

Thriving in Place Empowered San Francisco Technology Survey

A photograph of a diverse group of six people sitting and standing on a rooftop deck with a wooden railing. The scene is bathed in warm, golden light, suggesting late afternoon or sunset. One person in the foreground is seated in a wheelchair. The background shows a cityscape with houses and trees.

Empowered Cities Technology Needs Assessment

Bridging the Digital Divide
for San Francisco Residents with
Disabilities & Older Adults

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Overview

Thriving in Place (TIP) is conducting a Citywide Needs Assessment looking at the barriers and unmet needs of SF residents with disabilities and older adults (60+) during COVID-19.

Results of this study will be shared with the Department of Disability and Aging Services (DAS) and Mayor's Office on Disability (MOD) as part of COVID-19 response in San Francisco.

We will use the results to:

1. Help us understand how COVID-19 has impacted access to technology for residents.
2. Inform the City's strategy for expanding access to technology resources (Internet, devices, assistive technology and digital literacy support).

Why Does Digital Equity Matter Now?

- COVID has intensified the “digital divide” for people with disabilities, older adults (60+) and multiply-marginalized communities.
- Technology is **vital** to maintaining connection to essential services, healthcare, and social connection.
- Greater need for accessible virtual spaces and services.
- Increase in social isolation and loneliness is a public health issue.

COVID-Response Technology Survey

Open through April 30th!

A 33-question survey of 2500+ residents



**Devices
+ AT**



**Internet
Access**



Barriers



**Digital
Skills**



Telehealth



**Access to
Services**

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- Older Adults (60+)
- Adults with Disabilities
- Veterans
- Transition-Age Youth (18-24)
- Low-income residents of SROs & Supportive Housing
- Unhoused communities
- Limited English/Monolingual Communities
- African-American, Latinx, Indigenous, Asian, Pacific Islander, and LGBTQIA+ communities.

Community Stakeholders



40+ CBO In-Depth Interviews + Partnerships

<https://tipsf.org/digital-equity/community-advisors.php>

Community Partners:

We would like to thank the many San Francisco community organizations, as well as the disability and aging community members that shared their expertise and expressed their support for this project. To partner with us, please contact

DigitalEquity@tipsf.org or call [415-593-8129](tel:415-593-8129)

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| ▶ AccessSFUSD | ▶ Aging and Disability Resource Centers (ADRC) |
| ▶ Alzheimer's Association of Northern California | ▶ Art + Action |
| ▶ Bay Area Jewish Healing Center (BAJHC) | ▶ Bayview Senior Services |
| ▶ Blind Posse | ▶ Calling Up Justice! |
| ▶ CCSF Disabled Students' Programs & Services (DSPS) | ▶ Coalition of Agencies Serving the Elderly (CASE) |
| ▶ CODE Tenderloin | ▶ Community Alliance of Disability Advocates (CADA) |
| ▶ Community Forward SF | ▶ Community Living Campaign |
| ▶ Community Tech Council | ▶ COVIA Well Connected |
| ▶ Creative Aging San Francisco | ▶ Creativity Explored |
| ▶ Curry Senior Center | ▶ Delivering Innovation in Supportive Housing (DISH) |
| ▶ Department of Disability and Aging Services (DAS) | ▶ Depression and Bipolar Support Alliance (DBSA) |
| ▶ Disability Visibility Project (DVP) | ▶ Dr. George W. Davis Senior Center |

14-person Community Advisory Coalition

Asim Brooks	ShelterTech Rep / Unhoused Community Advocate
Aurora Alvarado	Healthy Aging & Disability Resource Program Manager Mission Neighborhood Centers
Demian Williams	The Arc of SF, AccessSFUSD Graduate
Hannah Chadwick	Marketing & Communications Coordinator at Disability:IN
Jason Chittavong	Mentor Coordinator at Veteran Justice Courts
Jennifer Walsh	Ability Integrator at Community Living Campaign

Lana Nieves	Executive Director of Independent Living Resource Center of San Francisco (ILRCSF)
Leif Pope	TGNC youth health at Lyric.
Maia Scott	Accessible visual and performing arts classes through City College of San Francisco
Neo Veavea	Project Coordinator for the Samoan Community Development Center
Nicole Bohn	Director of the Mayor's Office on Disability
Orkid Sassouni	San Francisco Public Library (SFPL) Deaf Services
Raenika Butler	Director of the Bayview Hunters Point Adult Day Health Care Center
Winnie Yu	Director of Programs & Administration at Self-Help for the Elderly



Digital Survey in 6 languages
(English, Spanish, Chinese,
Vietnamese, Russian, Tagalog_



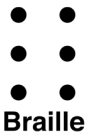
Phone-Based Survey



Printed Surveys

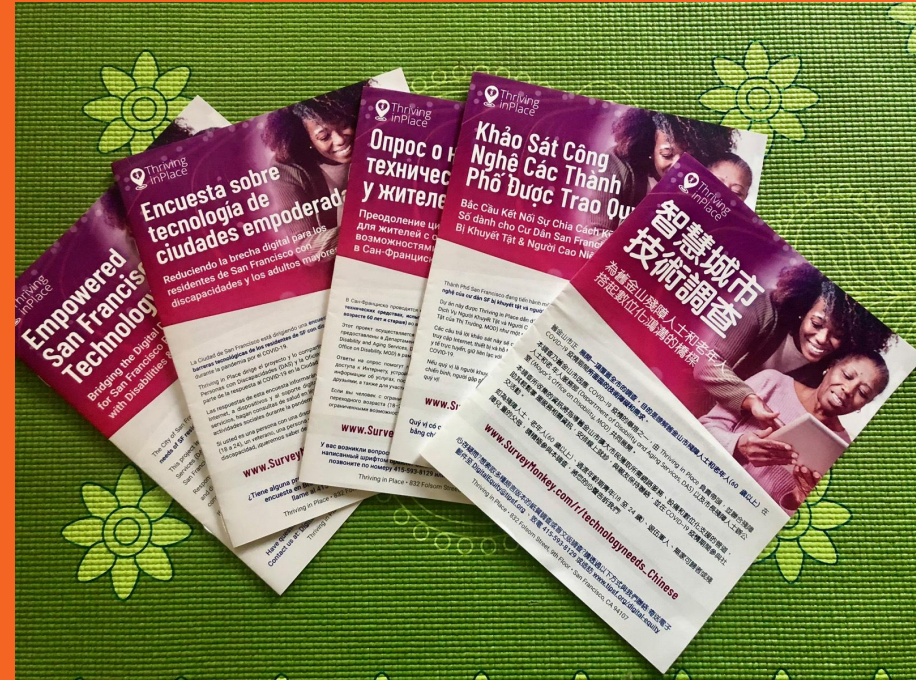


ASL Vlog



Braille Survey

Engagement Strategies



Focus Groups

- 10 Focus Groups
- Offered in English, ASL, Spanish, Tagalog and Cantonese
- ASL & Captioning
- Facilitated by Advisors
- \$100 Gift Card



Community Ambassador Street/Housing Outreach



OCEIA SAN FRANCISCO OFFICE OF
CIVIC ENGAGEMENT
& IMMIGRANT AFFAIRS



Outreach Toolkit

www.tipsf.org/Digital-Equity

Outreach Toolkit:

We are providing access to an outreach toolkit that contains links to the surveys in multiple languages and accessible formats, downloadable flyers, a variety of social media posts, and talking points to use if you would like to help spread the word.

Take the Survey Online

The survey is hosted by SurveyMonkey and available in multiple languages:

English Spanish
Chinese Tagalog
Russian Vietnamese

Printable Flyer

Download a printable PDF flyer in multiple languages:



English
Chinese
Russian
Spanish
Tagalog
Vietnamese

Printable Survey

Download a printable PDF survey in multiple languages. Printed surveys can be returned to:

Thriving in Place
832 Folsom St, 9th floor
San Francisco, CA 94107

English Spanish
Chinese Tagalog
Russian Vietnamese

Phone-Based Survey (for Service Providers to conduct)

We encourage service providers to use these scripts to conduct phone-based surveys with community members. Service providers can enter participant responses into the SurveyMonkey link. Surveys and phone-based scripts are available in multiple languages.

English Spanish
Chinese Tagalog
Russian Vietnamese

Update:

- Distribution of 2,500 Printed Surveys through SROs, Supportive Housing, Affordable Housing, SIP Hotels, and Community Ambassador Food Site Outreach
- 40 Braille Surveys mailed out
- Phone-based Surveys conducted by service providers
- 1,500 completed digital surveys as of 4/16/21
 - ◆ Goal is 2,500-3,500
- Outreach support from DAS, MOD, OCEIA, and City Supervisor Email

Timeline

- Survey closes April 30th
- Final Report + Recommendations: late May-early June 2021

Join our Digital Equity Efforts!

Cecile Puretz

Email: DigitalEquity@tipsf.org

Website: www.tipsf.org/Digital-Equity
