**CTAB Digital Equity/Inclusion Sub Committee Meeting**

Tuesday, April 28, 2020 6:00 PM

Meeting was held virtually using technology due to ongoing health crisis

**Attendees**: John Krull, Vicky Yuki, Dorene Cornwell, Alice Lawson, Harte Daniels

**Documents**: Senior Wellness CTAB.pptx

**Agenda**:

1. Review March 24 committee meeting minutes
2. Status of Wellness Telehealth Initiative
   1. Update on SHA connections and communications - Vicky
3. Digital Equity news and updates
   1. Update on the Digital Equity Learning Network (DELN) – Alice & Vicky
4. Public Comment
5. Wrap Up and Next Steps

**Housekeeping**

1. John will contact Delia Burke to update the CTAB website with the Digital Inclusion Committee Agendas and Minutes
   1. Access to internal website is restricted to internal employees because of Single Sign On security
   2. John, in meantime, has been updating public via CTAB Facebook page
   3. Alice will post on John’s behalf if there is an emergent need and Delia is not available
2. Only change to March 24th minutes is to correct misspellings of names

**Reviewed slides:** Senior Wellness Supported by Technology Access; An Investigation by the Digital Inclusion Committee of the Community Technology Advisory Board (CTAB)

1. Purpose of slide deck: provide quick overview of project, method and scope
   1. Suggest change title to reflect COVID emergency by using Healthcare in place of Wellness
   2. Suggest using language consistent with other efforts by the City – change “compounded” to “highlighted” for example “Coronavirus has highlighted the essential service that broadband is and the vital role it plays in serving our most vulnerable populations”
2. Reviewed Phases
   1. While respecting the sense of urgency in Phase 1, the group also will respect the needs of the people on the ground
   2. Vicky updated her work with SHA Resident Managers and Aging and Disability Case Managers about the survey questions and broadband and health insights
   3. Concluded Resident and Case Managers can answer many of the March 24th survey questions by using existing SHA surveys
      * 1. There is an issue of resident privacy on both devices/internet and health
        2. Just finished doing a survey on internet and device ownership in SHA communities. Managers are willing to share that data
        3. Residents themselves are beginning to have “survey fatigue”
        4. Residents are concerned that there may be no follow-up to their input
      1. Logistical issue: Property managers are responsible for more than one building necessitating more coordination, a focus group may be duplicative, COVID-19 has increased the Managers’ workload
      2. Suggest categorizing existing surveys by community, then decide to which managers Digital Inclusion will send surveys
         1. There are different types of properties based on housing funding and method of rental payment; low income housing portfolio (high rises over 50 units) funded by HUD, seniors or younger with disabilities, and group of smaller senior housing communities with 25 units are not private but are funded with resident rent and run by City
            1. 28 low income public housing high rise buildings
            2. 25 Seattle senior housing
            3. 3 section 8 tenant buildings
   4. Suggested partnering with end users by collecting data, explaining Telehealth project goal, and ask what is workable and give residents ownership
      1. Ask what initiatives you are working on where Digital Inclusion would be helpful
      2. Coordinate with their IT and Community Wi-Fi folks (Steve McDowell)
   5. **Action Item**: Vicki will try to review survey data and give results by end of week and then move into May with a planned approach with SHA as a partner
   6. John will reach out to Michael Weinstein about SHAG update

**Phase 2**

1. Brief overview of providers’ issues
   1. VA is leader in telehealth
   2. Reimbursement by Medicare/Medicaid not available until Feb 2020, therefor providers may not have a process in place to include low income, uninsured
      1. Issue is internal processes
   3. There is $200 Mil available from Federal Government to resolve telehealth access issues for low income people
      1. Trim number of providers; suggested short list
      2. Outcome of Digital Inclusion research would present opportunity for provider partnerships in their application for these grants

**Digital news and updates**

1. DELN
2. Next DELN meeting will be May 6th and run by UW I-School
3. Seattle Office of Economic Development (OED) is working on putting together a pilot project to service Seattle unemployed and low-income employees (residents) that lack digital literacy and how to reintegrate into the economy once COVID emergency is over
4. Funding has not yet been secured
5. Objectives: Connectivity and skill development
6. Focus on a particular group as a pilot case
   * + 1. Could this Digital Inclusion project be another niche to build something out for seniors?
7. Suggested OED could access lessons learned from The Training Partnership
8. OED will try to partner with Seattle Goodwill, Pioneer Human Services, eStewards recyclers’ digital equity strategy around devices and connectivity needed by the unemployed
9. These partners also assist with distributing and tracking how this target group uses these services
10. David Keyes is working with Seattle schools to expand the wi-fi surrounding elementary and community centers

**Next Steps:**

Vicky: Continue to meet with SHA to prepare for the survey. Get survey data that SHA has already completed.

Vicky: Vicky will follow up with eStewards

Harte: Create Meeting Minutes. Continue research on phase 2 service providers. Please let us know what one's you've talked to.

Michael: Connect with SHAG. Also, will work on providers.

John: Update PowerPoint slides, get website updated (will email Delia separately).