



SF Connected

DIGITAL LITERACY TRAINING AND SUPPORT FOR OLDER ADULTS AND
ADULTS WITH DISABILITIES

FANNY LAPITAN – PROGRAM MANAGER DAS/OCP

PAULO SALTA – PROGRAM ANALYST DAS/OCP

Background

- 45 Technology Labs
- 30+ partner organizations
- 7 Grantees
 - Community Living Campaign
 - Community Tech Network
 - Conard House
 - Lighthouse for the Blind
 - Self-Help for the Elderly
 - Urban Equity Group
 - Arc SF



Service Delivery Pre-COVID

- Training available in English, Chinese, Spanish, Russian, Tagalog, and Vietnamese.
- Topics include:
 - Intro to computers/internet
 - Online communications
 - Assistive Technology
 - Personal devices
 - Digital Services



Service Delivery During COVID

Self-Help for the Elderly

- Support in English, Spanish, Cantonese, Mandarin, Vietnamese, Russian
- Training on their device
- Training on virtual platforms



**Self-Help for
the Elderly**
安老自助處

Service Delivery During COVID

Lighthouse for the Blind

- Virtual individual training via phone, Zoom, etc.
- Group Workshops



Service Delivery During COVID

The Arc SF

- Developed and launched - The Hub
 - “learning before learning” model
- Digital Literacy I,II,III




Service Delivery During COVID



Community Living Campaign

- Neighborhood Tech Connections
- Re-assigned computer trainers to help with computer and phone access problems using a combination of phone calls and social media platforms.
- Moved all programs online via Zoom - 30 exercise classes each month.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
10:00-11:00 Always Active* (OnLok/30th St.)	10:00-11:00 Dance for Strength with Kyra	10:00-11:00 Always Active* (OnLok/30th St.)	10:00-11:00 Dance for Strength with Kyra	10:00-11:00 Always Active* (OnLok/30th St.)
11:30-12:30 Writing for Remembering with MG	11:15-12:15 Eating Well Let's Make Stuff (alternate weeks)	11:30-12:30 Chair Yoga with Kyra	11:15-12:15 Art with Elders Voter Forum Gardening (see full calendar)	11:00-1:00 Virtual Tech Help Desk
 September 2020 Events CLC Virtual Community Connector Network Stay connected with your neighbors from the safety of your own home! Find our calendar at www.sfcommunityliving.org/events . Unless otherwise noted, you can join all activities as follows: Call in by Phone: Dial 888-475-4499 (toll free) or 669-900-6833 Enter the Meeting ID: 865 6747 4200 , then press # #. Join Online: https://zoom.us/j/86567474200 , register, then wait in the "waiting room" until the meeting starts.				2 Choices *12:00 - 1:00 Coronavirus Chat and Update with Dr. Chodos (UCSF)  *12:15 - 1:15 Memoir Writing with Melanie Graysmith
1:00-2:30 Various Topics (see full calendar) Community Chat (2:00-2:30)		1:00-2:30 Writing for Remembering with Marina	1:00-2:30 Various Topics Sleep Well Grandparenting Voting	
2:30-3:30 Cook with Chef Lorraine	2:30-3:30 Zoom Help Desk	2:45-3:45 Meditate/Move (1st /3rd week) Kitchen Wisdom (2nd week) Senior Stories (4th week)	2:30-3:30 Various Topics: Keep Us Connected Campaign News: Is it True? Connector Stories Community Tales	2:30-3:30 Qigong with David Wei (bilingual English & Chinese)
	3:30-4:30 Sept. 15: Resilient Neighborhoods			
Boomer Talk Sept. 14 & 28, 6-7:30 Drama with Friends Sept. 21, 6:45-8:30		6:00-7:45 LitQuake Writing Project		Minema Sept. 10 & 24, 6-7 Perry Sings Sinatra Sept. 17, 6:00-7:30

* See page 2 for special link and call-in information for these events
Updated: 8/30/2020

Service Delivery During COVID

Community Tech Network



- Home Connect
 - Initial Training 1-5
 - Learning Pathways

- 211 Referrals
- 25 Connected to Home Internet
- 160 Devices Distributed
- 122 Completed Basic Training



What's Next

- BOS Funding
- Mapping Digital Inclusion Resources
- Align with the City's Digital Equity Plan
- Uniform Metrics
- Centralized Outreach
- Dynamic Programming



Thank You

PAULO.SALTA@SFGOV.ORG

FANNY.LAPITAN@SFGOV.ORG