



Staying Connected:
Digital Literacy to Combat Loneliness & Isolation

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Select the Q&A icon on your Zoom toolbar to submit a question to the speakers; or



Check out our resource pages:

- www.EngageCA.org
- www.Aging.ca.gov

Staying Connected:
Digital Literacy
to Combat
Loneliness & Isolation





SF Connected

Paulo Salta

Program Analyst |

Office of Community
Partnerships

SF Connected Program

- CCSF received federal grant to **increase access to technology**
- Department of Disability and Aging Services (**DAS**) implemented the program for **older adults** and **adults with disabilities**
- Funding went into building **Technology Labs, Internet Access,** and **Digital Literacy Training**



Accessibility

Configuration of Computers

- **Five different language users:**
English, Chinese, Spanish,
Russian, Vietnamese
- **Touch-Screen** capability
- **Large-text** Keyboards



Digital Literacy Training

DAS partnered with community based organizations:

- **Community Living Campaign**
- **Community Tech Network**
- **Conard House Inc.**
- **Self-Help for the Elderly**
- **Lighthouse for the Blind**



Digital Literacy (con.)

- **Instruction is available in:** English, Spanish, Russian, Cantonese, Mandarin and Vietnamese
- **Format:** classes, workshops, one-on-one training
- **Course Content:**
 - Introduction to Computers/Internet
 - Social Media
 - Online Safety/Security
 - Assistive Technology



Digital Literacy as We Shelter in Place

- Self Help for the Elderly
- Lighthouse for the Blind

Self Help for the Elderly

- **Pilot:** 60-90 min virtual class with current students
- Use **WeChat video conferencing** to teach how to download Zoom



Lighthouse for the Blind

- Providing **remote training**
- Preferred is for students to have **two devices**
- **Tech Together Group:**
Discussion and sharing of information that is relevant to the current situation





**Bridging the
digital divide**

SF Tech Council

Karla Suomala
Project Director



SF Tech Council

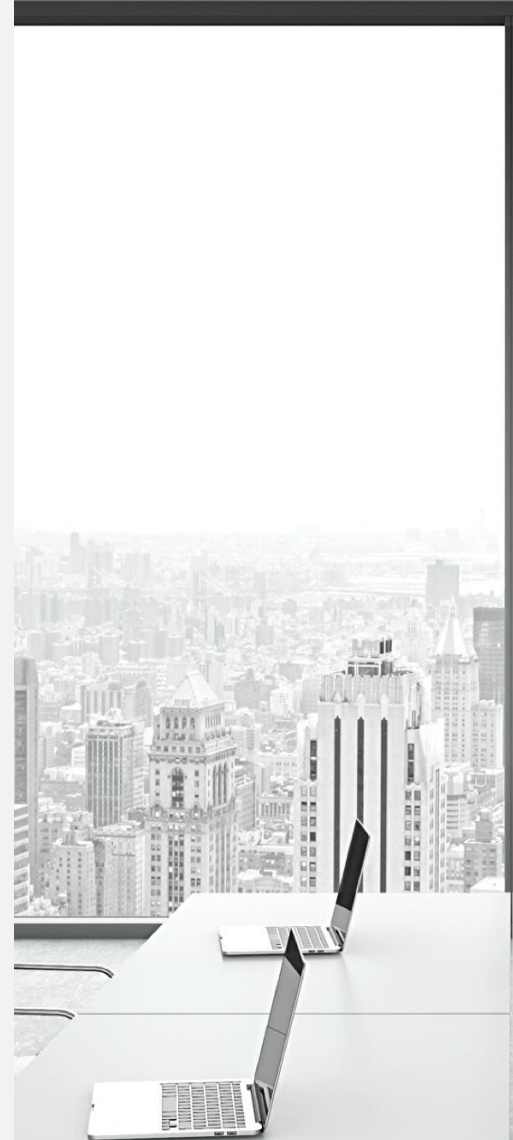
- Brings together leaders from 25+ **private sector, city agencies, and community-based organizations**
- Works to identify and pursue **supportive policies and funds** needed to achieve digital inclusivity.
- **Advances cross-sector collaboration** to spark innovation, move toward solutions, and track progress in:
 - Expanding **access and literacy**
 - Increasing **training and employment**
 - Reducing **isolation and loneliness**



SFTC Survey:

Organizational
Response to the
Shelter-in-place
Order

Spring 2020



High Priority Needs

- Social isolation
- Access to health care
- Remote training



Survey Questions

1. What **strategies, resources, and practices** has your organization deployed in adapting, enhancing or expanding services?
2. What **impact have digital channels** had on your programs, clients, and staff?
3. How will **COVID-19 impact** how you organize and deliver services in the future?



Key Findings

1. Limited resources to develop capacity for digital services
2. Staff being redeployed – more IT, meetings & client interaction
3. More tech use by clients and staff requires more tech support
4. New concerns - i.e., secure communication of personal information across shared networks

The Digital Divide Is Real in Terms of Internet Access and Personal Tech Use



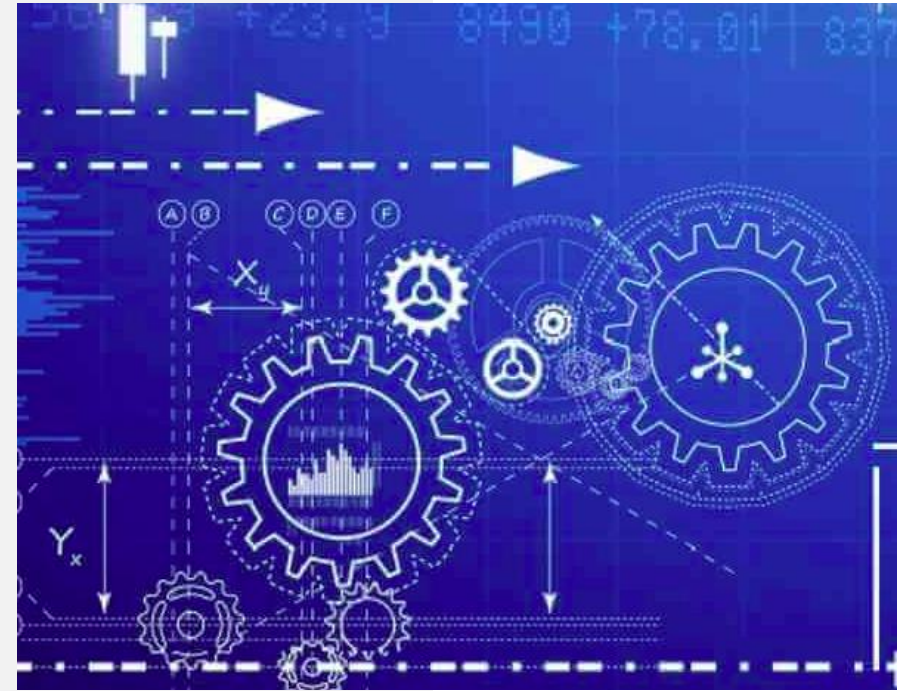
Barriers For Clients

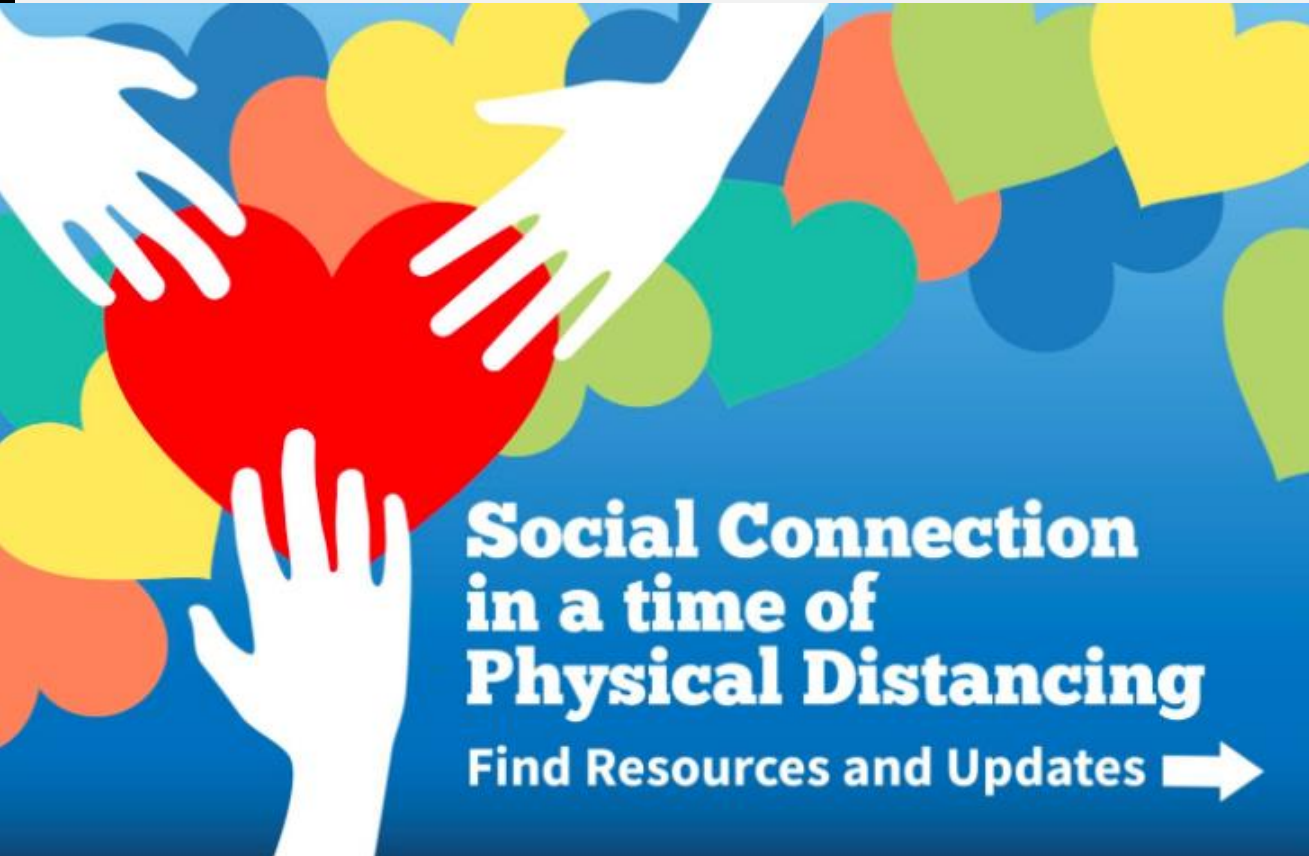
- Lack of digital **DEVICES**, i.e. smart phone, tablet or computer
- Limited or no internet **ACCESS**
- Limited **DIGITAL LITERACY**, i.e. smartphone, Zoom, etc.



Barriers For Providers

- Personnel with **sufficient tech skills**
- Personnel with **language skills**
- Lack of **infrastructure** - hardware, software, expertise





Community Living Campaign

Marie Jobling

Executive Director



Public Awareness

Organized the 2012 **Senior and Disability Tech Summit** at San Francisco City Hall

- 700+ participants
- High level speakers, demos, workshops, hands-on support
- Language and disability access



Action

Organized two **Keep Us Connected Campaigns** to secure and sustain government support for computer labs and training



Commitment

Established the **San Francisco Tech Council** to increase stakeholder focus on the issue of digital equity.



Now, in seven weeks...

- Virtually **all Community Connector Programming is on-line** – workshops, exercise programs, writing groups, social activities, etc.
- An average of **24 diverse offerings** each week via Zoom, supported by Zoom training, tutoring and active outreach
- Will continue **Digital Passport Program**, launched with SF Tech Council

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
10:00-11:00 AM Always Active * (OnLok/30th St.)	10:00-11:00 AM Dance for Strength with Kyra	10:00-11:00 AM Always Active * (OnLok/30th St.)	10:00-11:00 AM Dance for Strength with Kyra	10:00-11:00 AM Always Active * (OnLok/30th St.)
11:30 AM-12:30 Writing for Remembering with MG	11:00 AM-12:00 • Recipe Swap • Books & Movies (Alternate Weeks)	11:30 AM-12:30 Chair Yoga with Kyra	11:00 AM-12:00 • Creative Spark • Pet Social Hour (Alternate Weeks)	11:00 AM-1:00 Virtual Tech Help Desk *
<p>COMMUNITY LIVING CAMPAIGN</p> <p>Join Our Virtual Community Connector Network Events!</p> <p>We're unable to meet in person right now. Instead, stay connected with your neighbors from the safety of your own home. Find a full event calendar at: www.sfcommunityliving.org/events.</p> <p>Unless otherwise noted, you can join all activities as follows:</p> <p>Call In by Phone: Dial 669-900-6833. Enter the Meeting ID: 947 3509 0322, then press # twice.</p> <p>Join Online: https://zoom.us/j/94735090322, then wait in the "waiting room" until the meeting starts.</p>				
1:00-2:30 PM • Healthy Aging (Topic Varies) • Open Mic (2:00-2:30 PM)		1:00-2:30 PM Writing for Remembering with Marina	1:00-2:30 PM • Healthy Aging (Topic Varies) • Open Mic (2:00-2:30 PM)	2 Choices *12:00 - 1:00 PM Coronavirus Chat and Update with Dr. Chodos (UCSF) 12:15 - 1:15 PM Memoir Writing with Melanie Graysmith
2:30-3:30 PM NEW DATE	2:30-3:30 PM Virtual Tech Help	2:30-3:30 PM • Meditate/Move (1st / 3rd week) • Kitchen Wisdom	2:30-3:30 PM * Traveling Safely During Covid 19 (2nd week)	Qigong



PASSPORT TO DIGITAL LITERACY
for Older Adults and People with Disabilities

- Learn new skills with email and search
- Find movies, music and more...
 - Stay safe online
- Improve your basic skills and go much farther!

CLC Computer Lab
1663 Mission Street, Suite 525

Community Tech Network

Kami Griffiths

Executive Director



About CTN

- Our **mission** is to transform lives through teaching digital literacy.
- Our **vision** for success is a world where all people understand the value of the internet and have the digital skills and access needed to accomplish goals and improve the quality of their lives.



Overview Of Home Connect

- Helping older adults get fully connected:
 - **Home internet access**
 - **Android tablet**
 - Digital skills **training**



How Covid-19 Changed CTN Programming



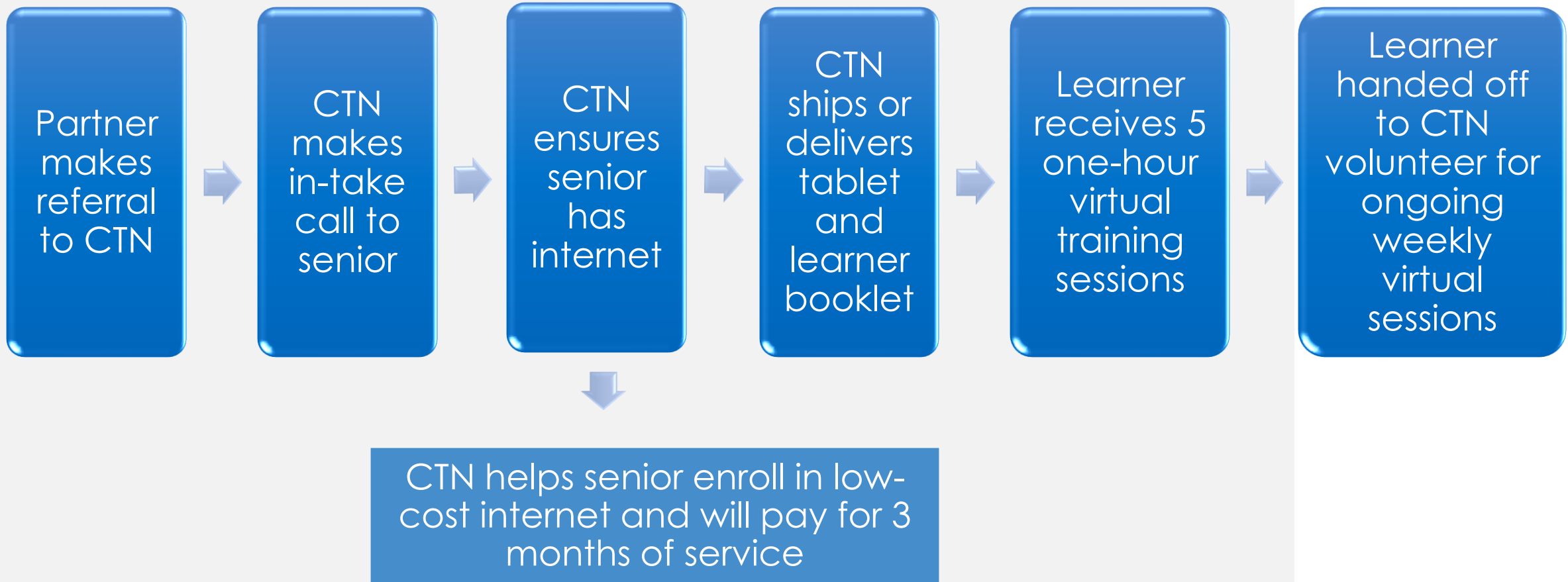
Before...

- Trainers provided support in **partner location**
- Support was **1-on-1 or small group** training on computers (provided by DAS) or on learner's device

Now...

- All training must happen **remotely**
- **Pre-recorded** training sessions made available

Home Connect Workflow



Curriculum Overview & Learning Pathways

Initial Training (provide virtually by CTN trainer):

- Lesson 1: **Getting to Know Your Device**
- L 2: **Searching on the Internet**
- L 3: **Intro to Email**
- L 4: **Online Safety**
- L 5: **Using the Camera**

Learning Pathways (provided by volunteer):

- Communicate with friends & family
- Interact with healthcare providers, access telemedicine, refill prescriptions
- Order groceries, meals, necessities for delivery
- Completing online forms (Census and applications)
- Access information, entertainment, live-stream events

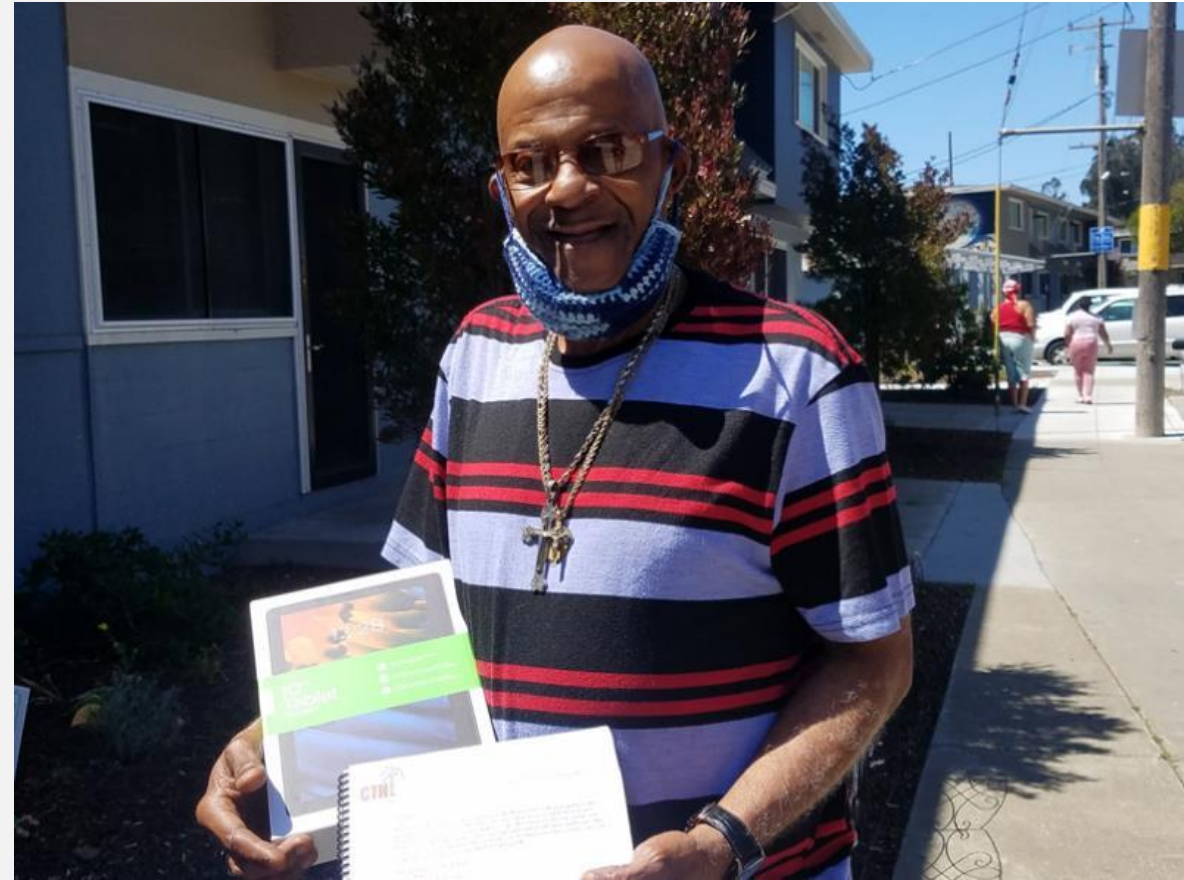
Ideal Participant

- Older adult
- Lives alone
- Great desire and motivation to learn
- Limited/no access to the internet



Program Progress

- Referrals made: 73
- Need help getting the internet: >15
- Tablets delivered: 6
- Training in progress: 5
- Initial training complete: 1



Bring Home Connect To Your Community

For more information, please Kami Griffiths at
kami@communitytechnetwork.org





Department of
Disability and Aging
Services/
SF Connected



SF TECH
COUNCIL



COMMUNITY
LIVING CAMPAIGN



CTN
community
TECH NETWORK



THANK YOU!!



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