

# LA County Digital Equity Community Conversations – Community Partners

## Overview and FAQs (as of 12/19/2025)

- 1. Why: Community Conversations are being held across the County to collect insights from residents on their digital needs and their recommended solutions.** Insights will be used to help inform LA County’s Digital Equity Roadmap and its programs.
  
- 2. What: Community Conversations are in-person research events conducted by a moderator and research team contracted by the County to collect feedback and lived experiences from people affected by the digital divide.**
  - Up to 10 people can be seated for a session (target is 5-8 participants)
  - Sessions are scheduled to last up to 90 minutes
  - Ibis (County’s research contractor) provides recruiting, moderation and back-room services
  - Sessions are moderated in English and/or Spanish (see FAQs for other accommodations)
  
- 3. How: Typical Community Conversation Process**
  - Week prior: Ibis recruiters go on location to recruit potential participants who meet the demographics. They will also direct potential participants to the County’s electronic laptop needs assessment.
  - Day of:
    - i. Ibis team arrives 1 hour early to set up the meeting room (for Community Conversation) and table (outside of room) to check participants in
    - ii. Ibis team sit outside of room, preferably a separate space with a table and chairs, to support Community Conversation data collection
    - iii. The County’s Delete The Divide team provides laptops to qualifying participants after the Community Conversation
    - iv. In addition to the Ibis team, the County will always have one or more representatives throughout the reservation time
  
- 4. When: Typically held the afternoon/evening on last week of the month (T, W, Th) unless there is a holiday/event.** As an example, an afternoon session may be held from 1:00pm to 2:30pm, with Ibis arriving to set up at noon, and the laptop distribution taking place from 2:30pm to 3:00pm. An evening session may run from 5:30pm to 7:00pm, with setup at 4:30pm and laptop distribution from 7:00pm to 7:30pm.
  
- 5. What we need from partners (hosting requirements):**
  - Permission to allow Ibis recruiters on location to recruit potential participants

- Willingness to post and allow distribution of flyers on location
- Verbally support recruiters as legitimate and safe (removing anxiety about potential scams)
- Three (3) hours of quiet, reserved space, such as a meeting or conference room
  - i. Space outside the meeting room or near the public entrance, table, and two chairs to set up check-in table
  - ii. Meeting room that fits 10 people, with tables and chairs
  - iii. Space (outside the meeting room) for an Ibis staff member and County staff can sit with their laptops
- Wi-Fi access for duration of 3 hours (Ibis team and attending LA County staff)
- No projector or audio-visual equipment is needed

#### **6. What partners do NOT need to do:**

- Partners are NOT expected to recruit
- Partners are NOT expected to create any special programs/events
- Partners are NOT expected to create any materials

## **FAQs**

### **RECRUITING**

- 1. What if recruiting on location the week prior does not make sense for partners?** If the partner has a planned event/activity, they can allow Ibis to recruit potential participants at that time. Alternatively, partners can provide a list of potential participants that Ibis can recruit from. To support list-based recruitment, partners should plan to send a message to potential participants that Ibis may be contacting them and why. Ibis will provide the verbiage for this communication.

### **PARTNER SUBJECT MATTER EXPERTISE**

- 2. Will partners be allowed to know in advance what is being asked during community conversations?** Yes, if requested, Ibis can share the discussion guide that outlines planned questions and activities.
- 3. Can partners make suggestions for discussion topics for community conversations?** Yes, Ibis would welcome partner SME into digital equity needs/solutions to better plan discussion topics and activities at partner locations.

### **ACCOMMODATING PARTICIPANT NEEDS**

4. **What if those served by partners speak a language other than English or Spanish?** If partners or participants have interpreters, Ibis can adjust Community Conversations to support conversations in other languages. Ibis may need partners to assist with translation or review of written materials used in the community conversations (such as questionnaires and activity materials).
5. **What if potential participants need special accommodations?** Partners should let Ibis know in advance to allow time to adjust plans to support needed accommodations. Ibis will ask partners for guidance and support to make certain participant needs are met.

### **OBSERVING COMMUNITY CONVERSATIONS**

6. **Can partners sit in or listen to Community Conversations?** No, partners cannot sit in or listen to Community Conversations as it may impact participant willingness to fully share. Additionally, the County stresses to participants that their responses are confidential and that their feedback will not be shared in a personally identifiable manner.
7. **Can partners track outcomes or follow up with participants?** No. While partners are welcome to make available information on their programs and services to participants as the host organization, this research is not designed to track participant outcomes or to communicate with them after the Community Conversation.
8. **Can we photograph participants?** No, however, we can discuss how you can document your participation, such as photos of the room setup, recruiting materials, and photos with program staff.

### **COMPENSATION, STIPENDS, AND LAPTOPS**

8. **Will the County provide compensation for hosting or recruiting?** No, while the County is appreciative of organizations able to assist us in this digital equity research, we cannot provide any compensation for the use of hosting facilities or for staff time or other expenses in support of hosting, outreach, or recruiting for the Community Conversations.
9. **Will Community Conversations participants be provided with a stipend?** This project does not provide any stipend to participants. However, knowing that many of the participants may be experiencing the digital divide and have financial need that prevents their household from affording a working computing device to access the internet, the County is coordinating with another County program that provides a limited number of new laptop computers to qualified households at no cost based on a needs assessment. The recruiting process includes a voluntary opportunity to complete the County's laptop needs assessment. If qualified, those approved would pick up the laptop after the conclusion of the Community Conversations session. As of December 2025, more than 500 Community

Conversations participants have qualified for and received a laptop from this coordinated program.

10. **How many laptops are available for each Community Conversation?** The number varies but is typically capped at 15 approved applications. This is to ensure that, after accounting for no-shows, the Community Conversations have approximately 5-8 participants. All those who complete the County's laptop needs assessment and are approved must claim the laptops in person immediately following the conclusion of the Community Conversation. If the Community Conversation reaches capacity, those qualified will still receive a laptop. The distribution is limited to qualified County residents, one per household, and if the recipient is not present during the laptop distribution time period, their opportunity will be forfeited.

### **ALTERNATIVE PARTNERSHIP OPTIONS**

11. **While we may not be able to help the County in hosting a Community Conversation, are there other ways we can help with this initiative?** Absolutely!
- a. Share this partnership opportunity with any other local organizations you think may be interested in helping with this initiative – we appreciate any introductions you can make!
  - b. Share the County's online [Digital Needs Survey](#), an anonymous, 8–10-minute survey that allows residents to share their experiences, needs, and recommendations. We have included a copy of the survey flyer that we would be grateful if you amplified.
12. **Who can I contact if I have other questions or ideas?** Please contact Eric Sasaki at [esasaki@isd.lacounty.gov](mailto:esasaki@isd.lacounty.gov) and Valerie Van Kirk at [vvankirk@isd.lacounty.gov](mailto:vvankirk@isd.lacounty.gov).