



# Connect Delaware

October 13 & 15, 2020



# What is Connect Delaware?

- Connect Delaware is a program designed to support student success by providing free broadband services for low-income students in Districts and Charters.
- This program will cover the cost of the following through December 31, 2021:
  - Equipment
  - Any necessary installation
  - Monthly service charges





# Who is eligible for Connect Delaware?

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Students are eligible if they are enrolled in any of the following federal assistance programs:

- Medicaid
- Public Housing assistance
- Supplemental Nutrition Assistance (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Supplemental Security Income (SSI)
- National School Lunch Program (NSLP)/Head Start
- Low Income Home Energy Assistance Program (LIHEAP)
- Women, Infants, and Children program (WIC)

# What will Schools need to do?



## Step 1 - Needs Assessment

- Schools will receive a catalog of eligible Internet Service Providers (ISPs) for their student households and a Needs Assessment from the State. Available products will include both hotspots that provide Wi-Fi using mobile networks and fixed service installed in the home. Using the catalog, Schools will complete the Needs Assessment to request the amount of each available product required to meet the needs of their students. *This means indicating the ISP they are selecting for each household.*
- The State will aggregate the returned Needs Assessments and place orders directly with each participating service provider. School districts will not need to enter into contracts, place orders, or pay invoices from service providers.

# What will Schools need to do?

## Step 2 - Distribution

- Service providers will ship products directly to school districts and charters.
  - For service providers who offer mobile service, they will ship mobile hotspots for distribution. For service providers who offer fixed service, the service provider will deliver one unique voucher code per order that the student's family may then use to call the provider and request free installation and service.
- Schools will notify households when they need to pick up either the equipment or the voucher codes.

The State will host an informational webinar for schools in early October that will explain program details and give guidance for completing the Needs Assessment. Supporting materials will also be provided.



# What should Families expect?

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- Families will receive communications from schools on the basic features of Connect Delaware. They will need to pick up any necessary equipment or voucher codes at the school district site.
  - If they are receiving fixed services requiring installation, they will need to coordinate with the ISP on scheduling.
  - Families will not need to pay for participation, and they will not need to cancel the service at the end of the term. Service will end automatically, and families will never be charged nor opted in to continued service.
  - If families face technical or other issues, they will need to call the ISP customer service to address the issues.
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# Here to Help



When Families need support there will be a clear set of resources available:

1. ISP Customer Service is the first tier of support
2. If family is still facing challenges, it contacts the school, which can then work with the ISP on resolving the issue
3. DTI is available as a last tier if issues require action beyond the ISP level

# Program Timeline

**October 2020** – School districts and charters return Needs Assessment to the State

**Late October 2020** – State places orders with participating ISPs

**Late October 2020** – ISPs deliver equipment to school district/charter pickup locations and families pick up equipment

**Late October 2020** – Families receiving fixed service call ISPs to schedule home installation

**November 2020** – Trouble shooting by ISPs and Schools to ensure service is working, while assisting families who need extra support.

**December 31, 2021** – Service stops; no action required from schools or families