Contra Costa County Advisory Council on Aging
Technology Group Minutes
Monday, September 14, 2020

Call to Order: Steve Lipson called the meeting to order at 9:32 am. Meeting conducted using the Zoom meeting platform.

Present: Steve Lipson, Kevin Donovan, Jill Kleiner, James Donnelly, Mary Bruns
Guests: Sam Sakai-Miller; Sara Shafiabady of Aging In Place; Jo McCord of Family Caregiver Alliance (FCA); Andrew Hayes of Center for Elder Independence (CEI); Heather McDowell of CEI
Absent: Gail Garrett
Staff: Anthony Macias

Approval of Agenda/Minutes

- Approval of Today's Agenda – Jill motioned to approve; Kevin motioned second; agenda approved by all present.
- Kevin moved to approve August minutes; Kevin, Jill second with minor changes for consistency; all approved.

Announcements:

- Steve: Introductions and opening remarks.
- We are first tech workgroup in any AAA.
- There is a clear need for Technology use for older adults. Tech is necessary now more than ever for info and access to: health, security, mental health information, housing information, etc.
- Every commission and council has specific information, but no one has the information on technology that is so important.
- We need an ongoing dialogue to keep each other informed of tech services, programs and resources.
- In general, there are great organizations doing great work. There is a need for promotion.
- With this meeting, hope of promoting programs and reaching wider audience; help promote every program and needs countywide; and identify groups that are in need of technology for delivery of programs.
- Thank You for attending today's meeting.

Public Comment:

- None.

Technology Corner: Steve

- Kinsa Health product/application, thermometer to web; identify fever rates trends in specific regions of the country; last year able to map flu outbreaks that were related to COVID; website https://www.kinsahealth.co/

- Air Quality Index Monitors are now available on smart phone: ask Siri "what is air quality?" on iPhone for air quality index (AQI); https://www.airnow.gov site also provides detailed information from set of monitors all over the area.

- Teamviewer https://www.teamviewer.com/en-us/ software application for remote control desktop sharing; offers tutoring and providing support; allows you to take control of other person computer so you can see their PC screen and ability to walk them through a set of instructions if they are in need of set-up; training etc.

ACOA and AAA Website Update
- We have been working with Anthony and EHSD IT folks on the website; updates made as needed; better information; site is confusing.
- Metrics Discussion: not much traffic; we cannot take this up as we are not web designers; a very high bounce rate; visit and leave quickly; Steve to send out some of these metrics.
- There are multiple ways to get to webpages that would be of interests; the AAA site can be confusing; ultimately find ways to improve the site; provide the information that is actually relevant to older adults; more of a channel for organizations that are represented at this meeting as well as AARP and Well-Connected; Covia; Aging in Place; FCA.
- List of senior centers with only addresses and phone numbers but no direct links to these places and see what is going on.
- Kevin- looked at site and what he missed was addition to Susan's letter about diversity on council. This has not been added; No explanation why.
- Mechanically we made great strides.
- Jim- went to Google to look for ACOA site; it was very confusing and could not locate correct site.
- Sam- design is her passion; hears the needs of this workgroup; it would be worthwhile for a member to get in on ground level; willing to volunteer; assist with special events; has experience pairing high school students with older adults and used devices to help assist with medical appointments.

Discussion: How County Service Providers are Using Technology

- Center for Elders Independence (CEI) Andrew/Heather - CEI programs are directed toward their current participants; programs on Telehealth and isolation prevention/mitigation; There are 50-60 participants who come into their centers; no longer able due to pandemic shelter-in-place; different comfort levels using technology among their participants; provide iPads; remote training; to initially train takes 90min-2hours; also can be another 30-45 min each week; there are 50-60 participants on-line; hold 3-4 zoom sessions per day- these include bingo, exercise; spiritual hour and telehealth; internally focused due to HIPPA; Friday Happy hour would be open to public; would like to partner with other groups; offer PACE program;
- Steve: in terms of training? A fairly uniform platform
- Andrew: seeking grant to provide iPads; Zoom is the platform used for all activities; it is the standard;

- Each individual is different in their capacity to grasp tech; technology can be intimidating and frustrating; if they get too frustrated and stop attending activities on-line it can take 2 months to get them back on line.
- Trainers: Community Tech Network; 2-8 hour training sessions; done in a group setting.
- Heather- what initiated her to join call is looking to get grant from CARES Act for remote services; challenging with getting people to come onto programs using Zoom. Usually have 100 participants for their programs but now only about 3 are getting on Zoom. El Sobrante center is having challenges.
- YouTube channel has videos about self-care, available to all.

- Aging-In-Place Sara Shafiabady - Local chapter started in May; Facebook Live platform; first event will be on Tuesday 9/15; Age-in-Place.org has Facebook page;
- Working with High School students nationally to help older adults with tech;
- Trying to get word out through radio/TV share information or let them know where to go to get it information; using Zoom for education and social programs;
- Help participants work through the lists of services/resources of programs available.

- Family Caregiver Alliance Jo McCord - Focus is on caregiver; caring for older adult; two types: cognitive impairment or chronic problems; Care Navigator program- client can go to site and do an intake form; interested on how tech can work/serve in telehealth; Steve- Issues besides cost? Are Caregivers tech savvy? Jo- majority of people are tech savvy, runs gamut by age; not having issue with people getting a hold of them by phone.
- Steve: how large is client base; Jo- Pretty big, all 6 Bay area counties. Steve: any projections on how to use Tech in other ways? Jo- sees being collaborative with other agencies.

- Steve: Volunteers for training? If you can help two friends, we will help you with training in Zoom; not exposing anyone from a client list; churches helping people in their community. Way to mitigate isolation through technology.

- Mary Bruns: Maureen at Lafayette Senior center helping with Zoom training; lack of equipment and confidence; people just want to talk to each other.

Digital Divide Issues/Public Access
- Do folks see a drop in services/access to public wifi access spots? No longer available at public libraries and senior centers since SIP. Seen in particular on a community wide basis; kids in Richmond schools, but kids can't afford hardware or internet services; the entire family, entire community are impacted.
- Cost of coverage; Verizon/Comcast limited plans.
- Some need of CEI participants are being met; but divide if those who do not have is great.
- Is this beyond our scope? Yes, but we need to begin this conversation.
- Access is root of problem- Hardware, coverage and training.
- SMART TV large screen format; a device that can cast onto TV.

- Web enabled device vs. Wifi hotspot
- More training on how use these.
- Zoom call can be done through smart phone

Action Items for Executive Committee?
- None

New Business for next meeting: Goals and objectives-Jill
- Follow-up goals/objective
- Review feedback from ACOA discussion

Future Meetings:
- Next meeting: Monday, October 5, 2020

The meeting adjourned at 11:30 am.