



SUNSET PARK DIGITAL
INCLUSION GROUP

Landscape Analysis & Community Needs Assessment

SEPTEMBER
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Final Report

Acknowledgements

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Executive Summary

Background and Approach

From May 2022 to August 2022, Community Tech NY (CTNY) worked with the Sunset Park Digital Inclusion Group (DIG) to facilitate multilingual community listening sessions with diverse communities of Sunset Park, Brooklyn, in order to identify local digital equity needs and concerns. The DIG formed in March 2020 as a means for partners to support their Sunset Park constituents with their digital needs throughout the pandemic. While the group was successful in providing digital literacy classes, loaning hotspots and devices, and expanding internet connectivity, the group has been primarily working independently and required a needs assessment and landscape analysis to inform their efforts moving forward.

To explore these topics, CTNY conducted both a quantitative and qualitative analysis of the Sunset Park community. Our quantitative analysis utilized the [New York State Digital Equity Portal](#) to compile key statistics on digital disparities in Sunset Park. This analysis was primarily drawn from the US Census Bureau's 2015-2019 American Community Survey data on broadband adoption, presence of devices, income, and race.

Our qualitative analysis was drawn from bi-weekly meetings with the DIG coalition as well as extensive multilingual outreach to the Sunset Park community. CTNY engaged DIG coalition members in roundtable discussion sessions to better understand the coalition's relationships with these communities and to assess plans for enhancing Sunset Park's foundational digital ecosystem. To maximize input from the community, we developed multiple lanes for community engagement, including in-person and online surveys, table activities featuring charts and maps, and conversations with community members. All materials were available in 5 languages, including Spanish, Mandarin, Bengali, Arabic, and English.

Our Findings - Quantitative Analysis

Our quantitative analysis revealed that 21.8% of the Sunset Park community lack broadband at home, while 13.3% of households report having no devices (Smartphones edged out desktops/laptops, 78.5% to 70.2%). While these numbers refer to Sunset Park as a whole, our analysis showed that even within Sunset Park there is a range in terms of these disparities. In other words (and in line with the literature on the digital divide), we found a patchwork of connectivity within the community wherein some census tracts within Sunset Park report connectivity levels above 90% whereas other tracts report levels of 60-70% connectivity. Similarly we found tracts where only 2.3% of households lack any devices to tracts where 20.9% lack a device.

Our analysis also broke down connectivity by racial group. We found that the Hispanic/

Latinx population is disproportionately impacted by lack of broadband: although they constitute 40% of Sunset Park’s population, 48.8% of the population do not have broadband at home. Not only is this a larger proportion than their share of the population, but this group has the largest percentage of individuals without broadband connectivity overall. Compare this to the Asian community, who constitute 41.7% of the population with 18.9% lacking connectivity.

In terms of cost of broadband access, we found that the majority of internet plans cost between \$50 to \$59 per month. Only 19.4% of census tracts have service plans at the lowest price point of \$38 per month. We also found that enrollment in the Affordable Connectivity Program’s (ACP) \$30/month broadband discount for low-income households is lacking, with only 39.41% of eligible households enrolled as of July 2022.

We assessed the data above with respect to similar data for the borough of Brooklyn, New York City, and New York State and found that Sunset Park compares unfavorably to each of these geographies, indicating that overall, the digital divide is more entrenched in Sunset Park. More detail on our quantitative analysis can be found in the [Keystone](#) section of the report as well as the [Appendix](#).

Finally, we compiled a list of 198 non-profit organizations operating in the Sunset Park zip codes of 11220 and 11232. The majority of organizations are religious in nature (40.9%). Organizations focusing on education (5.6%), public and societal benefit (15.2%), human services (16.7%), and arts, culture, and humanities (12.6%) comprise 49.5% of non-profit entities. As we note in our recommendations, these four types of organizations are ideal partners to conduct outreach to for additional partnerships.

Our Findings - Qualitative Analysis

Community Engagement Results

The results of our community engagement were pulled from four community listening sessions that pulled in 67 people as well as 174 online surveys that were translated into Spanish, Mandarin, Bengali, Arabic along with English. We gained insights into connectivity and access; devices and usage; training; security and online safety; and language.

Connectivity and Access: Across all language groups the library emerged as the preferred venue for accessing the internet. In our community engagement sessions we heard that people felt especially safe at the library, while another person highlighted the fact that “the city tends to be loud all the time. People need quiet places to do work/school [activities].”

Workspaces, schools, public parks, and cafes or restaurants were also cited as venues for accessing the internet. The subway system also emerged as another site for internet access, especially among the Spanish survey respondents. This aligns with what we heard in our outreach sessions, with one person sharing that “Subway wi-fi is a main source of internet since I cannot afford internet at home”.

Devices and Usage: We found that smartphones were the most common device across all groups. When asked what tasks they found the most essential, connecting with friends and family ranked right at the top for all groups. Beyond that commonality, the next highest items for each group reflects their particular focus: school for English speakers (52.6%); social services for Spanish speakers (57.1%); email and school for the Chinese speakers, (59.5% and 57% respectively). For the Bengali respondents, job searching ranked highest with all other needs ranked the same in importance.

Training: Across English, Spanish, and Chinese language survey respondents listed classes about internet and social media as being the type of training they would most like to see in Sunset Park. For the Bengali respondents filling out government forms was the top pick. In second place English and Spanish respondents listed online safety, while Chinese and Bengali respondents ranked online forms. That said, Sunset Park respondents by and large hold an unfavorable opinion of the training they have taken in the past, with the majority of them describing previous training experiences as a mix of too complicated, not useful, confusing, or boring.

In moving forward with training programs, it is worth considering the input of participants, as one stated that “We need an information hub, so that everyone in the community can come to one space and be up to date about local news and info” and that it would be “helpful to get more training to prepare [...] for remote learning and health appointments”. And of course, training should be tailored to the needs of the cohort, especially for seniors, with one person sharing that “seniors or people without experience with devices don’t know how to set up the appointments and can’t click on links”.

Security and Online Safety: When asked what concerns them most about getting online, the combination of cost and safety formed the plurality or majority of respondents’ concerns. In addition, nearly a third of English respondents reported having no concerns, while for Spanish respondents cost was the major factor. Amongst Chinese and Bengali speaking respondents, online safety was the predominant concern. Diving deeper into the concern of safety, we heard in our in-person sessions that parents were concerned about the content their children were exposed to on the internet. Finally, with smartphone usage more prevalent than desktop/laptop usage, participants shared a concern about mobile use for critical services, such as banking or online forms. As one person put it, “I’m hesitant to use my mobile app for service, but [I] feel better about my computer, no matter how illogical that sounds”.

Language: Language and lack of linguistic diversity was another concern mentioned alongside the concerns of cost and safety noted above. 16.7% of Spanish speakers, 20% of Bengali speakers, and 8.9% of Chinese speakers listed this as a concern. We heard this in person as well: during one community outreach event, an individual asked if we were aware of any Spanish language resources. While it is beyond the mandate of the DIG to create linguistically diverse content, there is an opportunity to counter this challenge by means of wraparound services like literacy courses for those in that position, or support

services with those fluent in the language who can guide them through the process.

The full results of our outreach can be found in the [Community Engagement Results](#) section of the report, with further data available in the [Appendix](#). After this section, the report offers an overview of [neighborhood assets](#) in terms of the programs and services located both within and outside of Sunset Park. From there we offer an analysis and breakdown of the Digital Inclusion Group's [membership](#), before turning to the gap analysis.

Gap Analysis

Based on the findings and analysis of the previous section, we identified six key gaps in service.

- 1. Vetted wraparound services support or resources listing** - There is not a consistent and easy to access resource for community members to identify support for wraparound services that target health, housing, food, and other critical needs.
- 2. Layered multilingual digital literacy training (including digital readiness)** - As noted earlier, community residents hold an unfavorable opinion of the training they have already received.
- 3. Community Technology support (akin to a "help desk")** - There isn't a venue and support structure for community residents to engage in the aforementioned digital literacy training.
- 4. (Indicated) partnerships with service providers** - This highlights the need for creating partnerships for internet access and devices.
- 5. Build the capacity of existing services in member organizations to support the work of the coalition** - Enhancing the breadth and depth of support will require building and aligning the capacity of coalition members.
- 6. Coalition presence in and with the community (to develop a relationship and build trust)** - We are highlighting the need for the coalition to engage in intentional outreach to community members and organizations.

In the next section, we move to opportunities and recommendations for addressing the gaps in service.

Opportunities and Recommendations

Based on the findings of our Keystone section, we detail the [opportunities](#) and [recommendations](#) for the coalition to fill in the gaps and challenges outlined above. In terms of opportunities, our report highlights:

1. Survival wraparound service support - referrals or partnerships

Creating a vetted list of services and resources, referrals to organizations that provide those services, and/or partnerships with these organizations will go a long way for community members who have critical needs such as food, income, housing, and health

2. Immediate Critical Service need - training / user guide(s) / “help desk”

Here we highlight the need for training and learning resources that address specific digital needs: from filling out a form or job application to creating emails. Doing this provides an entry way for more in-depth and targeted training. This is also an excellent venue to provide extended outreach to households regarding the benefits of enrolling in the ACP.

3. Considered and layered multilingual literacy training with digital readiness - referrals, partnerships, curriculums

Moving beyond basic digital literacy skills or immediate critical service needs will require a layered approach to training. Here we highlight considerations for - and the elements of - building out a more intentional and engaging digital literacy training.

4. Resources for quality robust internet / devices - subsidies, donations

As with the first opportunity, there is great value for community members if they have access to a vetted list of available programs for providing quality robust internet services and/or devices either free or as subsidized low cost. Doing so provides an opportunity for the coalition to present relevant resources to directly meet the needs of the community.

5. Locations for robust internet / devices - referrals or partnerships

Another valuable resource that the coalition can provide for Sunset Park residents is a vetted list of locations where connectivity is available along with available devices.

6. Strong Community voices engaged in the solutionizing - incorporated in meetings

Regular listening sessions with community members/organizations to talk about things the past and future coalition initiatives will provide further insights into whether community needs are being met while at the same time building and strengthening relationships with the community.

7. Support programs and services - advocacy, referrals, partnerships, coalition expansion

The coalition is best positioned as advocates for the needs of the community because of its experience and ability to engage with private as well as federal and/or local funding opportunities, programming, and resources. Beginning with the foundational purpose/mission/vision enables the coalition to critically analyze what programming or services it should and can directly provide or support. From there the coalition has

ample opportunities to create new partnerships for funding, referrals, and/or coalition expansion.

Based on the above, CTNY developed a list of the following seven recommendations for the coalition to move forward effectively and to create a sustainable, positive impact in Sunset Park. Each of the recommendations in the [Essential Recommendations](#) section in the report includes more detail about the specific recommendation, along with specific action steps the coalition can take to implement them. Some recommendations even include additional tools and documents that were shared with the coalition.

Our seven recommendations are as follows:

- I. Understand the capacity, capability, resources of the member organizations
 - ◆ This recommendation focuses on how the coalition can understand what each member organization is capable of and their capacity to provide that competency or resource to the coalition. CTNY created and shared a coalition database with the content shared as a Google form. We also provided an editable spreadsheet copy as a tool to use for future coalition members.
- II. Establish clear direction, intent and community impact for Sunset Park DIG Coalition. Recognize all lanes for community impact by the Coalition.
 - ◆ Here we focus on the need for (and steps to achieve) the purpose, vision, mission, and core values of the coalition. Once this has been determined, the coalition can identify its priorities and focus areas, along with the means in which they can support these efforts.
- III. Establish aligned structure for coalition facilitation
 - ◆ This recommendation identifies tools and structures for the coalition to develop a structure and cadence that supports member engagement, support, and collaboration. We list targets and goals, bi-weekly weeks, a new coordinator role for the coalition, and a shared document space as the tools the coalition should create to facilitate their efforts.
- IV. Develop Outreach to invested Community-based Organizations
 - ◆ For the coalition to effectively address digital equity issues in Sunset Park, they must engage with community-based organizations in the neighborhood. We see this recommendation as a means for the DIG to fortify relationships with invested organizations and as another path to building trust and establishing effective programs and services. We list six different organizations the coalition can contact.
- V. Assess Sunset Park Organizations to Partner with
 - ◆ Beyond the organizations listed in the previous step, the DIG can reach out to other organizations for specific engagements and initiatives. This list of 198 non-profits in

Sunset Park was shared with the coalition and would be a solid next step should the coalition proceed with bringing onboard a coalition coordinator that was listed in recommendation III.

VI. Identify opportunities for sustained community engagement

- ◆ Once the coalition establishes engagement, relationships, and trust with the Sunset Park communities, it needs to consider how they will sustain this community building. This recommendation focuses on the steps to take for incorporating new members and types of events the coalition can hold to further direct community engagement.

VII. Next phase / new services and programs

- ◆ This recommendation considers future steps the coalition can take once the previous recommendations have been implemented. These steps include those necessary for developing new services, programs, and partnerships including but not limited to developing training programs, a community “help desk”, device distribution, connectivity expansion, and targeted ACP outreach.

Next Steps and Closing

To guide the coalition through some of its [next steps](#), CTNY has provided some guidance below on [co-creating solutions](#) via community engagement as well as steps for effective [coalition building](#). Our guidance is based on our community experiences and includes steps the coalition can take to build a rapport with the Sunset Park community and co-create solutions together. This guidance includes:

- ◆ Building and sustaining trustful, open/honest exchange;
- ◆ Being receptive to feedback around previous encounters;
- ◆ Starting with listening and education;
- ◆ Learning the full problem landscape and not just blanket statements;
- ◆ Understanding that if the community needs don't match your expectations, it is the expectations that need to adjust;
- ◆ Inviting the communities to the table won't yield fruit if they have been at the table before and found themselves unheard.

As the Sunset Park DIG is looking towards its next phase of growth, we also include steps for effective coalition building in this section; steps which will involve most if not all of the following processes:

1. Creating an adaptable framework for engagement and collaboration which takes into account the capacity and capability of the individual community members;
2. Proactive planning around the resources needed by the Coalition;
3. Regular, engaging, empowering and joyful coalition meetings and events;
4. Building value to the members organizations as well as the larger Sunset Park community.

To do this, we outline three points of action focusing on hiring a coalition program coordinator, building a coalition database, and conducting multilingual community engagement. In addition, we outline specific exercises and activities that the coalition should undertake in order to formalize its purpose, vision, mission, and core values.

Over the course of the four months that the CTNY team spent engaged with the Digital Inclusion Group and the Sunset Park community, we had a great opportunity to assess and outline the key challenges and gaps in service, as well as the assets and opportunities for addressing the pernicious and interlocking effects of the digital divide - effects that disproportionately fall on lower income communities of color.

We are optimistic that through the process of this engagement and creating this report that these challenges can be met head on. This is an exciting time for the heightened awareness around digital equity, inclusion and justice. More than ever, there is a breadth of resources made available, which must be focused towards the most impacted communities and managed for effectiveness. By focusing on the opportunities to engage the community and through efforts to strengthen the coalition, we believe that the Sunset Park Digital Inclusion Group is well positioned to do so.

Opening Statement

The general term “The Digital Divide” is best understood as the elements of Digital Equity, Inclusion and Justice, and the ways in which digital disparities disproportionately affect underserved (or minimally served) populations, usually communities and individuals of color. These elements of Digital Equity and the needs they reveal are:

- ◆ **Access** (consistent connectivity to broadband internet as an essential right);
- ◆ **Adoption** (distrust of oppressive systems, lack of foundational digital skills to make effective use of newer technology, focus on survival needs which take precedence over digital access*, lack of culturally respectful support [especially in the immigrant experience], and fear: of “bad actors”, complicated training, or being othered as different.);
- ◆ **Affordability** (subsidies, reliable programs (not *bait and switch* where promised savings are not retained), safe public spaces, robust devices);
- ◆ **Utilization** (helping individuals not mired in technology make meaning of the potentially new role technology can or should play in their lives and how to engage with it comfortably and safely) and finally;
- ◆ **Economic Opportunity** (bringing opportunity for disenfranchised communities in the digital economy).

Wraparound services are critical services which “wrap around” individuals who are often more focused on survival needs beyond digital services. They are focused on the immediacy of things like - food on the table, housing, job search (career pivoting), bills, healthcare/medical needs, childcare/child support and during the isolation of a pandemic, wellness. Unfortunately, access to many of these support services are now online. This results in a chicken and the egg dynamic of needing the skills, devices or access to get the support but needing the support to focus on the skills or access.

While there is a well known proverb about teaching a person to fish for the long-term, rather than giving them a fish for the short-term, there is the practical reality that you would not attempt to teach someone to fish when they are starving. Instead, you might wish to create a fish market attached to additional offerings—to assist people with critical needs in the present moment, and then transition into phased learning to build resiliency. An individual may just need fish for now, and lessons when they are more comfortable.

**Many individuals cannot engage with the notion of Digital Equity/Access because of wraparound services they critically need to survive.*

Project Overview

From the initial Project Description provided by the Sunset Park DIG coalition:

"In March 2020, community healthcare providers, schools and a tech nonprofit launched the Sunset Park Digital Inclusion Group (DIG) to better support their constituents challenged by the pandemic with tech issues and digital literacy outreach. We are currently seeking a consultant to build on that work by undertaking a landscape analysis and needs assessment to lay the foundation for more effective outreach and service coordination going forward as well as expanding the Coalition.

So far, DIG partners have been working to address digital inclusion by offering digital literacy classes, advocating for universal broadband access, loaning hotspots and devices, expanding free internet signals and/or providing one-on-one technology support, but have been working almost completely independently without a strong sense of how their offerings overlap."

This project builds on the nascent Coalition's efforts to support their constituents challenged by the pandemic with tech issues and digital literacy outreach via:

- ◆ Landscape analysis
- ◆ Community needs assessment
- ◆ Coalition building
- ◆ Actionable recommendations to lay the foundation for more effective outreach, service coordination and support going forward

CTNY developed multilingual listening sessions with the diverse segments of the Sunset Park Community to understand their needs, concerns, current technology engagement, and pain points, as well as the Sunset Park DIG coalition members to understand their experiences in the community and plans for expanding the foundational digital ecosystem beyond digital literacy, advocacy, devices, and access into more effective outreach and impactful, sustainable programming.

Project Outcomes and Impacts

Sunset Park DIG Coalition Opportunity Assessment

Outcome	Impact
The Coalition has a clearer understanding of some of the critical needs of the Sunset Park communities.	Coalition identity (purpose, vision, mission, core values) becomes paramount in determining what areas of the needs can be covered by the Coalition.
The Coalition has a clearer understanding of the services and resources of most of its members.	Coalition capacity (availability for activities, services, referrals, partnerships) is essential to build relationships within the Coalition and before scaling the Coalition.
The Coalition has recommendations with action steps.	A strong foundation to start the work to be more impactful in the Sunset Park communities.

Sunset Park Community Needs Assessment

Outcome	Impact
The Community has layered needs around digital equity and access. As such, there isn't a one-size-fits-all solution.	Invested community-based organizations and members must be engaged and involved in planning. Community Listening sessions are a valuable tool to determine if the Coalition efforts are bearing fruit.
Methodology followed gave rich results and valuable insights in asset mapping, listening sessions and surveys.	Community members appreciate being invited to participate in conversations around their needs and concerns.
Some segments of the Sunset Park community did not engage with this shortened project timeline.	Suggests effort needs to be invested in creating relationships and building trust with all community stakeholders.
Landscape analysis of local services and non-profit resources in Sunset Park identified from the asset mapping platform.	The pandemic may have impacted these organizations beyond the platform reporting.

Keystone

In this section we distill insight and meaning from the surveys, sessions, and conversations we held. To recap, this is what we heard from the community and the Coalition:

- ◆ **Multilingual Community Listening Sessions and Surveys**

The Sunset Park communities are not homogenous within or among themselves. There is a spectrum of experiences and a spectrum of need. That said, there are common areas that can be highlighted. There is a need for culturally and linguistically relevant resources or referrals to those resources and advocacy. Individuals have pain points (issues which cause them pain, impact their ability to engage effectively in the digital ecosystem) including immediate survival support needs (i.e. wraparound services) and local safe spaces for internet access. Community engagement is sustained relationship building and follow-up rather than a one-off activity. Building trust takes time and investment.

- ◆ **Coalition Roundtable Sessions and Interviews**

Based on the needs of the community, the Sunset Park DIG coalition needs intentional coalition building, and consistent (considerate) community engagement. The Coalition has expressed the pain point of not understanding the capability and capacity of the member organizations. The member organizations have varied availability so engagement should be designed to be layered and maximize the investment of the members. There is no shortcut or workaround for these efforts. The Coalition needs to be defined and designed around the intended positive impact in the communities. The communities have many needs. Even addressing a single need requires understanding who the Coalition is, which need(s) you intend to address, and how.

We analyzed the digital inclusion ecosystem of Sunset Park, including a statistical overview of the neighborhood, followed by insights and analysis on the community engagement, neighborhood assets, and coalition engagement. We conclude the section by identifying gaps in service.

Digital Equity Ecosystem

Digital inclusion work does not take place in a vacuum or in isolation, as communities come online together. The term “digital equity ecosystem” was introduced by Colin Rhinesmith and Susan Kennedy to highlight the importance of local, cultural, and social barriers to broadband adoption. In their 2020 paper, they define digital equity ecosystems as:

*interactions between individuals, populations, communities, and their larger sociotechnical environments that all play a role in shaping the digital inclusion work in local communities to promote more equitable access to technology and social and racial justice.*¹

In a similar vein, the National Digital Inclusion Alliance ([NDIA](#)) in 2021 defines a digital inclusion ecosystem as:

“A combination of programs and policies that meet a geographic community’s unique and diverse needs. Coordinating entities work together in an ecosystem to address all aspects of the digital divide, including affordable broadband, devices, and skills.

Indicators of a strong Digital Inclusion Ecosystem:

- ◆ *Existence of programs and policies addressing all aspects of the digital divide:*
- ◆ *Affordable and subsidized broadband service options that meet the community’s needs*
- ◆ *Affordable and subsidized device ownership programs that meet the community’s needs*
- ◆ *Multilingual digital literacy and digital skill trainings that meet the community’s needs*
- ◆ *Hardware and software technical support*
- ◆ *Collaboration: Entities providing local digital inclusion services, policymakers, advocates, social service providers and community leaders co-create solutions in partnership with the community.”*

Based on the above, the following considerations and critical elements are needed for the Sunset Park Digital Ecosystem:

Digital Society and Governance

The advancement of digital equity involves creating, enabling, supporting digital infrastructure and adoption (digital access). Technological infrastructure is necessary along with the skill and capability to adopt and utilize the technology effectively, for complete access. There are several elements necessary here:

Connectivity, specifically robust, secure, broadband internet access. Affordability as programs or subsidies for access to those broadband internet services and/or quality devices. Or, facilitating funding opportunities with creative financial solutions for community based

¹ Refer to https://www.benton.org/sites/default/files/growinghealthy_ecosystems.pdf

organizations to support those grassroots efforts (providing access or devices). Multilingual digital literacy, including coverage for a spectrum of primary languages (Spanish, Mandarin, Bengali and Arabic), both verbal and writing/reading fluency, and digital readiness as a foundation for digital literacy.

Technical support which may be in person or online, and function similarly to a “help desk” but represents a menu of canned support in line with common community needs like navigating web sites, filling out forms, sending emails with attachments, commonly used apps on devices, etc. Safe spaces for public internet access which not only provide secure Wi-Fi which doesn’t require personal credentials, but also which has access to computing devices with the horsepower to run effectively on these systems. Devices for loan or subsidized giveaway that are robust and sturdy. Fragile, low-end devices cannot support the need people have for internet access.

Digital justice for immigrant and underserved populations is equally as critical as digital equity. Its pillars are integrity —meet the populations with respect and character; correction —where there have been inequities, intentional work to correct them; and accountability—ownership for the impactful change you are looking to make. Activities are around advocacy —supporting the communities in their pain points, needs and concerns, and facilitating redress pathways for issues those communities are currently and historically facing.

And finally, digital resources which can be identified and shared with the communities. Resources for digital service providers for internet access, and digital resource providers in the form of referrals to, or partnerships with, vetted organizations. Presuming those organizations aren’t members of the Coalition.

Digital Economy

The digital economy of companies with a remote workforce transformed in the pandemic to some companies that were entirely remote. Essential civic services moved from physical spaces to online. Schools and learning centers became remote. Functioning in these “new normal” spaces now required the knowledge of navigating these systems as well as robust (not spotty, high speed) internet access and a computing device with the power to stream the video and data necessary to excel in these platforms.

Culturally Responsive, Linguistically Diverse Wraparound Support Services

Community members who are concerned about putting food on the table, having a good place to live, covering monthly bills, physical and mental wellness, access to healthcare, and maintaining contact with friends and family (also part of wellness). They may have these needs while not being able to participate in digital solutions to those needs. They

need immediate access to what may be online services to stabilize their personal situations before they can perhaps move into a training opportunity. These can involve referrals, direct services, or easy access reference guides. Online training needs robust internet and powerful devices to engage with the video streaming and material downloads.

Developing a healthy digital ecosystem involves sustained focus on these interconnected and interdependent layers. This involves regular check-ins on the efficacy of the solutions employed and a healthy relationship with the community to be served and community-driven planning and decision-making.

Statistics and Digital Disparities in Sunset Park

Utilizing the [New York State Digital Equity Portal](#), CTNY compiled the key statistics on the digital disparities in Sunset Park, which covers 30 census tracts in zip codes 11220 and 11232. *[Note: A census tract is a small geographic region within a county defined for the purpose of compiling statistical information for the US census. It is a common unit for doing data analysis in the US. Census tracts typically cover areas that range from 1200-8000 inhabitants and average around 4000 people per unit.]* The overview below consists of data on the distribution of connectivity, devices, demographics, and internet plan pricing. Additional statistics can be found in the [Appendix](#). The data from the portal below has been pulled from the following sources:

- ♦ Data on presence and type of internet subscription by household come from the U.S. Census Bureau’s American Community Survey (ACS) Five-Year estimates for 2015-19;
- ♦ Data on broadband adoption by race/ethnicity as well as presence of devices were derived from the 2015-19 ACS;
- ♦ Broadband service by census block, Broadband Now package prices, and Ookla speed test data are all from Esri’s Living Atlas, which is partially built on the FCC’s Form 477 Fixed Broadband Deployment Data;
- ♦ All other socioeconomic and demographic layers were also sourced from the 2015-19 ACS. Please note that the most recent ACS data is the 2016-2020 vintage which was released in January of 2020 but has not been updated in the portal as of the time of this report.

Connectivity and Devices¹

According to the US Census Bureau’s 2015-2019 American Community Survey, the total population in households in Sunset Park is 113,339, with 21.8% (24,714) lacking broadband at home. As the [map](#) shows, the lack of household broadband access is a patchwork of areas of high and low connectivity. At the lowest end of the spectrum, 7 of 30 census tracts report



Figure 1: % of Households with broadband (top) and % of households with no computing devices (bottom). (Source: [NYS Digital Equity Portal](#))

¹ Data source for this section: U.S. Census Bureau’s American Community Survey (ACS) Five-Year estimates for 2015-19

Figure 2: Maps of % of households with broadband, by zip code (top: 11232, bottom: 11220). Census tracts with the lowest and highest % of households w/ broadband at home are highlighted.
 (Source: [NYS Digital Equity Portal](#))

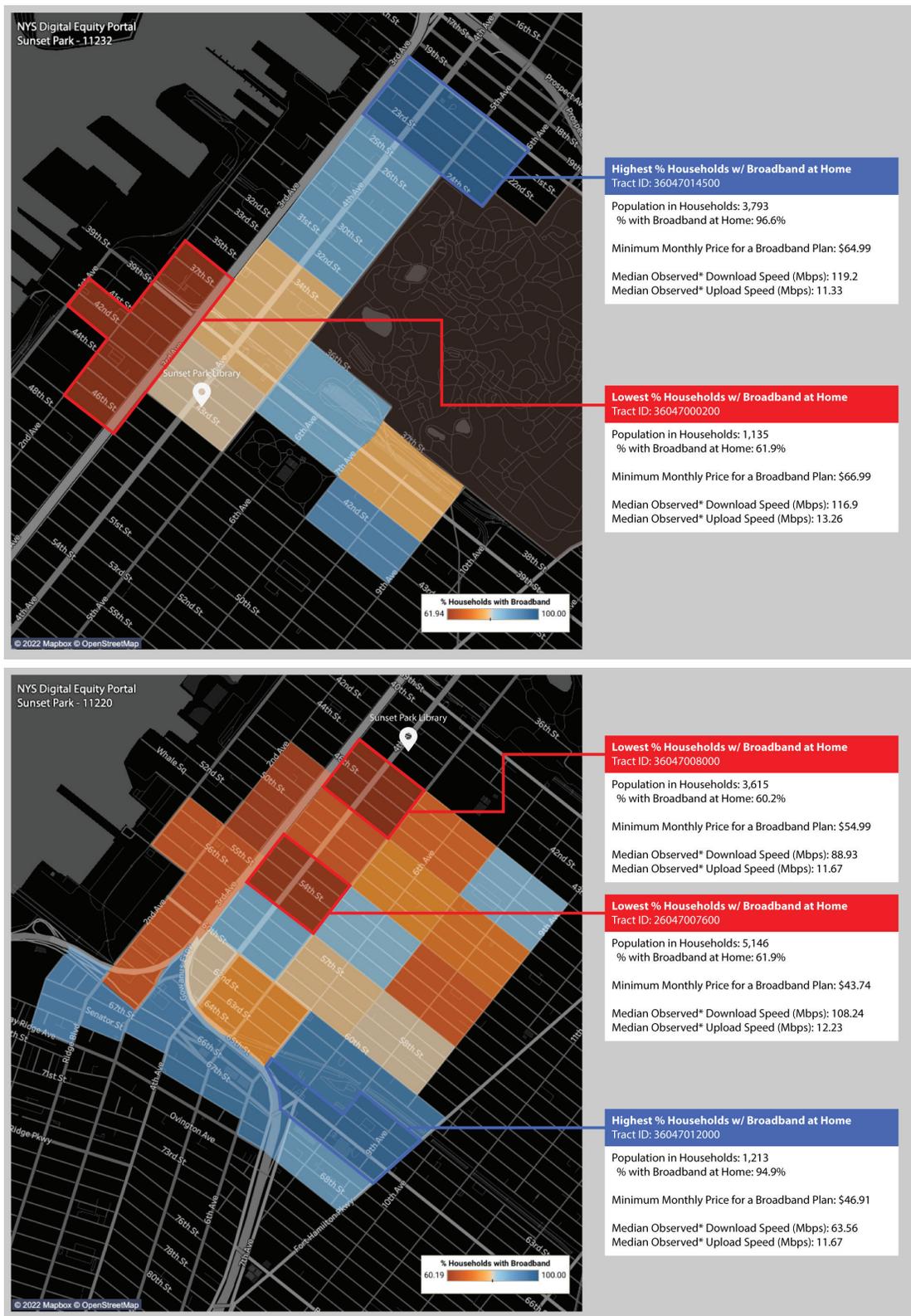
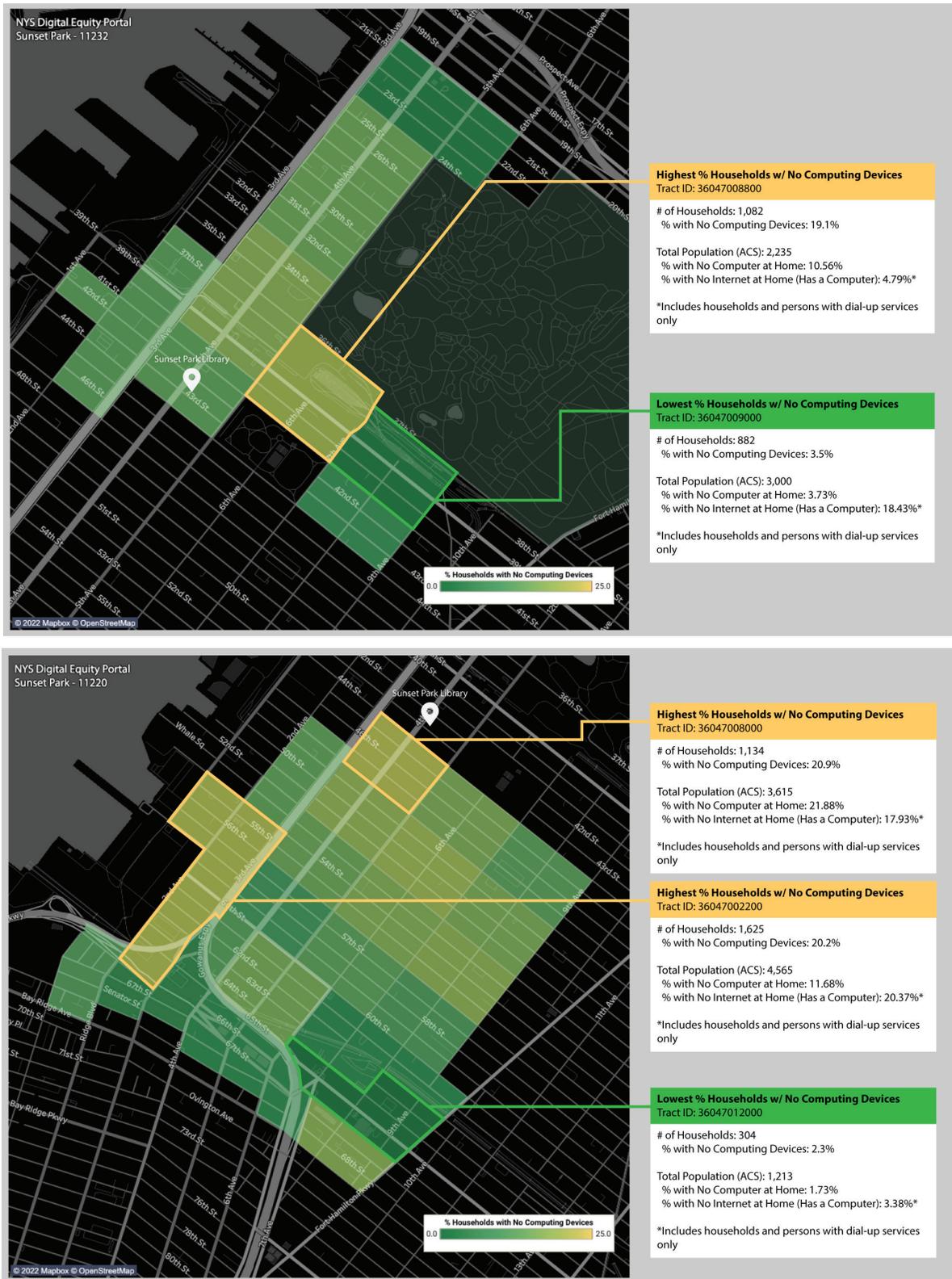


Figure 3: Maps of % of households with no computing devices, by zip code (top: 11232, bottom: 11220). Census tracts with the lowest and highest % of households w/ no computing devices are highlighted. (Source: NYS Digital Equity Portal)



connectivity levels of 60-70% while at the highest end, another 7 tracts report household connectivity levels above 90%.

In terms of presence of devices (internet or computing), overall 13.3% of households report having no devices. Similar to the connectivity statistics, this figure ranges from census tracts where only 2.3% of households lack any devices to tracts where 20.9% lack a device.

This demonstrates that while on average only 2 in 10 households in Sunset Park do not have broadband internet access, there is a spectrum of connectivity from census tracts with 96% connectivity to those tracts where only 60% of the households have broadband at home. Thus looking beyond the neighborhood level reveals a more nuanced patchwork of connectivity that can differ from block to block.

This also means the majority of census tracts within the community have limited connectivity. And on average, just over one in ten households have no devices. So even if provided access, for high load usage such as online learning or video streaming, their existing connectivity may not be sufficient for the bandwidth requirements spurred by the pandemic, especially given that typical internet plans are heavily tilted towards download speeds over upload speeds. Moreover, they may not even have a device to use for access. Finally, as we note in more detail below, Sunset Park has lowered rates of device ownership and broadband subscriptions at home than the borough of Brooklyn, New York City as a whole, and New York State.

Demographics²

Note on demographic language: The Census (and by extension the Digital Equity Portal) have a separate means of differentiating race and ethnicity: race as one of the groups (categories) listed below (e.g. White/Black/Asian etc) and ethnicity as being of Hispanic (Latinx) origin or not. We recognize these concepts are a product of social science and may not be illustrative of the complexities of identity or experience.

Table 1 compares the population by race to the population without broadband by race. Comparing these two figures reveals whether certain racial groups are disproportionately impacted by the digital divide. What the data reveal is that Hispanic/Latinx population is disproportionately impacted: although they constitute 40% of Sunset Park's population, 48.8% of the population does not have broadband at home. Not only is this a larger proportion than their share of the population, but this group has the largest percentage of individuals without broadband connectivity overall. Contrast this with the Asian community, which has high levels of connectivity relative to their share of the population: 41.7% of the overall population with 18.9% lacking broadband at home.

Finally, an important caveat on the Other racial groups category, which means anyone that does *not* identify as White, Asian, Hispanic, Black, Indigineous, or Multiple Races. Looking at the table, although the overall population share is tiny at 0.6% (approximately 775 people),

² Data source for this section: U.S. Census Bureau's American Community Survey (ACS) Five-Year estimates for 2015-19

Table 1: Sunset Park Population by Race vs. Population without Broadband, by Race

Race	Population by Race	Population without Broadband, by Race
Asian	41.7%	18.9%
Hispanic/Latinx	40.0%	48.8%
White	13.9%	7.9%
Black or African-American	2.1%	1.9%
Multiple Races	1.6%	1.5%
Other	0.6%	20.8%
Indigenous	0.1%	0.0%

it appears that this category is disproportionately impacted at 20.8% without broadband (approximately 161 people). However, sources indicate that oftentimes this impacts the Hispanic/Latinx community the most.³ In other words, individuals from this community either self-report “some other race” or the Census Bureau assigns them that racial category when doing their back-end analysis.

Internet Plan Pricing⁴

Across Sunset Park the minimum monthly price for internet service in a given census tract ranges from \$38 to \$67. As the chart below shows, the majority of internet plans cost between \$50 to \$59 per month. Only 19.4% of census tracts have service plans at the lowest price point of \$38 per month. In a neighborhood where 57% of residents are rent-burdened,⁵ even the lowest cost plan is a barrier to access. See the [chart](#) in the Appendix.

Note that the pricing data above is exclusive of households enrolled in the Affordable Connectivity Program (ACP). Administered by the Universal Service Administrative Company, the ACP helps low-income households afford broadband services and internet-connected devices via discounts of \$30 per month for broadband connectivity and a one time discount of up to \$100 for devices. To be eligible for the program, household income must either be at or below 200% of the Federal Poverty Line, or households may be eligible if a member of the household receives government benefits (Medicaid, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), WIC, Pell Grant,

3 See for reference https://www.bostonindicators.org/article-pages/2021/december/census_reporting and <https://www.kqed.org/news/11890687/1-in-7-people-mark-some-other-race-on-the-u-s-census-thats-a-big-data-problem>

4 Data source for this section: Esri’s Living Atlas which includes data from [Broadband Now](#) package prices and [Ookla](#) speed test data; USAC website link below; Rural LISC ACP Enrollment Map link below

5 See for reference <https://www1.nyc.gov/assets/doh/downloads/pdf/data/2018chp-bk7.pdf>

or Free and Reduced-Price Lunch.

According to the ACP Connectivity Map published by rural LISC⁶ almost half of Sunset Park households are eligible for the ACP - 17,205 households out of a total of 35,136 households (48.96%). However according to the USAC enrollment data,⁷ as of July 1, 2022 only 6,781 eligible households (39.41%) have enrolled in the program. This means that 60.59% of households eligible for ACP benefits have not enrolled in the program.

Table 2 breaks this data down by zip code.

Table 2: ACP Enrollment by Zip Code

Zip Code	Enrolled in ACP	Eligible for ACP	Percent Enrolled
11220	5,590	13,762	40.61%
11232	1,191	3,443	34.59%
Total	6,781	17,205	39.41%

How does Sunset Park compare to the rest of New York?⁸

So how do the statistics for Sunset Park compare to the rest of New York? As the [statistics](#) indicate, the Sunset Park community does not compare favorably across all indicators for Brooklyn as a whole, New York City, and New York State. In each instance, with a couple of minor exceptions, the residents of Sunset Park have lower rates of connectivity (overall and by income), presence of devices, and in terms availability of the lowest cost internet plans.

Table 3: % of Population with Broadband at Home

Sunset Park	Brooklyn (whole)	NYC	NYS
78.2%	82.3%	84.6%	86.4%

⁶ See for reference <https://www.arcgis.com/home/webmap/viewer.html?webmap=8d48251ef8d446b399304f12bc76ef37&extent=-125.9874,24.3611,-66.5294,49.8337>

⁷ See for reference <https://www.usac.org/about/affordable-connectivity-program/ACP-enrollment-and-claims-tracker/#enrollment-and-claims-by-zipcode-and-county>

⁸ Data source for this section: U.S. Census Bureau’s American Community Survey (ACS) Five-Year estimates for 2015-19

Table 4: % of Households (HHs) with Broadband at Home by Income

	Sunset Park	Brooklyn (whole)	NYC	NYS
HH Income Below \$10k	49.9%	57.5%	58.2%	59.5%
HH Income \$10k to <\$20k	56.0%	55.0%	56.7%	57.2%
HH Income \$20k to <\$35k	72.6%	70.6%	71.4%	70.3%
HH Income \$35k to <\$50k	73.2%	78.2%	79.8%	79.5%
HH Income \$50k to <\$75k	75.6%	85.2%	86.0%	86.1%
HH Income \$75k or over	88.6%	93.1%	93.6%	94.1%

Table 5: Presence of Selected Devices

	Sunset Park	Brooklyn (whole)	NYC	NYS
Desktop/Laptop	70.2%	76.9%	76.6%	78.5%
Smartphone	78.5%	78.9%	80.5%	78.4%
Tablet	50.1%	57.6%	57.5%	59.2%
Other Device	2.5%	5.0%	4.9%	4.3%
No Device	13.3%	12.5%	10.9%	10.4%

Table 6: Pricing

	Sunset Park	Brooklyn (whole)	NYC	NYS
Lowest Price Plan	\$38	\$38	\$38	\$38
% of Census Tracts covered	19.35%	25.73%	29.29%	16.14%

Community Engagement Results

The conversations in the sessions (including the table exercises and the community map), as well as the surveys, represent a spectrum of community need and experience. The results below are pulled from four community listening sessions that pulled in 67 people and 174 online surveys that were translated into Spanish, Mandarin, Bengali, Arabic along with English. Of the 174 responses, 70 (45.4%) were in Chinese, 77 were in English (44.3%), 10 were in Bengali (5.7%) and 7 were in Spanish (4%). Only one respondent filled out the Arabic language survey; for the purposes of the reporting below this survey was not factored in. However, the minimal responsiveness from the Arab community represents a critical opportunity to reach out and identify any additional needs that segment has, as well as any past history they have endured or encountered which needs to be addressed.

In addition, while the number of Spanish respondents is lower in comparison to English and Chinese, especially given the large share of Spanish speakers in Sunset Park, we have reason to believe that some portion of the English responses were undertaken by Spanish speakers. This is based on our in person experiences where Spanish speakers at our outreach sessions chose to respond in English rather than utilize the Spanish translators that were present.

Below we cover the results with insights into connectivity and access; devices and usage; training; security and online safety; and language, before concluding with a distillation of these insights.

Connectivity and Access

Tackling the issue of connectivity and access to the internet in Sunset Park requires a variety of spaces to account for group activities (i.e. school or community projects), convenience (i.e. in the centralized area of Sunset Park, especially near the hospital), and security (i.e. entering sensitive information on a public machine).

Across all language groups the library was identified as the preferred venue for accessing the internet. In our community engagement sessions we heard that people felt especially safe at the library, while another person highlighted the fact that “the city tends to be loud all the time. People need quiet places to do work/school [activities].”

There is a segment of the community who use public spaces for their internet access since they cannot afford it at home. After the library, the survey respondents highlighted workspaces, schools, public parks, and cafes or restaurants. The subway system also emerged as another site for internet access, especially among the Spanish survey respondents. This aligns with what we heard in our outreach sessions, with one person sharing that “Subway wi-fi is a main source of internet since I cannot afford internet at home”.

Finally, we also asked respondents about the quality of their internet access. The majority (55.8%) of English respondents noted a good connection with moderate pricing (e.g. not subsidized and not too expensive). The majority of Spanish respondents shared that they have a bad connection with moderate pricing. Of the Chinese respondents, 30.4% reported good connection with moderate pricing while 20.3% reported bad connection with moderate pricing. Finally, we found that 44.4% of the Bengali respondents have a good connection with a subsidized plan.

Overall, our community engagement results provide more nuance and insight to the statistical analysis. That said, our findings are broadly aligned with the statistical analysis in that we see a patchwork of connectivity across and within language groups and we can see some of the factors that might inform why the Spanish speaking community is disproportionately impacted by the digital divide (and where to focus interventions).

Devices and Usage

From our in-person engagement, we learned that most everyone had a smartphone with a general functional understanding of how to use it for simple daily purposes. Most used it for human contact (ie photos, text apps, social media). The phone was the consistent device available across all groups.

In terms of what they found essential about the internet, connecting with friends and family ranked right at the top for all groups. (The items with higher percentages for the English and Bengali populations is actually the difference of only one respondent). Beyond that commonality, the next highest items for each group reflects their particular focus: school for English speakers (52.6%); social services for Spanish speakers (57.1%); email and school for the Chinese speakers, (59.5% and 57% respectively). For the Bengali respondents, job searching ranked highest with all other needs ranked the same in importance.

Table 7: Essential internet uses for survey respondents by language of survey

	English	Spanish	Chinese	Bengali
Telehealth	30.3%	30.3%	17.7%	55.6%
Job Search	42.9%	42.9%	36.7%	66.7%
Social Services	17.7%	17.7%	35.4%	55.6%
Email	55.6%	55.6%	59.5%	55.6%
Friends and Family	44.7%	44.7%	75.9%	55.6%
School	42.9%	42.9%	57%	55.6%

Training

During one of our sessions, we heard from a resident who shared that it would be “helpful to get more training to prepare [...] for remote learning and health appointments”. They continued on to say that “seniors or people without experience with devices don’t know how to set up the appointments and can’t click on links”. Anecdotally we heard that some older participants had a “less-smart” or basic phone which didn’t have all of the features/apps of a full smartphone. Even if it did, this group often did not necessarily have knowledge of how to use those apps or features.

Another participant shared their thoughts that, “[the] internet is a double edged sword: it’s good but for some people it’s really complicated”. Our survey respondents painted a nuanced picture of the types of training that residents would benefit from most to address these complicated matters.

Across English, Spanish, and Chinese language surveys respondents listed classes about internet and social media as being the type of training they would most like to see in Sunset Park. For the Bengali respondents filling out government forms was the top pick. In second place English and Spanish respondents listed online safety, while Chinese and Bengali respondents ranked online forms. The table below summarizes the top training needs, with further detail provided in the [Appendix](#).

Table 8: Training priorities for survey respondents by language of survey

	English	Spanish	Chinese	Bengali
Internet/Social media	45.3%	85.7%	69.3%	50%
Online Banking	33.8%	42.9%	20%	40%
Online Safety	42.3%	71.4%	41.3%	50%
Online Forms	42.3%	42.9%	52%	70%

Finally, we learned that of the respondents who did take some form of training, the majority of them described their training as a mix of too complicated, not useful, confusing, or boring. In moving forward with training programs, it is worth considering the input of the participants, as one stated that “We need an information hub, so that everyone in the community can come to one space and be up to date about local news and info” and that “There has to be more outreach to the community by social media since it is what they use very often”.

Security and Online Safety

When asked what concerns them most about getting online, the combination of cost and safety formed the plurality or majority of respondents' concerns. However, there is some nuance within this analysis in that nearly a third of English respondents reported having no concerns, while for Spanish respondents cost was the major factor. Amongst Chinese and Bengali speaking respondents, online safety was the predominant concern. As one participant shared, "The safety while using [the] internet scares all parents". This was a common theme in our in-person sessions in that parents shared a concern around the quantity and content of the videos their children were watching.

Participants also had a concern about mobile use for banking or critical services - that their mobile device isn't as secure as their laptop or computer. One person shared that "I won't use mobile services. I feel better about [using] my computer". Another said that "I'm hesitant to use my mobile app for service, but [I] feel better about my computer, no matter how illogical that sounds".

There is also a safety issue of requiring credentials for "free" Wi-Fi, which means the participant has to provide an email address they may not have or a phone number and other demographic information which is personal and potentially tracking, especially for a largely immigrant population.

Language

Language and lack of linguistic diversity was another concern mentioned alongside the concerns of cost and safety noted above. 16.7% of Spanish speakers, 20% of Bengali speakers, and 8.9% of Chinese speakers listed this as a concern. We heard this in person as well: during one community outreach event, an individual asked if we were aware of any Spanish language resources. They continued on to share that this would be "for Spanish speakers who are fluent verbally but not [the] written and cannot read or write forms in Spanish".

From this we can determine an additional need for linguistically diverse sites. Website content is not consistent in the availability of (and number of) language translations, especially critical services. Computer translations are often inferior to quality translation services, which can create confusion on the part of the user. While it is beyond the mandate of the DIG to create linguistically diverse content, this does present an opportunity to counter this challenge by means of wraparound services like literacy courses for those in that position, or support services with those fluent in the language who can guide them through the process.

Distilling this detailed breakdown, we found that:

Immediate survival need for critical service(s) or task(s)

- ♦ Many residents indicated that they just want (need) access or help with a specific task (e.g. fill out form, send email, sign up for service, banking, job application).

Immediate survival need for wraparound service(s)

- ♦ Concerns around food on the table, needing a job, housing, childcare, wellness and healthcare limits adoption around access as secondary importance to their more urgent needs. Even as there may be an online solution, the perceived herculean task of learning how may be an obstacle to short-term adoption.

Insufficient resources for any access, quality access, or device(s)

- ♦ Many communicated the use of subway and public spaces for free Wi-Fi. Internet at home is lower cost and less robust for streaming (remote learning or working). Subsidized or refurbished devices have been provided in special programs which do not have the power to handle broadband services or stop functioning regularly.

Low (Limited)-tech existence with no perceived need for digital access

- ♦ People from generally older populations shared they do not feel the need for expanded digital access. Their phone is their primary technology device and is utilized as a camera or to make contact with friends and family members. Those who don't have others to gain access to resources for them, simply do without and are unaware there are resources available which might improve their quality of life.

Tech fear, including exposure and isolation

- ♦ Community users who don't understand technology are more afraid of knowledge (or training) than their ignorance. They are often more afraid of being exposed for what they don't know or isolated in a group for what they don't understand, than the challenge of learning something new and complex. It isn't about capability as much as stigma.

Levels of Digital Literacy Training

- ♦ Digital literacy training should always consider digital readiness (that the individual has the foundational readiness to learn tech concepts). Community users have a spectrum of training needed. For example:

Very basic: the user has no understanding even of the full capability of the devices they do currently use or they have no devices at all.

User Guides: the user has no current interest in a deeper dive into tech but does have a survival resource need that a concise and clear visual guide could serve as a reference.

Upskilling: the user is in an industry severely impacted by the pandemic and they need to pivot their careers by upskilling, without an extensive investment in time or money.

New or Specialized skills: For example coding, project management, user experience (UX) research.

- ◆ With the tech fear especially around exposure and isolation, literacy training needs to be executed with consideration and special appreciation that it is more the feelings around the topic than the difficulty of the topic.

Impact Lanes

- ◆ There are many lanes of affirmative impact for the communities, including Advocacy, Referrals, and Training (digital literacy).

Neighborhood Assets (Programs and Services)

This listing of programs and services are the result of research, feedback, and recommendations. The specific organizations listed below are a starting point for future vetting for potential referrals or partnerships with the Coalition. We also present a full list of all organizations within Sunset Park for additional information on potential partnerships.

Adult Education (Computer Training/Digital Literacy services)
<p>Older Adults Technology Services (OATS) 168 7th Street Suite 3A Brooklyn, NY 11215 OATS and Senior Planet are charitable affiliates of AARP. Help seniors learn and use technology so they could live better in the digital age. They have evolved from digital inclusion trainers focused on technology into social impact designers focused on aging, and have grown from one small site on a street in central Brooklyn into a program with national operations and global influence.</p>
<p>Opportunities for a Better Tomorrow 882, 18 3rd Ave Suite 10-10NE, Unit, Brooklyn, NY 11232 Provide the job training, education, and employment placement assistance that communities need to achieve economic mobility. HSE/ESOL, Basic Computer classes, Career Prep for High School Grads, Industry-Certified trainings in Healthcare, Technology, and Construction, Adult Employment Services.</p>
<p>Sunset Spark 254 36th St unit 5 suite b640, Brooklyn, NY 11232 Helps new Americans of all ages use science and technology for fun, family, and the future. We partner with the DOE and other organizations to offer classes for PK-8 students and training for teachers in a variety of creative technology and computer science subjects.</p>
ABE/HSE/ESOL (Adult Basic Education; High School Equivalency; English to Speakers of Other Languages)
<p>State University of New York Brooklyn Educational Opportunity Center 111 Livingston St, Brooklyn, NY 11201 Certificate programs in College Preparation, Direct Support Professional, English as a Second Language, High School Equivalency, Medical Electronic Records, Medical Assisting, Medical Billing and Coding, Office Administrative Professional, OSHA Certification Training, Security Guard Training, and Tourism and Hospitality Operations. Students have access to tutoring and learning resources, student life activities, advice, career services, and college readiness activities.</p>

[Turning Point Education Center](#)

423 39th St, Brooklyn, NY 11232

Provides ABE-HSE (Adult Basic Education and High School Equivalency) and ESOL (English to Speakers of Other Languages) education, workforce and college readiness, and internships to the diverse Sunset Park Community. In addition, we offer an array of counseling and case management services to support participant success.

K12 (Children/Family)

[Center for Family Life \(CFL\)](#) at Sunset Park High School

153 35th St, Brooklyn, NY 11232

Neighborhood-based family and social services organization

[Kairos Learning Community of Sunset Park](#)

420 42nd St, Brooklyn, NY 11232

K12 tutoring ELA, Math, Science, History, after school, test prep

Social Services [continued on next page]

[Chinese-American Planning Council \(CPC\)](#)

4101 8th Ave, Brooklyn, NY 11232

Education, Family Support, Community and Economic Empowerment

[Parent Child Relationship Association](#)

909 58th St Brooklyn, NY 11219

Resource for the sharing of information on all kinds of family gatherings, outdoor activities, and provider of educational services.

[South Brooklyn Mutual Aid](#)

6th Ave and 44th St (Sunset Park, Bay Ridge, & surrounding areas)

Based in Sunset Park. Volunteers are paired with neighbors who need help. Examples of tasks they can connect neighbors to help with: buying and delivering groceries, picking up prescriptions, 1:1 conversation & companionship (via Skype, Zoom, etc), translation, social services guidance (filing for medicare, unemployment), preparing cooked food, dog walking, and in certain cases childcare/petcare.

[UPROSE](#)

462 36th St, Brooklyn, NY 11232

Latino community-based organization. An intergenerational, multi-racial, nationally recognized community organization. Promotes sustainability and resiliency in Brooklyn's Sunset Park neighborhood through advocacy, community organizing, education, indigenous and youth leadership development, and cultural/artistic expression.

Landscape of Organizations in Sunset Park

The preceding section highlighted specific organizations that would mark an excellent first outreach effort. But there are many more organizations that could potentially provide further partnership opportunities. According to the 2020 IRS Business Master File of Exempt Organizations, there are 198 [non-profit organizations in Sunset Park](#). The majority of these organizations are faith based (40.9%) and reflect the great diversity of community (pie chart in the [Appendix](#)). But another 49.5% constitute organizations focusing on education (5.6%), public and societal benefit (15.2%), human services (16.7%), and arts, culture, and humanities.

As outlined in the [Essential Recommendations](#), this data can be utilized to begin vetting and reaching out to the various community and non-profits organizations within Sunset Park. This vetting will be key because given the date of this source, this data does not factor in the impact of the pandemic, which means that potentially some portion of these organizations may have closed.

National or NYS Organizations based Outside Sunset Park (which could provide resources or services to SP Community)

[Asian American Federation](#)

Manhattan Office, 120 Wall Street, 9th Floor, New York, NY 10005

Queens Office, 154-08 Northern Blvd, Flushing, NY 11354

Raising the influence and well-being of the pan-Asian American community through research, policy advocacy, public awareness and nonprofit support. Research, Mental Health, Immigrant Integration, Economic Empowerment, NonProfit Support, and Civic Engagement.

[Brooklyn Workforce Innovations](#)

621 Degraw Street, Brooklyn, NY 11217 (Park Slope)

BWI helps New Yorkers with significant barriers to employment access training, job placement, and career development support. BWI helps low-income New Yorkers access free job training. Our grads build fulfilling careers in fields that offer living wages. Sector-based and customized training.

[Beam Center](#)

60 Sackett St, Brooklyn, NY 11231 (Red Hook)

Educational equity. Bring together youth, artists, engineers, and educators to produce ambitious, collaborative projects. Young people learn to collaborate and create while learning skills in fabrication, prototyping, metalwork, physical computing, construction, and design.

[Coalition for Asian American Children and Families \(CACF\)](#)

Manhattan Office, 50 Broad Street, 18th Floor, New York, NY 10004

The nation's only pan-Asian children and families' advocacy organization bringing together community-based organizations as well as youth and community allies to fight for equity for Asian Americans and Pacific Islanders (AAPI). Works on Data Disaggregation, Health Equity, Language Access, Leadership Development, and Capacity Building.

[Hispanic Federation, Inc.](#)

HQ: 55 Exchange Place, 5th Floor, New York, NY 10005 (International)

Latino nonprofit membership organization. Advocacy and social services (education, health, immigration, civic engagement, economic empowerment)

[New York State Youth Leadership Council](#)

The New York State Youth Leadership Council is the first organization in New York led by undocumented youth. Community Organizing, Leadership Development, Access to Higher Education, Community Building, Self Expression and Healing Justice.

Coalition Engagement

An understanding of the capacity and capability of each member organization drives an understanding of how the Coalition can add immediate and sustained impact to the Sunset Park community. This content represents the publicly available overview of each Coalition member organization. The second table is based on the membership responses to the Google form survey. That table will be shared separately as a Google sheet so that the last two entries can be added after the project concludes and the complete database can be maintained going forward for any new members added.

Sunset Park Digital Inclusion Group Members (as of August 2022)	
<p>AMPHS: Academy of Medical & Public Health</p> <p>AMPHS is a not-for-profit health service organization with a triple aim to identify barriers to health and wellness in underserved immigrant communities; coordinate truly needed primary care with social assistance; and deliver care with dignity and empathy to marginalized New Yorkers.</p> <ul style="list-style-type: none"> ◆ Clinical Services, Social Services ◆ Training & Education 	<p>BPL: Brooklyn Public Library</p> <p>BPL is the public library system for the borough of Brooklyn with 61 locations including Sunset Park.</p> <ul style="list-style-type: none"> ◆ Literacy, Cultural Offerings, Out-Of-School-Time Services ◆ Workforce Development Programs ◆ Digital Services, Branch Wi-Fi Access.
<p>FAC: Fifth Avenue Committee</p> <p>FAC is a 44-year-old, comprehensive community development corporation and NeighborWorks America member based in South Brooklyn. FAC Adult Education is a member of the Hispanic Federation’s Latino Digital Accelerator program.</p> <ul style="list-style-type: none"> ◆ Affordable Housing, Organizing & Advocacy ◆ Adult Education, Workforce Development, ◆ Community Services, Community Development ◆ ELA/ABE/ASE/IET/IEL/CE 	<p>IAN: Immigration Advocates Network</p> <p>IAN was created in 2007 to increase access to justice for low-income immigrants and strengthen the capacity of organizations serving them.</p> <ul style="list-style-type: none"> ◆ Resources, Tools, Platforms, Partnerships
<p>METRO: Metropolitan NY Library Council</p> <p>Metro is a non-profit organization that provides essential services to libraries, archives, and museums.</p> <ul style="list-style-type: none"> ◆ Educational Programs and Events ◆ Grant Programs, Hospital Library Services ◆ Digital Services 	<p>NYU Langone Health</p> <p>NYU Langone Health an academic medical center consisting of six inpatient locations. Their trifold mission is to serve, teach, and discover.</p> <ul style="list-style-type: none"> ◆ Patient Care, Education, Research
<p>PS94, The Henry Longfellow; Department of Education</p> <p>PS94 is K-5 Elementary school</p> <ul style="list-style-type: none"> ◆ Families and Students, Literacy ◆ Educational Programs and Events 	<p><i>*English Language Acquisition (ELA); Adult Basic Education (ABE); Adult Secondary Education (ASE); Integrated Education and Training (IET) and Integrated English Literacy and Civics Education (IEL/CE).</i></p>

Current Member Profiles and Organizational Capacity

		Organizational Capacity			
Overview of Core Service(s) / Resource(s)		Assembly	Resource	Services	Support
AMPHS	<p>Health Screenings and Wellness Consultations: AMPHS' seasonal health screening events serve as a way for you to understand your current health condition, learn more about what you can and need to do, and begin your journey towards a healthier lifestyle.</p> <p>Food Pantry and Nutrition Education: The AMPHS food pantry is designed to meet the emergency needs of our community. Food boxes with staples and fresh produce are distributed on a biweekly basis.</p> <p>Mental Health Counseling: Everyone needs someone to talk to from time to time. AMPHS offers free mental health counseling in English, Spanish, and Chinese to individuals without health insurance or those who are under-insured.</p> <p>English Classes: AMPHS offers free English classes at the Beginner, High Beginner, Intermediate and Advanced levels to individuals 16 years or older. Our English classes incorporate health workshops, immigrant rights workshops and vocabulary that better equip students to speak with their doctor and communicate on an everyday basis. We also offer summer and fall digital literacy classes on using computers and common software programs.</p> <p>Social Services Program: Our licensed social worker and community health partner team provide counseling on health insurance eligibility and referrals for health insurance enrollment, educate you about available benefits and services, assist with referrals for legal services and free or low-cost medical care, and educate you about immigrant rights.</p>	<p>Available for Quarterly Coalition Zoom meetings</p>	<p>Provide Referrals for vetted organizations in support of the core mission,</p> <p>Broker Partnerships with vetted organizations in support of the core mission</p>	<p>Framework or Methodology to support coalition work</p>	<p>Staffing support (personnel to support coalition events, activities)</p>
BPL	<p>Digital Literacy, Information Literacy, Cultural Offerings, Out-Of-School-Time Services, Workforce Development Programs, Digital Services, Branch Wi-Fi Access, Technology Equipment, and more.</p>	<p>Available for Bimonthly Coalition Zoom meetings,</p> <p>Available for Quarterly Coalition Zoom meetings,</p> <p>Generally could participate in occasional coalition events,</p> <p>Generally could participate in occasional activities supporting the Coalition's mission</p>	<p>Provide Referrals for vetted organizations in support of the core mission,</p> <p>Broker Partnerships with vetted organizations in support of the core mission,</p> <p>Provide Space (physical brick and mortar locations) for events / activities/ meetups</p>	<p>Framework or Methodology to support coalition work,</p> <p>Training or Curriculum to support coalition work</p>	<p>Funding or Grant Support (access to funding; grant writing),</p> <p>Staffing support (personnel to support coalition events, activities)</p>

		Organizational Capacity			
Overview of Core Service(s) / Resource(s)		Assembly	Resource	Services	Support
FAC	<p>In our IEL/CE program, commonly known as the Sunset Park Bridge Program, we offer two sector-based bridge programs with integrated Digital Literacy services*.</p> <p>The first program is a partnership with Brooklyn Workforce Innovation’s Red Hook on the Road (RHOR) Commercial Driver’s License training program, and the second is with BWI’s Brooklyn Networks (BN) BICSI certified low-voltage cable installation program.</p> <p>FAC Adult Education operates a device and hotspot lending program and helps participants navigate technological issues on their own devices. We also have created an online banking program designed to help participants use their smartphones to bank.</p> <p>Additionally we offer stand alone, remote digital skilling instruction.</p>	<p>Available for Bimonthly Coalition Zoom meetings,</p> <p>Available for Quarterly Coalition Zoom meetings,</p> <p>Generally available for Coalition Zoom meetings,</p> <p>Generally could participate in occasional activities supporting the Coalition’s mission</p>	<p>Provide Referrals for vetted organizations in support of the core mission,</p> <p>Broker Partnerships with vetted organizations in support of the core mission,</p> <p>Provide Space (physical brick and mortar locations) for events / activities/ meetups</p>	<p>Training or Curriculum to support coalition work</p>	<p>Funding or Grant Support (access to funding; grant writing),</p> <p>Staffing support (personnel to support coalition events, activities)</p>
METRO	<p>We provide resources to libraries like continuing education, grants, book delivery, etc.</p>	<p>Generally could participate in occasional coalition events</p>	<p>We provide training to library workers and will be unrolling a data privacy program later this summer</p>	<p>Training or Curriculum to support coalition work.</p> <p>We provide training to library workers and will be unrolling a data privacy program later this summer</p>	<p>Funding or Grant Support (access to funding; grant writing)</p>
NYU Langone	<p>NYU Langone is a healthcare organization. Participant represents Together Growing Strong, which is a community-based program that aims to support parents with young children in Sunset Park.</p> <p>Participant is part of the School of Medicine, but works very closely with the Family Health Centers (FQHC in Sunset Park).</p>	<p>Available for Bimonthly Coalition Zoom meetings,</p> <p>Available for Quarterly Coalition Zoom meetings,</p> <p>Generally available fo Coalition Zoom meetings,</p> <p>Generally could participate in occasional activities supporting the Coalition’s mission</p>	<p>Provide Referrals for vetted organizations in support of the core mission,</p> <p>Broker Partnerships with vetted organizations in support of the core mission</p>	<p>Framework or Methodology to support coalition work</p>	<p>Staffing support (personnel to support coalition events, activities)</p>

		Organizational Capacity			
Overview of Core Service(s) / Resource(s)		Assembly	Resource	Services	Support
IAN	<i>Results not available at time of reporting</i>				
PS94	<i>Results not available at time of reporting</i>				

Gap Analysis

When examining the analysis of the gaps between what is needed and what is possible, it is important to note that this is more than a one-to-one comparison. The question is capacity as well as capability. While there may be member organizations that have one, they may not have the other. The capability to provide some of the services or resources, does not follow that the member organization has the capacity to provide all of it on behalf of Coalition activities. There is a need to augment each organization's abilities and be mindful of overusing or overwhelming.

Based on the information in the preceding sections of the [Keystone](#), some of the critical gaps of note are:

Vetted wraparound services support or resources listing

- ◆ This is not consistently or easily available to the community, and if it is something that they can find, it isn't vetted or current.

Layered multilingual digital literacy training (including digital readiness)

- ◆ The digital literacy training described in the previous sections (readiness, basic, advanced, upskilling etc.) as a layered opportunity for the community so they receive what they need when they need it.

Community Technology support (akin to a "help desk")

- ◆ As has been indicated, a means of providing targeted support for specific needs around websites or tasks like emailing, how to use a device, or the apps within the device, etc. The staffing used for this should be trained not only in the content but how to coach people (culturally relevant, linguistically diverse) and with a consideration for those who might not be yet digitally ready. This should not be an additional burden on staff without associated compensation in addition to training to provide a consistent experience to the community.

(Indicated) partnerships with service providers

- ◆ Legacy service providers have placed themselves within digital equity programs but are not always held accountable in the spaces. This is an opportunity for advocacy by creating a partnership with these providers to create a consistent experience for the community.

Build the capacity of existing services in member organizations to support the work of the coalition

- ◆ The communities have a large swath of needs, which have been detailed in this report. The Coalition has communicated that there still isn't a full engagement of all members. So creating that engagement, incorporating all existing members in the way they are

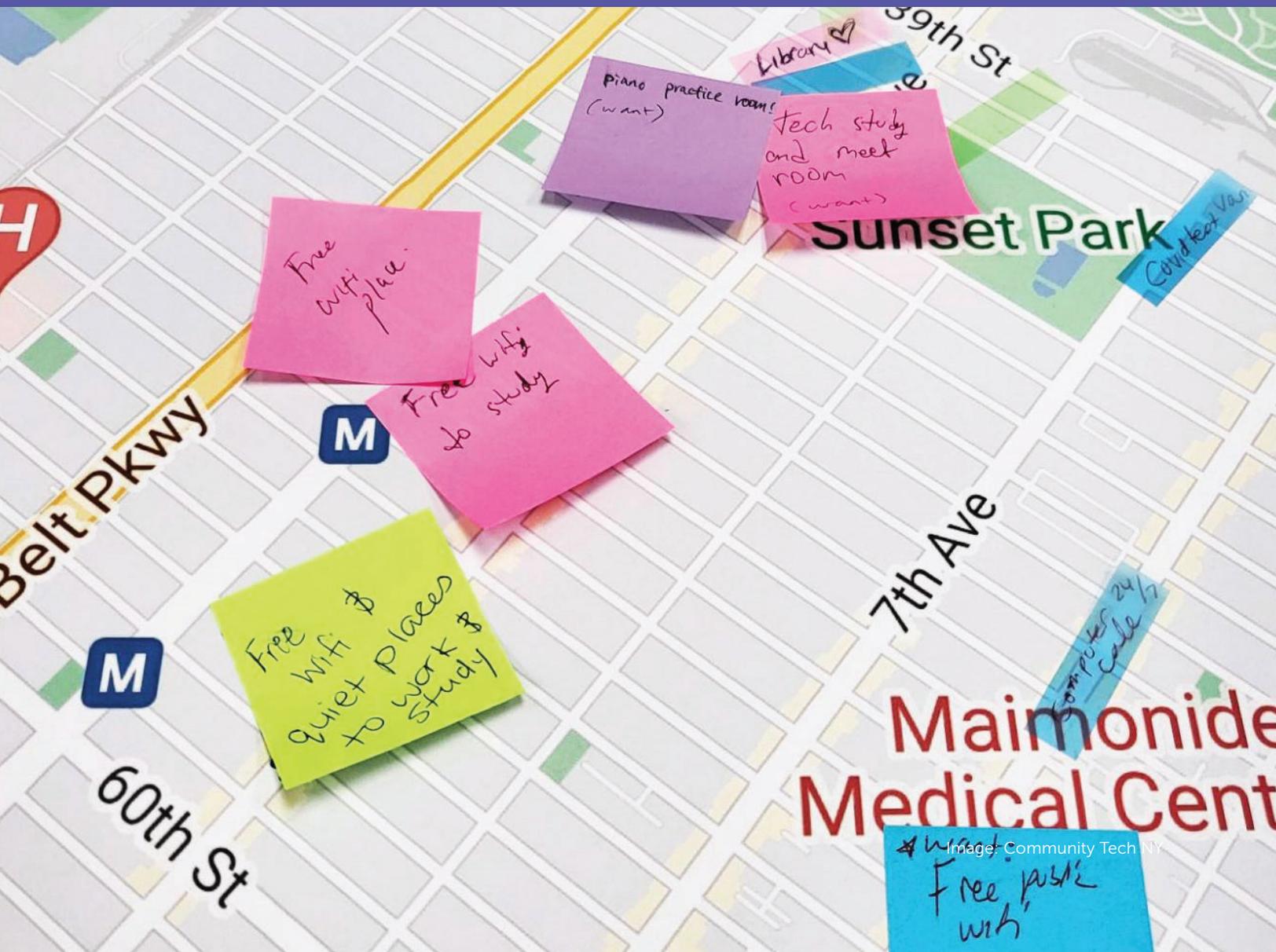
able, working to assist in building capacity of members who might have the capability but not the resources to support the Coalition’s work in addition to their own.

Coalition presence in and with the community (to develop a relationship and build trust)

- ♦ As indicated above, the coalition needs to establish relationships and build trust. This takes time and intentional effort. There is no shortcut. Providing assistance or support to the community requires sustained (culturally relevant) consideration, understanding and (linguistically diverse) communication.

Actionable Recommendations

What follows are the specific recommendations based on the evaluation of the information gathered from the Google forms, surveys, listening sessions and 1:1 encounters. Specific recommendations (including future phases) are listed along with specific action steps to implement them.



Opportunities

The actionable recommendations are focused on the opportunities the Coalition has to foster affirmative impact. Based on the community needs we observe the following opportunities for the Coalition:

Survival wraparound service support - referrals or partnerships

- ◆ For those community members who have critical support needs (food, income, housing, health) before they can deal with digital literacy training, create a vetted list of resources and/or organizational referrals where they can get immediate assistance. And/or the Coalition can form partnerships with organizations who can provide some of that assistance and the Coalition can provide it directly through those partnerships. This list should be regularly reviewed and updated.

Immediate critical service need - training / user guide(s) / “help desk”

- ◆ For those not immersed in the remote or online world, they are brought to it by a specific need they have. So there is an opportunity for specialized training like filling out a form or job application, understanding how to move through websites, creating an email address/sending an email/adding an attachment, etc. Or creating a visual (step by step) user guide to provide the same information that can serve as a handout that is available for persons in need. As the quantitative analysis showed, 60% of households eligible for the benefits of the Affordable Connectivity Program are not enrolled. This provides and opportunity to conduct more targeted ACP outreach by the Coalition as a whole, via the efforts of individual coalition members, or via new partnerships with Sunset Park organizations.

Considered and layered multilingual literacy training with digital readiness - referrals, partnerships, curricula

- ◆ Digital literacy training is often limited to basic skills. As we detailed under community engagement, there are levels of digital literacy that includes digital readiness. So the needs have to be assessed, and may be a need first for digital readiness, basic digital literacy, advanced, upskilling or professional development. And this may be possible for the Coalition through referrals to send community personnel to, partnerships with those who do these specific trainings, or curricula that if a member organization has capability or capacity, can be implemented.

Resources for quality robust internet / devices - subsidies, donations

- ◆ Create a vetted list of available programs for providing quality robust internet services and/or devices either free or as subsidized low cost. What is critical are the details of how to apply, who can apply, deadlines, constraints and limitations. Also part of the vetting process needs to be the legitimacy and effectiveness of the opportunity. It is well

known that some of the programs are more “bait and switch” and the people applying often find whatever discount disappears or is moved to less than originally offered. The internet itself is spotty or insufficient for high video things like online learning or remote conferencing. And the devices are low-quality refurbished and don’t work well or stop working.

Locations for robust internet / devices - referrals or partnerships

- ♦ Create a vetted list of available public spaces for robust internet services, and with computing devices. It is one thing to have a public space for internet access but if the individual does not have their own laptop, or their device doesn’t have the computing power to do what they need, it is valuable to have both internet access and a device they can use. Again this could also take the form of vetted referral organizations or partnerships the Coalition has formed.

Strong community voices engaged in the solutionizing - incorporated in meetings

- ♦ The community speaks for themselves on their needs and concerns. But they do need to be heard and heeded by those taking action or planning support. It could be regular listening sessions to talk about things the Coalition has done and get feedback on whether they were useful or had a positive impact, or the things the Coalition are planning to do and get feedback on whether those plans are in line with current needs. It could also mean having invested, embedded community-based organizations in the Coalition meetings while discussing the concerns to get immediate valuable feedback. These organizations are busy themselves so there needs to be planning involving them and a value proposition. These organizations are accustomed to others coming to them and using them, rather than respectfully involving them and adding value. Their incorporation into this process needs to be intentional.

Support programs and services - advocacy, referrals, partnerships, coalition expansion

- ♦ Coalition building can meaningfully begin with the foundational purpose/mission/vision, which enables the Coalition to critically analyze what programming or services it should and can directly provide or support (through its members or by expansion - i.e. adding new members in line with the Coalition’s core values). The Coalition is best positioned as advocates for the needs of the community because of its experience and ability to engage with federal or local funding opportunities, programming, and resources. The Coalition has ample opportunity to create new partnerships with invested, embedded community-based organizations or philanthropic organizations with funding which could be directed towards the community’s needs.

Essential Recommendations (Best Practices)

What follows are seven recommendations for the Coalition to move forward effectively. These recommendations are critical to creating a sustainable positive impact in Sunset Park.

List of Recommendations

- I. Understand the capacity, capability, resources of the member organizations
- II. Establish clear direction, intent and community impact for Sunset Park DIG Coalition. Recognize all lanes for community impact by the Coalition.
- III. Establish aligned structure for Coalition facilitation
- IV. Develop Outreach to invested Community-based Organizations
- V. Assess Sunset Park Organizations to Partner with
- VI. Identify opportunities for sustained community engagement
- VII. Next phase / new services and programs

I. **Recommendation:** Understand the capacity, capability, resources of the member organizations

Action Steps:

- Use the table questions to complete the Coalition Database with input from IAN and PS94.
- Revisit gap analysis after the database is complete, by the Coalition (or with the assistance of a consultant)

To better understand what each member organization is capable of and their capacity to provide that competency or resource to the Coalition, CTNY created a coalition database with the content shared in the Google form. The Coalition will be given an editable spreadsheet copy so that they can add in the missing information and use it as means of collecting onboarding info for new members as it scales. This is a tool to understand how the member organizations can contribute to the Coalition in ways beyond meeting attendance. It should be used along with ongoing conversation and engagement with the community. Please note that information is missing from two members: IAN and PS94.

II. **Recommendation:** Establish clear direction, intent and community impact for Sunset Park DIG Coalition. Recognize all lanes for community impact by the Coalition.

Action Steps:

- Review the project results to contextualize the community needs
- [Visioning exercise](#) among the Coalition members using the starter in the report
- and/or engage a consultant to take the next step to build on the starter
- Finalize and Formalize Coalition Purpose, Vision, Mission and Core Values
- Document and share talking points within your channels
- Review bi-annually or annually and revise as needed
- Consider partnerships and new members in alignment with these principles
- Identify the Coalition priorities for sustained value impact
- Build in sustainability through membership expansion and regular community engagement
- Identify the ways in which the Coalition can support through: Advocacy, Referrals, Partnerships, and Training (digital literacy).
- E.g. the Coalition members may not be able to provide a service or resource, but can through their own channels provide advocacy, referrals to services and programs,

create partnerships with other (especially community) organizations, and provide training or resources for training.

- Review the [Coalition Building](#) outline and visioning exercise and apply

To address the many needs in the Sunset Park communities, the Coalition must understand that there isn't one simple fix and that community engagement is a critical component of any plan or project. As such, it is important for the Coalition to identify its niche and its primary focus area(s)—the way it wishes to create sustained impact. CTNY recommends a strategy which employs a means of consistent communication to share the load between members. We have provided guidelines for Visioning exercises, which will help the Coalition to create an identity to support members in building relationships and trust within Sunset Park.

The Coalition now understands what the communities need, and it must decide which needs they will address and how. CTNY recommends that this process be an activity/ conversation that is agreed upon by the Coalition members and revisited regularly and periodically (bi-annually, annually) to confirm you are making an affirmative impact—effectively / efficiently—within your capability and in the best interest of the communities. As the Coalition's intention is not for one-off actions, the Coalition and its work needs to be sustainable.

III. Recommendation: Establish aligned structure for Coalition facilitation

Action Steps:

- Identify regular meetings (bi-weekly, monthly) with rolling agenda (call to action)
 - Schedule meetings for the year on coalition member's calendars
 - Call to Action (CTA): A deliverable (tangible item) for each action item; individuals identified as responsible for each item; reasonable but documented due date for each item
 - A rolling CTA allows the tracking and monitoring of action items
 - Agenda: Set day, times and general agenda creates focus and consistency.
 - Rolls to the next meeting and open items addressed
 - Record meetings and share minutes and CTA with full Coalition after meeting
- Identify Coalition Program Coordinator to direct Coalition activities, facilitate meetings, set agendas, monitor items for follow-up
 - This could be a funded role or (in the short-term) a round-robin role between the Coalition membership organizations (ie. each member organization identifies an individual to perform the role for one rotation or month; for example, in the case of monthly meetings, each organization would facilitate twice a year)
- Create shared document space where all resources can be accessible by all member

organizations

- Google doc or other shared space, secured and protected

In line with Recommendation II, the Coalition needs a structure that supports member engagement, support and collaboration. Given that the community members have advised they aren't finding connecting points with each other, the recommendation is to create that structure in a manner that can be facilitated. Continuing the bi-weekly (or moving to monthly as desired) meetings with Agendas and information capture is a tool. Having targets and goals (established in II) is a tool. Creating a coordinator role is a tool. A shared document space is a tool. The shared intention in using these tools is to practice developing a relationship among the Coalition members, understanding what contributions can be provided, setting a foundation for the existing members and adding new members.

IV. Recommendation: Develop Outreach to invested Community-based Organizations

Action Steps:

- Fortify relationships with invested community-based organizations as another path to building trust and establishing effective programs and services
- Assess any historical relationship concerns
- Determine if there has been a previous engagement which has affected any current attempt to engage
- Invest time in reaching out to the Arab community especially
- Create a value benefit for the organization and facilitate that
- Funding opportunity, sub-contract, resources
- Establish a thoughtful, considerate, dialogue
- Activities like a group summit to air and identify concerns and issues
- Bring community organizations to the table with the Coalition to engage in dialogue or planning
- Consider a community member tier where they attend certain meetings and receive notes from those meetings (eg if meetings are bi-monthly, have community members attend monthly, and have relevant agenda content)
- Create a Coalition presence in the community via social media and local media (a dedicated individual could facilitate this as well)
- Start with these organizations (see Table 9 on following page for more details):
 - Chinese American Planning Council
 - Mixteca

- ¡Sunset Spark!
- Arab American Association of New York
- Muslim Community Center
- Reach out to CB7 for addition to the Coalition as an invested community member who understands how the largely immigrant community engages with technology (see chart on following page for more details)

The purpose of the Coalition is to address digital equity issues in Sunset Park. This purpose cannot be executed effectively or actually without a direct relationship with the communities of Sunset Park. There are many ways to facilitate community

Table 9: Chart of Community Partners for Outreach

Organization Name	Description	Contact Information
Chinese American Planning Council (CPC)	Founded in 1965. Nation’s largest Asian American social services organization. Mission is to promote the social and economic empowerment of Chinese American, immigrant, and low-income communities.	Steve Mei, Director Brooklyn Community Services smei@cpc-nyc.org
Mixteca Organization Inc.	Established in 2000. Issues facing Mexican and Latin American immigrant communities. Addresses critical needs in health, education, social and legal issues.	Lorena Kourousias, Executive Director (direct email unknown) linkedin.com/in/lorenakourousias info@mixteca.org
¡Sunset Spark! Sunset Spark, Inc	Unofficially started in the Summer of 2008; full-time in 2013. Teach over 3,000 kids creative technology skills yearly. Partnering with neighborhood schools to provide in-class creative technology instruction.	Yadira Hadlett Yadira@sunsetspark.org Gaelen Hadlett Gaelen@sunsetspark.org (co-founders)
Arab American Association of New York	Support and empower the Arab American and Arab immigrant community by providing services to help them adjust to their new home and become active members of society. Not located in Sunset Park, but based next door in Bay Ridge; they’ve organized events w/ Mixteca, AMPHS, and CPC in Sunset Park. Participated in the Sunset Park Library report.	General inquiries: info@ArabAmericanNY.org
Muslim Community Center	Located in the heart of Sunset Park, Brooklyn, MCC is the home of New York City’s established Muslim community. Over the years, MCC has served the community by creating much-needed programs for Muslims in the tri-state area. Mosque and organization serving Sunset Park. They have a food pantry and food truck. Covid-19 relief efforts, food distribution.	Soniya Ali Executive Director: soniya@mccbroadklyn.org Number shared by Cesar Z: 718-820-6451 Mohsin Ahmad, Administrator: mohsin@mccbroadklyn.org
Community Board 7 (CB7)	Community Boards are a local level of City government comprised of 50 volunteer Board Members who are appointed to two-year terms by the Borough President and the local City Councilmembers.	Cesar Zuniga, Chair czuniga.x@gmail.com

building, but CTNY's recommendations are to reach out to these organizations as a starting point and to develop a dialogue. The Coalition members must ensure that reachout is not one-way. These organizations have needs as well, and the relationship should create value for all engaged. These engagements could be done in summit fashion (all orgs together) or as 1:1s. There could also be collaborative events. You may need to try multiple ways to establish those connections. You will need to capture the conversations and move them forward to sustain those connections. This is another opportunity for a coordinator or a consultant to establish connections and advance this recommendation.

V. Recommendation: Assess Sunset Park Organizations to Partner with

Action Steps:

- Engage an intern who can review the [spreadsheet](#) and begin vetting Sunset Park organizations in Sunset Park who can join or partner with the Coalition.
- Start by vetting organizations in the following categories:
 - Education (5.6%)
 - Public and societal benefit (15.2%)
 - Human services (16.7%)
 - Arts, Culture, and Humanities (12.6%)

Together these organizations comprise 49.5% of non-profit entities in the Sunset Park area (zip codes 11220 and 11232)

- Create a short list of aligned candidates to reach out to
 - Consult member organizations for possible existing relationships
 - Develop narrative brief around Coalition's purpose to establish dialogue
 - Reach out to each organization and seek common ground
 - Alternatively, could create a summit event, invite all of the candidates, and engage in a meaningful conversation around digital equity and inclusion. In addition to the listening session, could take that opportunity to sound out interest / availability in partnerships around solutions.

A large list of non-profit organizations were generated by the portal and are attached to this report. A spreadsheet copy will also be provided. This is an opportunity to vet organizations in line with the Coalition's core values and the Coalition priorities in line with the community needs (as determined in recommendations I, II and III). Partnerships can meet community needs through initiatives such as uplifting lesser known organizations already providing needed services or expanding capacity for strained organizations in need of resources. The Coalition will also build better relationships with community members through partnerships with trusted and mission-aligned organizations.

VI. Recommendation: Identify (and implement) opportunities for sustained community engagement

Action Steps:

- Speak with community orgs on current concerns / best ways to engage
 - Be specific when communicating and avoid umbrella terms which may broaden the message outside of the true focus.
- Consider a membership level for invested community organizations in the DIG.
 - As mentioned above in *outreach*, onboard community-based organization(s) who could sit on the coalition directly, or as an additional membership tier. This ensures an authentic voice is brought to the conversation and encourages an honest exchange of ideas around community-first solutions.
- Plan events (quarterly, bi-annually or annually) for direct community engagement
 - Could sponsor events with partner organizations who regularly facilitate such events (e.g. technology theme with activities, demos, surveys, resources)
 - Community follow-up Listening Sessions to determine if the course taken by Coalition is impactful and valuable to the community.

Once the Coalition establishes engagement, relationships, and trust with the Sunset Park communities, it needs to consider how they will sustain this community building. Listening to embedded, invested, community-based organizations is always a solid start, as well as considering a (value-based) membership option for community groups in the Coalition. It is critical to avoid a one-way pulling relationship where the organization is just utilized for their insight but not provided equal value in return (in funding opportunities, resources, partnerships, whatever else that might entail beyond a required thank you).

VII. Recommendation: Next phase / new services and programs

Action Steps:

- Add a minimum of 3 new coalition members with expertise or relationships in community-based organizations, government agencies/services, technology service providers or online edu (e-learning).
- Develop or identify funding for a dedicated individual (ie Coalition Program Coordinator) to focus on the Coalition work. A dedicated individual will be needed for the busy individual members to ensure communication and collaboration is regularly facilitated.
- Identify opportunities to add the Coalition's voice in advocating for the resources, programs, services or redress pathways necessary to support the Sunset Park community digital equity ecosystem

- Identify new and innovative compassionate andragogy and instructional technologies around identifying (or developing) multilingual curriculums, training modules or user guides considerate of the challenges and concerns around adoption (eg wraparound support, immediate critical needs, distrust due to predation/profiling, specialized training)
- Community technology support
 - Ideation and thought collaboration around how a community “help desk” might be created, staffed and funded for simplified short-term needs such as filling out forms or sending emails, or template handouts.
 - This community “help desk” could also be a feeder pool into the fuller training (as described in the previous bullet). Good will created here may encourage more to be interested in the training.
- Partnerships or Referrals to expand (quality) device loaning or device distribution.
- Partnerships or Referrals to expand safe spaces for quality internet access and computing resources, including targeted ACP outreach for eligible households not yet enrolled in the program
- Create vetted federal, state and local resource listings for essential and wraparound services. (This may exist in forms that can be compiled and may be a research effort.)

After the Coalition has made significant progress on the previous recommendations—establishing and defining the Coalition’s identity that aligns with critical community needs, carving a process to provide a foundation for work, developing relationships among the Coalition members, creating vetted resources to support the communities, identifying and building partnerships with local or related non-profit organizations, and creating events and activities to expand this work—the Coalition must consider future planning on how to sustain impact in Sunset Park going forward. This could be done with a consultant if the Coalition itself does not have the personnel to do so.

Next Steps

To guide the coalition through some of its next steps, CTNY has provided some suggestions in this section on co-creating solutions via community engagement as well as steps for effective coalition building.



Community Engagement (Co-creating Solutions)

Building a rapport with the Sunset Park community requires **culturally-informed community engagement and support**. This includes being considerate and respectful. Specifically, that the communities of Sunset Park are not viewed as statistical targets (i.e. there is no homogenous group; people from similar backgrounds and cultures are still individuals with needs of their own), guinea pigs or charity cases. These power dynamics can be easily and unintentionally created when building around a narrative of othering. Thus, strong community relationships require two interdependent and essential elements: 1. Community members are heard (valued and understood) and 2. Community members have trust in those who say they want to help. Organizations and institutions must engage community members with honesty and an element of vulnerability (ie openness to truth), while continuously working to develop relationships or repair existing ones which may be fractured. The items below represent a synthesis of the various community experiences we encountered through this project.

- ♦ **Build and sustain trustful, open/honest exchange with all community segments.** This takes time.
- ♦ **Be receptive to feedback around previous encounters the community has had with organizations purporting to assist them.** The community has spoken their truth in the past and not been heard. It is important to hear what is being said (truthfully and respectfully) rather than our feelings around what is being said. Especially if we want to believe there have been no past issues, but there have.
- ♦ **Start with listening and education.** Learn from reports like this and start by listening to the community needs, before speaking what is presumed to be true.
- ♦ **Learn the full problem landscape and not rely on blanket statements.** There are a lot of blanket narratives around digital equity and inclusion which obscure the truth of the need, or paints a simplistic picture.
- ♦ **Understand that if the community needs don't match your expectations, it is the expectations that need to adjust.** Because of the blanket narratives, there are often assumptions around the need. It is essential to release any assumptions, listen, action, and follow-up for efficacy.
- ♦ **Inviting the communities to the table won't yield fruit if they have been at the table before and found themselves unheard.** The importance of representation around the communities of Sunset Park is equal to any experience community members have had in the past. The work will have to be put in to demonstrate integrity and build trust. Especially if it has been broken from past encounters.

Coalition Building

Building an effective coalition is a dynamic and fluid process. It starts with the initial shared goal that brought you together in the first place. It moves to agreement and commitment on the purpose, mission and ultimate vision of the Coalition. The Sunset Park DIG is looking towards its next phase of growth, which will involve most if not all of the following processes:

1. Creating an adaptable framework for engagement and collaboration which takes into account the capacity and capability of the individual community members;
2. Proactive planning around the resources needed by the Coalition;
3. Regular, engaging, empowering and joyful coalition meetings and events;
4. Building value to the members organizations as well as the larger Sunset Park community.

Overall, consistent and upbeat encounters (with effective planning) to sometimes challenging and intense work will lighten the load for everyone and support active, sustained engagement.

The following three points of action, as well as the [Visioning Exercise](#), can guide the Coalition into this next phase of growth:

- ◆ **Coalition Program Coordinator:** A Coalition Program Coordinator (or someone filling that role) would organize and facilitate the Coalition meetings, track and follow-up on items, plan events, manage schedules, and where needed, acquire identified resources.
- ◆ **Coalition Database:** The database represents a simple tool to learn about the founding coalition members and to capture the same information for new member onboarding. It could be maintained as a simple spreadsheet and monitored for accuracy.
- ◆ **Community Engagement (multilingual):** The communities of Sunset Park are the lynchpin and foundation of the Coalition's work. And while the focus is a digital equity ecosystem (the understanding of what is needed now and in the future, what hasn't worked well and what has, what unintended consequences have occurred, what new needs have arisen, etc), the Coalition must continue to build trust with community members in order to facilitate communication and engagement. Coalition members must meet the community where they are with inclusive language and intentionally make efforts to bring community partners to the table by establishing regular check-ins and confirming the effectiveness or appropriateness of the Coalition's work.

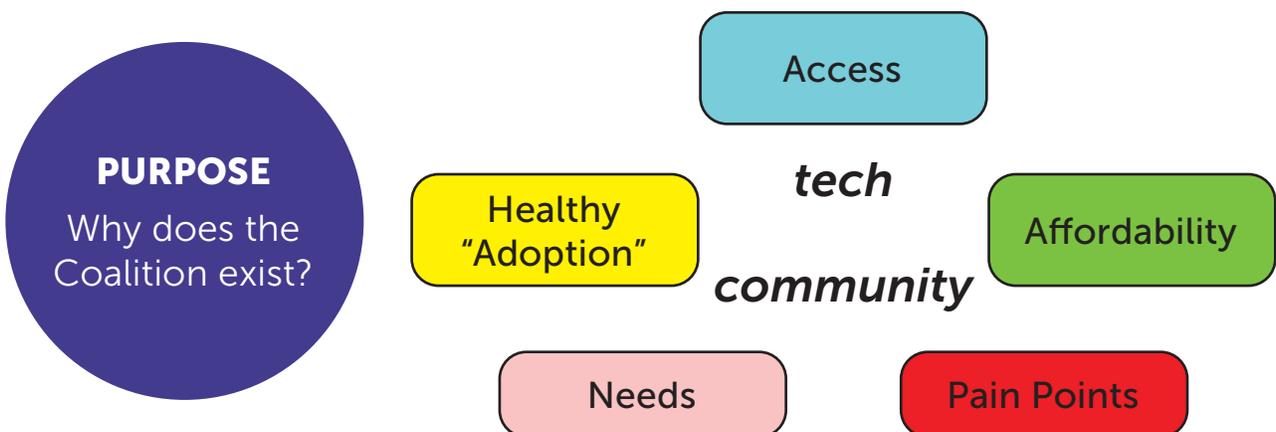
Visioning Exercise

The development of a clear understanding of purpose and vision (aspirations) creates a strategic effort for working backwards to detail how you arrive at stated goals. The process of visioning generates commitment, intention and a holistic view of purpose to impact and outcomes. The following section is an offering of a starter for this activity. The Coalition itself is ultimately responsible and accountable for who they are and intend to be. An exercise such as this, once complete and agreed to, may be repeated to ensure it continues to be relevant and effective for the Coalition.

PURPOSE

Your purpose should also be aspirational. What do you do and for whom? What do you want to achieve? What is your *raison d'être*? Your reason for being?

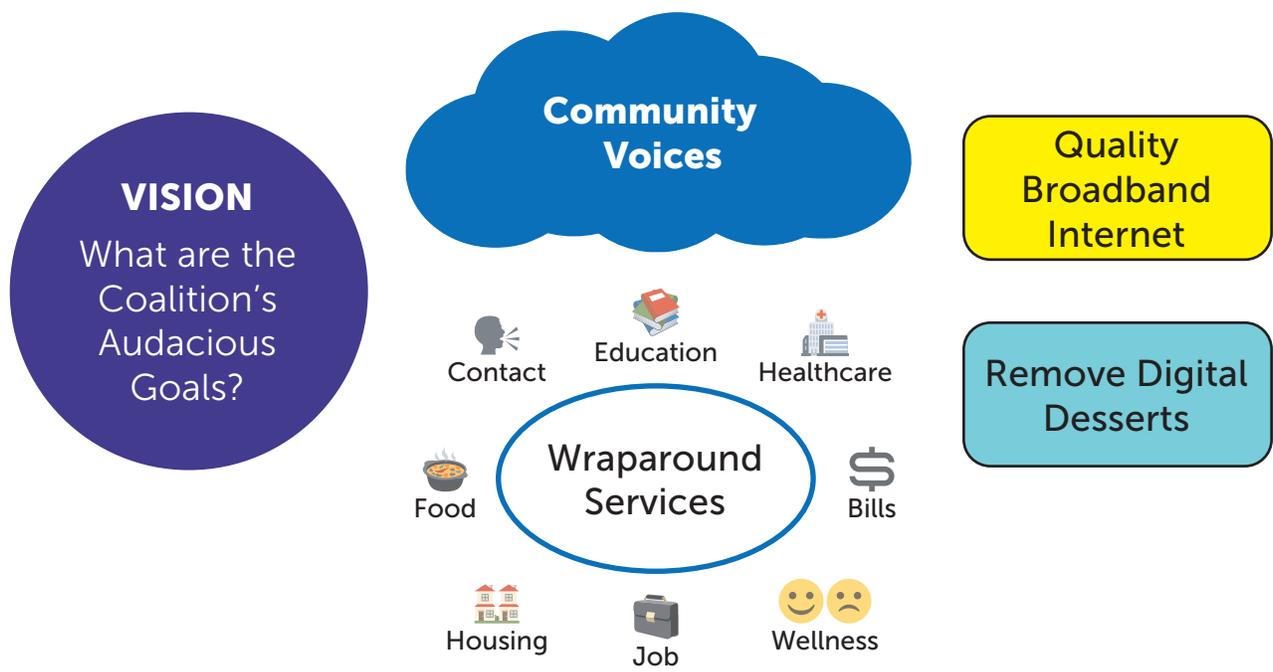
Based on the information gathering, we consider there are two elements to the Coalition's purpose: **Technology** and **Community**. From the tech standpoint, the fundamental questions relate to Adoption, Access and Affordability. As we discussed in the roundtable sessions, the Coalition must specify healthy adoption; its purpose isn't to force adoption. This carries into the second element of community: the Coalition seeks to appreciate, value and take action based on understanding the needs and pain points of the community (outlined in this report).



VISION

- ◆ What is your favorite part of what the Coalition does (or will do)?
- ◆ Is this “favorite part” a driving force behind the Coalition’s focus?
- ◆ If not, what are the driving forces behind the Coalition’s focus?
- ◆ Of these, what are the most important / priorities?
- ◆ If you look at the “need” the Coalition fulfills (or will fulfill), what would be the goal related to fulfilling the need?

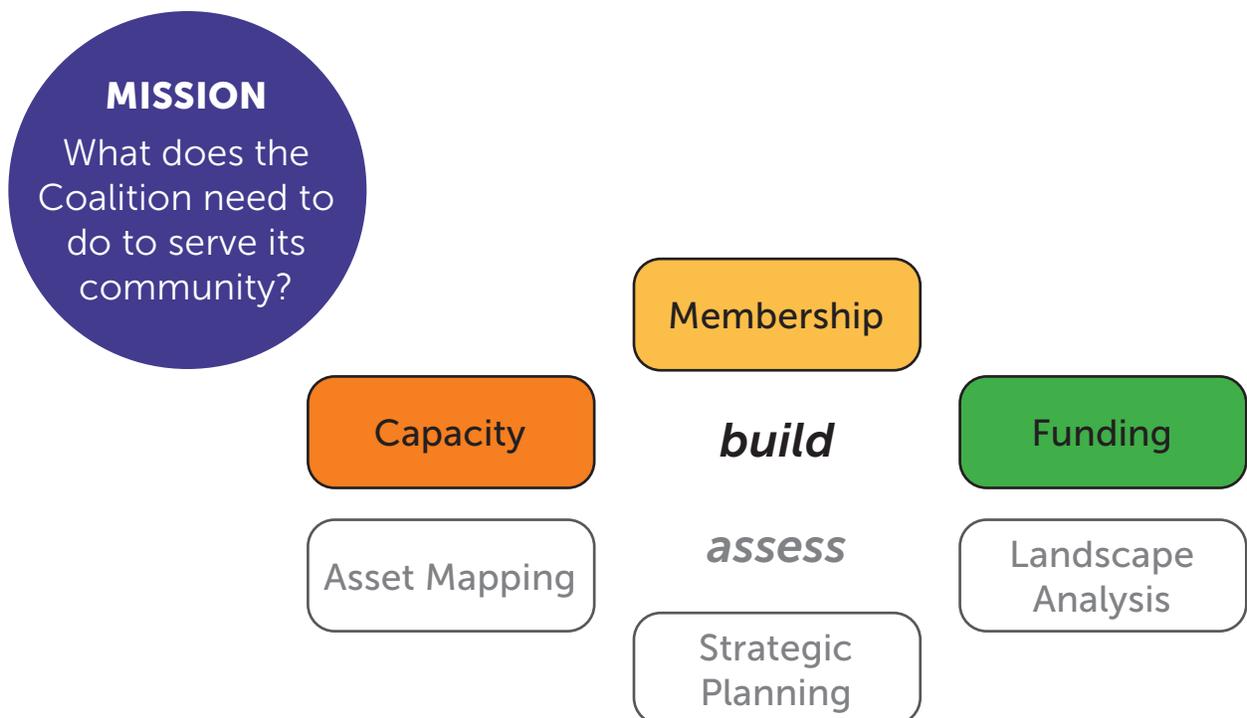
Your Vision is your envisioned future: what the digital ecosystem of Sunset Park could be if you achieve everything you set out to do. Based on the information gathering, our perspective is that the Coalition having community voice(s) at the table is a critical goal, along with acknowledging and removing obstacles around wraparound services (this may be done with referrals or partnerships), wider access to quality broadband internet, and eventually, removing all digital deserts (places with no access) in Sunset Park.



MISSION

- ◆ What is the simplest way to explain the impact that you represent?
- ◆ Describe the community you serve, as a spectrum.
 - Understand the complete community and find commonality and differences between them.
- ◆ What problem(s) does your Coalition solve?
- ◆ Why do these problem(s) exist?
 - How do these problem(s) affect your Coalition members? (if not, why not?)

Your Mission is putting Purpose into action and outlining value and impact from the Coalition’s work. Based on the information gathering, our perspective is there are two elements: building the Coalition, and assessing the need. This project reflects the assessment of the digital ecosystem and actionable recommendations, and should be followed up with the process of building out the capacity and capability of the Coalition itself.



CORE VALUES

- ◆ Bullet list of things you believe in that relate directly to the impact you want to provide as well as the work involved in providing that support
- ◆ The relationship between the people that do the work, and the Coalition
- ◆ The relationship between the people that use what you do, and the Coalition
- ◆ The impact you have on the community/economy that are affected by your support

Finally, Core Values encompass Belief and Behavior. These are the Coalition’s non-negotiables. Only the member organizations know what these are. We listed four starting points above, but more may certainly be added. The initial values are based on what we heard as the community’s need (robust quality internet, a digital ecosystem that is layered, and the focus on the community), and prioritizes respectful engagement. These values are created with an understanding that the vehicle to add value is always based on these needs and is verified by the community at intervals, rather than assumed by Coalition members.



Quality Broadband Internet Access as a Right

Considerate Community Engagement

Holistic Digital Ecosystem Solutions

Community Needs in Preferred Vehicle(s)

Closing Statement

Digital equity and inclusion means ensuring robust (quality) broadband internet access is available and affordable to all, and that communities are equipped with the necessary digital readiness and literacy to be able to effectively use that access. Along with the consideration of urgent, critical survival needs—some of which have been deepened by the new pandemic economy—community members are forced to prioritize access to food, housing, employment (working or seeking), bills, wellness, healthcare, contact (friends/family), and education (school) above all else. Meaningful and impactful digital inclusion will mean having immediate, at-hand solutions that mitigate these concerns, as well as longer-term solutions which build community resilience and capacity.

Adoption concerns are heightened around online predation from not just bad actors targeting vulnerable populations, but also the digital justice issues of profiling and tracking historically marginalized populations who are disproportionately targeted over majority populations. These concerns have to be addressed compassionately and directly.

There is a need to facilitate relationships and build the capacities and augment the efforts of the “on-the-ground” providers. These organizations have a working knowledge of what the community needs and will be providing the training and outreach and 1:1 work required to support the most impacted community members; these organizations are best equipped to provide culturally sensitive, meaningful support in the most engaging and accessible ways. These providers include non-profits, libraries and other existing outreach organizations.

This is an exciting time for the heightened awareness around digital equity, inclusion and justice. More than ever, there is a breadth of resources made available, which must be focused towards the most impacted communities and managed for effectiveness. Developing holistic, culturally respectful and linguistically diverse, community-first solutions with layered approaches to address immediate and future needs, will enable the Sunset Park DIG to establish relationships, build trust, and create sustained effectiveness. The time is now, and this coalition is well positioned to create profound impact around social change.

Appendix

All raw and visual data gathered during this project is collected and attached in the Appendix.

The following materials are Included in the Appendix and provided separately in Google Sheet form, so that they can be updated or revised by the Coalition:

1. Coalition Database (4 member organizations included per the responses provided. The other 3 organization details, and any new members, can be added when received.)
2. Static list of non-profit organizations in Sunset Park as generated from the Digital Equity Portal. Sortable for any next stage of vetting.

By the Numbers

- ◆ Listening Sessions - Table Exercises
- ◆ Listening Sessions - Community Mapping Board

By the Charts

- ◆ Surveys
- ◆ Internet Plan Pricing
- ◆ Sunset Park Non-Profit Organizations
- ◆ Table Exercises

By the Maps

- ◆ Asset Mapping - Maps

By the Org

- ◆ Asset Mapping - Non-Profit Orgs in Sunset Park

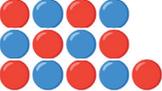
By the Stories

- ◆ Overheard in the Sessions

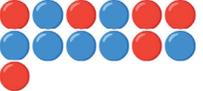
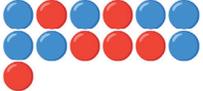
By the Numbers

Listening Sessions - Table Exercises

This a collation of the table exercise questions and answers using the original chart visuals.

What brings you to Sunset Park?						
Home	Work	Play	Friends/Fam	Religion	School	Shopping / Services
						
						

What concerns you most about getting online?							
Safety	Cost	Language	Availability	Confusing	Guidance	Support	No concerns
							
							

What devices do you use?				
Computer	Cellphone	Tablet	Gaming	No device
				
				

What do you use your cellphone for?						
Social Services	call/text	Gaming	School	Pictures	Social Media	No cell
						
						

Where do you get Wi-Fi?					
School	Home	Community Center	Work	Other Public Space	None
●●●	●●●●●●●●●● ●●●●●	●●●●	●●●●●	●●●	

Do you have the Internet at home?							
Spectrum	Optimum	at&t	verizon	Comcast	STARRY	Other	None
●●	●		●●●●●●●●				

If you have Internet.....							
How good is it?				How affordable is it?			
Strong	OK	Spotty	Terrible	Subsidized	Low-cost	Average	Expensive
	●●●●●●●●	●●●			●●	●●●●●●	●●●●●●

What do you <i>need</i> the internet for?						
TeleHealth	Job Search	Social Services	Friends and Family	Email	School	No Need
●●●●●●	●●●●●●	●●●●●●	●●●●●●●●	●●●●●●	●●●●●●	

What type of computer training would you be interested in?				
 New Skills	 Online Banking	 Online Safety	 Online Forms	 No Interest
				

What did you think about computer training you've taken?					
 Great!	 Boring	 Not Useful	 Confusing	 Too Complicated	 None
					

Listening Sessions - Community Mapping Board

The Community Mapping Board invited participants to share more about the technology resources that they already utilize in Sunset Park and what resources they wanted to see existing in the future. Participants were asked to take a sticky flag or note and respond to one or more of the questions below:

1. Where do you go to get wifi or internet?
2. Where do you go to learn more about technology or the internet?
3. What do you want in the community that isn't here now?

These notes were then placed onto a large map of Sunset Park to indicate where an existing resource is located or where the participant imagined a new resource should go. Many participants identified existing free wireless networks in the neighborhood, while others pointed out social services they felt were vital to their daily lives. These resources include a reliable Covid-testing van, the Sunset Park High School, and the library. We found that many participants were excited to point to areas where they wanted to see new digital resources. These resources mainly include free wireless internet locations and public workspaces or study rooms.

The flags and sticky notes shared in the Community Listening Sessions on the Community Mapping board have been translated into a digital map by using [Google My Maps](#). A two-dimensional screenshot is listed below, but the map itself can be interacted with via the link.

The items indicated by a heart are the items a participant was aware of and its location.

The items indicated with a star are items a participant wanted in Sunset Park and where.

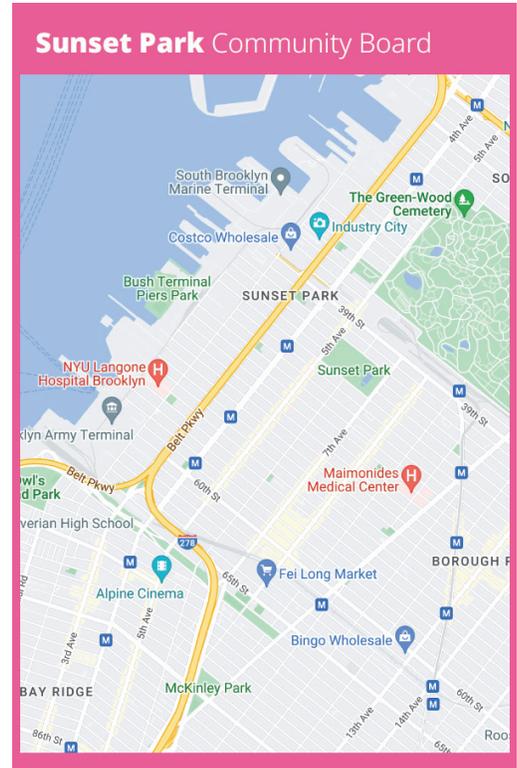


Figure A1: Sunset Park Community Mapping Board

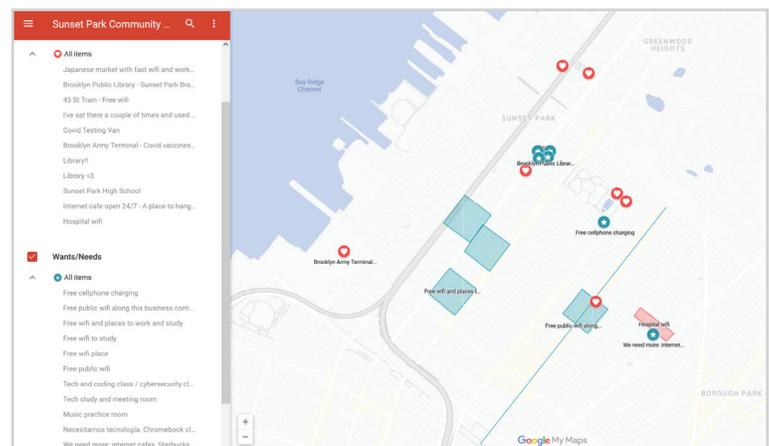
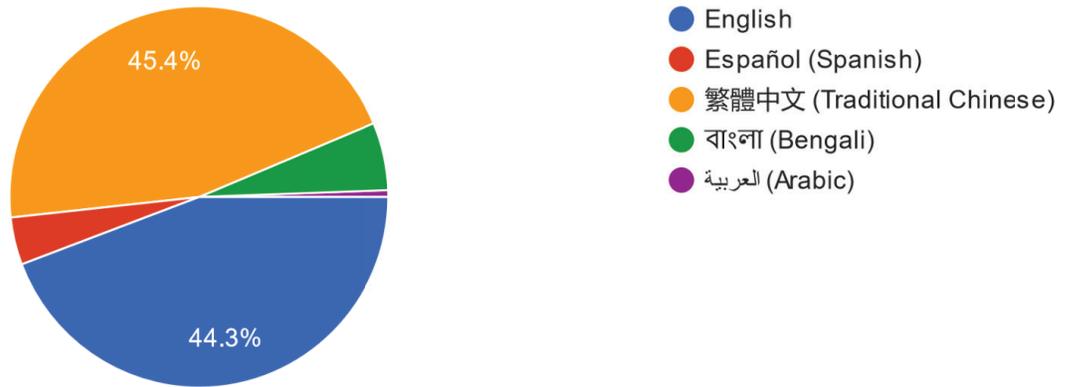


Figure A2: Screenshot of Community Mapping Board on Google My Maps

By the Charts

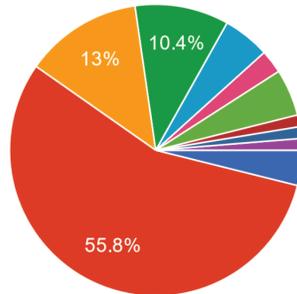
Surveys

Language:
174 responses



How effective is your Internet at home?

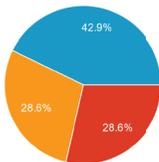
77 responses



- Good Connection - Subsidized Plan
- Good Connection - Average Plan
- Good Connection - Expensive Plan
- Good Connection - Data Plan
- Bad Connection - Subsidized Plan
- Bad Connection - Average Plan
- Bad Connection - Expensive Plan
- Bad Connection - Data Plan
- No, I only access internet outside of my home.
- Good connection (average) + bad connection (data plan)
- Have wireless internet - No cable

¿Cuán efectivo es su internet en casa?

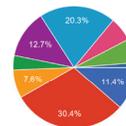
7 responses



- Buena conexión - Plan subsidiado
- Buena conexión - Plan promedio
- Buena conexión - Plan costoso
- Buena conexión - Plan de datos
- Mala conexión - Plan subsidiado
- Mala conexión - Plan promedio
- Mala conexión - Plan costoso
- Mala conexión - Plan de datos
- No, solo acceso fuera de casa

您家里的互联网效果如何?

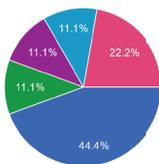
79 responses



- 连接稳定 - 补助计划
- 连接稳定 - 一般计划
- 连接稳定 - 高价计划
- 连接稳定 - 流量套餐
- 连接不稳定 - 补助计划
- 连接不稳定 - 一般计划
- 连接不稳定 - 高价计划
- 连接不稳定 - 流量套餐
- 没有, 我不在家里上网
- 网络不稳定

বাড়িতে আপনার ইন্টারনেট কতটা কার্যকর?

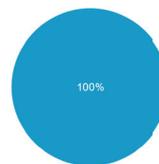
9 responses



- ভালো নেটওয়ার্ক - স্বল্প মূল্যের প্যাকেজ
- ভালো নেটওয়ার্ক - মিত্ৰিয়ম প্যাকেজ
- ভালো নেটওয়ার্ক - বায়বল প্যাকেজ
- ভালো নেটওয়ার্ক - ডেটা প্যাকেজ
- দুর্বল নেটওয়ার্ক - স্বল্প মূল্যের প্যাকেজ
- দুর্বল নেটওয়ার্ক - মিত্ৰিয়ম প্যাকেজ
- দুর্বল নেটওয়ার্ক - বায়বল প্যাকেজ
- দুর্বল নেটওয়ার্ক - ডেটা প্যাকেজ
- না, আমি শুধু বাড়ির বাইরে ইন্টারনেট ব্যবহার করি

ما مدى فعالية الإنترنت في المنزل؟

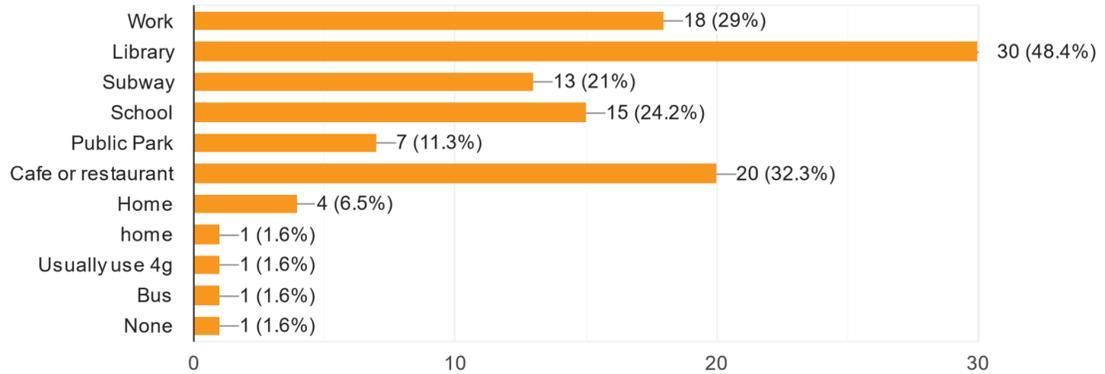
1 response



- الاتصال جيد - خطة متوسطة
- الاتصال جيد - خطة متوسطة
- الاتصال جيد - خطة باهظة الثمن
- الاتصال جيد - خطة بيانات
- الاتصال ضعيف - خطة متوسطة
- الاتصال ضعيف - خطة متوسطة
- الاتصال ضعيف - خطة باهظة الثمن
- الاتصال ضعيف - خطة بيانات
- لا أستخدم الإنترنت خارج المنزل فقط

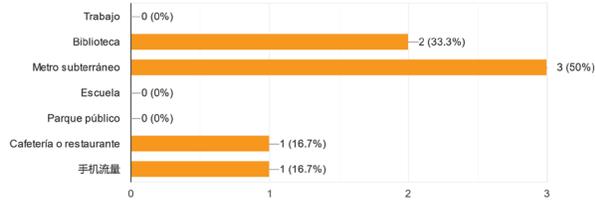
Where are the places in Sunset Park that you go to access the internet?

62 responses



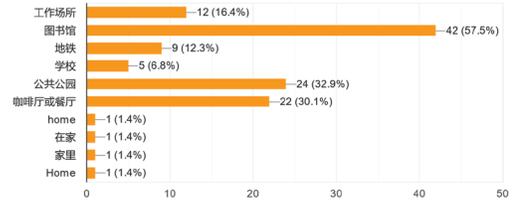
¿Dónde están los lugares en Sunset Park a los que va para acceder al internet?

6 responses



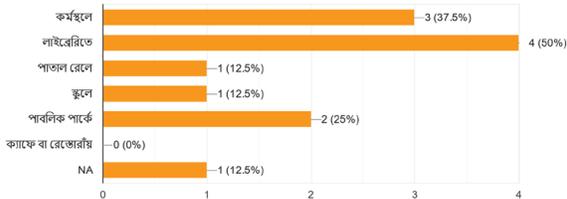
您会去 Sunset Park 的哪些地方上网?

73 responses



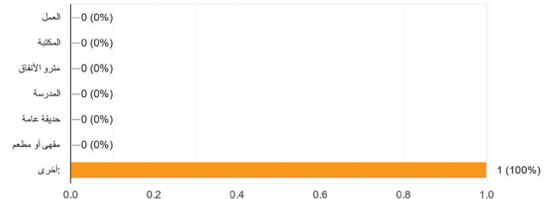
আপনি ইন্টারনেট নেটওয়ার্ক পেতে সানসেট পার্ক এর কোথায় যান?

8 responses



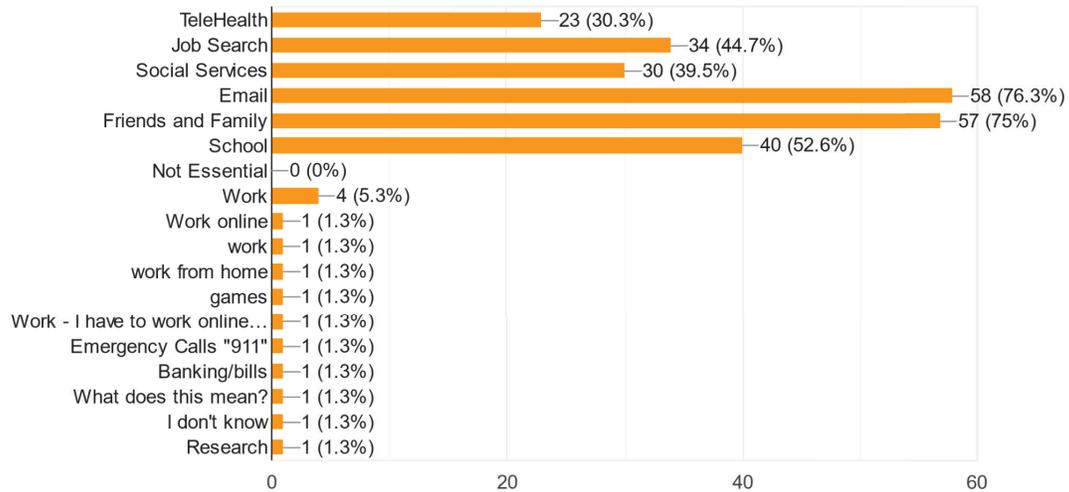
أين الأماكن التي تذهب إليها في صنست بارك للاتصال بالإنترنت؟

1 response



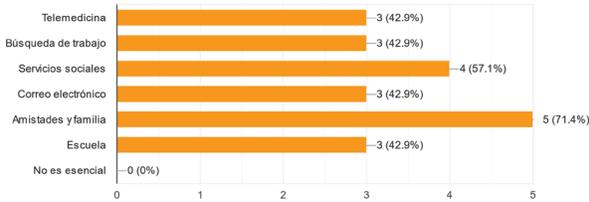
What makes the Internet essential for you?

76 responses



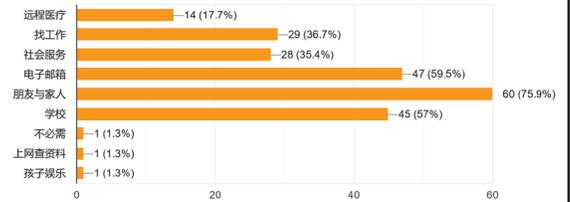
¿Qué hace del internet esencial para usted?

7 responses



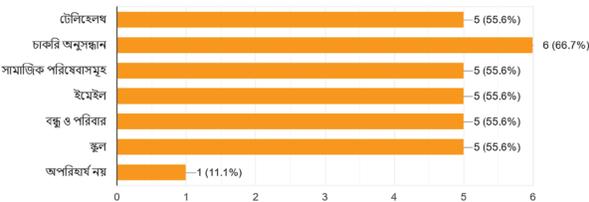
您必须使用互联网的原因是什么?

79 responses



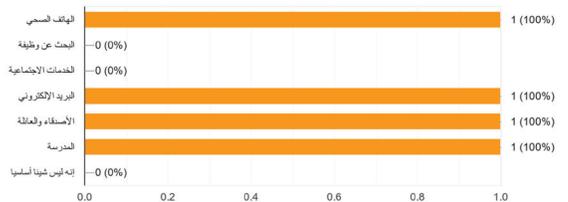
কী কারণে আপনার জন্য ইন্টারনেট অপরিহার্য বলে মনে করেন?

9 responses



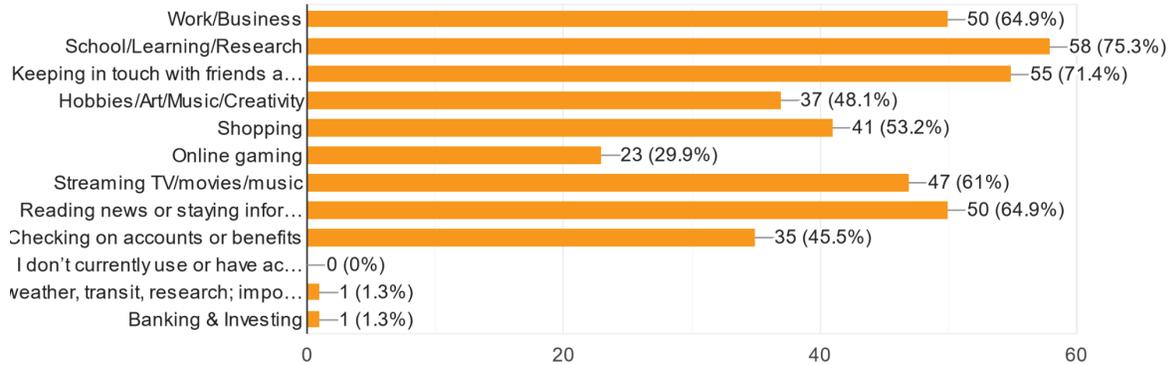
ما الذي يجعل الإنترنت شيئاً أساسياً بالنسبة لك؟

1 response



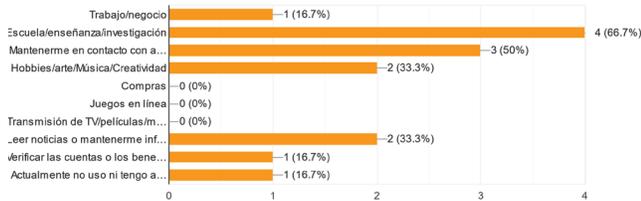
What do you spend most time doing on the Internet? Please check all that apply.

77 responses



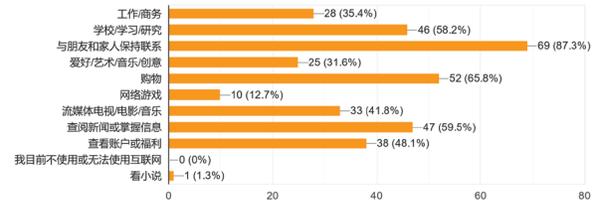
¿En qué pasa más tiempo en el internet? Marque todas las que apliquen.

6 responses



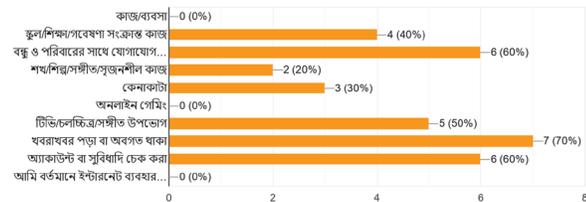
您大部分时间在互联网上做什么？请勾选所有适用的选项。

79 responses



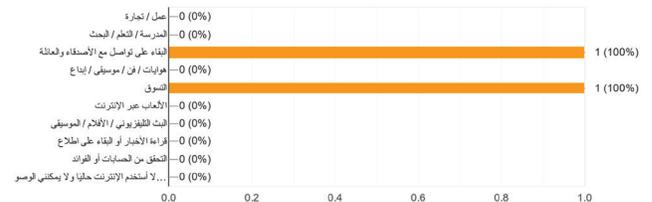
আপনি ইন্টারনেটে সবচেয়ে বেশি সময় ধরে কী কাজ করেন? প্রয়োজ্য সবগুলোতে টিক চিহ্ন দিন।

10 responses



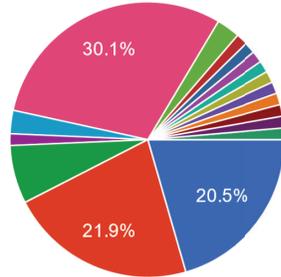
ماذا الذي تقضي معظم الوقت في فعله على الإنترنت؟ يرجى اختيار كل ما ينطبق.

1 response



What concerns you most about getting online?

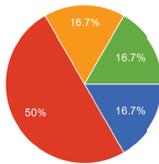
73 responses



- Safety (online predators)
- Cost (access is too expensive)
- Language (lack of linguistic diversity)
- Availability (no available access)
- Confusing (difficult to find what I'm loo...)
- Guidance (need guidance or support)
- No Concerns (I'm comfortable with get...)
- All
- Privacy
- Safety, Cost, Availability, Confusing
- Safety & availability
- Safety, cost, availability, confusing, gui...
- safety & availability
- safety, cost, availability, guidance
- safety, language, availability
- Safety & Cost
- Safety & cost
- Safety, cost, confusing, guidance

¿Qué le preocupa más de estar en línea?

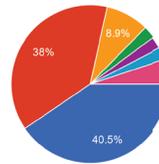
6 responses



- La seguridad (los predadores en línea)
- El costo (el acceso es muy costoso)
- El lenguaje (falta de diversidad lingüística)
- Disponibilidad (sin acceso disponible)
- Confusión (difícil de encontrar lo que busco)
- Orientación (necesito orientación o re...)
- Sin preocupaciones (estoy cómodo(a))...
- La seguridad, el costo, confusión, y or...

您上网时最担心什么?

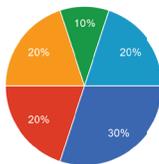
79 responses



- 安全 (网络掠夺者)
- 费用 (使用价格太贵)
- 语言 (语言缺乏多样性)
- 可用性 (无可用使用渠道)
- 令人困惑 (很难找到我要找的东西)
- 指导 (需要指导或支持)
- 没有担心 (我用互联网用得最舒服)

অনলাইন প্রসঙ্গটি আসলে কোন বিষয়টি আপনাকে সবচেয়ে বেশি ভাবিয়ে তোলে?

10 responses



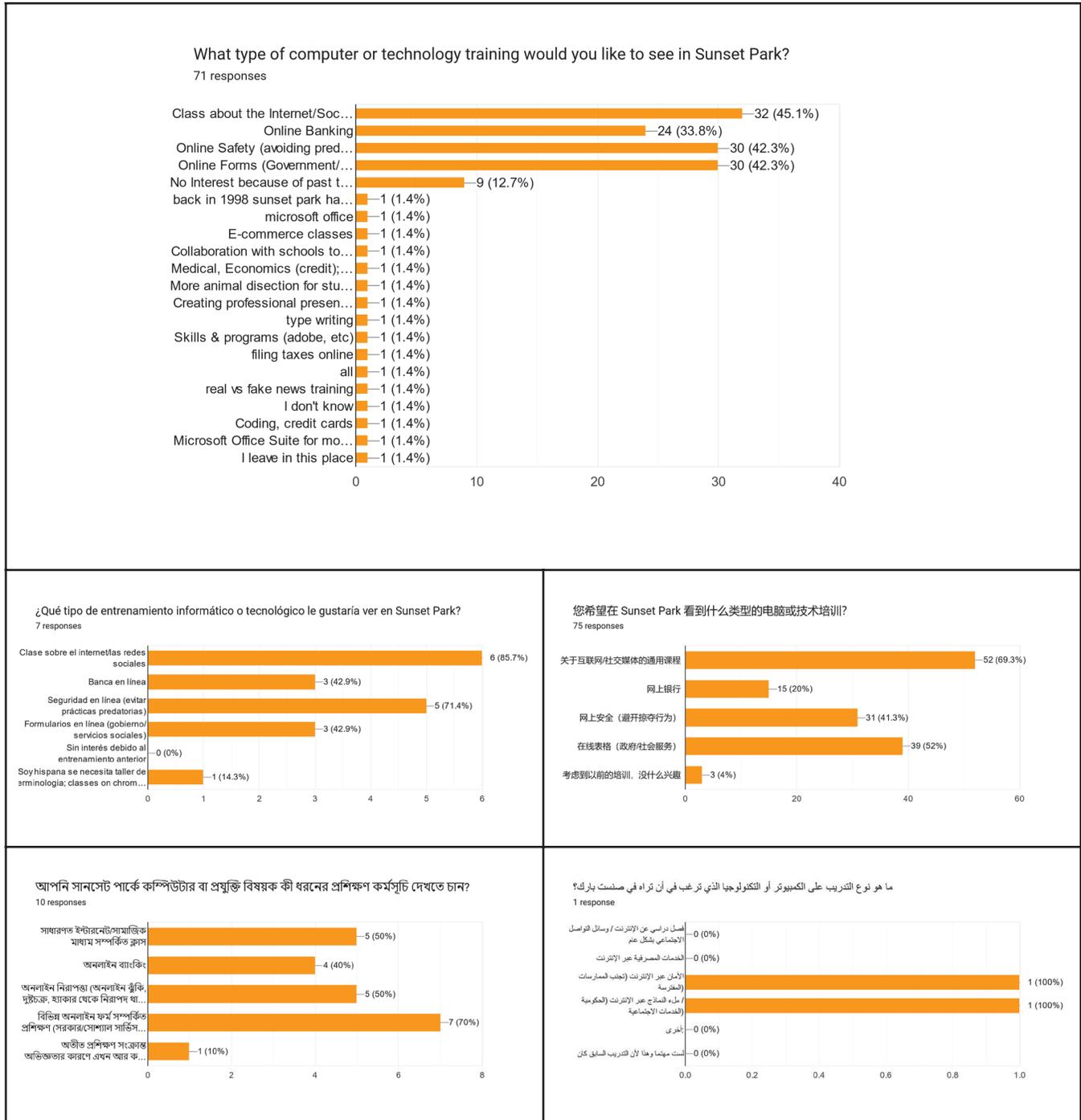
- নিরাপত্তা (অনলাইন ঝুঁকি, দুর্ভিক্ষ, হ্যাকার ইত্যাদি)
- খরচ (ইন্টারনেট খুবই ব্যয়বহন)
- ভাষা (ভাষা দক্ষতার অভাব)
- নেটওয়ার্ক (ইন্টারনেট নেটওয়ার্ক না পাওয়া)
- বিকল্প (আমার যা প্রয়োজন তা খুঁজে বের করা দুর্ভিক্ষ)
- সহায়তা (নির্দেশনা বা সহায়তা প্রয়োজন)
- কোনো উদ্বেগ নেই (আমি ভাগ্যবশত ইন্টারনেট ব্যবহার করতে পারছি, আমার...)

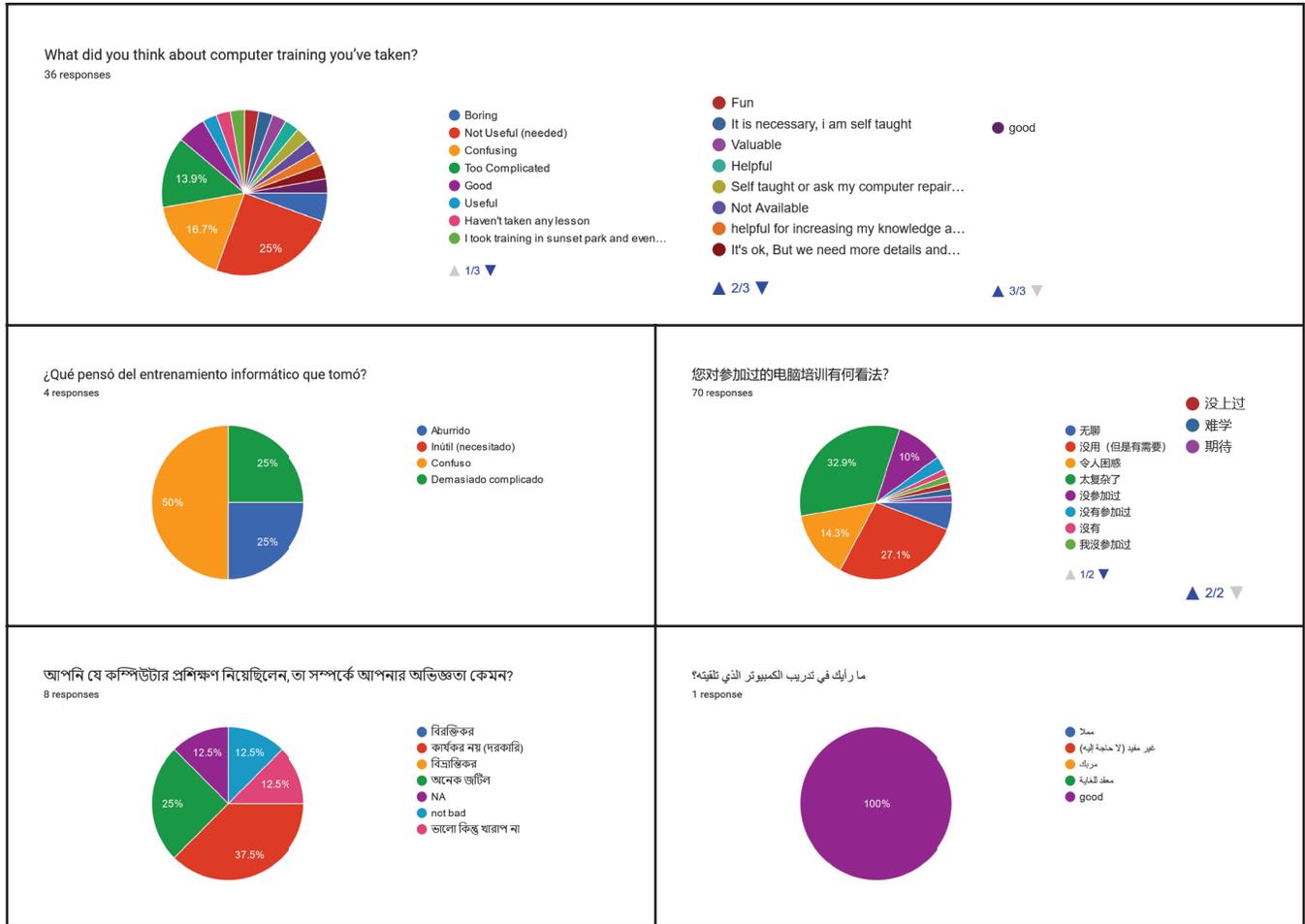
ما أكثر ما يقلق بشأن الاتصال بالإنترنت؟

1 response



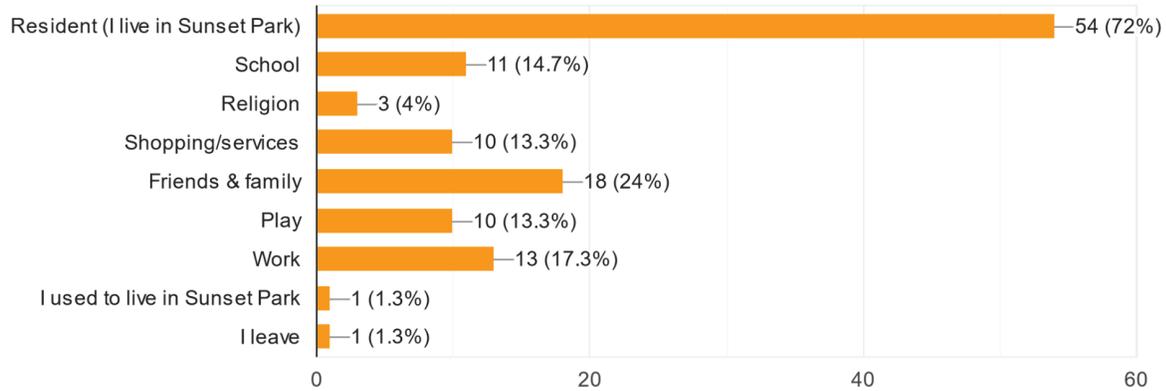
- الأمن (المستبدون عبر الإنترنت)
- التكلفة (الاتصال مكلف للغاية)
- اللغة (نقص التنوع اللغوي)
- الإتاحة (لا يوجد وصول متاح)
- صعب (صعب العثور على ما أبحث عنه)
- التوجيه (بحاجة التوجيه أو الدعم)
- لا توجد مخاوف لدي (أنا أستخدم الإنترنت بأريحية)





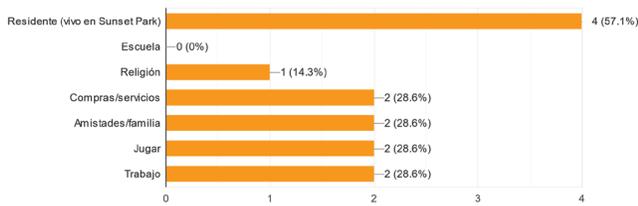
What regularly brings you to Sunset Park?

75 responses



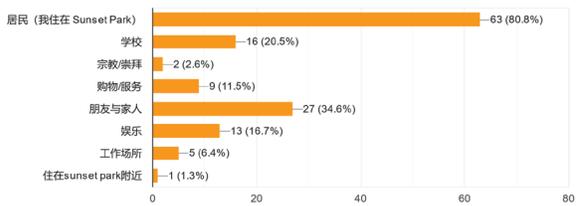
¿Qué le trae con regularidad a Sunset Park?

7 responses



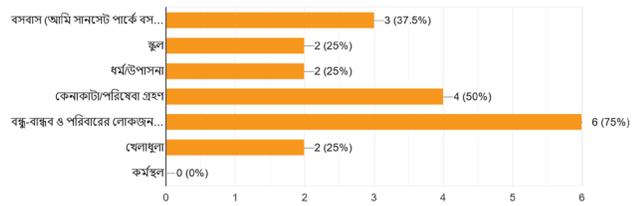
您为什么经常来 Sunset Park?

78 responses



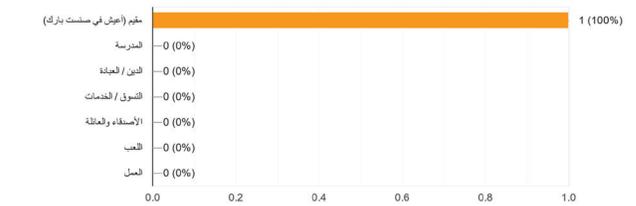
আপনি নিচের কোন প্রয়োজনে নিয়মিত সানসেট পার্কে আসেন

8 responses



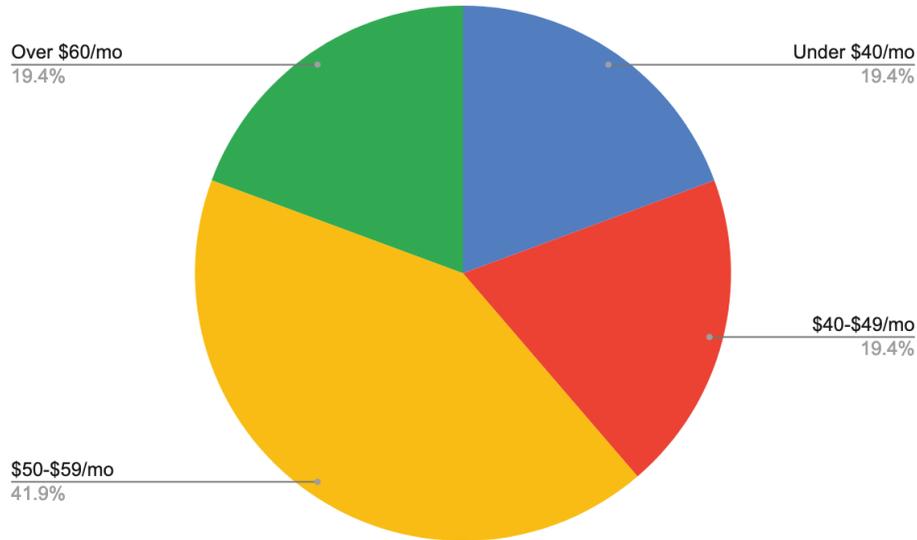
ما الذي يأتي بك بانتظام إلى صفتيت بارك؟

1 response



Internet Plan Pricing

Minimum monthly prices for internet service in a given census tract across Sunset Park.



Sunset Park Non-Profit Organizations

Number and types of non-profit organizations in Sunset Park (data source: 2020 IRS Business Master File, Exempt Organizations)

Non-profit Organizations in Sunset Park

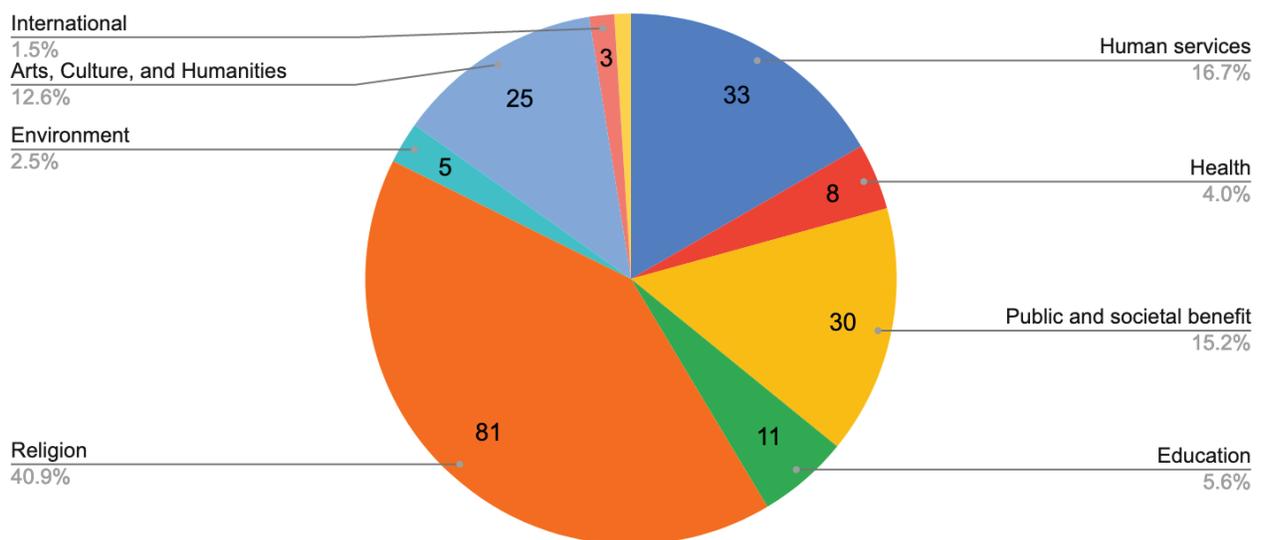
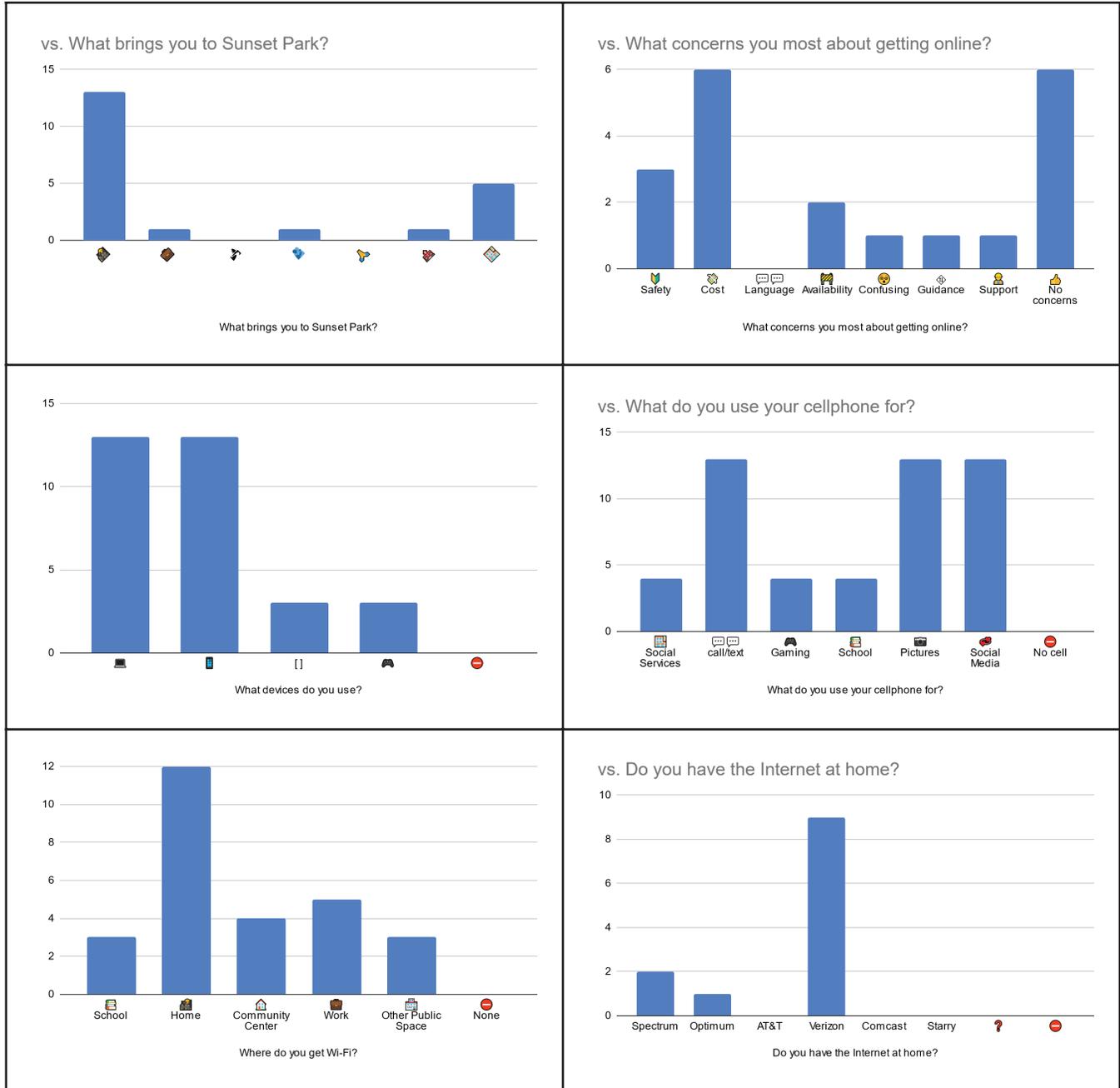
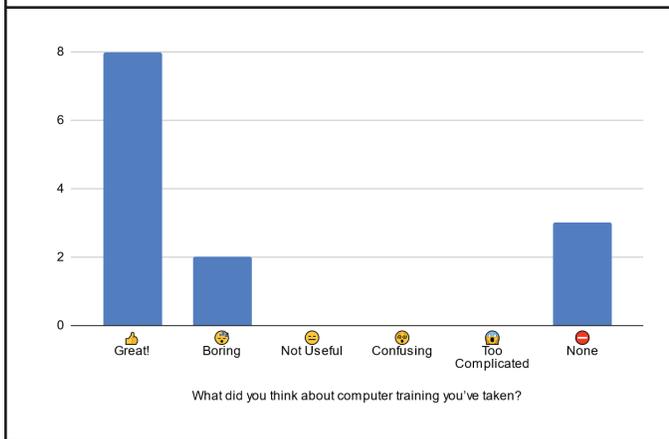
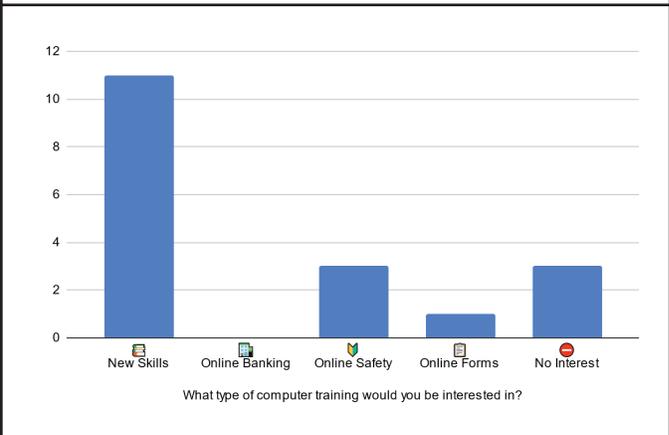
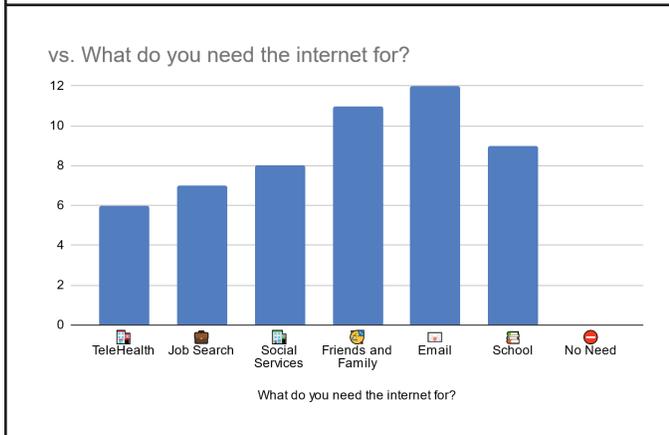
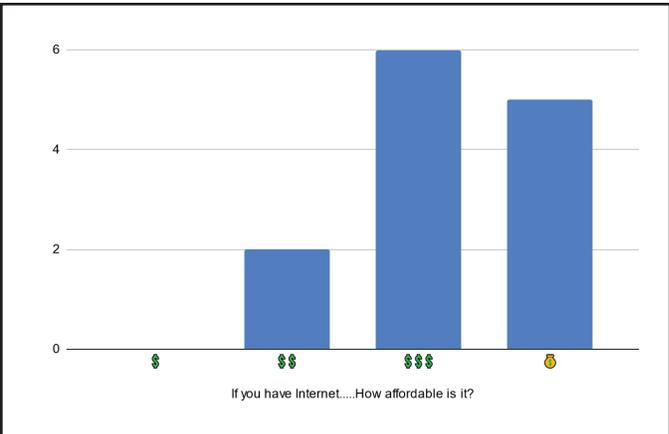
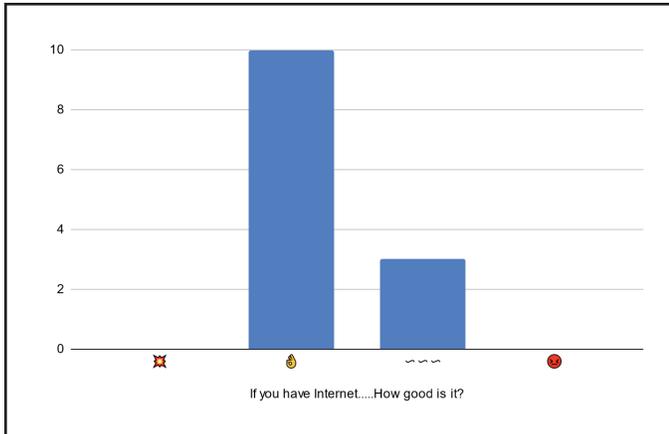


Table Exercises

These are the charting of the raw data collated from the table exercises.



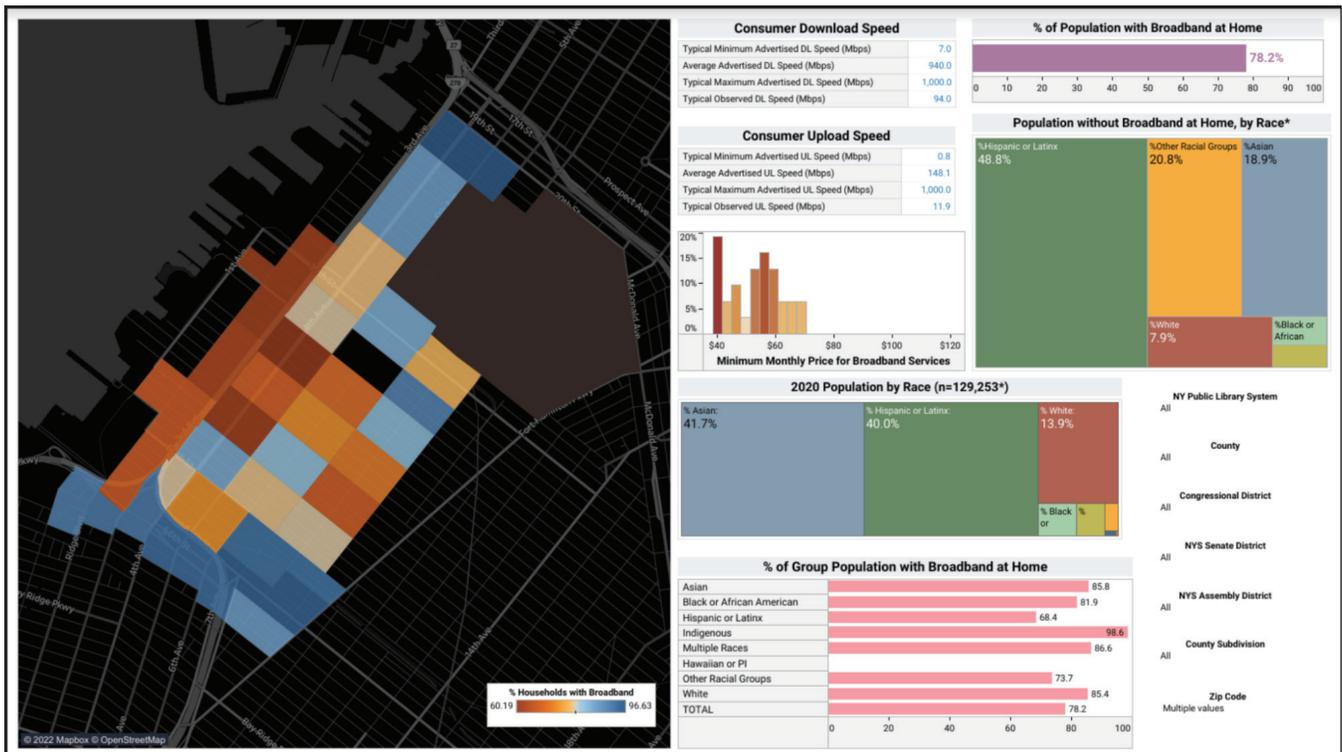


By the Maps

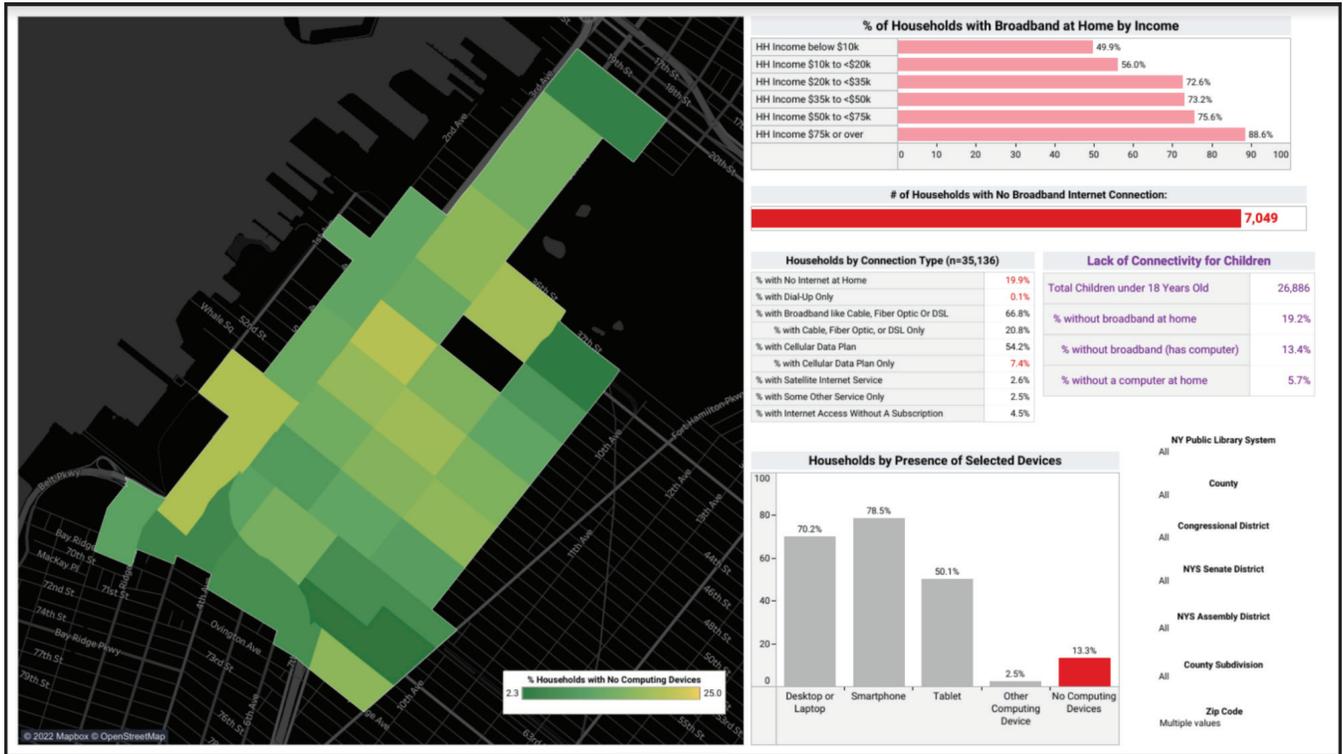
Asset Mapping - Maps

These maps are generated from the [New York State Digital Equity Portal](#).

Map of % of households with broadband, as well as key metrics on upload/download speeds and prices, as well as connectivity by race.



Map of % of households with no computing devices as well as key metrics on income, connection type, devices, and connectivity for children.



By the Org

Asset Mapping - Non-Profit Organizations in Sunset Park

These are the local non-profit organizations generated from the census data by the [New York State Digital Equity Portal](#). It will also be shared as an editable spreadsheet for the Coalition’s vetting.

Name	Address	Zip Code	General Organization Type	Description	Description 2
501 SEE STREETS INC	270 68 STREET	11220	Public and societal benefit	Civic and Social Organizations	Community Improvement, Capacity Building
64TH STREET COMMUNITY GARDEN	368 63RD STREET	11220	Environment	Civic and Social Organizations	Environmental Quality, Protection, and Beautification
64TH STREET COMMUNITY GARDEN	368 63RD STREET	11220	Environment	Civic and Social Organizations	Environmental Quality, Protection, and Beautification
68TH PRECINCT YOUTH COUNCIL INC	333 65TH ST	11220	Human services	Youth Development	Child and Youth Services
A FORUM FOR L I F E INC	216 WAKEMAN PL	11220	Human services	Emergency and Other Relief Services	Public Safety
ACADEMY OF MEDICAL AND PUBLIC HEALTH SERVICES	5306 THIRD AVENUE SECOND FLOOR	11220	Health	Health	All Other Miscellaneous Ambulatory Health Care Services
ALIANZA CUSP	204 25TH STREET	11232	Public and societal benefit	Community Improvement, Capacity Building	
ALTRUISTS CORPORATION	469 61ST ST	11220	Education	Education	Educational Support Services
AMAZING CHURCH OF GOD INC	651 47TH STREET 1FL	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
AMERICAN BUDDHIST ASSOCIATION PU TUO TEMPLE INC	880 52ND ST	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
AMERICAN LEGION	820 49TH ST	11220	Public and societal benefit	Civic and Social Organizations	Public, Society Benefit - Multipurpose and Other
ANSWERING BASIC CHALLENGES OF REINTEGRATION INC	2010 2ND AVE	11232	Public and societal benefit	Civil Rights, Social Action, Advocacy	
AREKIND INC	3924 3RD AVE	11232	International	International, Foreign Affairs, and National Security	Human Rights Organizations
ARTOPOLIS DEVELOPMENT	431 45TH ST	11220	Arts, Culture, and Humanities	Arts, culture, and humanities	

Name	Address	Zip Code	General Organization Type	Description	Description 2
ARTS IN THE ARMED FORCES INC	220 36TH STREET B520	11232	Public and societal benefit	Civic and Social Organizations	Public, Society Benefit - Multipurpose and Other
ASIAN AMERICAN COMMUNITY EMPOWERMENT INC	618 62ND ST	11220	Public and societal benefit	Civic and Social Organizations	Community Improvement, Capacity Building
ASIAN-AMERICAN WOMEN EMPOWERMENT INC	620 62ND ST 2ND FL	11220	Public and societal benefit	Civil Rights, Social Action, Advocacy	
ATLAS DIY CORPORATION	462 36TH STREET	11232	Human services	Human Services - Multipurpose and Other	
AVATAMSAKA BUDDHIST ASSOCIATION OF AMERICA	861 61ST ST	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
BAY RIDGE HIGH SCHOOL ALUMNAE ASSOCIATION	350 67TH ST	11220	Education	Education	Civic and Social Organizations
BAY RIDGE HIGH SCHOOL ALUMNAE ASSOCIATION	350 67TH ST	11220	Education	Education	Civic and Social Organizations
BEHAVIORAL INTERVENTION CONSULTATION SERVICES	476 48TH STREET 4TH FLOOR	11220	Health	Mental Health, Crisis Intervention	
BEN BAY KIWANIS FOUNDATION INC	160 21ST ST	11232	Public and societal benefit	Civic and Social Organizations	Community Improvement, Capacity Building
BETHEL GUJARATI CHURCH INC	759 46TH ST APT 7C	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
BROOKLYN CHINESE-AMERICAN ASSOCIATION INC	5002 8TH AVE	11220	Human services	Human Services - Multipurpose and Other	Services for the Elderly and Persons with Disabilities
BROOKLYN COMMUNITY & YOUTH ASSOCIATION INC	4304 8TH AVE	11232	Public and societal benefit	Civic and Social Organizations	Community Improvement, Capacity Building
BROOKLYN CULTURAL CENTER OF NEW YORK	675 4TH AVE	11232	Education	Education	Elementary and Secondary Schools
BROOKLYN EIGHTH AVENUE COMMUNITY IMPROVEMENT ASSOCIATION INC	720 57TH STREET ROOM BSMT	11220	Public and societal benefit	Civic and Social Organizations	Community Improvement, Capacity Building
BROOKLYN FC	4024 6TH AVE	11232	Human services	Recreation, Sports, Leisure, Athletics	
BROOKLYN GRACE GOSPEL CHURCH INC	733 44TH ST	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
BROOKLYN KOREAN BRETHREN CHURCH	352 60TH ST 6	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
BROOKLYN KOREAN BRETHREN CHURCH	352 60TH ST 6	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
BROOKLYN ON FUN ASSOCIATION USA INC	5615 8TH AVE	11220	Public and societal benefit	Civic and Social Organizations	Community Improvement, Capacity Building

Name	Address	Zip Code	General Organization Type	Description	Description 2
BUDDHIST PEACEFUL ENLIGHTENMENT INC	4516 7TH AVE	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
CASA ALEGRE CULTURAL ACTIVITY CENTER INC	320 50TH ST	11220	Human services	Recreation, Sports, Leisure, Athletics	Fitness and Recreational Sports Centers
CAT REPUBLIC INC	814 44TH ST APT 3C	11220	Environment	Animal-Related	
CHILDREN OF THE CITY INC	740 40TH ST	11232	Religion	Religious Organizations	Religion Related, Spiritual Development
CHIMERICA WOMEN ASSOCIATION INC	778 48TH ST APT 2	11220	Public and societal benefit	Civil Rights, Social Action, Advocacy	
CHINATOWN OUTREACH MINISTRY	535 - 56 STREET	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
CHINESE CHRISTIAN CHURCH OF GRACE	5804 6TH AVE	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
CHINESE CHRISTIAN CHURCH OF GRACE	5804 6TH AVE	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
CHINESE KINDNESS FOUNDATION INC	878 60TH STREET 5FL	11220	Arts, Culture, and Humanities	Arts, Culture, and Humanities	
CHRISTIAN CHURCH LIGHT OF THE WORLD INC	315 48TH STREET	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
CHRISTIAN CHURCH REHOBOTH INC IGLESIA CRISTIANA REHOBOTH INC	709 4TH AVE	11232	Religion	Religious Organizations	Religion Related, Spiritual Development
CHURCH OF GOD AND SAINTS OF CHRIST	558 48TH ST	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
CHURCH OF GOD OF FOURTH AVENUE	3908 4TH AVE	11232	Religion	Religious Organizations	Religion Related, Spiritual Development
CHURCH OF MERCY	735 43RD ST	11232	Religion	Religious Organizations	Religion Related, Spiritual Development
CHURCH OF THE REDEEMER	4717 7TH AVE	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
CITY OF GRACE MINISTRIES	724 60TH STREET	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
CONCERTS ON THE SLOPE INC	5420 6TH AVE	11220	Arts, Culture, and Humanities	Arts, Culture, and Humanities	Musical Groups and Artists
CONGREGATION NIAYER BAI HAMEDRASH	848 44TH ST	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
CONG EZRA VCHESD MISHNAS YAKOV	863 47TH ST	11220	Religion	Religious Organizations	Religion Related, Spiritual Development

Name	Address	Zip Code	General Organization Type	Description	Description 2
CONG RAMAT-NAOTH YERUSHALYIM INC	1856 7TH STREET	11232	Religion	Religious Organizations	Religion Related, Spiritual Development
CONGREGATION AGUDATH ACHIM TALMUD TORAH OF BAY RIDGE	867 50TH ST	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
CONGREGATION HEICHAL HAKODESH	851 47TH ST	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
CONGREGATION OHR CHAIM	262 56TH ST	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
DAFNONAS SOCIETY INC	6730 5TH AVE	11220	Public and societal benefit	Philanthropy, Voluntarism, and Grantmaking Foundations	Other Grantmaking and Giving Services
DAMASCUS CHRISTIAN CHURCH THE NEW LIFE INC	211 21ST ST 13	11232	Religion	Religious Organizations	Religion Related, Spiritual Development
DISCIPLESHIP INC	5220 4TH AVE	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
DOUEK FAMILY FOUNDATION INC	140 58TH STREET BLD A SUITE 7K	11220	Public and societal benefit	Philanthropy, Voluntarism, and Grantmaking Foundations	Grantmaking Foundations
EL CORO CAMINANDO HACIA JESUS	575 52ND ST	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
EL CORO CAMINANDO HACIA JESUS	575 52ND ST	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
EMMANUEL PENTECOSTAL TEMPLE INC	359 55TH ST	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
ETERNAL WORSHIP MORALITY TRUTH BUDDHISM DISSEMINATION ASSOCIATION	734 54TH ST	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
EXPERIMENTS IN OPERA	205 23RD ST	11232	Arts, Culture, and Humanities	Arts, Culture, and Humanities	
EZRAS CHOLIM AMAMIT	854 47TH ST	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
FA YI CHONG DE HUI ASSOCIATION INC	702 54TH ST APT 1B	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
FAITH HOPE LOVE ASSEMBLY OF GOD	809 44TH ST	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
FINANCIAL CLINIC	254 36TH ST UNIT 16 STE B321	11232	Human services	Human Services - Multipurpose and Other	Other Individual and Family Services

Name	Address	Zip Code	General Organization Type	Description	Description 2
GIVING FOR LIVING INTERNATIONAL INC	251 53RD ST	11220	Public and societal benefit	Philanthropy, Voluntarism, and Grantmaking Foundations	Grantmaking Foundations
GRACE CHINESE ALLIANCE CHURCH OF CHRISTIAN AND MISSIONARY ALLIANCE	5623 7TH AVE	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
GRACE CHINESE BAPTIST CHURCH INC	5224 6TH AVE	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
GREEN GENERATIONS	536 44TH ST APT 3	11220	Human services	Civic and Social Organizations	Youth Development
GUANYIN CITTA INC	4619 8TH AVENUE	11220	Human services	Human Services - Multipurpose and Other	
GUJRATI CHRISTIAN CHURCH	4809 6TH AVE 2ND FLR	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
HASC DIAGNOSTIC & TREATMENT CENTER INC	5601 1ST AVE	11220	Health	Mental Health, Crisis Intervention	Outpatient Mental Health and Substance Abuse Centers
HOMEFIRST LHCSA INC	6323 SEVENTH AVENUE	11220	Human services	Housing, Shelter	
HOUSE OF PRAYER INC	4602 3RD AVE	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
IGLESIA CARISMATICA CASA DE ORACION INC	199 33RD ST A	11232	Religion	Religious Organizations	Religion Related, Spiritual Development
IGLESIA CRISTIANA UN NUEVO COMIENZO	565 40TH ST	11232	Religion	Religious Organizations	Religion Related, Spiritual Development
IGLESIA DE CRISTO INC	714 4TH AVE	11232	Religion	Religious Organizations	Religion Related, Spiritual Development
IGLESIA DE DIOS ISRAELITA INC	712 4TH AVE APT 1	11232	Religion	Religious Organizations	Religion Related, Spiritual Development
IGLESIA DE DIOS PENTECOSTAL ALFA & OMEGA INC	4109 7TH AVE	11232	Religion	Religious Organizations	Religion Related, Spiritual Development
IGLESIA EVANGELICA PRINCIPE DE PAZ	752 44TH ST	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
IGLESIA PENTECOSTAL CAMINO AL CIELO-SOL DE JUSTICIA	6120 3RD AVE	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
IGLESIA PENTECOSTAL CE JESUCRISTO NUEVA VIDA INC	5010 3RD AVE	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
IGLESIA PENTECOSTAL DE JESUCRISTO EL BUEN SAMARITANO	4510 3RD AVE	11220	Religion	Religious Organizations	Religion Related, Spiritual Development

Name	Address	Zip Code	General Organization Type	Description	Description 2
IGLESIA PENTECOSTAL DE JESUCRISTO EN CRISTO SOMOS UNO INC	4308 3RD AVE	11232	Religion	Religious Organizations	Religion Related, Spiritual Development
IGLESIA PENTECOSTAL EL CAMINO	416 46TH ST	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
IGLESIA PENTECOSTAL LA PIEDRA VIVA	711 57TH ST	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
IGLESIA PENTECOSTAL LA VID VERDADERA INC	5703 5TH AVE	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
IMMIGRANT HOPE	6501 6TH AVE	11220	Human services	Services for the Elderly and Persons with Disabilities	Human Services - Multipurpose and Other
IMMIGRANT HOPE	6501 6TH AVE	11220	Human services	Human Services - Multipurpose and Other	Services for the Elderly and Persons with Disabilities
INSTITUTE FOR RELEASING INITIATIVE	191 22ND ST	11232	Arts, Culture, and Humanities	Arts, Culture, and Humanities	Musical Groups and Artists
INTERNATIONAL LONGSHOREMENS ASSOCIATION	219 51ST ST	11220	Human services	Labor Unions and Similar Labor Organizations	Employment, Job Related
JUAN NEUMANN CENTER	545 60TH ST	11220	Education	Education	All Other Miscellaneous Schools and Instruction
KAMUSI PROJECT USA	605 41ST ST APT H	11232	International	International, Foreign Affairs, and National Security	Educational Support Services
KIJABE FOREST TRUST USA INCORPORATED	466 45 STREET - 3RD FLOOR	11220	Environment	Environmental Quality, Protection, and Beautification	Environment, Conservation and Wildlife Organizations
KNIGHTS OF COLUMBUS	526 59TH ST	11220	Mutual benefit	Mutual/ Membership Benefit Organizations, Other	Civic and Social Organizations
KOLEL CHAYA OLEM INC	862 47TH ST	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
KUPAS EZRAH SHOMRIE CHESED	240 52ND ST	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
LA IGLESIA CRISTIANA PENTECOSTAL	766 41ST ST 1ST FLOOR	11232	Religion	Religious Organizations	Religion Related, Spiritual Development
LAST CHANCE FOR THE DESPERATE INC	816-45TH ST APT 1	11220	Human services	Human Services - Multipurpose and Other	Services for the Elderly and Persons with Disabilities
LATIN UNITED OF BROOKLYN LEAGUE INC	5914 5 AVE	11220	Human services	Recreation, Sports, Leisure, Athletics	
LIGA DE FUTBOL LIBERTAD CORP	348 60TH STREET SUITE 1	11220	Human services	Recreation, Sports, Leisure, Athletics	All Other Amusement and Recreation Industries

Name	Address	Zip Code	General Organization Type	Description	Description 2
LIGA DE FUTBOL LIBERTAD CORP	348 60TH STREET SUITE 1	11220	Human services	Recreation, Sports, Leisure, Athletics	All Other Amusement and Recreation Industries
LIGHT & LOVE HOME INC	812 54TH STREET 5TH FLOOR	11220	Public and societal benefit	Civic and Social Organizations	Public, Society Benefit - Multipurpose and Other
LIGHT WORLD INTERNATIONAL KINGS CORP	714 61ST STREET 2ND FLOOR	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
LUTHERAN AUGUSTANA CENTER FOR EXTENDED CARE AND REHABILITATION	5434 2ND AVE	11220	Health	Health	Nursing Care Facilities (Skilled Nursing Facilities)
LUTHERAN MEDICAL CENTER COMMUNITY FOUNDATION INC	150 55TH ST	11220	Health	Mental Health, Crisis Intervention	Outpatient Mental Health and Substance Abuse Centers
MADAT ASSOCIATION INC	164 20TH ST STE 2D	11232	Arts, Culture, and Humanities	Arts, Culture, and Humanities	
MARGARITAS BREAST AND CERVICAL CANCER SURVIVORS SUPPORT GROUP INC	274 43RD ST	11232	Health	Voluntary Health Organizations	Diseases, Disorders, Medical Disciplines
MARIEN-HEIM OF SUNSET PARK	4520 4TH AVE	11220	Human services	Housing, Shelter	Assisted Living Facilities for the Elderly
MAZII LEARNING CENTER INC	204 62ND ST	11220	Education	Education	All Other Miscellaneous Schools and Instruction
MESORAH HERITAGE FOUNDATION	4401 2ND AVE	11232	Arts, Culture, and Humanities	Arts, culture, and humanities	Research and Development in the Social Sciences and Humanities
MINNAN ASSOCIATION OF EASTERN USA INC	749 60TH STREET 2ND FLOOR	11220	Arts, Culture, and Humanities	Arts, Culture, and Humanities	
MIRSARAI ASSOCIATION USA INC	684 4TH AVE	11232	Public and societal benefit	Civic and Social Organizations	Community Improvement, Capacity Building
MISSION CHURCH	5123 7TH AVE	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
MIXTECA ORGANIZATION INC	245 23RD ST	11232	Human services	Human Services - Multipurpose and Other	Services for the Elderly and Persons with Disabilities
MUSLIM COMMUNITY CENTER OF NEW YORK CITY INC	5218 3RD AVE	11220	Religion	Religion Related, Spiritual Development	
NAN TIAN ZHAO TIAN JUN ASSOCIATION INC	4618 7TH AVE 1ST FLOOR	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
NARS FOUNDATION INC	201 46TH ST 4TH FL	11220	Arts, Culture, and Humanities	Arts, culture, and humanities	

Name	Address	Zip Code	General Organization Type	Description	Description 2
NEW YORK ASIAN AMERICANS UNITED INC	762 59TH ST STE 4	11220	Mutual benefit	Civic and Social Organizations	Mutual/ Membership Benefit Organizations, Other
NEW YORK CITY CHURCH OF GOD INC	812 54TH ST STE 4	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
NEW YORK DANCE ENSEMBLE FOR CULTURAL AND CIVIC ENRICHMENT INC	156 23RD ST	11232	Arts, Culture, and Humanities	Arts, culture, and humanities	Dance Companies
NEW YORK STATE ASSOCIATION OF TOBACCO AND CANDY DISTRIBUTORS INC	5402 3RD AVE 1	11220	Health	Voluntary Health Organizations	Diseases, Disorders, Medical Disciplines
NEW YORK TAO TEH BENEVOLENT ASSOCIATION OF AMERICA LTD	6005 8TH AVE	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
NORTH AMERICA BUDDHIST ASSOCIATION	5101 8TH AVE STE 3F	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
NORTH AMERICA BUDDHIST SOCIETY	426 60TH ST	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
NY LOTUS LIGHT ASSOCIATION	826 64TH ST FLR 3	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
NY SANATAN SHIVA MANDIR INC	140 20TH ST	11232	Religion	Religious Organizations	Religion Related, Spiritual Development
OUR LADY OF PERPETUAL HELP CATHOLIC ACADEMY OF BROOKLYN	5902 6TH AVE	11220	Education	Education	Elementary and Secondary Schools
OVERCOMING CHURCH	6113 4TH AVE	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
PARA MUJERES EMPRENDEDORAS INC	474 54TH ST	11220	Human services	Human Services - Multipurpose and Other	
PARENT-CHILD RELATIONSHIP ASSOCIATION INC	6724 8TH AVE	11220	Arts, Culture, and Humanities	Arts, culture, and humanities	
PENTECOSTAL ASSEMBLY	320 47TH ST	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
PENTECOSTAL CHURCH OF JERICHO INC	5622 THIRD AVE	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
PENTECOSTAL EVANGELIST CHURCH INC	415-53RD ST	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
POETRY SOCIETY OF NEW YORK INC	732 4TH AVE APT 1	11232	Arts, Culture, and Humanities	Arts, culture, and humanities	
PS 516 PTA CORP	4222 4TH AVE	11232	Education	Education	
PS24 PTA	427 38TH ST	11232	Education	Education	

Name	Address	Zip Code	General Organization Type	Description	Description 2
RADIO LA GLORIA ES DE DIOS	4621 4TH AVE	11220	Arts, Culture, and Humanities	Arts, Culture, and Humanities	
RARE EARTH VIBRATION ASSOCIATION INC	437 36TH ST	11232	Arts, Culture, and Humanities	Arts, Culture, and Humanities	
RBH CENTER INC	630 55TH STREET	11220	Arts, Culture, and Humanities	Arts, Culture, and Humanities	
REC FOUNDATION	445 50TH ST	11220	Arts, Culture, and Humanities	Arts, culture, and humanities	Motion Picture and Video Production
RESOURCE TRAINING CENTER INC	449 39TH ST	11232	Human services	Employment, Job Related	
RISING EARTH HUMAN IMPACT EDUCATION INC	647 41ST ST	11232	Environment	Environmental Quality, Protection, and Beautification	
SALEM GOSPEL TABERNACLE	5324 4TH AVE	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
SAN RAFAEL - PUERTO RICO RELIEF INC	350 65TH STREET	11220	Human services	Public Safety	
SANDBOX PERCUSSION INC	169 54TH ST STE 6	11220	Arts, Culture, and Humanities	Arts, Culture, and Humanities	
SAYO INC	248 50TH ST	11220	Human services	Recreation, Sports, Leisure, Athletics	All Other Amusement and Recreation Industries
SC GJOA YOUTH SOCCER INC	850 62ND ST	11220	Human services	Civic and Social Organizations	All Other Amusement and Recreation Industries
SCREEN AMERICA INC	811 5TH AVE APT 202	11232	Arts, Culture, and Humanities	Arts, Culture, and Humanities	
SCREEN AMERICA INC	811 5TH AVE APT 202	11232	Arts, Culture, and Humanities	Arts, Culture, and Humanities	
SECOND CHURCH OF THE EVANGELICAL ASSOCIATION OF NORTH AMERICA	5201 8TH AVE	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
SHANG SHENG TEMPLE INC	5620 7TH AVE	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
SHOLEM AND RACHEL FOUNDATION	164 20TH ST	11232	Public and societal benefit	Philanthropy, Voluntarism, and Grantmaking Foundations	
SHRI RAMA-KRISHNA MANDIR OF NORTH AMERICA HINDU DHARMIC SABHA	561 39TH ST	11232	Religion	Religious Organizations	Religion Related, Spiritual Development
SINO - AMERICA NEW YORK BROOKLYN ARCHWAY ASSOCIATION CORP	5802 7TH AVE	11220	Arts, Culture, and Humanities	Arts, culture, and humanities	
SMART CHILDRENS LEARNING CENTER INC	519 53RD ST APT 1	11220	Education	Education	Educational Support Services
SOCIETY OF OLD BROOKLYNITES	4024 3RD AVE	11232	Arts, Culture, and Humanities	Arts, culture, and humanities	Historical Sites

Name	Address	Zip Code	General Organization Type	Description	Description 2
SOUTHWEST BROOKLYN INDUSTRIAL DEVELOPMENT CORPORATION	241 41ST STREET	11232	Public and societal benefit	Community Improvement, Capacity Building	Business Associations
ST AGATHA CATHOLIC ACADEMY	736 48TH ST	11220	Education	Education	Elementary and Secondary Schools
ST ANDREWS CHURCH	4917 4TH AVE	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
ST MICHAELS SCHOOL-R C CHURCH	352 42ND ST	11232	Religion	Religious Organizations	Religion Related, Spiritual Development
ST NECTARIOS GREEK ORTHODOX CHURCH INC	340 67TH ST	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
ST NECTARIOS GREEK ORTHODOX CHURCH INC	340 67TH ST	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
SUNSET PARK DISTRICT MANAGEMENT ASSOCIATION INC	5116A 5TH AVE	11220	Public and societal benefit	Civic and Social Organizations	Community Improvement, Capacity Building
SUNSET PARK DISTRICT MANAGEMENT ASSOCIATION INC	5116A 5TH AVE	11220	Public and societal benefit	Civic and Social Organizations	Community Improvement, Capacity Building
SUNSET PARK LIONS CLUB	6108 3RD AVE	11220	Public and societal benefit	Civic and Social Organizations	Community Improvement, Capacity Building
SYNAESTHETIC THEATRE	201 32ND ST 3RD FLR	11232	Arts, Culture, and Humanities	Arts, culture, and humanities	Theater Companies and Dinner Theaters
TAI SHAN DU HU ASSOCIATION OF AMERICA INC	814 59TH STREET	11220	Human services	Human Services - Multipurpose and Other	Services for the Elderly and Persons with Disabilities
TARGET MARGIN THEATER INC	232 52ND ST	11220	Arts, Culture, and Humanities	Arts, Culture, and Humanities	Theater Companies and Dinner Theaters
TEMPLO DE LA ALABANZA	5205 4TH AVE	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
THE BROOKLYN GYNECOLOGICAL SOCIETY INC	6702 3RD AVE	11220	Health	Voluntary Health Organizations	Diseases, Disorders, Medical Disciplines
THT HESED FOUNDATION INC	241 37TH ST	11232	Public and societal benefit	Philanthropy, Voluntarism, and Grantmaking Foundations	
TIAN FU UNITED METHODIST CHURCH INC	4616 4TH AVE	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
TORAH M SINAI INC	649 39TH ST	11232	Religion	Religious Organizations	Religion Related, Spiritual Development
TORON COMMUNITY FOR SOCIAL DEVELOPMENT INC	1010 7TH AVE APT 7D	11232	Public and societal benefit	Community Improvement, Capacity Building	

Name	Address	Zip Code	General Organization Type	Description	Description 2
TRANSPORT WORKERS UNION OF AMERICA	5724 2ND AVE	11220	Human services	Labor Unions and Similar Labor Organizations	Employment, Job Related
TRIBE CHURCH	741 55TH STREET1ST FLR	11220	Religion	Religious Organizations	Religion Related, Spiritual Development
TSNY BADMINTON ASSOCIATION INC	774 57TH ST APT 1F	11220	Human services	Recreation, Sports, Leisure, Athletics	All Other Amusement and Recreation Industries
TURKISH-AMERICAN EDUCATION AND CULTURE FOUNDATION INC	5911 8TH AVE	11220	Arts, Culture, and Humanities	Arts, Culture, and Humanities	
UNITED SENIOR CITIZENS OF SUNSET PARK INC C O THOMAS J COSTELLO	475 53RD ST	11220	Human services	Human Services - Multipurpose and Other	Services for the Elderly and Persons with Disabilities
UPLIFTING LATINOS ASSOCIATION INC	949 4TH AVE APT 1	11232	Human services	Human Services - Multipurpose and Other	
UPROSE INC	462 36TH ST APT 3A	11232	Human services	Youth Development	Child and Youth Services
VENUS PROJECT FOUNDATION	6102 5TH AVE UNIT 205390 UNIT 20539	11220	International	International, Foreign Affairs, and National Security	Human Rights Organizations
VILLAGE OF SUNSET PARK INC	320 51ST ST	11220	Public and societal benefit	Social Science Research Institutes, Services	
VINCENT THEURER FOUNDATION	6717 4TH AVE	11220	Public and societal benefit	Philanthropy, Voluntarism, and Grantmaking Foundations	
VINCENT THEURER FOUNDATION	6717 4TH AVE	11220	Public and societal benefit	Philanthropy, Voluntarism, and Grantmaking Foundations	
VOCES CIUDADANAS INC	664 49TH ST	11220	Public and societal benefit	Civic and Social Organizations	Human Rights Organizations
WILLIAM ECK CHARITABLE TRUST NO 2	5406 4TH AVE	11220	Public and societal benefit	Philanthropy, Voluntarism, and Grantmaking Foundations	Other Grantmaking and Giving Services
XUS ASSOCIATION USA INC	5922 8TH AVE FL 2ND	11220	Arts, Culture, and Humanities	Arts, Culture, and Humanities	
YECHIEL TZVI FOUNDATION INC	820 4TH AVE	11232	Public and societal benefit	Philanthropy, Voluntarism, and Grantmaking Foundations	Grantmaking Foundations
YELOTO INC	4424 4TH AVE	11220	Human services	Human Services - Multipurpose and Other	
YOUTH SERVICE LEAGUE INC	181 A 29TH STREET	11232	Human services	Civic and Social Organizations	Youth Development
YP HELPING YP FOUNDATION INC	6008 8TH AVENUE 2FL	11220	Human services	Youth Development	

Name	Address	Zip Code	General Organization Type	Description	Description 2
ZION PRESBYTERIAN CHURCH	574 48TH ST	11220	Religion	Religious Organizations	Religion Related, Spiritual Development

By the Stories

Overheard in the Sessions

Here are some narratives from the sessions which also added to our understanding of the community perspective.

"I don't really feel unsafe going online (especially at the library)."

"For remote learning and health appointments and seniors or people without experience with devices, don't know how to set up the appointments and can't click on links. Would be helpful to get more training to prepare."

"I actually wish there were more book clubs and 'non-digital'/'traditional' programs for kids because I'm worried they're spending too much time on their ipads. It's both good and bad - they can learn and do research online but I think they spend too much time just watching videos sometimes."

"I don't really have any opinions about technology (not sure I can help you)."

"I won't use mobile services. I feel better about my computer"

"I think internet is a double edged sword, it's good but for some people it's really complicated."

"We need an information hub, so that everyone in the community can come to one space and be up to date about local news and info."

"I have Internet at home, that's all I care about!"

"I want a library or community center closer to 60th street to work or do homework with the kids. Plus free Wi-Fi."

"I'm hesitant to use my mobile app for services, but feel better about my computer (ie banking) no matter how illogical that may sound."

"We need an information hub, so that everyone in the community can come to one space and be up to date about local news and info."

"The safety while using internet scares all parents. Nowadays, kids use youtube and the language is not appropriate."

“Are you aware of any resources for Spanish language? For Spanish speakers who are fluent verbally but not written word and cannot read or write forms in Spanish.”

“Subway wi-fi is a main source of Internet since I cannot afford Internet at home.”

“I also feel there has to be more outreach to the community by social media. Since it is what they use very often.”

“The city tends to be loud all the time. People need quiet places to do work/school.”



About Community Tech NY

Community Technology is a vision of technology in which underserved communities and populations have direct governance over their digital ecosystem.

Community Tech NY (CTNY) has critical expertise in facilitation, data gathering, analysis, strategic planning, and training. CTNY's mission is to Facilitate and Support healthy, resilient and sustainable community digital ecosystems. CTNY's work is rooted in a principled approach to Digital Justice and achieved through transformational and generational resiliency.