

Task Force Starter Kit

Who to invite, how to organize, and a simple member roster

PURPOSE: Build a working county team that represents the people most affected by broadband gaps and the allies needed to finish the job.

Who Should Be at the Table

- ☐ Residents waiting for broadband
- ☐ Older adults
- ☐ County commission
- ☐ Public library
- ☐ Churches / faith leaders
- ☐ Extension office
- ☐ Teachers
- ☐ Farmers / landowners
- ☐ Internet service providers (as partners, not chairs)
- ☐ Young people
- ☐ Workers and job seekers
- ☐ Mayors / municipal officials
- ☐ Healthcare providers
- ☐ Senior centers / civic clubs
- ☐ Chamber / local businesses
- ☐ School board / school system
- ☐ Workforce / training partners

Suggested Working Roles

ROLE	WHAT THE ROLE DOES
Chair / Co-Chairs	Keep meetings focused; build partnerships; follow up.
Secretary / Action Tracker	Record decisions, assignments and unfinished items.
Data & Map Lead	Track locations, providers and gaps using the BEAD map and local knowledge.
Community Outreach Lead	Reach residents and community organizations. Recruit volunteers to train and serve as Digital Navigators.
Education Lead	Connect schools, teachers, colleges and students; promote digital literacy and AI readiness.
Workforce Lead	Connect training, employers, veterans, justice-involved residents and job seekers.
Health Lead	Connect healthcare providers, telehealth and community health partners.
Digital Skills Lead	Coordinate digital literacy/skills workshops and volunteer Digital Navigators, online safety, devices and skills training.

County Task Force Member Roster

County: _____ Date formed: _____

NAME	ORGANIZATION / ROLE	COMMUNITY / AREA	PHONE	EMAIL

KEEP IT PRACTICAL: Start with a committed core group, add partners as needed, and keep assignments visible.

FIRST DECISION: Choose a regular meeting schedule and one clear way members will receive agendas, notes and action-item updates.

Task Force Meeting Pack

A simple 60-minute meeting that ends with What / Who / When

RULE FOR EVERY MEETING: Leave with three things written down: WHAT will be done, WHO will do it, and WHEN it will be finished.

Suggested 60-Minute Agenda

TIME	AGENDA ITEM
0-5 min	Welcome, introductions and purpose
5-15 min	Review last action items: completed, delayed, blocked
15-25 min	County broadband update: map, providers, construction, pending locations
25-45 min	Work on ONE priority issue
45-55 min	Agree on new action items and owners
55-60 min	Confirm next meeting and what will be reported back

Meeting Information

County	
Date / Time	
Location / Online Link	
Chair / Facilitator	
Main issue for this meeting	

Meeting Notes & Action Items

WHAT WILL BE DONE	WHO	BY WHEN	STATUS

Important Notes / Decisions

NEXT MEETING: Date _____ Time _____ Place / link

County Broadband Baseline

Know where your county stands before deciding what to fix first

START WITH FACTS + LOCAL KNOWLEDGE: Maps and statistics show part of the picture. Residents, schools, libraries, clinics and local officials know where the problems actually occur.

Broadband Snapshot

Confirmed BEAD locations	
Pending / unconfirmed locations	
Fiber-assigned locations / share	
Fixed Wireless-assigned locations / share	
Satellite-assigned locations / share	
Primary BEAD provider(s)	
County broadband adoption rate	
Known areas with unreliable / unaffordable service	

Use the current SCABCD/TUCE BEAD map and county/provider information. Do not assume a planned BEAD assignment means service is available today.

Community Assets Identified

- | | |
|---|--|
| ☐ Public library | ☐ Schools |
| ☐ County / municipal offices | ☐ Extension office |
| ☐ Health department / clinics | ☐ Hospitals / pharmacies |
| ☐ Churches / faith organizations | ☐ Senior centers |
| ☐ Career / workforce centers | ☐ Community colleges / universities |
| ☐ Civic groups | ☐ Local businesses / chamber |
| ☐ SCABCD | ☐ TUCE |

Where Are the Gaps?

LOCATION/COMMUNITY	WHAT IS THE PROBLEM?	CONTACT

Choose the 3 Most Urgent County Priorities Right Now

#	PRIORITY
1	
2	
3	

USE THIS BASELINE AGAIN: Update it every 3-6 months. A Task Force should be able to show what changed, what did not, and what needs escalation.

Your First 90 Days

Choose only a few priorities, assign owners, and produce visible results

DO LESS - FINISH MORE: Pick 2 or 3 priorities that matter most. Do not create a long wish list with no owners or deadlines.

30 Days - Organize & Learn

- ☐ Confirm Task Force members and roles
- ☐ Set monthly meeting dates
- ☐ Complete County Broadband Baseline
- ☐ Review the current BEAD map
- ☐ Identify immediate resident questions / problems
- ☐ Choose 2-3 priorities

60 Days - Take Action

- ☐ Meet with provider / local officials as needed
- ☐ Hold a resident sign-up or information event
- ☐ Launch a digital skills / telehealth help activity
- ☐ Begin education / workforce partnership work
- ☐ Track unresolved locations / service problems
- ☐ Report early progress publicly

90 Days - Measure & Reset

- ☐ Count what was completed
- ☐ List what is still blocked
- ☐ Escalate unresolved issues
- ☐ Share results with county leaders / residents
- ☐ Update priorities for next 90 days
- ☐ Schedule next progress review

Our 3 Priorities

#	WHAT WE WILL DO	OWNER	RESULT / DEADLINE
1			
2			
3			

SUCCESS LOOKS LIKE: A resident helped, a problem resolved, a class held, a provider answer obtained, a permit moved, a location clarified, or a partnership started - not simply another meeting.

Broadband Sign-Up & Help Event Checklist

Help residents ask questions, compare options, get connected and build confidence

GOAL: Residents should leave knowing what service is planned or available, what it may cost, what help they qualify for, and who to contact next.

Before the Event

- ☐ Choose an accessible location
- ☐ Bring current BEAD map access
- ☐ Prepare Lifeline information
- ☐ Advertise through churches / schools / civic groups
- ☐ Prepare sign-in / follow-up sheet
- ☐ Invite relevant providers
- ☐ Invite library / digital skills helpers
- ☐ Plan device / computer help
- ☐ Arrange tables, Wi-Fi and power
- ☐ Name a person to record unresolved issues

At the Event

- ☐ Help residents look up their address
- ☐ Ask providers about low-cost options
- ☐ Offer digital-skills / device help
- ☐ Protect personal information
- ☐ Explain planned technology/provider
- ☐ Help eligible households find Lifeline
- ☐ Record locations with unanswered questions
- ☐ Give every resident a next step / contact

After the Event

- ☐ Follow up on unanswered provider questions
- ☐ Add unresolved issues to Task Force tracker
- ☐ Contact residents who requested follow-up
- ☐ Report counts at the next Task Force meeting
- ☐ Share next event / workshop date
- ☐ Record lessons for the next event

Event Results

Date / location	
Residents assisted	
Addresses checked	
Provider questions referred	
Lifeline / affordability referrals	
Digital skills / device referrals	
Unresolved issues added to tracker	
Next follow-up date	

PRIVACY: Do not collect Social Security numbers, passwords, bank information or other sensitive personal information on Task Force forms.

Issue & Progress Tracker

Record problems, assign follow-up, and keep unresolved issues from disappearing

USE THIS FOR: Unconfirmed BEAD locations, construction or permitting delays, missed installations, service quality, affordability, provider questions, digital-skills needs, telehealth barriers, and other county broadband issues.

DATE	ISSUE	LOCATION	CONTACT	NEXT STEP	STATUS

STATUS CODES: O = Open • W = Waiting • R = Resolved • E = Escalate

Monthly Progress Snapshot

Issues opened	
Issues resolved	
Issues waiting on provider / agency	
Issues needing escalation	
Most important win this month	
Biggest unresolved barrier	