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| Major Milestones | Milestone Description and deliverables | Start Date | End Date | Milestone Risks |
| Outreach and Enrollment | Participate in at least 6-8 community events; partner with at least 2-4 organizations to reach 1,000 households and qualify 205 households for an Adoption. | 03/1/2025 | 02/28/2027 |  |
| Program Launch and Ongoing Classes | Add CETFs basic digital literacy curriculum to the Articulate e-learning platform to provide ongoing individual tutoring opportunities. Register at least 15-30 households in digital literacy classes and/or tutoring per quarter. Facilitate 1-2 digital literacy group classes per fiscal quarter.  | 03/1/2025 | 02/28/2027 |  |
| Assessment and Class Evaluation | Each program participant will complete a Pre Self-Assessment before participating in digital literacy classes and a Post Self-Assessment upon completion of the training to assess their digital literacy skill attainment.  | 03/1/2025 | 02/28/2027 |  |
| Incentive(s) for Program Completion | Each participant will receive a certificate of completion and laptop computer upon completion of their digital literacy training. Participants will also receive assistance with the installation, set-up and use of their device | 03/1/2025 | 02/28/2027 |  |
| Technical Support Program |  | Month x of implementation period. | Month x of implementation period. |  |
| Measure Success: Reaching Participation Goals | Progress on goals will be reviewed on a quarterly basis and during weekly meetings with Program Director. Progress will also be reported on an annual basis to the CPUC. | 03/1/2025 | 02/28/2027 | Staff turnover or leadership changes. |
| Project Aspirations:Broadband Subscriptions | 1,000 households will receive information about ACP and Affordable Broadband Internet available to them; and how they can receive assistance to apply, if needed. 205 households will apply for the Affordable Connectivity Program and/or subscribe to an Internet subscription.  | 03/1/2025 | 02/28/2027 | Do not qualify for an affordable Internet offer or already have an Internet subscription. Residents are unhoused or multiple households living in 1 dwelling.  |
| Other |  | Month x of implementation period. | Month x of implementation period. |  |
|  |  | Month x of implementation period. | Month x of implementation period. |  |

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| Major Milestones | Milestone Description and deliverables | Start Date | End Date | Milestone Risks |
| Outreach  |  | Month x of planning / implementation period. | Month x of implementation period. |  |
| Program Launch and Ongoing Broadband Access |  | Month x of implementation period. | Month x of implementation period. |  |
| Assessment and Evaluation |  | Month x of implementation period. | Month x of implementation period. |  |
| Measure Success: Reaching Participation Goals |  | Month x of implementation period. | Month x of implementation period. |  |
| Project Aspirations:Broadband Subscriptions |  | Month x of implementation period. | Month x of implementation period. |  |
| Other |  | Month x of implementation period. | Month x of implementation period. |  |
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| Major Milestones | Milestone Description and deliverables | Start Date | End Date | Milestone Risks |
| Outreach  |  | Month x of planning / implementation period. | Month x of implementation period. |  |
| Program Launch and Ongoing Broadband Access |  | Month x of implementation period. | Month x of implementation period. |  |
| Assessment and Evaluation |  | Month x of implementation period. | Month x of implementation period. |  |
| Measure Success: Reaching Subscription Goals |  | Month x of implementation period. | Month x of implementation period. |  |
| Other |  | Month x of implementation period. | Month x of implementation period. |  |
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