

311 Digital Navigators Service for the Community



From Alexandra Arrington <arringtona@queens.edu>

Cc sjohnston@tuesdayforumcharlotte.org <sjohnston@tuesdayforumcharlotte.org>

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 Digital Navigators Information Flier.pdf (~3.0 MB)

Hi Steve,

I'm writing in my new role as Director of a valuable service called the Digital Navigators program, working towards Charlotte-Mecklenburg becoming the most digitally equitable community in the nation.

I'm attaching for your review and disbursement information on the Digital Navigators program available to residents in Charlotte to get information and assistance on connecting to resources around 1) affordable internet, 2) garnering needed technology devices, and 3) digital troubleshooting assistance (computers, internet, etc.). Individuals can call 311 on their phones and ask for a Digital Navigator who can help guide residents to resolution around those three previously mentioned areas. Spanish-speaking services are available as well.

If individuals in the community are interested in being on the other side of the phone line due to expertise and experience in computer technical assistance and the like, the flier also shares how they can contact to become a Digital Navigator partner and/or volunteer.

I'd love to get on the calendar for a Tuesday Morning forum to share more in detail about the opportunity for all of the Charlotte community to benefit from this free service.

Thank you for sharing!

Cheers,

Alexandra Arrington, LCMHCA, NCC, BC-TMH (She/Her/Hers)

Director of Community Connections & Digital Navigators

Digital Charlotte (a Project of the Knight School of Communication)

Mobile: 704-584-9019