

**Contra Costa County Advisory Council on Aging
Technology Group Minutes
Monday, June 15, 2020**

Call to Order: Steve Lipson called the meeting to order at 9:40 am, after technical issues with Zoom.

Present: Steve Lipson, Kevin Donovan, Gail Garrett, Jill Kleiner, James Donnelly

Staff: Anthony Macias,

Approval of Agenda/Minutes

- Approval of Today's Agenda – Steve moved to approve today's agenda; Kevin motioned second, approved by all present.
- Steve moved to approve February minutes with corrections- approved by all who were present at February meeting.

Announcements:

- None

Public Comment:

- None

Presentations:

- None

Discussion: Overview/Assessment: ACOA Technology Workgroup during the COVID19 Pandemic
Strategy discussion- The Role of the Tech WG in the COVID19 era

- Steve Lipson is looking at a workgroup rebuild. We began by offering ways to help the older adult community in the county. Starting with a way to point community to available resources in the county.
- Started to bring ACOA membership into fold with updates to the AAA/ACOA webpages.
- COVID19 pandemic has changed the focus.
- Greater sense of urgency to train older adults in technology;
- Access to technology and resources to secure the tech folks who can help. Even in a position of advantage there is still issues around the technology divide.
- Isolation is a major ongoing issue with many older adults.
- Pandemic has brought further isolation to many as the digital divide comes into focus as many older adults are not fluent in new technology.
- Elder Tech has educated older adults with technology training, but those opportunities are not available due to pandemic.

- There are no longer places available to connect to free internet (closed Starbucks, Libraries, others). As many do not have a data plan at home, it is even harder to connect.
- What are ways we can better educate older adults- assisted living homes?
- Will Starbucks be opening, even so, will older adults feel safe to go to public places?
- Are volunteers that are part of MOW's required to go through a background check? Yes they are.
- County Connection has been helping with delivery of MOW during the pandemic- Jim
- Are there volunteers (WCCTAC) who are no longer volunteering with other programs, such as MOW, who could volunteer to train in technology?
- Jim- we could ask the organizations about training the volunteers to train other older adults in tech. these groups could be MOWDR (Cathy Thompson- volunteer development, Diablo Valley Foundation (Terry Tobey).
- Outreach by using Zoom and other technology; more than a "friendly" phone call;
- Part of outreach is to help train and show older adults about Zoom and other available ways to stay connected- YouTube, Zoom, etc. the basics of Zoom can be challenging.

Who Do We Support/How Do We Support

- Can begin with ACOA and assisting members with this technology. Medical appointments are now being conducted with zoom-type meeting with doctors.
- What information we can deliver?
- How we can deliver it?
- Start small.
- West Contra Costa Transportation Advisory Committee (WCCTAC) have volunteers who offer person to person training on how to navigate public transportation in western part of the county.
- Transportation- utilize their volunteers who are not being used at this time.
- Jill- what about isolation now that things are opening up; how are things changing?
- **Discussion** about using this time to outreach those who are feeling isolated beyond the SIP period is over; Isolation has been an ongoing issue facing older adults prior to pandemic, as evident from the Older Adults Survey results.
- MOW deliveries not a way to alleviate isolation.
- Who Do We Support- older adults who are part of the digital divide.
- How Do We Support- outreach, building up a structure; a pilot program; formulating a concept; more thought and outreach needed-
- Ideas of who to reach out to are the county senior coalitions. Kate Rauch of West County Senior Coalition and East County Senior Coalition contacts Tim Lear and Sydney Anderson.
- General Services like shopping; senior hours (Jim shopping for others with Mobility Matters; mainly goes to Trader Joe's; Gail believes people are more courteous now at grocery stores; Jim observes people without masks on streets.
- What online shopping resources are available? These are also expensive.

Important Technologies to Assess/R U OK? A list of people to make contact to check in on people. This is a subscription program that is expensive.

Can we use technology in some format, however primitive?

New Business for next meeting

Action items: Support a new or altered Tech WG role/volunteer requirements;

Research on volunteers and volunteer structures are and if volunteers are amenable to volunteer

for training of technology usage for older adults. Volunteer Base.

What is the information we are trying to get across to folks; review C4A paper on digital divide.

Action Items for Executive Committee?

- None

Future Meetings:

- Next meeting: Monday, July 6, 2020

The meeting adjourned at 11:20 am.