To optimize and amplify impact, The Patterson Foundation (TPF) has initiated The Gap to close the ACP eligibility and enrollment gap in the Suncoast to ensure those eligible for ACP are taking advantage of it.
# The Team

## Leadership:
- **Cheri Coryea** — DA4A Lead, The Gap’s Talent Recruiter/Acquisition
- **Kiarra Louis** — Initiative Support Coordinator, The GAP Manager
- **Sandra Vega-Picchietti** — The Gap’s Co-Manager
- **Aileen Peña** — Event Coordination & Management
- **Kelli Karen Smith** — Event Process & Structure Development

## Active Digital Navigators
- Carol Kranitz
- Carolina Franco
- Cinthia Peña
- Joni Hansen
- Melissa Hirstein

## Active ACP Engagers
- Aileen Peña
- Alexa Carr
- Alicia Exantus
- Andrew Spector
- Avery Crew Prado de Lima
- Carol Kranitz
- Carolina Franco
- Carrie Miley
- Cinthia Peña
- Donna Puhalovich

- Joni Hansen
- Kellie Alexander
- Kera Picker
- Krisztina Madak
- Laurey Stryker
- Lyndsey Smith
- Marla Smith
- Melissa Hirstein
- Sandra Vega-Picchietti
- Sherry Oehler
- Vida Perlow
Event Spotlight
Updates

The Gap’s New Co-Manager

This month, we welcomed Sandra Vega-Picchietti as The Gap’s Co-Manager!

Over the past couple of months, Sandra has demonstrated an eagerness to learn, connect, support, and strengthen; she has a positive attitude and takes initiative! From the moment she was trained, she was ready to tackle this new endeavor and strengthen her community. The Patterson Foundation has learned that the alignment of five characteristics — leadership, willingness, readiness, capacity, and culture (LWRCC) — is critical to success. Sandra has demonstrated excellent LWRCC, and we know she is the right woman for the job to ensure our continued success. We have full confidence that she will co-lead our wonderful team with excellence and care.

Preparing for The New Year

Reflecting on the past year, The Gap Team has successfully created opportunities for eligible asset-limited families and individuals to enroll in the Affordable Connectivity program and benefit from low-cost internet and devices to foster inclusion and well-being — thus contributing to closing the ACP eligibility and enrollment gap.

Evolving since the pilot launched in May, The Gap has 21 ACP Engagers who have attended over 20 events throughout the year to educate and engage eligible community members!

As we look towards the New Year, we are excited to continue our collaborative efforts to connect individuals and families to low-cost internet, devices, and skills and support to enable them to digitally connect to vital services and participate in modern society.

This Month’s Events

- Pop-Up Laundry Event
- Wilkinson Elementary’s Family Fun Day
- MCR’s Health Toy Drive
Why does The Patterson Foundation Support Closing The Gap?

Digital technology affords people an evolving assortment of avenues to connect with one another and the world around us, creating pathways to the resources and relationships we depend on to maintain our well-being and lay the bedrock for a more inclusive society. However, those without access to digital connections or devices fall behind in connecting with vital services and participating in the modern world. Strengthening digital access among people of all ages and backgrounds — especially those from asset-limited families — helps ensure everyone is included in our journey toward these new realities and benefiting from the many advancements.

Through The Gap, part of the Digital Access for All initiative, The Patterson Foundation creates opportunities for eligible asset-limited families and individuals to enroll in the ACP program and benefit from low-cost internet and devices to foster inclusion and well-being — closing this enrollment gap. To optimize and amplify impact, The Patterson Foundation has initiated an endeavor to close the ACP eligibility and enrollment gap to ensure those eligible for ACP benefits are taking advantage of the program.

The Foundation's approach is working with people, businesses, nonprofits, government, and the media to catalyze efforts to close this enrollment gap. TPF's Digital Access for All (DA4A), Aspirations to Actions, and the Suncoast Campaign for Grade-Level Reading initiatives leverage resources and human power to find innovative ways to connect with community members to generate awareness and increase ACP enrollment.
2023 In Numbers

**Breakdown of Counties Served**

- Sarasota County: 21.6%
- Charlotte County: 2.1%
- DeSoto County: 27.8%
- Manatee County: 48.5%

**Home Internet Access**

- Yes
- No

**Top 3 ACP Eligibility Factors**
- Medicaid
- SNAP
- Free and Reduced-Price School Lunch

**Events**
- 35

**ACP Engagers**
- 21

**Digital Navigators**
- 5

**Members of The Leadership Team**
- 5

**ACP Applications**
- 73

**ACP approvals**
- 35

**Completed Digital Navigation Clients**
- 22
2023 In Quotes

We met a lot of people who were really interested in ACP services. We were able to connect with so many families. It was also a really great event overall, because there were so many other service providers there, so many connections could be made on that front as well. There was overall really positive and supportive energy at the event too.

[The Mr Stevey Event] The families were great and the event was wonderful. I enjoyed being around others who wanted to help the community in the same way.

So far, it has been exactly as I have expected. I love getting to connect and engage with families and try and close the gap with affordable internet.

The Pop-Up Neighbor Through Laundry events are great for connecting with people while they are waiting for their clothes to wash and dry!

Having the families that have done the process excited to tell me they did and are receiving the discount made my day.
### Overview: ACP Outputs & Outcomes

#### Number of Events & Types

<table>
<thead>
<tr>
<th></th>
<th>November</th>
<th>December</th>
<th>Cumulative Totals To Date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Number of Events</strong></td>
<td>5 (1 SCGLR; 4 General Community Events)</td>
<td>3 (1 SCGLR; 2 General Community Events)</td>
<td>34 (9 SCGLR; 26 General Community Events)</td>
</tr>
<tr>
<td>Total</td>
<td>5</td>
<td>3</td>
<td>35</td>
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</tbody>
</table>

#### Event Outputs

<table>
<thead>
<tr>
<th></th>
<th>November</th>
<th>December</th>
<th>Cumulative Totals To Date</th>
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<tbody>
<tr>
<td><strong>Number of Intake Forms Completed</strong></td>
<td>48</td>
<td>22</td>
<td>289</td>
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<tr>
<td><strong>Number of Households Potentially ACP Eligible</strong></td>
<td>46</td>
<td>22</td>
<td>253</td>
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<tr>
<td><strong>Flyers Given &amp; Shared</strong></td>
<td>ENG - 85 SPA - 59</td>
<td>ENG - 31 SPA - 42</td>
<td>ENG - 914 SPA - 828</td>
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<tr>
<td><strong>Interest Forms</strong></td>
<td>0</td>
<td>1</td>
<td>100</td>
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<tr>
<td><strong>Key Zip Codes - Based on lack of Internet Subscription (13 % or more)</strong></td>
<td>3</td>
<td>3</td>
<td>36</td>
</tr>
<tr>
<td><strong>Key Zip Codes - Based on ACP Enrollment</strong></td>
<td>3</td>
<td>2</td>
<td>27</td>
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</tbody>
</table>

**Notes**

*Key zip codes based on ACP enrollment are zip codes with less than 500 households currently enrolled in the ACP. Key zip codes based on internet subscriptions are zip codes where 13 % or more of households do not currently have internet subscriptions.*
## Overview: Digital Navigation Outputs & Outcomes

<table>
<thead>
<tr>
<th>Digital Navigation</th>
<th>November</th>
<th>December</th>
<th>Cumulative Totals To Date</th>
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</thead>
<tbody>
<tr>
<td>Active Referrals to Digital Navigators</td>
<td>109</td>
<td>117</td>
<td>~ An Increase by 8</td>
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<tr>
<td># of ACP Applications Pending/Completed</td>
<td>—</td>
<td>—</td>
<td>73</td>
</tr>
<tr>
<td>Number of Households ACP Approved</td>
<td>29</td>
<td>35</td>
<td>~ An Increase by 6</td>
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<tr>
<td>Number of Households ACP Denied</td>
<td>1</td>
<td>0</td>
<td>1</td>
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<tr>
<td>Number of Households ACP Ineligible</td>
<td>4</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Number of Households That Have Obtained Devices</td>
<td>—</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Number of Households That Are Waiting to Receive Devices</td>
<td>—</td>
<td>17</td>
<td>17</td>
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<tr>
<td>Referrals to Digital Literacy Training Resources</td>
<td>—</td>
<td>17</td>
<td>17</td>
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</tbody>
</table>
## Number of Households Enrolled in the Suncoast By County (2023)

Source: Universal Service Administrative Co (USAC) - Under ACP rules, providers have up to 6 months to file claims for reimbursement of ACP benefits passed through to households. As a result, monthly totals may adjust as new claims are submitted or as past claims are revised.

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
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</thead>
<tbody>
<tr>
<td>Charlotte</td>
<td>4,790</td>
<td>4,932</td>
<td>4,911</td>
<td>5,103</td>
<td>5,427</td>
<td>5,646</td>
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<tr>
<td>DeSoto</td>
<td>1,137</td>
<td>1,184</td>
<td>1,191</td>
<td>1,254</td>
<td>1,349</td>
<td>1,446</td>
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<tr>
<td>Manatee</td>
<td>20,712</td>
<td>21,179</td>
<td>21,749</td>
<td>22,342</td>
<td>22,942</td>
<td>23,973</td>
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<tr>
<td>Sarasota</td>
<td>8,155</td>
<td>8,340</td>
<td>8,425</td>
<td>8,755</td>
<td>9,248</td>
<td>9,745</td>
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<tr>
<td>Totals</td>
<td>34,794</td>
<td>35,635</td>
<td>36,276</td>
<td>37,454</td>
<td>38,966</td>
<td>40,810</td>
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<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>August</th>
<th>Sep.</th>
<th>Oct.</th>
<th>Nov.</th>
<th>Total By County</th>
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</thead>
<tbody>
<tr>
<td>Charlotte</td>
<td>5,820</td>
<td>6,004</td>
<td>6,302</td>
<td>6,422</td>
<td>6,606</td>
<td>61,963</td>
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<tr>
<td>DeSoto</td>
<td>1,522</td>
<td>1,565</td>
<td>1,647</td>
<td>1,680</td>
<td>1,815</td>
<td>15,790</td>
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<tr>
<td>Manatee</td>
<td>24,533</td>
<td>25,467</td>
<td>26,591</td>
<td>27,780</td>
<td>28,829</td>
<td>266,097</td>
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<tr>
<td>Sarasota</td>
<td>10,056</td>
<td>10,586</td>
<td>11,253</td>
<td>11,566</td>
<td>11,991</td>
<td>108,120</td>
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<tr>
<td>Totals</td>
<td>41,931</td>
<td>43,622</td>
<td>45,793</td>
<td>47,448</td>
<td>49,241</td>
<td>451,970</td>
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