



# City of Kansas City, Missouri

## Docket Memo

Ordinance/Resolution # 230465

Submitted Department/Preparer: Neighborhoods

Docket memos are required on all ordinances initiated by a Department Director. More information can be found in [Administrative Regulation \(AR\) 4-1](#).

### Executive Summary

Affordable Connectivity Program Promotion/Registration Program

### Discussion

The City of Kansas City is partnering with Essential Families, a local 501c3 organization, to serve Kansas City residents in underserved and unserved communities with computer hardware, software, and the connectivity needed to address issues that contribute to persistent poverty. Equity in internet connectivity improves a family's access to employment opportunities, financial accessibility, medical accessibility, education accessibility, and personal development capabilities. The City of Kansas City and Essential Families will work together to assist 94 families that are on a waiting list for connectivity, and that qualify for Affordable Connectivity Program subsidies. The City of Kansas City and Essential Families have trained over 20 Navigators that are prepared to support participants gain connectivity. Each navigator will work with 10 families through in-person and, once connectivity is established, video conference. Each family will receive a laptop with pre-loaded software, and the Navigator will work with the head of household to evaluate internet service provider options and assist with the application process. Each household is eligible for the discounted rates provided by the Affordable Connectivity Program.

The Navigators will work directly with program participants, notifying them when their laptop is ready for pick up and until the participants can independently utilize their device and the internet. Each household is required to provide the following documentation:

1. Valid ID
2. Proof of Residence
3. TAN F, SSI, or SNAP benefit letter or 3 most recent paycheck stubs

Navigators schedule the time for pickup, that allows for the Navigator to work with the participant on introductory computer training, and to establish a client profile in the Essential Families web portal. The client portal is an essential feature in the data collection and analysis strategy for the program. Through this portal the project team will track, evaluate, and analyze the following "real time" key indicators:

- § Calendar schedule of planned client/household attendees
- § Actual Laptop pickup, training, and ACP enrollment assistance attendee
- § Client/Household Commitment Agreement
- § ACP Enrollment Assisted count.
- § Laptop pickup, training, and ACP enrollment assistance feedback/assessment
- § Assigned client/household Digital Navigator
- § Digital Navigator "first" follow up contact with client/household (within 48 hours)

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§ Virtual Parental Education performance (pre, mid-point, and end session assessment)  
§ Virtual Mental Healthcare performance (pre, mid-point, and end session assessment)  
§ Local essential services usage  
§ zTrip usage  
§ Childcare usage

The University of Missouri Kansas City will collect de-identified data, provide analysis, and publish reports that will be used for program improvement, adjustments, and replications.

### Fiscal Impact

1. Is this legislation included in the adopted budget? ☐ Yes ☒ No

2. What is the funding source?

An awarded grant from the State of Missouri Department of Economic Development's Office of Broadband Development for \$25,000.00.

3. How does the legislation affect the current fiscal year?

Net neutral fiscal impact.

4. Does the legislation have fiscal impact in future fiscal years? Please notate the difference between one-time and recurring costs.

The grant from the State of Missouri is a Digital Demonstration Project and will put the City of Kansas City in a position to expand the program with possible additional funding available later in calendar year 2023, which could have fiscal impact in future fiscal years.

5. Does the legislation generate revenue, leverage outside funding, or deliver a return on investment?

The Legislation could leverage outside funding in the future if the funding is expanded by the State of Missouri and the return on investment is more Kansas City residents of 1<sup>st</sup>, 3<sup>rd</sup>, and 5<sup>th</sup> City Council Districts will become participants in the digital economy.

### Office of Management and Budget Review

(OMB Staff will complete this section.)

1. This legislation is supported by the general fund. ☐ Yes ☒ No

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2. This fund has a structural imbalance.

☐ Yes ☒ No

### Additional Discussion (if needed)

Click or tap here to enter text.

### Citywide Business Plan (CWB) Impact

View the [FY23 Citywide Business Plan](#)

Which CWBP goal is most impacted by this legislation?

Infrastructure and Accessibility (Press tab after selecting.)

Which objectives are impacted by this legislation (select all that apply):

- ☐ Enhance the City's connectivity, resiliency, and equity through a safe, efficient, convenient, inclusive, accessible, sustainable and better connected multi-modal transportation system
- ☐ Develop environmentally sound and sustainable infrastructure strategies that improve quality of life and foster economic growth
- ☒ Increase and support local workforce development and minority, women, and locally-owned businesses
- ☒ Engage in efforts to strategically invest in the City's infrastructure and explore emerging technologies
- ☒
- ☐

### Prior Legislation

Resolution Number TMP-2852

### Service Level Impacts

The project team will collect, establish Key Performance Indicators, perform written analysis, and report in real time the following data:

1. Calendar schedule of planned client/household attendees.
2. ACP Enrollment Assisted count.
3. Assigned client/household Digital Navigator

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### Other Impacts

1. What will be the potential health impacts to any affected groups?

The affected groups will have in house connectivity to the internet allowing for another means to access health care options and information.

2. How have those groups been engaged and involved in the development of this ordinance?

The groups have been defined by the State of Missouri's Department of Economic Development and identified locally. A waiting list has been created to prepare the participants for the ACP enrollment and Digital Navigators have been trained for assigned case management of identified groups

3. How does this legislation contribute to a sustainable Kansas City?

This legislation representing this project directly addresses the Digital Divide among unserved/underserved KCMO communities that was highlighted during the Covid 19 pandemic. By assisting these communities in high speed affordable internet connection they will be able to participate in the digital economy and contribute to a sustainable Kansas City

4. Does the ordinance/resolution include Civil Rights antidiscrimination requirements in compliance with the Code of Ordinances (Chapter 38, titled "Civil Rights")?

Yes

5. Has the ordinance/resolution been submitted for review of economic equity & inclusion requirements in compliance with the Code of Ordinances (Chapter 3, titled "Contracts and Leases")?

Yes