Digital Skills for Ownership and Sustainability

Comprehensive Program Plan

Prepared by: Jessica Scarpitti, Founder & CEO

contact@dsosnc.com

Executive Summary

Digital Skills for Ownership and Sustainability (DSOS) is a 501(c)(3) public charity in Craven County, North Carolina, committed to empowering individuals across Eastern North Carolina with the digital skills needed to thrive in today's connected world. By integrating behavioral health expertise with digital literacy education, DSOS provides a holistic, community-based approach to closing the digital divide. Our programs are designed to strengthen community resilience, reduce isolation, and expand access to education, telehealth, and economic opportunity.

In partnership with local behavioral health organizations, community centers, and educational institutions, DSOS delivers hands-on workshops, one-on-one technical assistance, and mobile computer lab outreach to underserved populations. We focus on high-impact results—equipping seniors, rural residents, and job seekers with practical technology skills for telehealth, education, and employment.

Our annual operating budget of $162,378 is supported through volunteer labor, in-kind contributions, and grant funding requests totaling $65,000. This investment allows DSOS to expand digital literacy and telehealth access across fifteen counties in Eastern North Carolina, impacting more than 10,000 residents.

Statement of Need

In Eastern North Carolina, nearly 30% of residents are aging adults and over 15% report low technological literacy. Rural communities face limited broadband access, lack of affordable devices, and insufficient training to navigate online systems vital for healthcare, education, and employment. Without intervention, these disparities deepen social and economic isolation, leaving thousands unable to benefit from telehealth or participate in the digital economy.

Research by the NC Department of Information Technology (2023) highlights that many North Carolinians still lack the skills to take advantage of digital services such as telehealth and online education. This gap is particularly pronounced in low-income, aging, and geographically isolated communities. DSOS addresses this need by providing digital education that connects residents directly to essential resources—empowering independence, access, and long-term sustainability.

Program Overview

Digital Skills for Ownership and Sustainability (DSOS) bridges the gap between technology and mental wellness by combining behavioral health expertise with digital training. Through partnerships with local wellness centers, schools, libraries, and transportation services, DSOS reaches residents who otherwise face barriers to accessing digital resources.

Core initiatives include:
• Community Outreach and Partnerships – building trust and identifying digital access barriers across Eastern NC.
• Digital Skills and Privacy Workshops – interactive, instructor-led sessions on telehealth, cybersecurity, and productivity tools.
• Digital Navigation and Help Desk Support – one-on-one technical guidance for residents needing digital assistance.
• Mobile Computer Lab – a traveling classroom offering internet-connected workstations and telehealth training for rural residents.

Goals and Measurable Outcomes

DSOS measures success through clear, data-driven objectives designed to ensure accountability and long-term community benefit.

• Increase by 20% the number of residents confident using telehealth platforms and word processing tools by Year 3.
• Conduct 6–10 regional listening sessions annually to gather community feedback and inform program design.
• Deliver 50+ workshops and serve over 500 participants per year through mobile and fixed-site training.
• Strengthen partnerships with at least 10 local organizations, including senior centers and libraries.

Implementation Plan

The DSOS implementation strategy emphasizes collaboration, accessibility, and continuous improvement. Quarterly on-site visits, community listening sessions, and regular evaluation surveys ensure program relevance and inclusivity.

Year 1 focuses on infrastructure and outreach—building partnerships, developing workshop materials, and deploying the mobile computer lab. Years 2 and 3 prioritize expansion, evaluation, and refinement based on participant outcomes and partner feedback.

Evaluation Plan and Logic Model

DSOS employs a continuous evaluation cycle integrating surveys, feedback sessions, and measurable data to assess progress and community impact.

Inputs: Volunteers, staff expertise, technology equipment, partnerships, and funding.
Activities: Workshops, telehealth training, help desk support, and outreach events.
Outputs: Number of workshops delivered, participants served, and certifications earned.
Outcomes: Increased confidence in using technology, expanded telehealth access, and

reduced isolation.

Impact: Improved digital inclusion and social connectedness across Eastern North Carolina.

Sustainability Plan

DSOS's long-term sustainability is rooted in community partnerships, volunteer engagement, and funding diversification. Beyond the initial grant, DSOS will pursue corporate sponsorships, private foundation grants, and in-kind technology donations to sustain programming. The organization will also collaborate with North Carolina's digital inclusion networks and broadband initiatives to align resources and maintain relevance.

By cultivating community ambassadors and local partnerships, DSOS ensures ongoing volunteer recruitment and training to maintain operations with minimal administrative overhead.

Budget Summary and Justification

Total Annual Budget: $162,378.00

Funding Sources: $65,000 (Grants) + $88,000 (In-kind Volunteer Labor) + $9,378 (Donations & Partnerships)

Budget Breakdown:
• Advertising & Outreach: $16,304 – marketing, local travel, and promotional materials.
• Office & Equipment: $13,769 – printing, office supplies, and computer lab furnishings.
• Technology: $30,705 – laptops, peripherals, secure live chat software, and digital protection tools.
• Facilities: $73,800 – rent, utilities, and workshop venue costs.
• Contracted Services: $24,000 – accounting and legal compliance.
• Indirect Costs: $3,800 – transportation passes and community event food.

Each expenditure directly supports DSOS's mission of expanding digital literacy and inclusion. The majority of costs are dedicated to program delivery rather than administration, demonstrating strong fiscal responsibility and community investment.

Conclusion

Digital Skills for Ownership and Sustainability (DSOS) offers a replicable and community-driven approach to closing the digital divide across Eastern North Carolina. Through innovative partnerships, measurable outcomes, and a commitment to behavioral health integration, DSOS is poised to deliver long-term digital equity, accessibility, and empowerment for thousands of residents.