

UME- Tech Extension Project MARYLANDERS ONLINE

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Project Overview

Marylanders Online is an initiative through the University of Maryland Extension (UME) and College of Information Studies (INFO) with state funding that aims to bridge the digital divide throughout the state of Maryland.

- University of Maryland Extension (UME) Education
 - Digital Skills (\$4 million)
 - Digital Navigator (\$2 million)
- Timeline: May 2022 ~ December 31, 2024



Introduction to Project Team

- Program Lead: Dr. Jinhee Kim
- Project Director: Isaias Tesfalidet
- Digital Navigation Program Manager: Vishnupriya Desai
 - 10 Digital Navigators mainly for call center
- Tech/Extension Educators In [Field Agent](#) (currently hiring 4 positions)
 - Baltimore City
 - Southern MD (Charles, Calvert, St. Mary's)
 - Western MD (Garrett, Allegany, Washington)
 - Central MD (Montgomery, Howard)
 - Northern MD (Baltimore, Harford)
 - Lower Shore MD (Talbot, Worcester, Dorchester, Somerset, Wicomico)
- iSchool Partner (Dr. Mega Subramaniam and Graduate students)



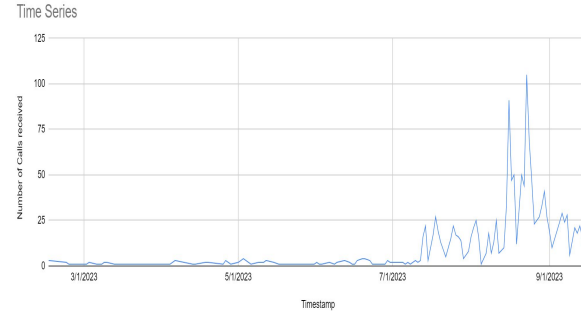
Marylanders Online Provides:

- Marylanders Online Call Center providing FREE tech support for any devices.
 - Referral to local digital resources to meet additional needs in education, job, and employment, services, healthcare, and digital skills training.
- Work Closely with Office of State Broadband Office
 - Support MD connected device grant recipients and internet service providers;
- Partner with organization to provide digital skills training classes
 - Digital Navigator Training for the staff
 - Senior Planet- AARP Digital Skills Training Classes for people aged 50 and over.



Marylanders Online Impact:

- Feb- June **105** callers
- July- to date **1371**
- Provided tech support to **1476** callers till date.
- Partner with **60 +** organization
- **91,300** device distributed with tech support
- 2 Digital Navigator Training with **100 +** navigators trained
- State wide ACP training with **250 +** attendees
- Awareness and setting up for Affordable Connectivity Program (ACP) sign up events throughout various communities statewide.



Maryland Emergency Broadband Benefit (MEBB) Program

- This program provides a subsidy up to **\$15 per month** against a low-income household's internet service cost.
- This subsidy is in addition to the \$30 per month provided by ACP; meaning eligible households can obtain a total benefit up to a **\$45 discount each month**.
- Households must be enrolled in the ACP program to receive this benefit.

MEBB Website: <https://dhcd.maryland.gov/Broadband/Pages/MEBB.aspx>

MEBB Application for ISP's: [click here](#)



UNIVERSITY OF
MARYLAND
EXTENSION



Marylanders
Online

This institution is an equal opportunity provider.



Accessing Our Services

- Marylander Online Call Center - in English and Spanish
 - Number:** 301-405-9810
 - Toll Free:** 1-866-206-8467
 - Hours of operation:**
 - Monday to Friday: 10 AM to 8 PM
 - Saturday: 10 AM to 5 PM
- **Email:** marylandersonline@umd.edu or vpdesai@umd.edu
- **Website:** <https://marylandersonline.umd.edu>
- In-person at local digital equity events, or by appointment



FEARLESSLY FORWARD

TOWARDS DIGITAL EQUITY FOR ALL





HOUSING
AUTHORITY of
BALTIMORE CITY

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HABC –as an agency

The Housing Authority of Baltimore City (HABC) was established in 1937 to provide federally-funded public housing programs and related services for Baltimore’s low-income residents. HABC is the fifth largest public housing authority in the country, with more than 600 employees.

Currently, HABC owns and manages 8,236 public housing units in 15 developments. HABC serves over 19,500 households through public housing, the Housing Choice Voucher Program, HUD's Rental Assistance Demonstration Program (RAD), and other rental assistance programs. Most recently, the agency received HUD approval to convert 4,128 units among 26 developments through RAD.



Public
Housing
Units
5,952



Housing Choice
Vouchers
Leased:
13,705



Total Number
of Households
Served:
19,657



Total
Number of
People
Served:
42,190



Average Tenant Rent:
Public Housing
\$250
Housing Choice
Voucher Program
\$292



Single
Head of
Household:*
15,139 **4,178**
*We serve an additional
340 co-headed households

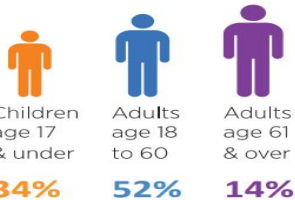


Total Persons
with Disabilities:
(mobility and non-mobility)
12,483



Average Annual Income:
Public Housing
\$13,340
Housing Choice
Voucher Program
\$15,707

Ages of those we serve:



Head of Household Race/Ethnicity Summary:*



*These categories are not mutually exclusive

Affordable housing opportunities
provided through HABC:



These stats represent an approximate snapshot as of February 2023.



About the Office of Resident Services

The Office of Resident Services (ORS) is a division within Housing Operations. ORS coordinates and implements a vast array of programs and services to enhance the quality of life for HABC residents that promote economic and personal self-sufficiency. Working collaboratively with families in mind, the Office of Resident Services has established 6 pillars set to prioritize the following goals to success.

What we do for those we serve...



Digital Inclusion

- Computer Labs
- Your Home, Your Internet Program
- Digital Skills Training
- Assistance with free or low-cost devices

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. This includes 5 elements:

1. Affordable, robust broadband internet service
2. Internet-enabled devices that meet the needs of the user
3. Access to digital skills training
4. Quality technical support
5. Applications and online content designed to enable and encourage self-sufficiency, participation and collaboration

Present & Future

Major Challenges

1. Reaching all households in an informed and impactful way
2. Fostering trust in the information disbursed from HABC

Moving Forward

- Robust and ongoing digital skills training
- Free, new devices for each household (based on their need)



Collaboration with University of MD Extension

- ✓ Digital Navigator Training for staff and volunteers
- ✓ Partnering at ACP Enrollment Events
- ✓ Senior Planet Digital Skills Training
- ✓ Marylanders Online call center

