

Seattle IT Department 2027 Technology Matching Fund (TMF)

Information Session

October 21, 2026

Seattle Information Technology



City of Seattle

2024 Technology Access and Adoption Study Data



2024

Technology Access and Adoption Summary Report



Survey and focus groups with over **4600 residents** to better understand:

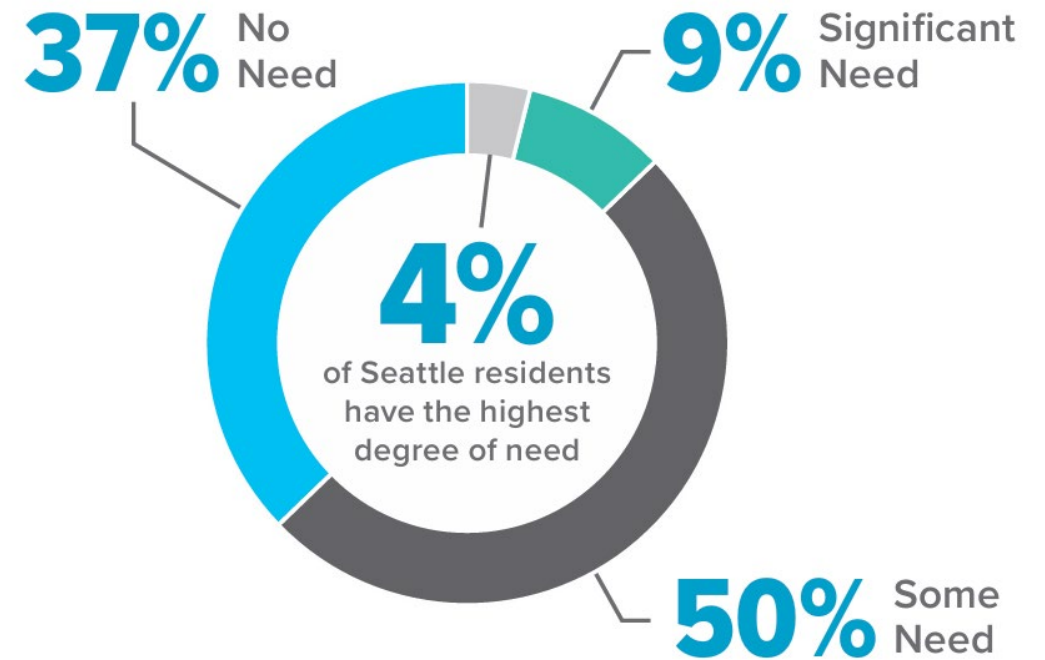
- **Access and use** of technology and internet services
- **Barriers** to use
- **Support** needed to help ensure all residents have the same opportunities

[Technology Access and Adoption Study - Tech | seattle.gov](#)



Digital Connectedness Index

- Quality of access at home and on the go
- Variety and adequacy of devices
- The ability to perform technology and internet related tasks alone without assistance



Internet On-the-Go

Estimated **26,000 households** do not have access both at home and on-the-go.

- 11%** of Black, Indigenous, or People of Color (BIPOC) do not have access both at home and on-the-go
- 16%** of older adults do not have access both at home and on-the-go
- 18%** of households living with disabilities do not have access both at home and on-the-go
- 25%** of households speaking language other than English do not have access both at home and on-the-go
- 26%** of households living in poverty do not have access both at home and on-the-go

Access to Devices

17,000 households have fewer than one internet enabled device per member

Populations That are Sharing Devices Across Household Members

5% of all Seattle residents are sharing

10% of households with children are sharing

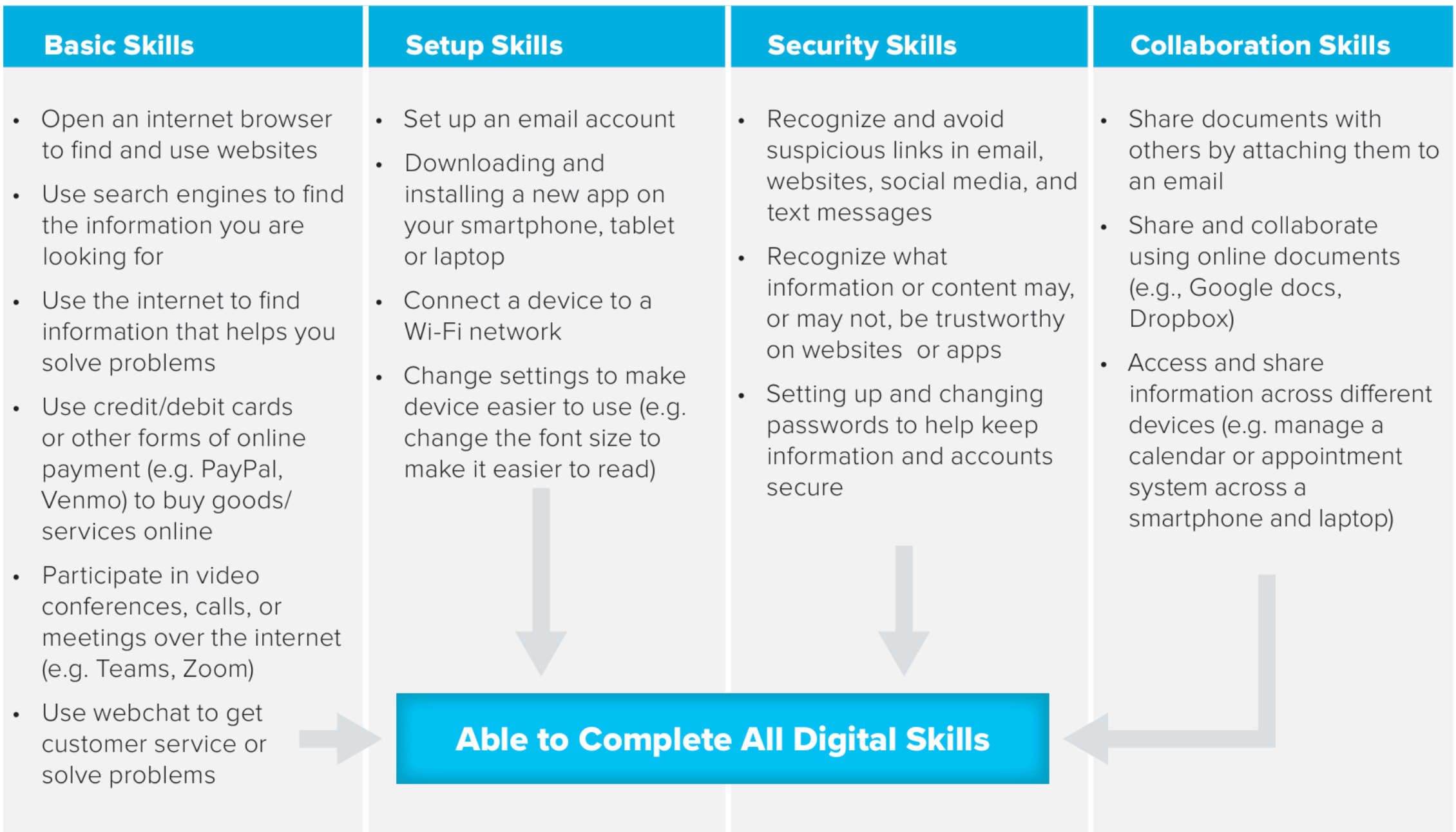
14% of households living with a disability are sharing

15% of Native households are sharing

19% of Black households are sharing

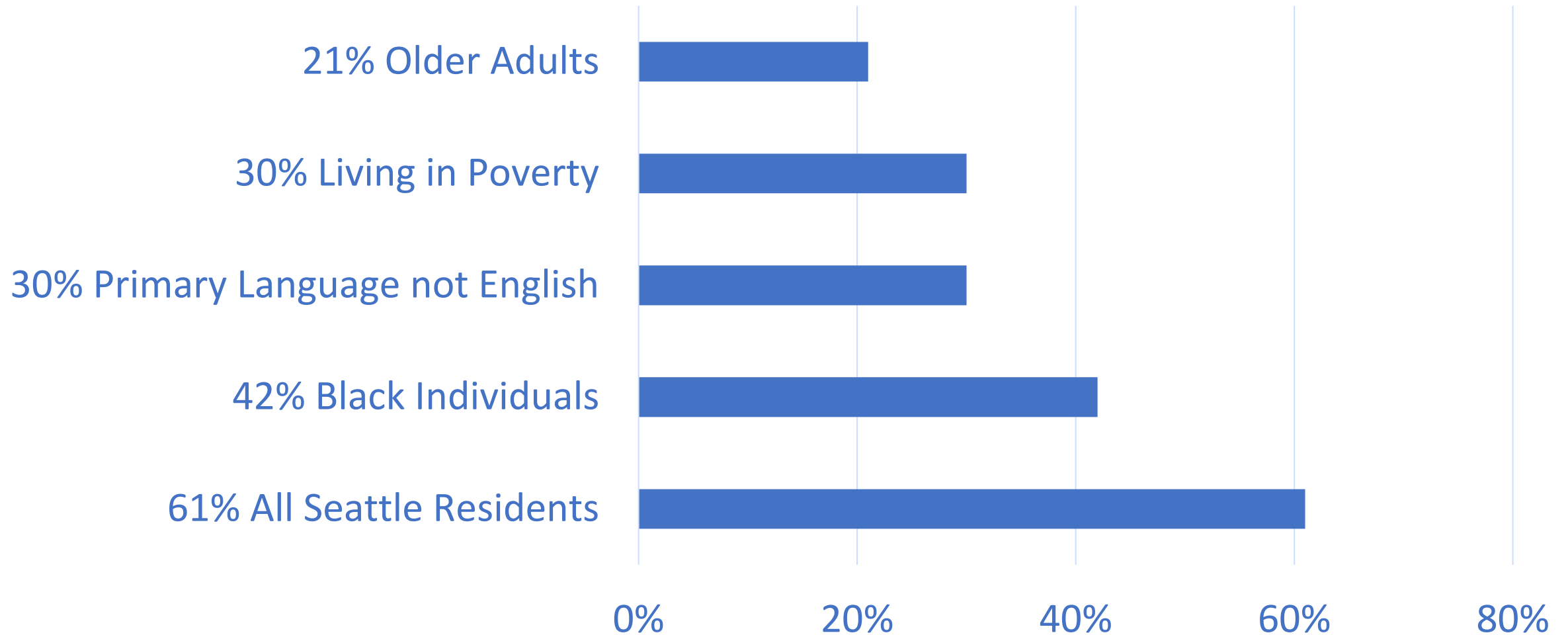
20% of households living in poverty (at or below 150% of Federal Poverty Level) are sharing

22% of households whose primary language is not English are sharing



Ability to Complete All Digital Skills

Basic, Setup, Security, Collaboration



Interest in Digital Skills Training Topics

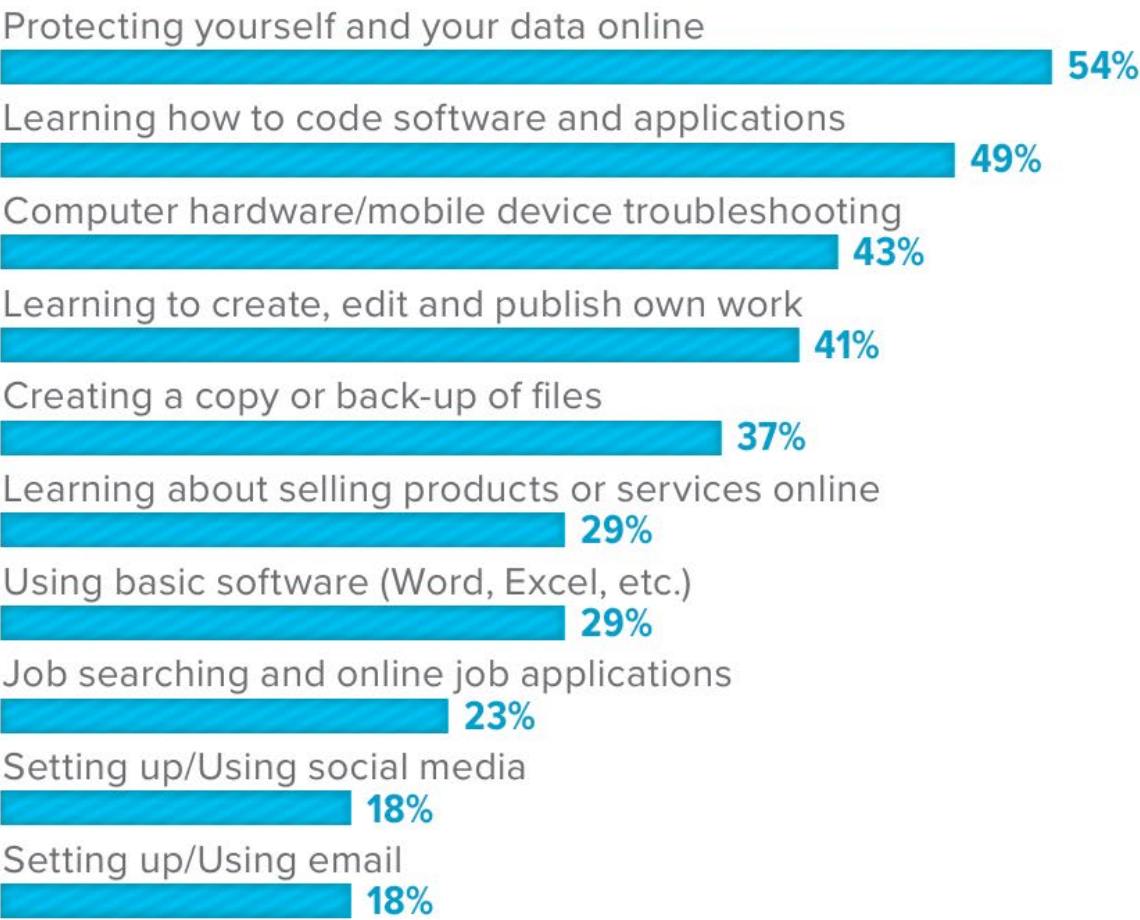
There is significant interest and demand for training in use of technology and applications

Access to training can improve the socioeconomic prospects of Seattle residents, and generally improve online competence and confidence. Over half (54%) desire training on protecting oneself and one’s data online, and nearly half (49%) want to learn how to code.

“It would be nice if the City of Seattle could help low income senior citizens with software to help prevent them being hacked online or getting viruses online.”

–Seattle resident survey respondent

% of Individuals Interested in Training Topics

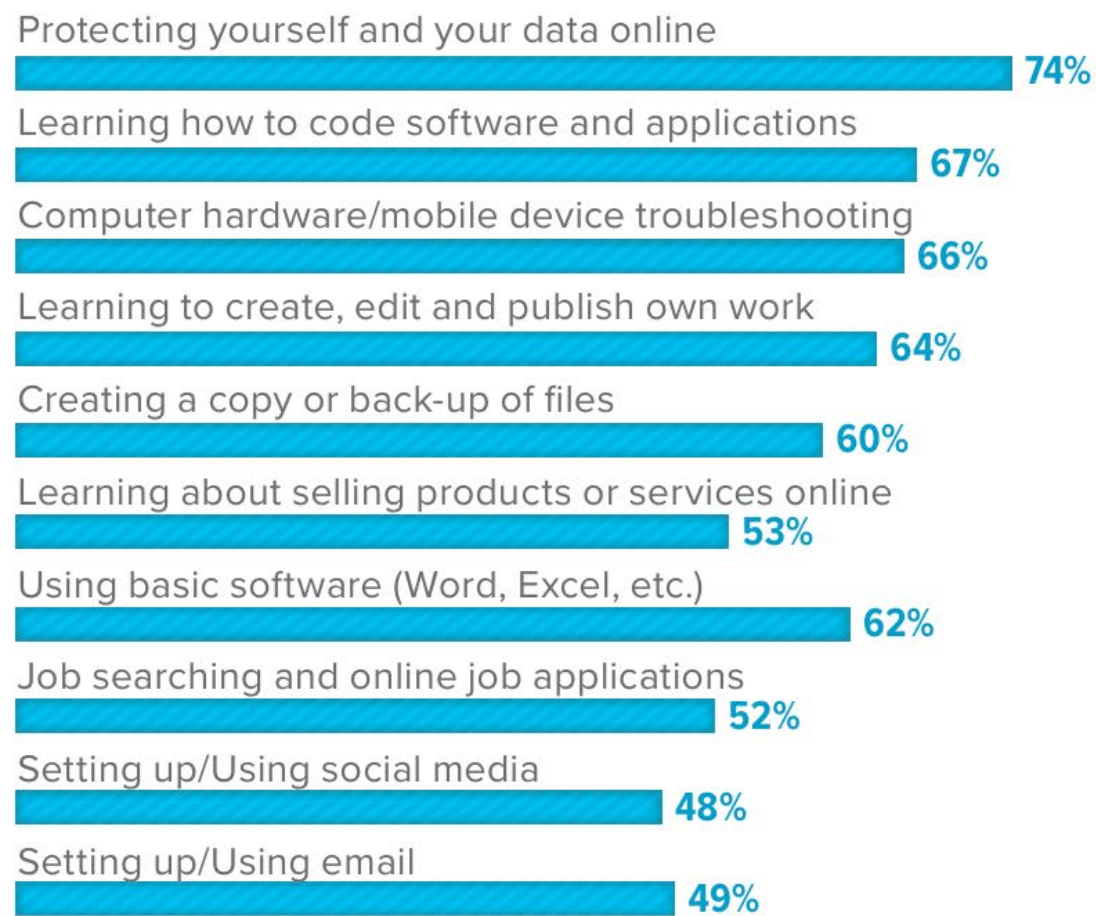


Residents who are living in poverty are significantly more likely to be interested in all digital training topics. Older adults are notably interested in training about how to protect themselves and their data online.

Interest among Older Adults



Interest among those Living in Poverty



2027 Technology Matching Fund



Grant Overview

- **\$410,000** in 2027-2028 Budget Proposal
- Up to **\$45,000** to qualifying non-profit organizations and community groups serving **Seattle residents**
- City dollars are matched by the community's contribution of volunteer labor, materials, professional services, or cash (**minimum 25% of grant request**).
- Grants are scored by **Community Review Panel**.
- Information available at www.seattle.gov/digitalequitygrants
- To apply, go to seattle.fluxx.io

Grant Timeline

Application Open	October 15, 2026
Virtual Information Session	Wednesday, October 21, 2026, 3:00 p.m. - 4:00 p.m.
In-Person Information Session	Tuesday, October 27, 2026, 12:30 p.m. - 1:30 p.m. at Douglass-Truth Branch Library
Application Deadline	January 15, 2027
Preliminary Application Review	Request a review of your draft application by November 17, 2026 by emailing communitytechnology@seattle.gov
Notifications	March 2027
Contracting with Awarded Projects	April – May 2027
Project Implementation	June 2027 – May 2028



Grant Goals

- **Digital navigator services:** Provide one-on-one or small group, just-in-time assistance in person, virtually, via phone/text/email to help residents
- **Digital literacy classes/workshops:** Provide digital literacy skills training to new technology users
- **Devices and technical support:** Provide devices and the support needed to use them effectively
- **Internet connectivity:** Provide internet to low-income residents by expanding Wi-Fi or another means

Eligible Proposals

- Have all project activities occur within the Seattle City limits.
- Provide services that are accessible and take place at locations that benefit City of Seattle residents.
- Support activities that focus on contributing to creating access and digital equity for the most-impacted communities.
- Have 25% confirmed community match.
- Be completed within one year of contracting.

Eligible Applicants

Applicants must be located within the Seattle city limits and have a City of Seattle address on their application.

- Organizations that have 501(c)(3) nonprofit status
- Neighborhood or Community groups *
- Tribes and tribal organizations
- Parent-Teacher-Student Associations (PTSA)**
- Non-profit business associations
- Community-based organizations

* Fiscal sponsor with 501(c)(3) nonprofit status required

** Applications for school-based projects are eligible but must come from a Parent-Teacher-Student Association or community-based organization. The funds must support after-school or evening-based programs. Funds may not be used for in-school projects that do not engage the larger community.



Eligible Proposal Examples



Digital Navigator

An organization wants to provide more comprehensive technical support for its community. This organization can apply for funding to have dedicated staff available to provide information on how to access devices and to assist with enrollment in low-cost internet programs.



Digital Literacy Instruction

A group offers an employment program for low-income adults. It can apply for funds to provide specialized digital skills training and new or refurbished laptops, positioning its clients for a more successful job search.



Devices and Technical Support

A community group wants to provide devices to immigrant and refugee families at risk of homelessness. This group can apply for funds to upgrade their on-site lab equipment or establish a loaner program for remote learning.

Internet Connectivity

A homeless shelter or community building could extend wiring and/or add Wi-Fi access points to provide better community access outside or improve shared connectivity.



Grant Application



1. Organization Background and Partnerships (10 points):

Explain what your organization does and how you will partner with other organizations to support digital equity in your community. Attach Letter of Commitment from Community Partners below under Narrative Documents.

Key Information

- What your organization does and your role in digital equity
- Groups your organization helps and services provided
- Barriers your organization works to reduce or remove
- Programs that support your mission
- How digital equity connects to your mission and everyday work
- Formal partnerships related to digital equity
- How your work fits with other service providers in the community

Key Scoring Criteria

- Organization's role in digital equity
- Partnerships



2. Project Summary (20 points): Describe the digital barriers your community faces and how you identified community needs. Explain how your project will help overcome barriers and address needs. Attach Reports and Curriculum/Lesson Plans below under Narrative Documents.

Key Information

- Digital barriers your community faces
- Evidence or data showing community need (include sources)
- Rationale for choosing project location
- Who you plan to serve and where they live
- How the project will improve daily lives of Seattle residents

Key scoring criteria

- Community needs identified
- Population served (location, demographic) and why



3. Project Plan (30 points): Explain how your project will be carried out, including who will be involved, what steps you will take, and how you will reach the community. Attach Project Timeline below under Narrative Documents.

Key Information:

- Whether this is a new program, continuation, or expansion
- Roles, experience, and qualifications, onboarding of project staff/volunteers/consultants
- Key steps, milestones, and deliverables with dates of programs/services (type, dates, times)
- Outreach team, recruitment strategies, and addressing challenges
- Device distribution and use
- Digital skills and topics taught (one-on-one, small groups, classes)
- How residents will access the internet and technology used to provide connectivity

Key scoring criteria:

- Staff/volunteer/consultant expertise
- Timeline

4. Project Impact (20 points): Describe the goals of your project, how you will measure success, and how the results will help your community. Attach Participant Intake Form below under Narrative Documents.

Key Information

- How the project will improve participants' lives
- Long-term goals participants hope to reach
- How the project will be evaluated and how data will be collected
- What data will be collected and who will track/analyze it
- Tools or methods used to measure success
- Explanation of how the data collected is realistic, useful, and equitable

Key scoring criteria

- Long-term outcomes
- Data collection



5. Budget & Community Match Narrative (20 points):

Describe how your requested budget and community match will work together to support and complete your project. Complete Project Budget and Community Match sections below.

Key Information:

- How each major part of the budget will be used
- Resources, services, or funding included in the community match
- How the community match strengthens or expands project impact
- Why requested costs are necessary and reasonable
- How spending will be tracked and monitored
- Cost-saving steps, shared resources, or partnerships

Key scoring criteria

- Reasonable costs
- Budget monitoring

Grant Review



Specificity and Detail

Strong applications describe the organization's unique experience, named partners, specific programs, and clear connection to the target community. Weak applications use generic statements that could fit any organization.



Community Evidence and Customization

Strong applications include specific data, community feedback, and clear descriptions of who will be served and why. Weak applications only mention vague barriers without evidence or population details.

Implementation and Feasibility

Strong applications include detailed timelines, staffing plans, outreach strategies, and program schedules. Weak applications describe activities without explaining how they will be carried out.



Measurable Outcomes and Evaluation

Strong applications describe clear metrics, tools, and processes for collecting and analyzing data. Weak applications rely on broad statements such as "participants will gain confidence."



Budget Clarity and Reasonableness

Strong applications explain each budget line, provide justification, and describe how funds will be monitored. Weak applications only mention general categories like staff time or devices.



AI-Generated Responses...

- Do not explain what makes the organization uniquely prepared or experienced and how the project is customized to the specific community the organization serves.
- Describe broad concepts, like offering classes or providing devices, but do not explain how these activities will be implemented day-to-day.
- Lack measurable outcomes, data sources, partnerships, or concrete evidence of community need.

Partners & Resources



Seattle IT – Digital Equity Program Links

[Low-cost internet](#)

[Discounted computers and phones](#)



Low-cost Internet



How much can I save with this program?

With this program, you can expect to save an average of \$420 annually.

Internet for Residents

The following companies offer low-cost, high-speed Internet in Seattle, all for approximately \$10 a month. With help from these programs, you can search for jobs, do your homework, pay your bills, check your email, watch short video clips, download music, and much more. You can also purchase laptops, desktop computers, and tablets starting at \$109, and qualify for a discounted smartphone plan as well.

For more information contact the Digital Equity Team at [\(206\) 684-8498](tel:2066848498) or email at digitalequity@seattle.gov.



Affordable Computers

These organizations and companies offer discounted computers.



PCs for People offers high-quality, low-cost refurbished computers and internet service at their online store Get Tech - [PCs for People Get Tech](#).

To qualify you must have an eligible household income (less than 200% of federal poverty guidelines or 60% of area median income) and/or be enrolled in a government assistance program.

City of Seattle Surplus Program



The City of Seattle Surplus Program offers gently used computers, office equipment, and furniture at potentially discounted rates to qualified community members. Additional information can be found [here](#).

Discounted Smart Phones

Monthly telephone service discounts for eligible consumers living on low incomes, helping create access to the opportunities and security that phone service affords - including being able to connect to jobs, housing, family, and emergency services.

The [LifeLine program](#) is a federal program that offers up to \$9.25 a month off phone, internet or bundled phone and internet services. To learn more and apply visit [LifeLine Support](#).

You qualify for Lifeline if your household income is up to 135% of the Federal Poverty Guidelines or if you or someone in your household participates in certain federal assistance programs like SNAP and Medicaid.

Find Phone companies who participate in Lifeline with the [Companies Near Me tool](#).



If something feels wrong

If you think you've spotted a scam, or fallen for one, act quickly. Acting fast can limit the damage and helps protect your neighbors.

If money was involved: Contact your bank, card company, payment app, or gift card company right away. Ask whether they can stop, reverse, or flag the transaction.

Report a scam: Report scams and fraud at [ReportFraud.ftc.gov](https://reportfraud.ftc.gov). Forward suspicious text messages to 7726 (which spells "SPAM"), then delete them.

If you shared personal information: Go to IdentityTheft.gov for step-by-step help to protect your accounts and recover.

More ways to report: Report online crime to the FBI at ic3.gov. Washington residents can also file a complaint with the Washington State Attorney General's Office at atg.wa.gov. To be safe, type these web addresses into your browser yourself instead of clicking a link in a message or ad.



STAY SAFE ONLINE

Simple steps to protect your money, your accounts, and your personal information while spotting today's scams.

SLOW DOWN. DON'T CLICK. VERIFY ANOTHER WAY. PROTECT YOUR ACCOUNTS. REPORT QUICKLY.

Everyday Safety Tips

- **Use strong, long, and unique passwords:** Use a password manager or a passphrase with random words. Change passwords only if they may have been exposed.

Everyday Safety Tips

- **Turn on extra login protection:** Use two-factor authentication (which requires you to use a second step to log in) for email, banking, and social media.
- **Keep devices updated:** Let your phone, computer, browser, and apps install updates automatically. Make sure updates are installed as soon as possible. Updates close holes that scammers use to get in.
- **Protect your phone:** Use a PIN, fingerprint, or face scan, and set your phone to lock itself after a short time.
- **Be careful on public Wi-Fi:** Free public internet can be unsafe. Avoid logging into sensitive accounts on free public Wi-Fi. It is safer to use your phone's data.
- **Think before you post:** Anything you share online can be copied or misused, even with privacy settings.
- **Use a credit card online if possible:** Credit cards often offer better fraud protection than debit cards.

Watch out for scams

- **Be wary of fake emails and texts:** Scammers may pretend to be banks, delivery services, toll agencies, or government offices. In Washington, common examples include fake "Good to Go!" texts from the Department of Licensing.
- **Check website addresses carefully:** Fake websites can look real. Type the address yourself or use bookmarks.
- **Verify before you act:** Don't click links in unexpected messages. Contact the company or agency directly using trusted contact information.
- **Pause if something feels urgent:** Scammers use fear and pressure. Be cautious of requests for secrecy or unusual payments like gift cards, crypto, or wire transfers. A government agency or real company will not demand payment through a surprise text or call.

Watch out for AI powered scams

Scammers now use artificial intelligence (AI) to make their tricks sound and look more real. Here's what to look out for.

- **Don't trust every voice or video:** AI can fake voices and faces. If someone sounds distressed or asks for help, hang up and contact them directly.
- **Use a family code word:** Agree on a secret word with trusted people to confirm emergencies. Pick something a stranger couldn't guess or find online.
- **Be suspicious of urgent money requests:** Real emergencies do not require secrecy or payment by gift card, crypto, or wire transfer. Verify before you do anything.
- **Question investment and giveaway offers:** Fake celebrity videos are often used in scams. Never send money based on a video ad.
- **Don't rely on spelling mistakes as a warning sign:** Scam messages may now look polished and professional.

Using AI tools safely

AI tools like ChatGPT, Gemini, or Claude, can be helpful. Just use them carefully.

- **Protect personal information:** Don't enter sensitive details into AI tools.
- **Check privacy settings:** Review how chats are stored or shared and don't type anything into an AI tool that you wouldn't want shared.
- **Verify important answers:** AI can be wrong, even when it sounds confident. Always double-check it with a trusted official source.
- **Avoid fake AI apps:** Only download apps from official stores or trusted company websites.

Questions? brenda.tate@seattle.gov



Internet for Nonprofits Grant

- Free Internet for Seattle-based nonprofits using technology to reach residents. [Internet for Nonprofits - Tech | seattle.gov](https://seattle.gov/InternetforNonprofits-Tech)
- Partnership with Comcast and Astound.
- 3rd class business tier service, annual renewal
- Apply now on FluXX
- Questions? delia.burke@seattle.gov (206) 233-2751

Digital Equity Learning Network

[Website link](#)

Questions? Katherine VanHenley,
katherinev@literacysource.org

Who We Are

The Digital Equity Learning Network (DELN) is a cross-sector coalition that works to advance digital equity and inclusion in King County. DELN members represent organizations, institutions, and agencies that provide culturally appropriate services to communities, including the most disadvantaged and marginalized across King County. Our membership also includes practitioners in public, private, and nonprofit institutions who are creating the policies and funding streams to ensure sustained digital equity advancements.

Our Mission

To leverage collective knowledge and resources to advocate for digital equity, share best practices, and to build system capacity towards inclusion in the digital world.

Our Vision

Every person in King County has access to and skills necessary to use technology to fully participate and thrive in modern society.

The Seattle Public Library

- Provides free access to NorthStar digital skills curriculum.
- Provide free access to the staff-side of Northstar – creating groups and accessing learner data and reports
- Conduct a short orientation session for organization staff
- Respond to additional requests for support as needed

Questions? elizabeth.iaukea@spl.org

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Email communitytechnology@seattle.gov

