

Digital Equity for Boston Housing Authority



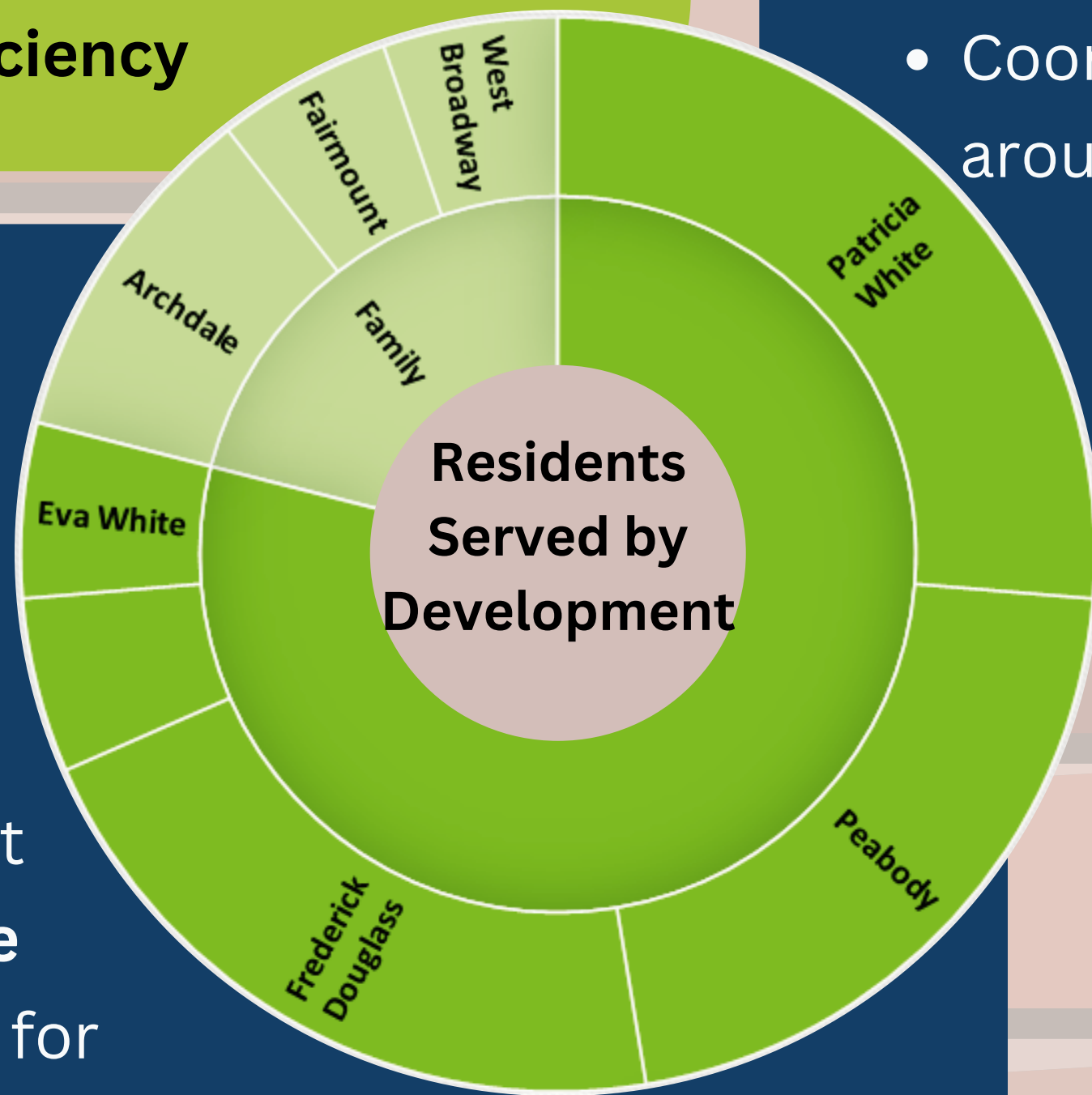
Maya Bravo, Communication/Sociology, Class of 2024

BHA's Mission

To provide stable, quality affordable housing for low and moderate income persons; to deliver these services with integrity and mutual accountability; and to create healthy living environments which serve as catalysts for the transformation from dependency to economic self-sufficiency

Racial Equity/Social Justice Initiative

On the BHA's RESJI Committee, I had the opportunity to support the visioning of a more inclusive organization for staff and residents. I practiced my facilitation skills in Community Dialogues and learned from experts and colleagues the steps needed to create a truly equitable workplace.



Primary Responsibilities - Digital Equity

- Organize "Tech Drop-ins" to provide on-site, one-on-one technology assistance to low/moderate-income residents (the median income of BHA residents is \$15k) of varying ages and experience levels
- Connect residents to free and affordable internet, primarily through the Affordable Connectivity Program and Internet Essentials by Xfinity
- Coordinate weekly beginner computer classes for residents at sites around the city
- Survey residents regarding confidence and comfort using free laptops and tablets received from BHA

Communications Projects

Special assignments included:

- Compiling monthly newsletter for residents and stakeholders (below)
- Designing flyers to advertise upcoming workshops for residents
- Calling residents and designing online forms to collect event RSVPs
- Learning how to communicate opportunities in an efficient and appealing manner

The latest at BHA

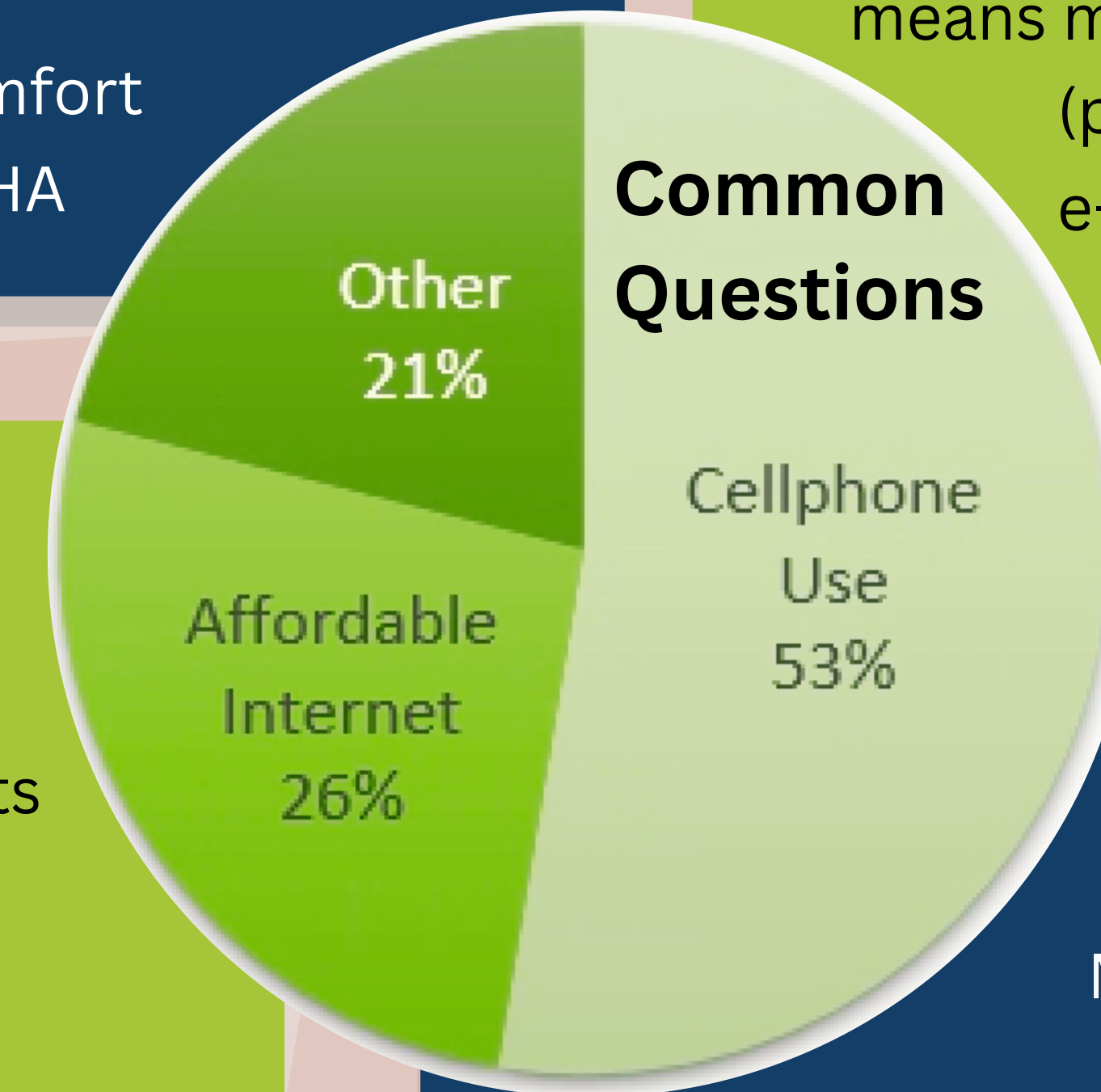
This is the place to connect with the BHA Resident Capacity Team, find resources in the community, and learn about opportunities to connect with other residents. We will be sharing updates, resources, and important information for our residents, Local Tenant Organizations, and community partners.

For questions, email rec@bostonhousing.org
For updates on Covid-19 and BHA actions click [here](#).

Experiential Liberal Arts

- Researched accessible and affordable internet options and the best ways to support residents through applying
- Educated residents about digital literacy in classes and bi-monthly one-on-one drop in sessions
- Conducted outreach regarding resources and upcoming events using means most accessible for residents (paper flyers, phone calls, and e-newsletters).

- Gained exposure to and interest in a range of city government jobs to inform future career decisions



On-Ground Work

Many BHA residents, especially those who are elderly, do not have/use email or computer platforms such as Zoom. Furthermore, the sometimes complex nature of digital literacy education makes in-person meetings necessary. Thus, physically visiting housing sites has proved crucial for collaborating with the residents who live there.