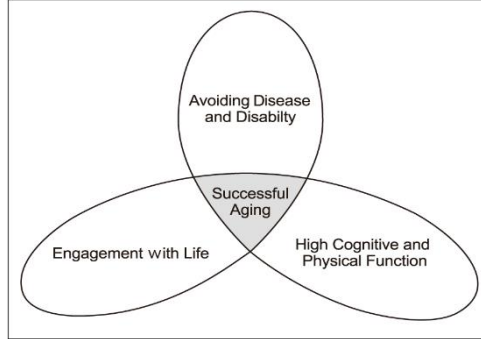


# Helping Older Adults Bridge the Digital Divide

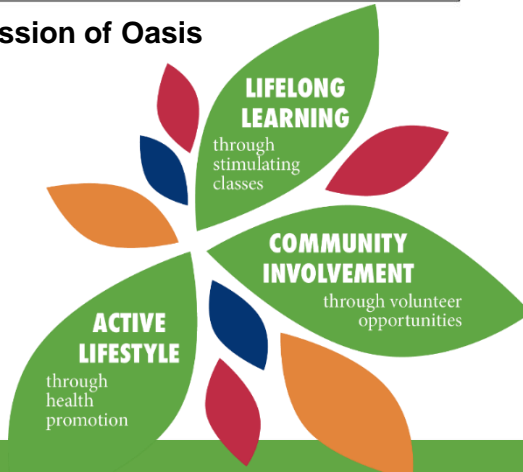
**Simona Valanciute, MBA**  
**President & CEO, San Diego Oasis**

# What is Oasis?

## Dr. Rowe and Kahn: Successful Aging



## Mission of Oasis



## THE WALL STREET JOURNAL.

"Being disconnected has its risks. **Loneliness** has the same impact on mortality as **smoking 15 cigarettes a day.**"

# San Diego Oasis: Before and After

## Before Covid19

Every week, 5,500 seniors gathering at 2 full time and 30+ part time locations

<https://www.youtube.com/watch?v=R2VBVlhzHac&feature=youtu.be>

# San Diego Oasis: Before and After

**Now: fully virtual, international:**

<https://www.facebook.com/coxcommunications/videos/566685337620014>

# Transitions: Timeline

Virtual programs until March 13<sup>th</sup>: 0

March 13: Oasis closes for public access

March 14: staff training on Zoom

March 16 (1 week): instructors teaching virtually in empty classrooms with staff support

March 23: Oasis fully closed, everyone virtual 100%

# Meet our Admin Staff Team



**SIMONA  
VALANCIUTE**  
President & CEO



**BRANDON  
HARDING**  
Director of Lifelong Learning



**KRISTEN AMICONE**  
Director of Intergenerational  
Programs



**JOLYN  
PARKER**  
V.P. of External Relations



**DAVID  
BEEVERS**  
Program Manager North County



**JOHN  
DUNNICLIFF**  
Tutoring Program Coordinator



**AMY  
O'CONNOR**  
Office & Volunteer Manager



**KELLY  
JOHNSON**  
Marketing Coordinator



**JOANNE  
BONCHER**  
Regional Trainer & Tutor  
Coordinator East County

Teaching Staff Team: Not pictured

# How do you plan for something a pandemic shift?

- When attempting something new and difficult, **culture** of your team is everything!
- **Humor:** <https://www.youtube.com/watch?v=2lkPuU-ydEA>

# Our 38 years of experience

## Barrier to using new technology?

- 72% Lack of familiarity with the new technology
- 51% Frustration learning to use new technology
- 50% No one to teach you/ teach too fast for understanding
- 42% Lack of technical support when needed

## What is your preferred way to learn about today's new technology?

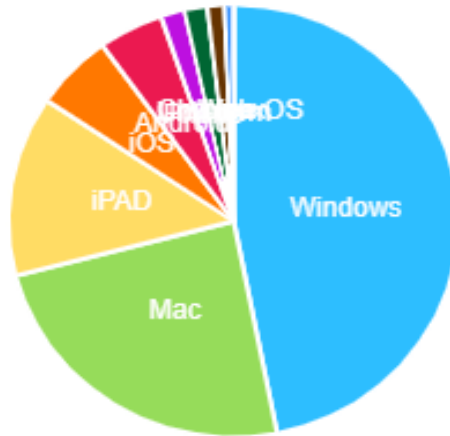
- 60% In-person learning
- 23% Online workshops
- 15% From a child or grandchild

*San Diego Oasis, Nov 2019 Pre Technology Fair Survey Data*



# Our participants on Zoom: Devices Used


Devices By Meetings ▾



Windows	46.92%(7630)	
Mac	24.04%(3909)	
iPAD	13.46%(2188)	
iOS	5.69%(926)	
Android	4.66%(758)	
Phone	1.72%(280)	
Unknown	1.62%(263)	
Web	1.24%(201)	
Chrome OS	0.64%(104)	
Linux	0.01%(2)	

# Joining us from ...

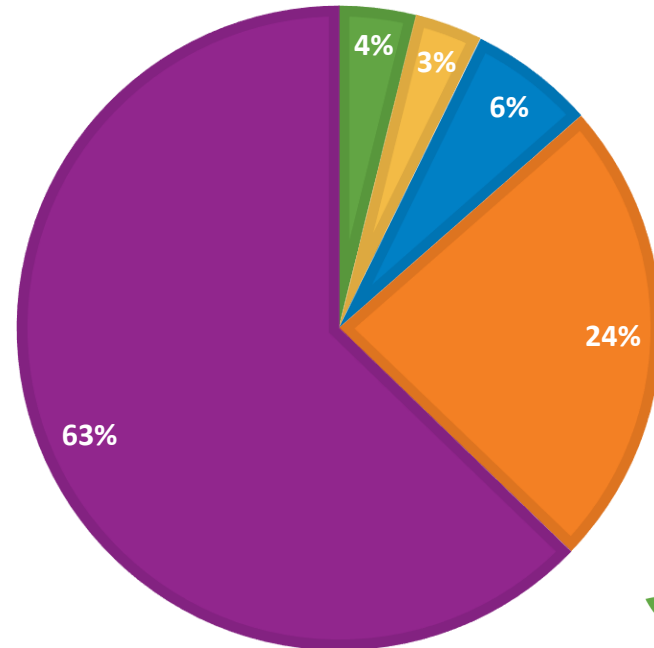
## Top 10 Locations By Meeting Participants ▾

1	 United States of America	16132
2	 Canada	21
3	 Australia	16
4	 United Kingdom	8
5	 Mexico	5
6	 Brazil	2
7	 Israel	1
8	 Netherlands	1
9	 China	1

# Evaluations (Zoom Edition)

**FOR YOU,  
WAS ZOOM  
DIFFICULT OR  
EASY TO USE?**

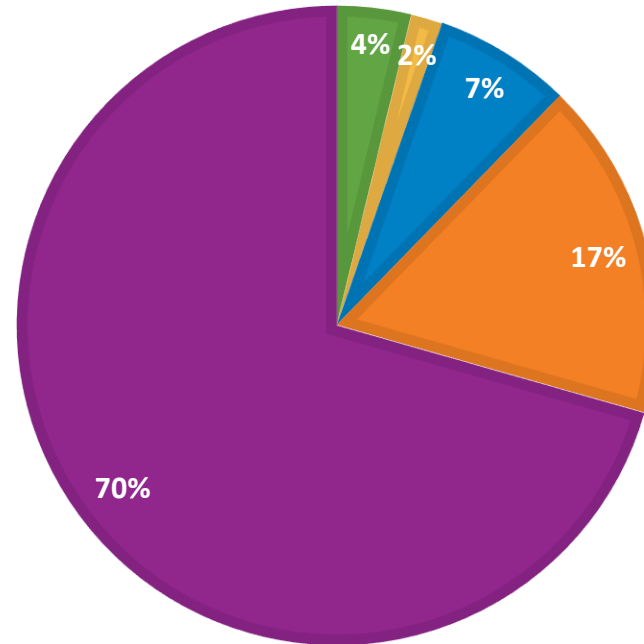
■ Very Difficult ■ Somewhat Difficult ■ Neutral ■ Somewhat Easy ■ Very Easy



# Evaluations (Zoom Edition)

HOW WOULD  
YOU RATE  
YOUR ONLINE  
EXPERIENCE AT  
OASIS?

■ Poor ■ Somewhat Poor ■ Neutral ■ Somewhat Good ■ Very Good



# Transitions: Lessons

## Positive:

People change minds: instructors & members  
Instant programs launched (no more printed catalog)  
Free programs  
Grateful members  
Daily staff meetings, daily learning & pivoting  
New talents discovered; new ideas launching  
Laptop lab deployed  
Oasis going global (programs accessible)  
Tech volunteers (laid off/furloughed)

## Challenging:

Covid19 positive – 1 person  
Zoom Bomber  
Registrations & passwords  
Barriers: devices, technology skills, support & training  
No more printed catalog  
New email rules: everything is in Junk Folder  
Zoom fatigue  
Members left behind due to lack of technology

# Corporate Sponsorship

**A full year of FREE classes for every level of  
technology learner**



## OCTOBER

**Staying Safe on the Internet** | October 15 | 10:00

**Empowered – Facebook** | October 15 | 1:00

**Buying and Selling Online** | October 26 | 1:00

**Hooked on Podcasts** | October 28 | 10:00

**Tips for Effective Internet Searching** | October 29 | 10:00

## NOVEMBER

**Updating Your Smartphone: What to Look For** | November 5 | 10:00

**Virtual Reality 101** | November 11 | 1:00

**iPad Accessories: More Power & Versatility** | November 13 | 11:00

## DECEMBER

**Gadgets and Gizmos** | December 2 | 10:00

**Voice First Technology in the Time of COVID** | December 9 | 1:00

**5G: The Next Generation of Wireless** | December 10 | 10:00

# Our Dream: Oasis Innovation Center

## A Lighthouse Concept

Telehealth

Smart Home

Genius Bar for Seniors

Interdisciplinary research

Support innovation

**New Oasis Innovation Center Site  
Across from Oasis Center**



**Front of Oasis Innovation Center**





# Largest Annual Tech Learning Event for Seniors

**FREE**

**Up to 50,000 attendees virtually**



**20** | GET CONNECTED:  
**20** | TECHNOLOGY FAIR FOR ADULTS 50+

**TUESDAY – FRIDAY | OCTOBER 20 – 23**

Join us for four power-packed days of  
practical, proactive, helpful and fun  
technology-related topics

- **Every Day Technology**
- **Healthcare Technology**
- **Online Security Technology**
- **Smart Home, Smart Wallet Technology**

**FREE EVENT!**

**Register at [SanDiegoOasis.org](https://SanDiegoOasis.org)**

# Bridging The Digital Divide: Pilot Project

**Happening Right Now in San Diego**

# Pilot Project

## WHY & WHO

- Prolonged pandemic continues to create isolation and loneliness
- Without technology, no stimulation, socialization and learning.
- Project for low-income, most at-risk seniors; challenges are universal for all seniors

## SOLUTION

- An effective solution has to be the “full suite.”
- Oasis delivers a new tablet, specially set up for easier use, Wi-Fi, tech training, and free Oasis classes for social engagement (200 /month)

## BIGGEST CHALLENGES

- Ongoing tech support
- No such thing as 15 – minute phone call
- Discussion Group programming

# Pilot Project: How

## **PARTNERS**

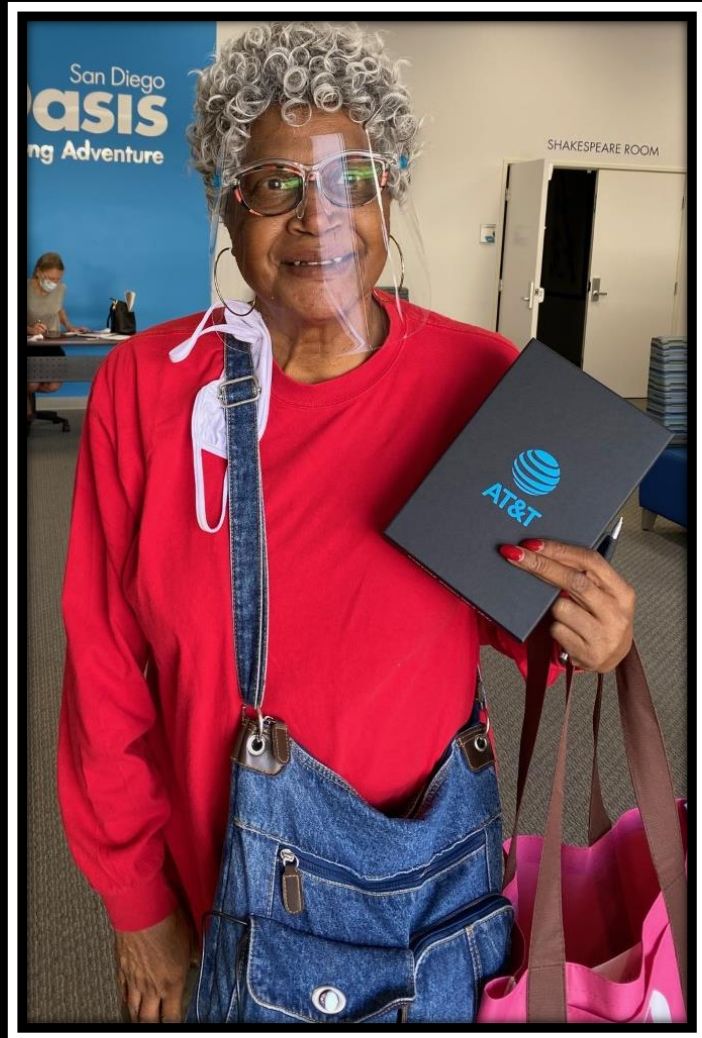
- Started at three local mobile home parks, which are 501c3 corporations.
- Expanding in partnership with other social service providers, City and County.
- AT&T

## **DEVICE & INTERFACE**

- Tablets
- Special software and configuration
- Workbooks
- Class participation strongly encouraged

## **SCALABILITY**

- Design and launch is a full time job (with staff team support)
- 40 launched; 310 in the pipeline
- Consultancy available by Oasis staff





*"You have  
provided a  
passport to start  
my journey across  
the digital divide"*

David -  
Thank you for your time,  
help, and patience with  
my new tablet from  
Oasis.

You have provided  
the passport to start  
my journey across  
the digital divide.

I am grateful beyond  
words for this kind and  
generous opportunity.

Thanks again.

Cheryl

# Intergenerational Tutoring





# Intergenerational Tutoring




black whiteboard.jpg

+ Add to

My Cat

My cat is black. Her name is Blacky. She is scary. She likes to play with leaves.




Black whiteboard.jpg

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ane/OASIS/ZOOM%20TUTORING/srch-BRDS.pdf

Highlight

Find and circle the words in the puzzle



BIRDS  
NEST  
WINGS  
FEATHERS  
FLYING

EGGS  
SEEDS  
BEAK  
MIGRATE  
FLOCK

U	Y	T	B	R	E	W	B	Q	A	D
F	D	F	E	G	Y	W	I	N	G	S
G	F	E	A	T	H	E	R	S	N	M
K	L	R	K	W	O	R	D	E	Y	Q
J	Y	H	L	S	A	R	S	E	F	A
M	I	G	R	A	T	E	K	D	L	S
I	N	E	S	T	W	U	L	S	O	D
E	G	G	S	T	S	I	W	R	C	F
L	R	D	F	V	M	N	C	S	K	A

prch-BRDS.pdf

# Final thoughts

- **Reconsider Older Adults:**
  - New research on resilience by Kaiser Health News, Judith Graham, October 7, 2020
  - Oasis has a decades-loyal membership (50,000) who are learning *new* things every single day!
  - Seniors do change their minds & attitudes & behaviors
- **Advocate for funding:** 0.04% nationally pre-Covid

# Questions?

[Simona@SanDiegoOasis.org](mailto:Simona@SanDiegoOasis.org)  
[www.SanDiegoOasis.org](http://www.SanDiegoOasis.org)