Sharing Issues and Opportunities from the San Francisco Community

“Keep Us Connected” Campaign Needs to Continue

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SF’s Vision and Guiding Principles Are Right On

According to their recent Digital Equity Strategic Plan, their vision is:

• Full and equitable access to digital technology and its benefits so all San Francisco residents and communities can thrive, regardless of demographics.

• Reflecting the City’s values and the approaches needed to fully address this issue, our work will be guided by four principles:
  • Equity (not equality),
  • Deep Community Engagement,
  • Agility, and
  • Inclusiveness
But Current Reality Shows a Long Way to Go

Internet Usage & Basic Digital Literacy
By select subgroups

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<th>Non User</th>
<th>Internet User Only</th>
<th>Internet User &amp; Basic Digital Literacy</th>
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<tbody>
<tr>
<td>Overall</td>
<td>8%</td>
<td>6%</td>
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<tr>
<td>LATINO</td>
<td>16%</td>
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<td>NON-ENGLISH</td>
<td>26%</td>
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<td>65 &amp; UP</td>
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San Francisco Digital Equity Strategic Plan 2019-2024
Why Does It Matter More Now?

- COVID-19 and the urging of high risk groups to shelter in place has created a new epidemic of loneliness and isolation.
- Technology could be a strong pathway to preserve connection to friends, family, health providers, caregivers, faith communities and more.
- But over 100,000 San Franciscans lacked Internet Access at home.
- Places that people had gone to use the internet are closed tight and will not be opening soon – the senior and community centers, public computer labs, disability serving organizations, public libraries.
- All of this has led to a documented increase in social isolation and loneliness, both of which lead directly to poorer health and well-being. (UCSF and NIH studies)
CLC has been at the intersection of efforts to Bridge the Digital Divide with our own SF Connected Digital Training Program and expanded on-line programming.

• We also helped launch and continue to host the San Francisco Tech Council, a 25-member multi-sector collaboration.

• We helped launch and continue to host the Dignity Fund Coalition, which passed a ballot measure in November 2016 to expanded dedicated funding for senior and disabilities services for 20 years.

• We organized our 3rd Keep Us Connected Campaign this year, securing an additional $300,000 in the SF City Budget to improved digital access, equipment training, technical assistance and evaluation.
With the Advent of COVID-19, we ...

- Moved all programs online via Zoom (except grocery delivery) with 30 exercise classes each month.
- Have given staff call lists to regularly check in on participants and try to connect them with services.
- Re-assigned computer trainers to help with computer and phone access problems using a combination of phone calls and social media platforms.
- Circulated flyers and monthly mailing of activity calendar and other resources to over 1000 and emailed same to 2800 as part of our monthly e-newsletter.
- Re-committed ourselves to addressing issues of ageism and ableism as integral to more long-term solutions.
The SF Tech Council helps us learn from others, including an early COVID-19 presentation on the shift to tele-med and tele-health by UCSF, who reported...

• High interest in digital healthcare services for all patients (>70%)
• Barriers in uptake by race/ethnicity, literacy, language, and income
  • Preferences for in-person vs. digital
  • Lack of perceived need
  • Lack of technical support availability
  • Communication barriers for those with limited health literacy or English proficiency
According to UCSF, patient challenges in accessing remote care/telehealth include:

(Not new to you) There is a need for greater:

- Device ownership
- Access to high speed internet
- Digital literacy

Additional considerations specific to healthcare include:

- Privacy/Security of medical information, as well as sharing with caregivers/loved ones
- Interpersonal connections with healthcare providers
According to UCSF, solutions to support equitable healthcare delivery and access

- **Policy changes:**
  - Reimbursement for remote monitoring devices and virtual visits
  - Financial support for safety net health system infrastructure development
  - Low cost broadband/data and device ownership

- **Health system/Clinician changes:**
  - Anticipate and address need for digital literacy training and internet access
  - Screen for and address barriers and disparities in patient access
  - Develop workflows to support clinicians and address burnout

They also felt that many of these activities could benefit from direct partnerships with entities on the SF Tech Council!
The SF Board of Supervisors votes this week to approve $300,000, advocated for by the SF Connected Campaign, to help seniors and people with disabilities through the Dept. of Disability and Aging – now we need to leverage this with additional partners and support.

• Expanding access to affordable broadband internet
• Expanding access to free & low-cost devices
• Expanding training and technical support
• Increasing support to those with disabilities and whose primary language is other than English
• Creating a clear pathway for individuals to find the best solution for their needs.
• Try different models and evaluate what works best for different constituencies.
What’s Next?

• Tracking what is happening with the $300,000 – planning underway and will be voted on at the November meeting for the Disability and Aging Commission.

• Approach other City Departments to ask what are they doing and how they will help, including:
  • Dept. of Public Health
  • Office of Racial Equity
  • Dept. of Technology
  • Human Rights Commission
  • Office of Economic and Workforce Development
  • Office of Financial Empowerment
  • Dept. of Housing and Community Development
  • Human Rights Commission
How Do We Stress How Urgent the Issue Is?

Beside Approaching Other City Departments,
How do we, with limited resources for advocacy, stress the urgency of the issue? Time for creative thinking!!
Links to Additional Resources

SF Tech Council Efforts

• California Department on Aging Highlights SF Efforts In May
• August SF Tech Council Newsletter
• September SF Tech Council Newsletter
• SF Tech Council You Tube Channel

Community Living Campaign Efforts

• Keep Us Connected Campaign 2020
• Recommendations Presented to the Dignity Fund Oversight & Advisory Committee
• CLC Provided Internet Access Information
• September 2020 Activities Calendar Packet
• Free Tech Help Flyer
• Link to Additional Resources on Our CLC Website
One Example - Public WiFi Hotspots

There are a number of smartphone and web apps that can be used to help find hotspots. Wi-Fi Map is especially impressive, with over 100 million hotspots in its database – here’s an example of their screen. When you click on an individual network, it will provide the network name and in some cases the password:
Xfinity customers and non-customers through Dec 2020 can find free hotspot locations at xfinity.com/wifi/#find-a-hotspot.

Xfinity Internet customers can also locate them through the Xfinity WiFi Hotspots app.

Visit xfinity.com/wifi or use the Xfinity WiFi Hotspots app to see a map of Xfinity WiFi hotspots. All open hotspots, both indoor and outdoor, will be displayed on the map in blue.

Once at a hotspot, customers and non-customers should select xfinitywifi from the list of available WiFi networks, and then launch a browser. Comcast uses the same SSID for both residential and business/public hotspots: xfinitywifi. If you happen to be in a location with one of their residential hotspots, and try to connect to xfinitywifi, you'll need a paid account.

If you're in a commercial area where there is a true public/free hotspot, you'll be able to access it for free. Below are the screens you'll see in each case.

Xfinity Internet customers can sign in using their Xfinity ID and password to be automatically connected to Xfinity WiFi hotspots. Non-Xfinity Internet customers can connect by clicking the Accept and Connect button. Non-Xfinity customers will be able to renew their complimentary sessions every 12 hour
Digital Divide Has Grown Wider and Deeper and Is Hazardous to Our Health – Time to Change This

SF Tech Council and their Access and Learning Sub-committee
Sign-up for their Newsletter

Community Living Campaign’s Community Tech Connect Program
Call 415-821-1003 ex. 109  Or email tech@sfcommunityliving.org

Dept. of Disability and Aging Information and In-take HUB
415-355-6700