



EMPLOYMENT &
HUMAN SERVICES

MEMORANDUM

Kathy Gallagher, Director

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To: All Staff, Code 2A

Date: March 29, 2021

From: Kathy Gallagher, EHSD Director

Subject: Low Cost Internet & Computer Offers for Eligible Contra Costa Residents

As a follow up to our outreach campaign last fall, EHSD is reminding community members that they can visit our website's [Get Connected, Contra Costa page](#) to learn more about **affordable internet and equipment offers for eligible Contra Costa residents**. We are also promoting this through our social media channels (@ContraCostaEHSD) and County partners. You can forward the page link to individuals and organizations that you believe may benefit from discounted digital access. The website page has a flier ([English](#)) ([Spanish](#)) that describes the program.

In addition to the broader outreach, we are also texting EHSD customers who are participating in benefit programs. This week, more than 39,000 active Medi-Cal, CalFresh and CalWORKs recipients will get these texts (if they opted in to receive them). The messages will contain a link to the flier, which points customers to where they can fill in a zip code and check boxes with eligibility criteria online in order to view discount options that may be available to them.

EHSD customers can email questions to getconnected@ehsd.cccounty.us. They can also call the phone numbers that appear in each internet offer box after they enter their zip code and eligibility information.

Contra Costa County supports digital equity to ensure individuals and families have access to affordable home internet and computers to stay connected. This is especially important as the impacts of COVID-19 continue, with many students in stay-at-home/remote learning modes, telemedicine sometimes replacing medical office visits, job seekers applying for work online, and employees often working from their homes.

Under these circumstances, many low-income community members are at a significant digital disadvantage in sustaining critical elements of their lives and livelihoods. Through EHSD's partnership with the **California Emerging Technology Fund (CETF)**, we can share information about a number of internet service providers and equipment distributors that are offering special promotions to support individuals and families who otherwise do not have adequate digital access.

See the Governor's [Executive Order](#) that he issued in August 2020 to accelerate improved connectivity in California, particularly within the context of COVID-19. Since that time, various state and federal legislative proposals have included additional provision for expanding broadband accessibility. As developments unfold, EHSD will continue to pursue partnership opportunities that focus on enhancing digital equity and access for every individual and family in our community.