HOUSE . . . . . No. 4596

The Commonwealth of Massachusetts

HOUSE OF REPRESENTATIVES, October 14, 2025.

The committee on Advanced Information Technology, the Internet and Cybersecurity, to whom was referred the 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, reports recommending that the accompanying bill (House, No. 4596) ought to pass [Representative Gaskey of Carver dissents].

For the committee,

TRICIA FARLEY-BOUVIER.

FILED ON: 10/2/2025

HOUSE . . . . . No. 4596

The Commonwealth of Massachusetts

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:

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

(b) The commission shall consist of: 1 member who shall represent the executive office of technology services and security; 1 member who shall represent the executive office of labor and workforce development; 1 member who shall represent the executive office of elder affairs; 1 member who shall represent the department of public health;1 member who shall represent the Alliance for Digital Equity of Western Massachusetts; 1 member who shall represent Massachusetts Board of Library Commissioners; 1 member who shall represent MassHealth; 1 member who shall represent Tech Goes Home; 1 member who shall represent Vinfen; 1 member

who shall represent the Massachusetts League of Community Health Centers and 1 member who shall represent the Massachusetts Healthy Aging Collaborative.

(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;

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

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

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

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

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

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