

HOUSE No.

The Commonwealth of Massachusetts

PRESENTED BY:

Lindsay N. Sabadosa

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.

PETITION OF:

NAME:	DISTRICT/ADDRESS:	DATE ADDED:
<i>Lindsay N. Sabadosa</i>	<i>1st Hampshire</i>	<i>1/17/2025</i>

HOUSE No.

[Pin Slip]

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:

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
12 development; 1 member who shall represent the Massachusetts office on disability; 1 member
13 who shall represent the executive office of elder affairs; 1 member who shall represent

14 Massachusetts Board of Library Commissioners; 1 member who shall represent MassHealth; 1
15 member who shall represent the executive office of housing and livable communities; 1 member
16 who shall represent the department of transitional assistance; 5 members who shall represent the
17 Massachusetts Digital Navigation Network, including: 1 member who shall represent the
18 Alliance for Digital Equity of Western Massachusetts, 1 member who shall represent the
19 Massachusetts Association of Community Health Workers, 1 member who shall represent the
20 City of Boston, 1 member who shall represent the Metro North Workforce Board and 1 member
21 who shall represent Vinfen; 1 member who shall represent the Massachusetts Healthy Aging
22 Collaborative; 1 member who shall represent the Massachusetts Immigrant & Refugee Advocacy
23 Coalition; 1 member who shall represent the Massachusetts League of Community Health
24 Centers; 1 member who shall represent the Massachusetts Association of Community Colleges;
25 and 2 members who shall be recipients of digital navigator services with 1 recommended by the
26 Alliance for Digital Equity and 1 recommended by the Metro North Workforce Board.

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

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

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

32 (3) opportunities for state agencies to support the work of digital navigation to further the
33 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.