and virtual resources for assisting clients: Does the MAPC have data regarding telephone-only outreach at addressing the digital divide for low-income tenants?**

MAPC does not have direct data regarding telephone-only outreach at addressing the digital divide for low income tenants. The Digital Navigators program is designed to be flexible and reach community members in ways that are most accessible. MAPC envisions phone outreach as one of many possible ways to connect with residents who don't have internet access or literacy.

—— **Would the MAPC, or any Digital Navigator not housed at a grantee/host organization, require data sharing regarding residents' access to digital technology or literacy?**

MAPC would not require data sharing of resident information. It may be advantageous to collect and track aggregate data, but that would be a decision made by the host organization and any potential funder of a Digital Navigator program.

—— **Is the MAPC anticipating this as a long-term program? The duration of the potential Digital Navigator program may affect feasibility.**

MAPC does not currently have an anticipation regarding the length of the Digital Navigator program.

—— **Reviewing question 5 in the RFI, and thinking about the projected cost for the City, Is MAPC providing funding to communities to help start the program?**

MAPC is seeking funding sources to support the creation of Digital Navigators programs in the region. The intent of this RFI is to identify the network of host organizations that could be leveraged to house Digital Navigators, when funding becomes available.