



## DIGITAL LITERACY

### THE PROBLEM

While the Finger Lakes region is an internationally recognized center for optics and technology, there is a huge gap that threatens to permanently disenfranchise wide segments of our community. 19.4% of Rochester households do not have computers. In Greece, it's nearly 11%. And, that's just part of the problem. 60% of those who begin online job applications can't complete them. Lack of computers in homes or easy access to the internet has serious economic and social consequences for our community. Computer skills become much harder to acquire, and access to invaluable information, goods and services is severely constricted. Without a computer, computer skills and internet access, it is impossible, or nearly so, to:

- create a resume
- write a cover letter
- set up an email account
- find a job
- find a doctor
- get a driver's license
- apply for Fafsa and other student loans
- get into college
- find a bus route
- find "how-to" videos to maintain your apartment or home
- find a "how-to" video to fix your car
- find a mechanic
- get a passport
- find a decent restaurant
- connect to friends and family via social media
- make travel plans or buy an airplane ticket
- find out when the library opens
- find a phone number
- The list goes on

### WHAT WE DO

We're creating digital citizens! Digital Literacy provides one-to-one assistance to program participants seeking help learning new computer skills, resolving challenges like internet access, completing demanding online tasks like applications, and other computer-based needs. Volunteer navigators are located at 5 city libraries (Arnett, Lincoln, Lyell, Phillis Wheatley and Sully), Greece Community Education and Veterans Outreach Center. For hours and locations, go to <https://literacyrochester.org/schedule/>.

### WHO WE SERVE

- Our participants come from 29 zip codes in the Monroe County area
- 25.3% of our participants come from 14621
- 58% of our participants live in high poverty neighborhoods

### OUR RESULTS

- ***95% of our participants learn new computer skills, complete essential tasks, or become more marketable for employment***
- Our participants acquire new technology-related skills, learn how to access key resources and information, get one-to-one workforce preparation assistance, resolve their technology-related issues
- Over 520 free flash drives made our participants more digital and mobile this year
- An estimated 600 job applications were completed with participants
- Navigators contribute the in-kind equivalent of tens of thousands of dollars in volunteer time

### PARTNERS

Daisy Marquis Jones Foundation, Davenport Hatch Foundation, Empire State College, Greece Central Schools/Greece Community Education, Monroe Community College, Episcopal Diocese of Rochester, Rochester City School District/OACES, Rochester Public Libraries (Arnett, Lincoln, Lyell, Phillis Wheatley, Sully), St. Thomas' Episcopal Church, State Senator Joseph Robach, Wilson Foundation, Veterans Outreach Center, Xerox Community Involvement Program, Individual donors.

Digital Literacy is a program of  
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<https://literacyrochester.org>