

# HOUSE . . . . . No. 100

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## The Commonwealth of Massachusetts

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PRESENTED BY:

***Lindsay N. Sabadosa***

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*To the Honorable Senate and House of Representatives of the Commonwealth of Massachusetts in General Court assembled:*

The undersigned legislators and/or citizens respectfully petition for the adoption of the accompanying bill:

An Act establishing a commission to study a statewide credentialing program for digital navigators.

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PETITION OF:

NAME:	DISTRICT/ADDRESS:	DATE ADDED:
<i>Lindsay N. Sabadosa</i>	<i>1st Hampshire</i>	<i>1/17/2025</i>
<i>Bud L. Williams</i>	<i>11th Hampden</i>	<i>2/5/2025</i>
<i>Jason M. Lewis</i>	<i>Fifth Middlesex</i>	<i>2/13/2025</i>
<i>Michael O. Moore</i>	<i>Second Worcester</i>	<i>2/20/2025</i>
<i>John Barrett, III</i>	<i>1st Berkshire</i>	<i>3/17/2025</i>

# HOUSE . . . . . No. 100

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By Representative Sabadosa of Northampton, a petition (accompanied by bill, House, No. 100) of Lindsay N. Sabadosa and others for an investigation by a special commission (including members of the General Court) relative the inequity of digital access through the recruitment and implementation of digital navigators. Advanced Information Technology, the Internet and Cybersecurity.

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## The Commonwealth of Massachusetts

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In the One Hundred and Ninety-Fourth General Court  
(2025-2026)  
\_\_\_\_\_

An Act establishing a commission to study a statewide credentialing program for digital navigators.

*Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:*

1           SECTION 1. (a) The Massachusetts General Court shall establish a Massachusetts Digital  
2   Navigation Commission to study and make recommendations on ways to address the inequity of  
3   digital access through the recruitment and implementation of digital navigators, trusted guides  
4   who assist community members with ongoing, individualized support for accessing affordable  
5   and appropriate connectivity, devices, and digital skills.

6           (b) The commission shall consist of: the chairs of the joint committee on economic  
7   development and emerging technologies, who shall serve as co-chairs of the commission; 1  
8   member who shall represent the Massachusetts Broadband Institute; 1 member who shall  
9   represent the executive office of technology services and security; 1 member who shall represent  
10   the department of public health; 1 member who shall represent the executive office of health and  
11   human services; 1 member who shall represent the executive office of labor and workforce

development; 1 member who shall represent the Massachusetts office on disability; 1 member who shall represent the executive office of elder affairs; 1 member who shall represent Massachusetts Board of Library Commissioners; 1 member who shall represent MassHealth; 1 member who shall represent the executive office of housing and livable communities; 1 member who shall represent the department of transitional assistance; 5 members who shall represent the Massachusetts Digital Navigation Network, including: 1 member who shall represent the Alliance for Digital Equity of Western Massachusetts, 1 member who shall represent the Massachusetts Association of Community Health Workers, 1 member who shall represent the City of Boston, 1 member who shall represent the Metro North Workforce Board and 1 member who shall represent Vinfen; 1 member who shall represent the Massachusetts Healthy Aging Collaborative; 1 member who shall represent the Massachusetts Immigrant & Refugee Advocacy Coalition; 1 member who shall represent the Massachusetts League of Community Health Centers; 1 member who shall represent the Massachusetts Association of Community Colleges; and 2 members who shall be recipients of digital navigator services with 1 recommended by the Alliance for Digital Equity and 1 recommended by the Metro North Workforce Board.

(c) The commission shall study and make recommendations on:

(1) how Massachusetts residents' needs can be met by digital navigation services within the broader goal of digital equity;

(2) the scope and social determinant of health and quality of life outcomes provided through digital navigation;

(3) opportunities for state agencies to support the work of digital navigation to further the goals of the agencies in meeting the needs of Massachusetts residents;

34 (4) methods for funding digital navigators including private and public contracting, state  
35 grantmaking, and state and federal reimbursement for services;

36 (5) qualifications and standards of digital navigators, including outlining a process for a  
37 statewide credentialing program for digital navigators; and

38 (6) any other considerations determined to be relevant by the commission.

39 (d) The commission shall also collect data regarding current regional digital navigation  
40 initiatives across the Commonwealth to understand opportunities, implementation design and  
41 statewide efficiencies.

42 (e) All appointments shall be made not later than 30 days after the effective date of this  
43 resolve. The chairs shall meet with the commission not later than 60 days after the effective date  
44 of this resolve.

45 (f) The commission shall file a report and its recommendations, including any legislation  
46 necessary to implement its recommendations, with the clerks of the house of representatives and  
47 the senate not later than one year after the effective date of this statute.