Alameda County
Older Adult Digital Needs Assessment Survey:

Gaps in Equitable Access to Digital Resources

June 16, 2022

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APPENDICES

Appendix A: Survey Instruments and Flyers

Age Friendly
Alameda County

Understanding Internet Connection Needs in Our Communities

The Alameda County Council for Age-Friendly Communities* is conducting a brief survey of older adults in our County to determine gaps in access to the internet and electronic devices, and the need for education and support to use those devices. Your responses to this survey are confidential and will help us find that information.

Please return completed surveys to a specified drop box if available, or send to: email: Internet.Survey@acgov.org or mail to: Internet Survey, c/o Chronic Disease Program, Alameda County Public Health Department, 7200 Bancroft Ave., Suite 202, Oakland, CA 94605

1. Please provide your Zip Code: ☐☐☐☐☐ ☐☐☐☐

2. Are you able to access the internet at least once per week?

Yes ☐ No ☐ I Don't Know ☐

3. If yes, where do you currently access the internet or go online? (Check all that apply)

Home WiFi (wireless) ☐ Home cable internet access (wired) ☐ Senior Center ☐ Public Library ☐

At Work ☐ Other: Please specify _____

4. On which electronic devices do you access the internet and where? (Check all that apply)
a. Desktop Computer ☐ If so, where do you use that device to access the internet? At home ☐ Elsewhere ☐
b. Tablet/iPad ☐ If so, where do you use that device to access the internet? At home ☐ Elsewhere ☐
c. Laptop Computer ☐ If so, where do you use that device to access the internet? At home ☐ Elsewhere ☐
d. Smartphone (iPhone, Android, other) ☐ If so, where do you use that device to access the internet? At home ☐ Elsewhere ☐
e. Do you use any other devices? If yes, please specify:

5. Please indicate below whether or not you are comfortable with the following tasks.	**YES**	**NO**
a. Doing an internet or Google search.	☐	☐
b. Using an email account to connect to people and/or online services (send messages, photos, etc.)	☐	☐
c. Using video applications such as Zoom, FaceTime, WhatsApp, YouTube, or other options.	☐	☐
d. Accessing benefits such as CalFresh, housing, insurance, or other community resources.	☐	☐
e. Shopping online for medication, clothes, groceries, etc.	☐	☐
f. Banking online such as paying bills, checking account balances and credit card statements, etc.	☐	☐
g. Using voice-activated features such as on Alexa or Google Home, or on a smartphone.	☐	☐
h. Having a telehealth meeting with a doctor or other health care provider	☐	☐
i. Using social media such as Facebook, Instagram, Twitter, etc.	☐	☐

continued on reverse

continued from reverse

6. Please specify any other tasks you do with your computer, tablet and/or smartphone: _____

_____

7. Is there anyone else in your home who can assist you in doing any of these tasks?

Yes ☐ No ☐ I Don't Know ☐

If yes, please specify _____

8. Do you have any special needs that would affect the type of device you could use such as larger font, larger keyboards or screens, voice-activated software, etc.?

Yes ☐ No ☐ I Don't Know ☐

If yes, please specify _____

9. What are your preferred learning methods? (check all that apply)

One-on-one with a trained coach by phone and/or online ☐ A group telephone call ☐

In-person, with COVID-19 precautions ☐ Online group class ☐

10. What is your age group?

Under age 50 ☐ 50 to 64 ☐ 65 to 74 ☐ 75 to 84 ☐ 85+ ☐

11. What is your gender?

How do you self identify? _____

Prefer not to state ☐

12. What is your sexual orientation? (check all that apply)

Straight or heterosexual ☐ Bisexual ☐ Gay, Lesbian or homosexual ☐ Questioning/Unsure ☐

Prefer to Self-Describe: _____ Prefer not to state ☐

13. What is your race or ethnicity? (check all that apply)

Black or African American ☐ American Indian or Alaska Native ☐ Latino, Latina or Latinx ☐ Asian ☐

Native Hawaiian or Other Pacific Islander ☐ Middle Eastern or North African ☐ White or Caucasian ☐

Other Race or Ethnicity _____ Prefer not to state ☐

14. What is your household's monthly income?

☐ $0 - $2,000
☐ $2,001 - $4,000
☐ $4,001 -$8,000
☐ $8,001– $10,000
☐ More than $10,001
☐ Prefer not to state

15. What is your preferred language: _____ Prefer not to state ☐

16. How many people are in your household, including yourself? _____ Prefer not to state ☐

17. Do you have any comments for us? _____

(Optional). Please provide your name and email address or phone number if you would like us to be able to contact you in the future about digital resources, if available.

Name: _____

Email address and/or phone number: _____

*The Alameda County Council for Age Friendly Communities coordinates efforts to effect policy and system changes that enhance the overall well-being of older adults who live in Alameda County, engaging leaders, consumers, and providers to develop and sustain a community framework that fosters healthy aging. The Council is a forum for expanding resources, services, and access to services and increasing collaboration among many stakeholders, including County departments, cities, and Community Based Organizations (CBOs). **Please visit agefriendly.acgov.org/af-efforts/af-council for additional information.**

Age Friendly
Alameda County

Understanding Internet Needs in Alameda County

Make Sure Older Adults' Voices are Heard in Alameda County!

COVID-19 has exposed and worsened the problems faced by older adults due to inequity in access to online resources. We want to hear your voice to learn more about these gaps in our County.

QR Code

Have questions? Email us at Internet.Survey@acgov.org

Take the Survey today!

If you are age 50 and over, we want to hear from you!

Please take our brief survey to provide details about your level of internet access, as well as any needs for educational support to better use devices that connect to the internet. Your responses are confidential.

To access the survey, just point your Smartphone's camera at the QR code to the left to be instantly taken to the Age Friendly Council's website, or visit agefriendly.acgov.org!

Age Friendly
Alameda County

COMPRENDIENDO LAS NECESIDADES DE INTERNET EN EL CONDADO DE ALAMEDA

¡Asegúrese de que las voces de los adultos mayores sean escuchadas en el condado de Alameda!

COVID-19 ha expuesto y empeorado los problemas que enfrentan los adultos mayores debido a la inequidad en el acceso a los recursos en línea. Queremos escuchar su voz para aprender más sobre estas brechas en nuestro Condado.

Código QR

¿Tiene preguntas? Envíenos un correo electrónico a Internet.Survey@acgov.org

¡Realice la encuesta hoy!

Si tienes 50 años o más, ¡queremos saber de ti!

Realice nuestra breve encuesta para proporcionar detalles sobre su nivel de acceso a Internet, así como cualqier necesidad de apoyo educativo para utilizar mejor los dispositivos que se conectan a Internet. Sus respuestas son confidenciales.

Para acceder a la encuesta, simplemente apunte la camara de su teléfono inteligente al código QR a la izquierda para ser llevado instantáneamente al sitio web del Age Friendly Council, ¡o visite agefriendly.acgov.org!

Latinx Community Survey

A completar por el agrimensor:

Nombre: _____ *La fecha de hoy:* _____

Ubicación o evento: _____

Código postal: _____

Age Friendly
Alameda County

El Concilio para Comunidades Amigables para la Edad del Condado de Alameda está conduciendo una breve encuesta de personas de la tercera edad en nuestro Condado para determinar faltas en acceso a recursos, servicios y apoyos, aparatos electrónicos y para el internet, y la necesidad para educación y apoyo para usar estos aparatos. Sus respuestas a esta encuesta serán confidenciales y nos ayudarán a recolectar esta información.

Disponibilidad de Recursos, Servicios y Apoyos, y Acceso al Internet

1. Este recurso o servicio está personalmente disponible a usted:
    a. Vivienda accesible __Sí __No
    b. Una forma de transportación que es accesible para usted __Sí __No
    c. Acceso a comida saludable y accesible __Sí __No
    d. Ingreso y oportunidades de trabajo __Sí __No
    e. Servicios de salud que son culturalmente apropiados, y, en una idioma que entiende usted (cuidado primaria, cuidado especial) __Sí __No
2. ¿Puede usted obtener acceso al internet por lo menos una vez a la semana? __Sí __No
3. ¿Tiene usted acceso a un aparato que puede usar para obtener acceso al internet? __Sí __No
    a. Si es que sí, es un 'smartphone,' tableta, u otro (especifica _____)
4. ¿Está usted cómodo en haciendo estas cosas en el internet?
    a. Correo electrónico, internet o búsqueda sobre Google __Sí __No
    b. Usando aplicaciones de video como Zoom, Facetime, WhatsApp, YouTube __Sí __No
    c. Accediendo beneficios como CalFresh, viviendas, aseguranza, u otros recursos comunitarios __Sí __No
    d. Usando funciones activados por voz como Alexa o Google Home __Sí __No
    e. Teniendo una reunión de tele salud con un médico u otro proveedor de salud __Sí __No
    f. Usando media social como Facebook, Instagram o Twitter __Sí __No
5. Cuáles son sus métodos preferidos para aprender, si tiene alguna, ¿en orden para ser más cómodo haciendo lo que quiere hacer en el internet?
    a. Entrenamiento uno a uno __Sí __No
    b. Entrenamiento sobre una llamada telefónica con un grupo __Sí __No
    c. Entrenamiento en persona, con precauciones sobre el coronavirus __Sí __No
    d. Entrenamiento en el internet __Sí __No
    e. Yo no quiero estar en el internet __Sí __No

Díganos sobre usted. Esta información es Confidencial y será utilizado para el propósito de planear SOLAMENTE.

6. ¿Con quién vive usted al momento? Favor de seleccionar todas las respuestas que aplican:
    ☐ Nadie (Vivo solo) ☐ Hijo(s) ☐ Amigos/conocidos
    ☐ Esposo/a o Pareja ☐ Familia extendida ☐ Otro cuidador(a)
    ☐ Parientes ☐ Otro (especifica) _____
7. ¿Cuál es tu grupo de edad? (Traza un circulo alrededor de su respuesta)
    Menos de 50 50 a 64 65 a 74 75 a 84 Mas de 85
8. ¿Tiene usted algún comentario? _____

    _____

To Be Completed by Surveyor:
Your Name: _____ *Today's Date* _____
Survey Location or Event: _____
Survey Zip Code: _____

Age Friendly

Alameda County

The Alameda County Council for Age-Friendly Communities* is conducting a brief survey of older adults in our County to determine gaps in access to resources, services and supports, internet and electronic devices, and the need for education and support to use those devices. Your responses to this survey are confidential and will help us find that information.

Availability of Resources, Services and Supports, and Internet Access

1. Is this resource or service **personally** available to you:
    a. Affordable housing __ Yes __ No
    b. A form of transportation that is affordable for you __ Yes __ No
    c. Access to healthy and affordable food __ Yes __ No
    d. Income and job opportunities __ Yes __ No
    e. Health services that are culturally appropriate and, in a language, you understand (e.g. primary care, specialty care) __ Yes __ No
2. Are you able to access the internet at least once a week? __ Yes __ No
3. Do you have access to a device that you can use to access the internet? __ Yes __ No
    If yes, is it a Smartphone, Tablet, other (specify _____)? (Circle answer)
4. Are you comfortable doing these things online?
    a. Email, Internet, or Google search __ Yes __ No
    b. Using video applications like Zoom, FaceTime, WhatsApp, YouTube __ Yes __ No
    c. Accessing benefits such as CalFresh, housing, insurance, or other community resources __ Yes __ No
    d. Using voice-activated features like Alexa or Google Home __ Yes __ No
    e. Having a telehealth meeting with a doctor or other health provider __ Yes __ No
    f. Using social media such as Facebook, Instagram, Twitter __ Yes __ No
5. What are your preferred learning methods, if any, in order to be more comfortable doing what you want to do online?
    a. Training one-on-one __ Yes __ No
    b. Training in a group telephone call __ Yes __ No
    c. Training in-person, with COVID-19 precautions __ Yes __ No
    d. Training online __ Yes __ No
    e. I don't want to be on the internet/online __ Yes __ No

Tell Us About You, This Information is Confidential and is to Be Used for Planning Purposes ONLY

6. Who do you currently live with? Please select all that apply

☐ No one (Live Alone)	☐ Child (children)	☐ Friends/Acquaintances
☐ Spouse/Significant other	☐ Extended family	☐ Other Caregiver
☐ Parents	☐ Other (specify) _____	

7. What is your age group? (Circle answer)
    Under age 50 50 to 64 65 to 74 75 to 84 85+
8. Do you have any comments? _____

_____

AGE FRIENDLY
ALAMEDA COUNTY

COMPRENDIENDO SUS NECESIDADES DE INTERNET EN EL CONDADO DE ALAMEDA

TIENES 50 AÑOS O MAS, ¡QUEREMOS SABER DE TI!
LLENE UNA BREVE ENCUESTA PARA APRENDER DETALLES SOBRE SU NIVEL DE ACCESO AL INTERNET, ASÍ COMO CUALQUIER NECESIDAD DE APOYO EDUCATIVO PARA UTILIZAR MEJOR LOS APARATOS ELECTRÓNICOS QUE SE CONECTAN AL INTERNET.
SUS RESPUESTAS SON CONFIDENCIALES

Saque su cellular y habra su camara para ver la encuesta

¡LLENE UNA ENCUESTA HOY!

¿TIENE UNA PREGUNTA? ENVÍENOS UN CORREO ELECTRÓNICO A INTERNET.SURVEY@ACGOV.ORG

AGE FRIENDLY
ALAMEDA COUNTY

UNDERSTANDING INTERNET NEEDS IN ALAMEDA COUNTY

IF YOU ARE AGE 50 AND OVER, WE WANT TO HEAR FROM YOU! PLEASE TAKE OUR BRIEF SURVEY TO PROVIDE DETAILS ABOUT YOUR LEVEL OF INTERNET ACCESS, AS WELL AS ANY NEEDS FOR EDUCATIONAL SUPPORT TO BETTER USE DEVICES THAT CONNECT TO THE INTERNET. YOUR RESPONSES ARE CONFIDENTIAL.

To access the survey, just point your phone's camera at the QR code to the left to be instantly taken to the online Survey.

TAKE THE SURVEY TODAY!

HAVE QUESTIONS? EMAIL US AT INTERNET.SURVEY@ACGOV.ORG

Appendix B: General Survey: Dissemination

Organization/Location	Paper Surveys	Electronic Surveys
Public Health Department	545	5
Social Services Agency	140	32,955
Senior Housing	3,936	
Senior Centers	790	21,260
Meals on Wheels Programs	4,558	
Libraries	630	
Health Care Providers	3,000	
CBO Newsletters	2,360	1,831
TOTAL	**15,959**	**56,051**

Appendix C: Long-Term Care Facility Focus Group Questions

- Does your facility have readily-accessible Wi-Fi or other internet services for residents?
- Does the service cover the entire property?
- If not, where is service available?
- If no service, what is the barrier?

- What types of devices are accessible to residents in your facility?
  - Who on your staff is responsible for managing their use?
  - Where did you obtain the devices?
  - How many are available?
  - Where are they able to use it?
  - Please describe what types of assistance are available to residents using devices.
  - Do you have a system in place to ensure that residents without their own device and without ability to pay for one themselves are provided one for use?

- What types of tech support or training do your residents need that your staff are not able to provide due to time constraints, capacity, or other resources?

- Do some of the residents in your facility have different needs than others related to their ability to use technology? For example, residents with cognitive, vision or hearing impairments?

- If money was not a barrier, what would you like the technology in your facility to look like? What supports or services would you need to realize your vision?

- If smart devices i.e., Google Home Speakers or iPads were available to your organization/residents?
  Please explain how you would utilize the devices to enrich your residents' lives.

- What are we missing? What haven't we asked?

Appendix D: General Survey: Respondent Demographics

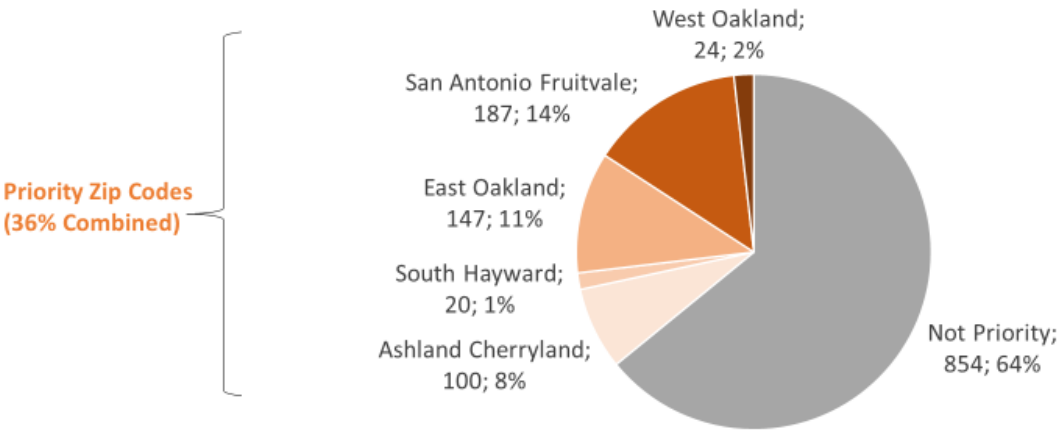
Survey Response by Language and Type (Age Over 50)

Language	Electronic	Paper	Electronic + Paper
English	534 (48.5%)	582 (51.5%)	1,101
Spanish	12 (22.2%)	40 (76.9%)	54
Traditional Chinese	21 (13.5%)	133 (86.4%)	155
Simplified Chinese	65 (100%)		65
Korean	6 (46.2%)	7 (53.8%)	13
Tagalog	1 (100%)		1
Vietnamese		24 (100%)	24
Total	638 (45.2%)	775 (54.8%)	**1,413**

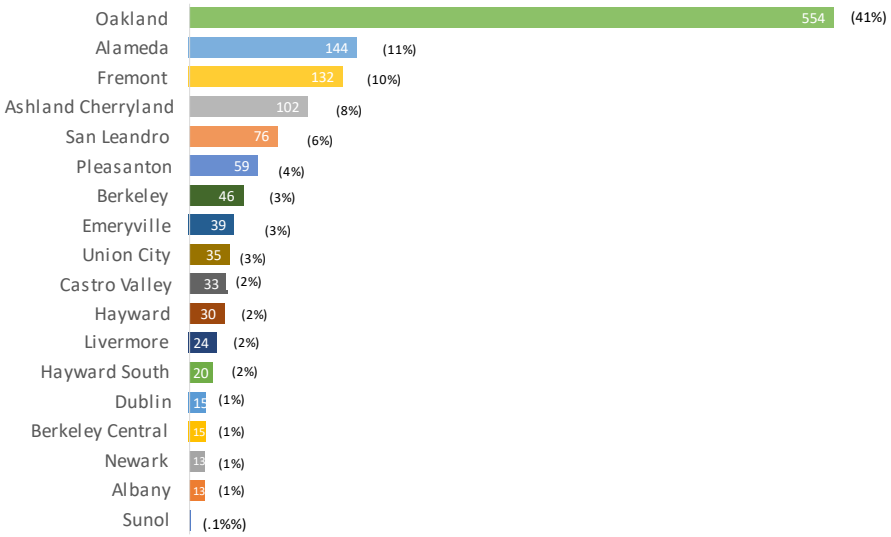
Respondent Demographics

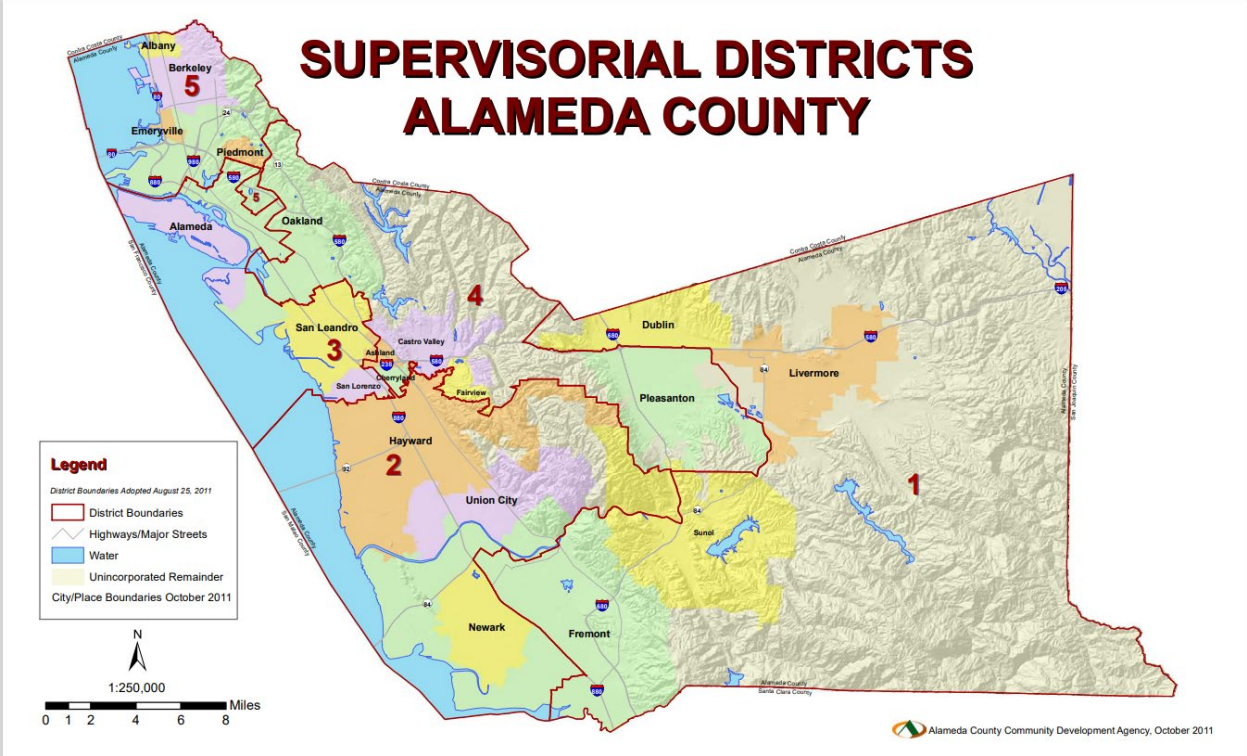
Age (n=1,371 gave an answer)	(50 to 64) (65 to 74) (75 to 84) (85+)	19% 40% 30% 11%
Income (n=1,340 gave an answer)	Under $2,000/month Over $2,000/month Prefer not to State	44% 36% 20%
Sexual Orientation (n= 1,278 gave an answer)	Straight/Heterosexual Gay, Lesbian or Bisexual Questioning/Other Prefer not to state	83% 3% 1% 13%

Responses in Priority Zip Codes (If Given)



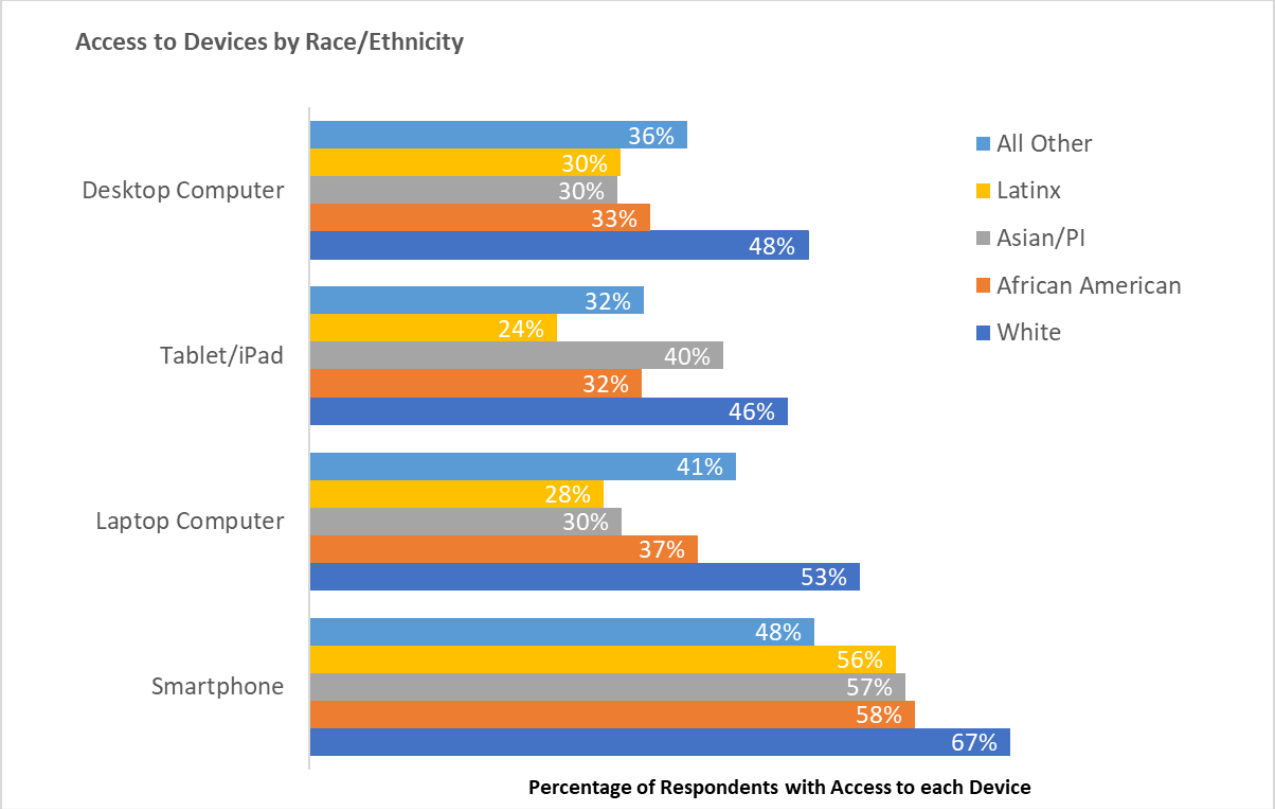
City/Unincorporated Area (If Given)

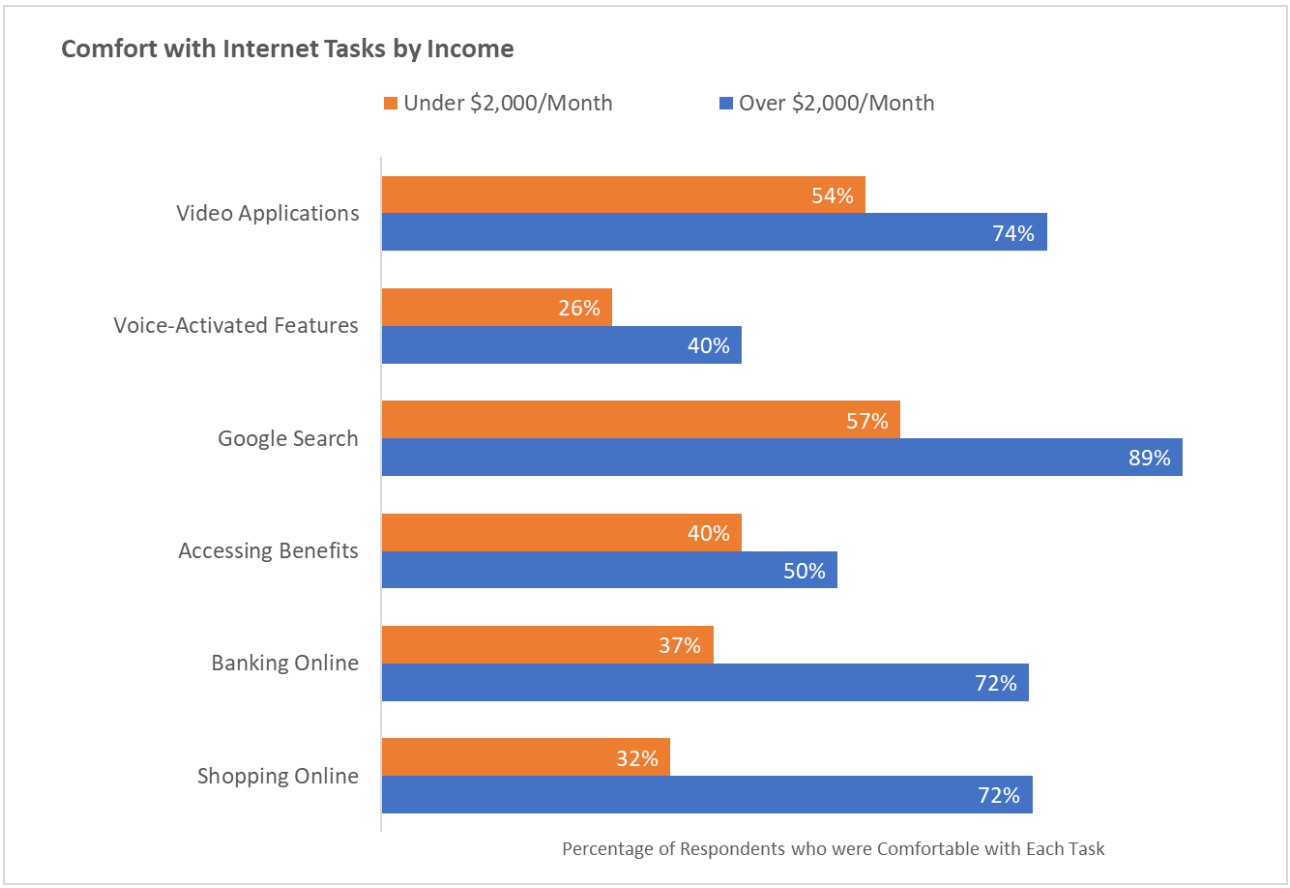


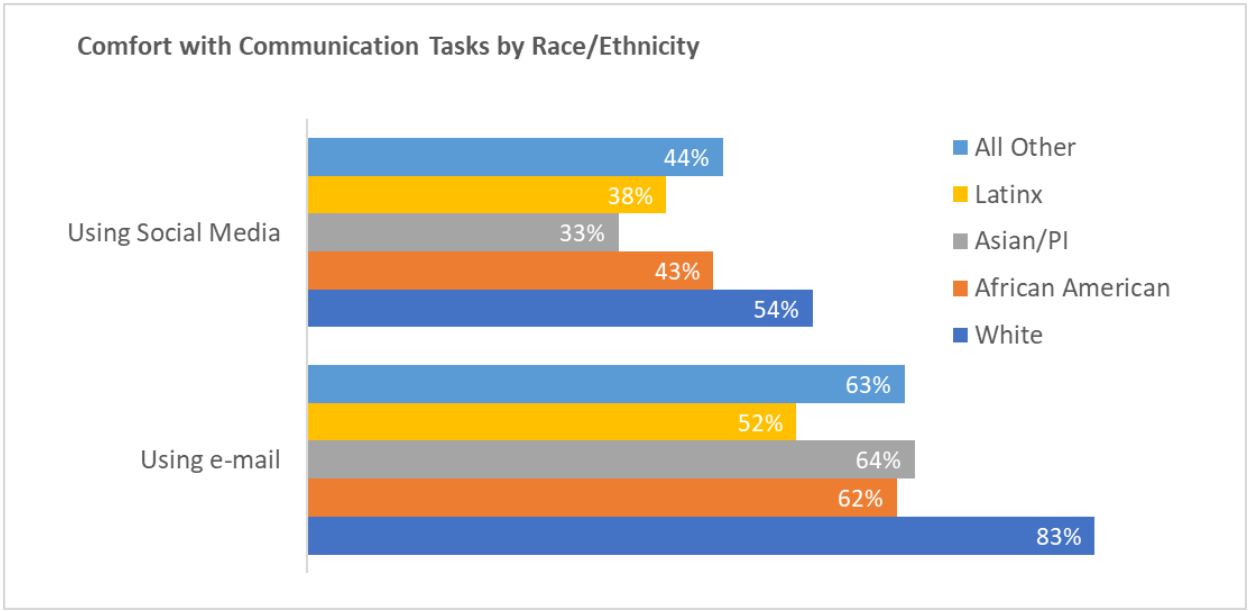

SUPERVISORIAL DISTRICTS
ALAMEDA COUNTY
Albany
Berkeley
5
Emeryville
Piedmont
5
Alameda
Oakland
4
San Leandro
3
Ashland
Castro Valley
Cherryland
San Lorenzo
Fairview
Hayward
2
Union City
Newark
Fremont
Dublin
Pleasanton
Livermore
1
Sunol
Legend
District Boundaries Adopted August 25, 2011
District Boundaries
Highways/Major Streets
Water
Unincorporated Remainder
City/Place Boundaries October 2011
N
1:250,000
0 1 2 4 6 8 Miles
Alameda County Community Development Agency, October 2011

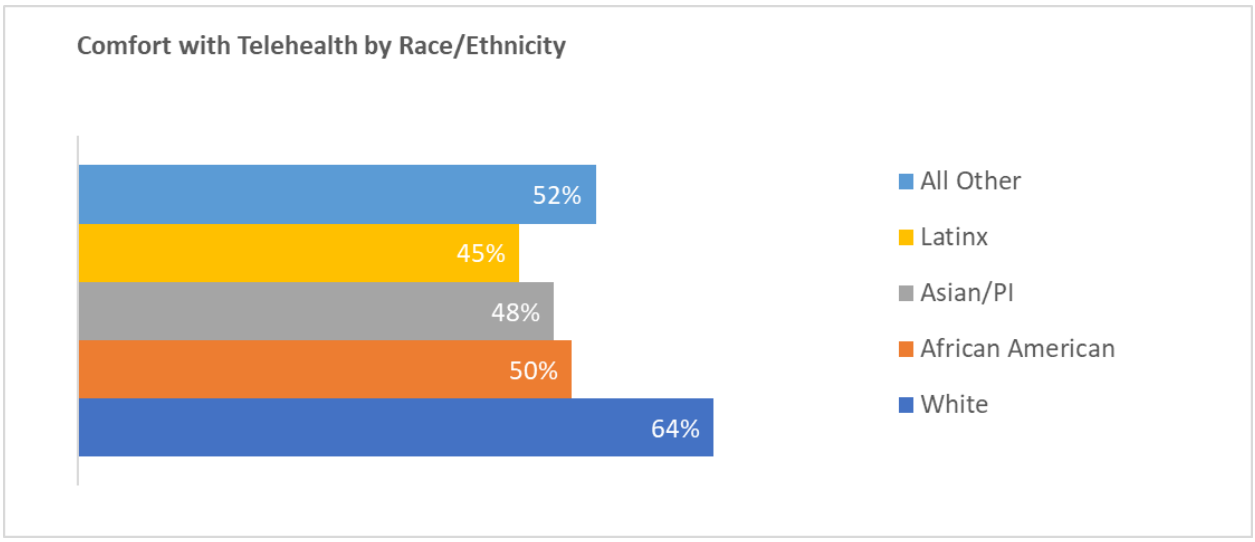
Appendix E: General Survey: Quantitative Results

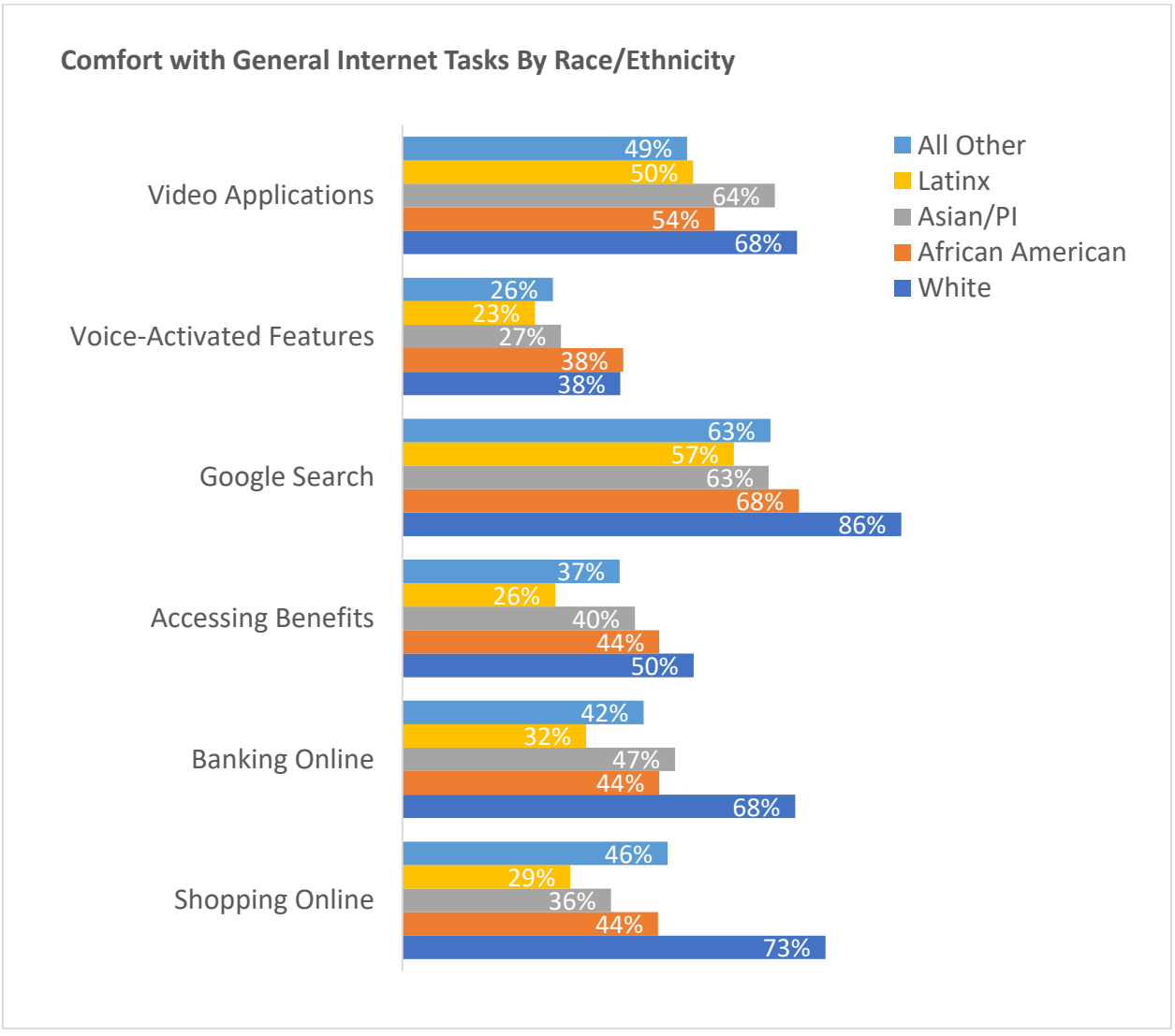
**n=1,413 for all tables in Appendix E*

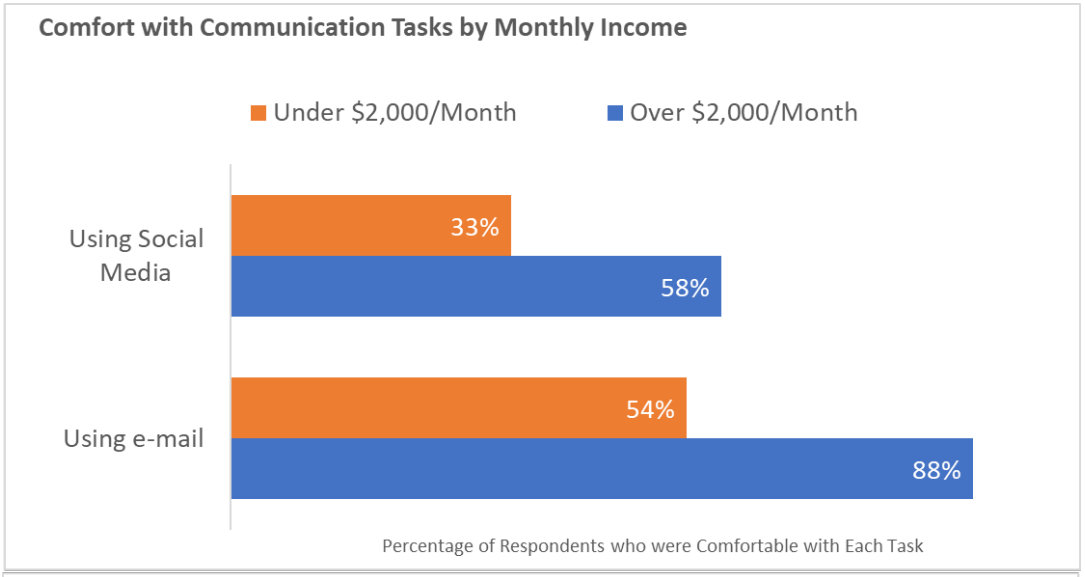


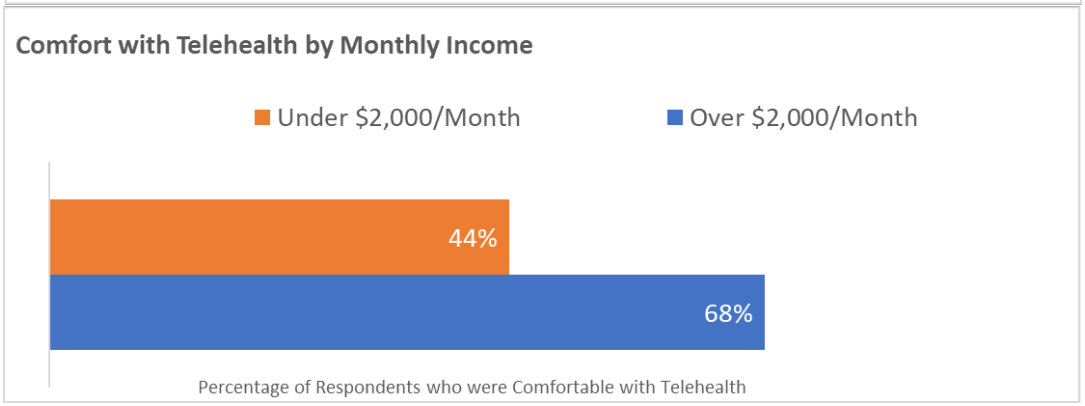

Comfort with Internet Tasks by Income
Under $2,000/Month
Over $2,000/Month
Video Applications
54%
74%
Voice-Activated Features
26%
40%
Google Search
57%
89%
Accessing Benefits
40%
50%
Banking Online
37%
72%
Shopping Online
32%
72%
Percentage of Respondents who were Comfortable with Each Task


Comfort with Communication Tasks by Race/Ethnicity
All Other
Latinx
Asian/PI
African American
White
Using Social Media
44%
38%
33%
43%
54%
Using e-mail
63%
52%
64%
62%
83%


Comfort with Telehealth by Race/Ethnicity
52%
45%
48%
50%
64%
All Other
Latinx
Asian/PI
African American
White

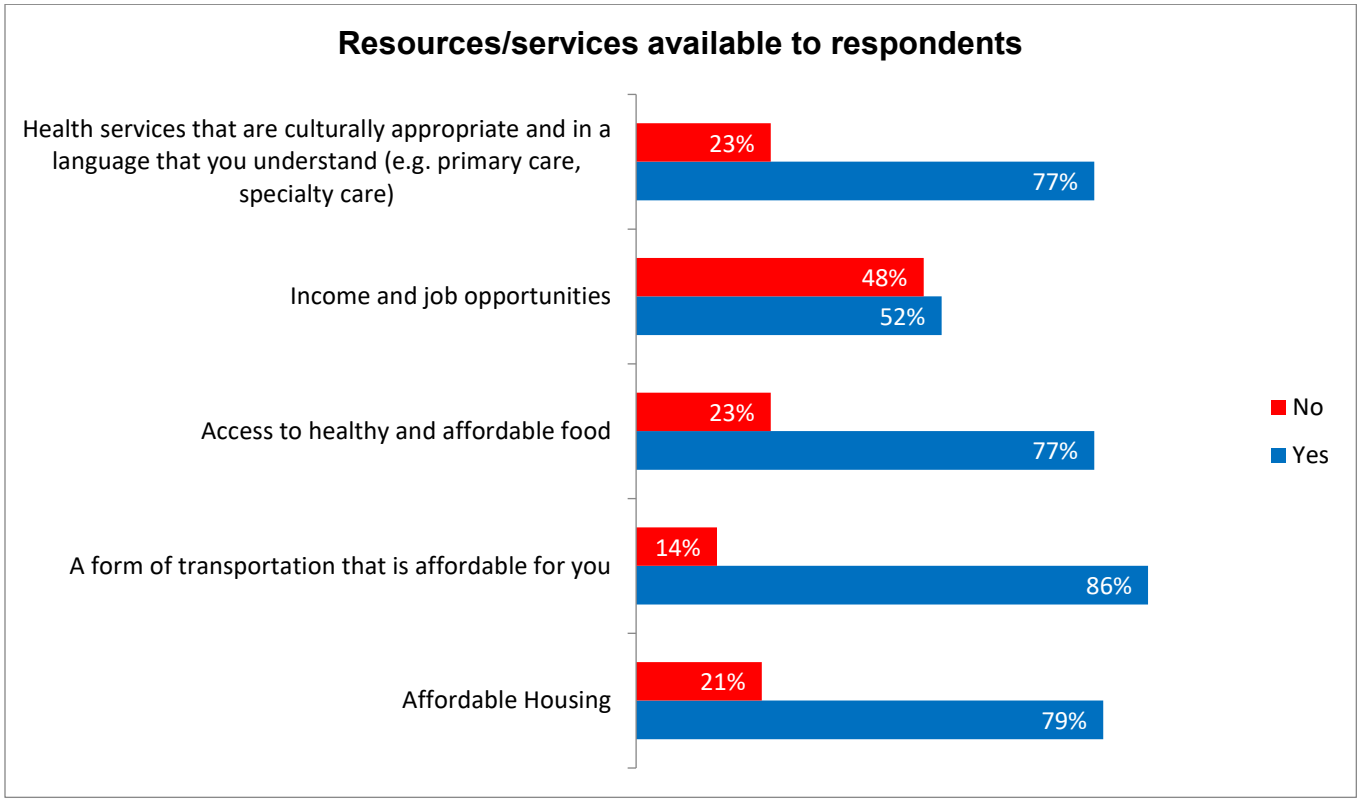

Comfort with General Internet Tasks By Race/Ethnicity
Video Applications
49%
50%
64%
54%
68%
Voice-Activated Features
26%
23%
27%
38%
38%
Google Search
63%
57%
63%
68%
86%
Accessing Benefits
37%
26%
40%
44%
50%
Banking Online
42%
32%
47%
44%
68%
Shopping Online
46%
29%
36%
44%
73%
All Other
Latinx
Asian/PI
African American
White

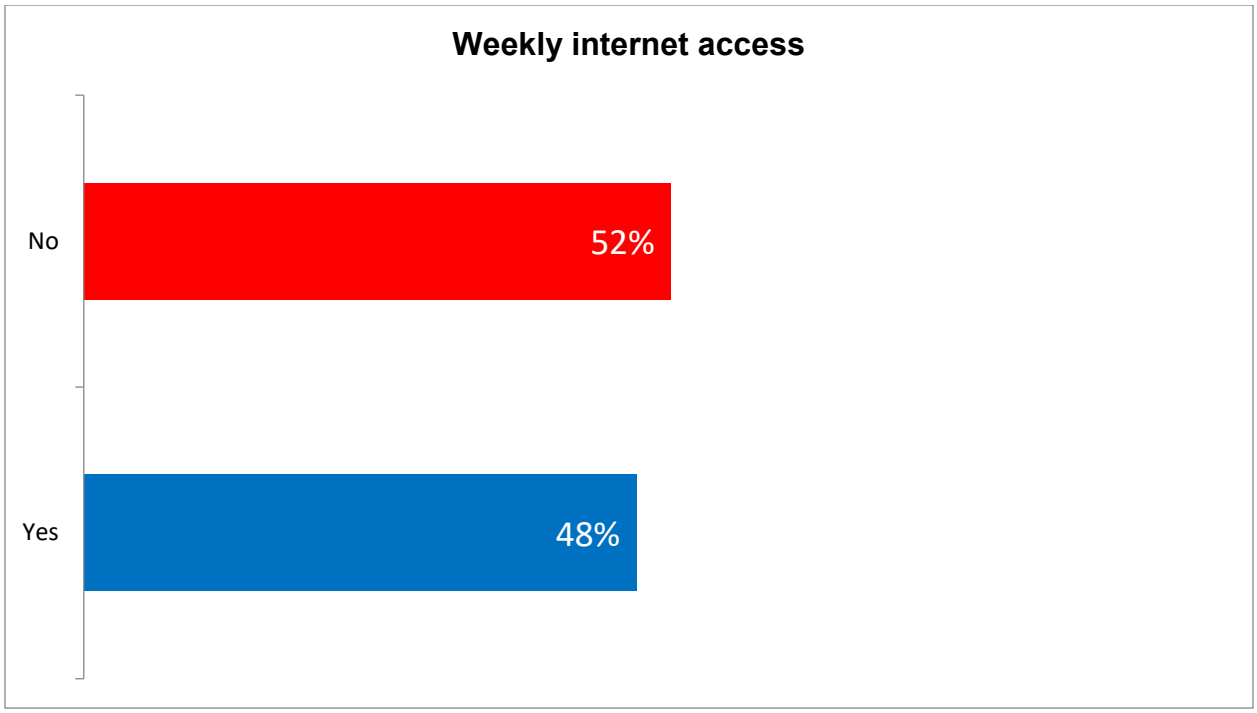

Comfort with Communication Tasks by Monthly Income
Under $2,000/Month
Over $2,000/Month
Using Social Media
33%
58%
Using e-mail
54%
88%
Percentage of Respondents who were Comfortable with Each Task

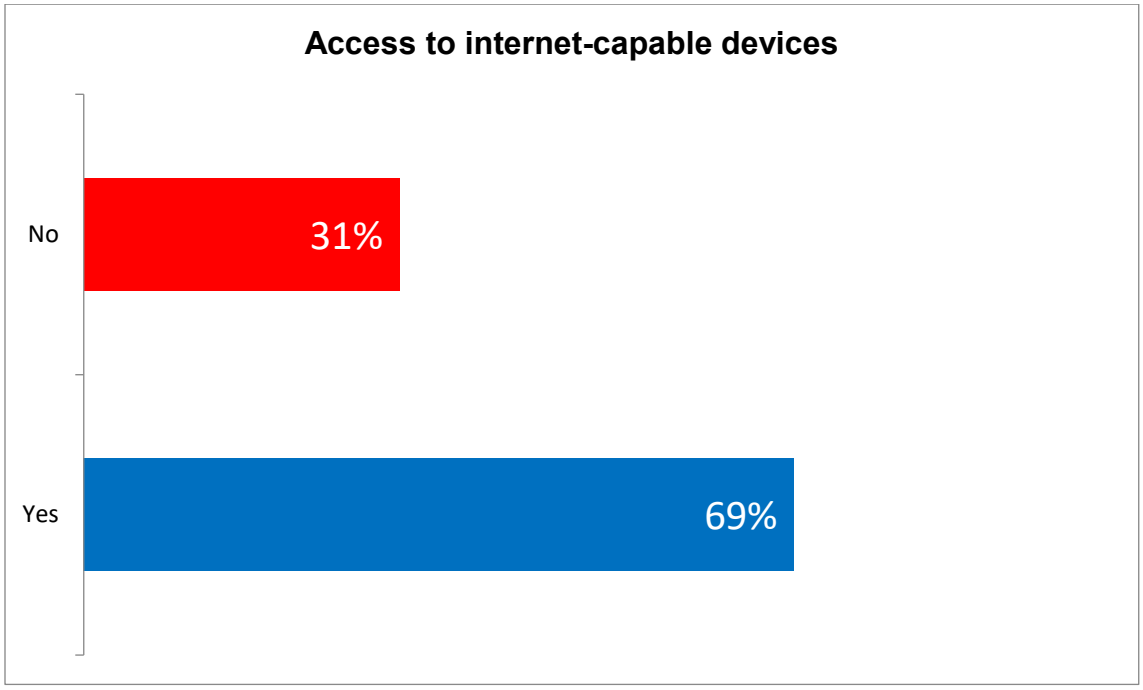

Comfort with Telehealth by Monthly Income
Under $2,000/Month
Over $2,000/Month
44%
68%
Percentage of Respondents who were Comfortable with Telehealth

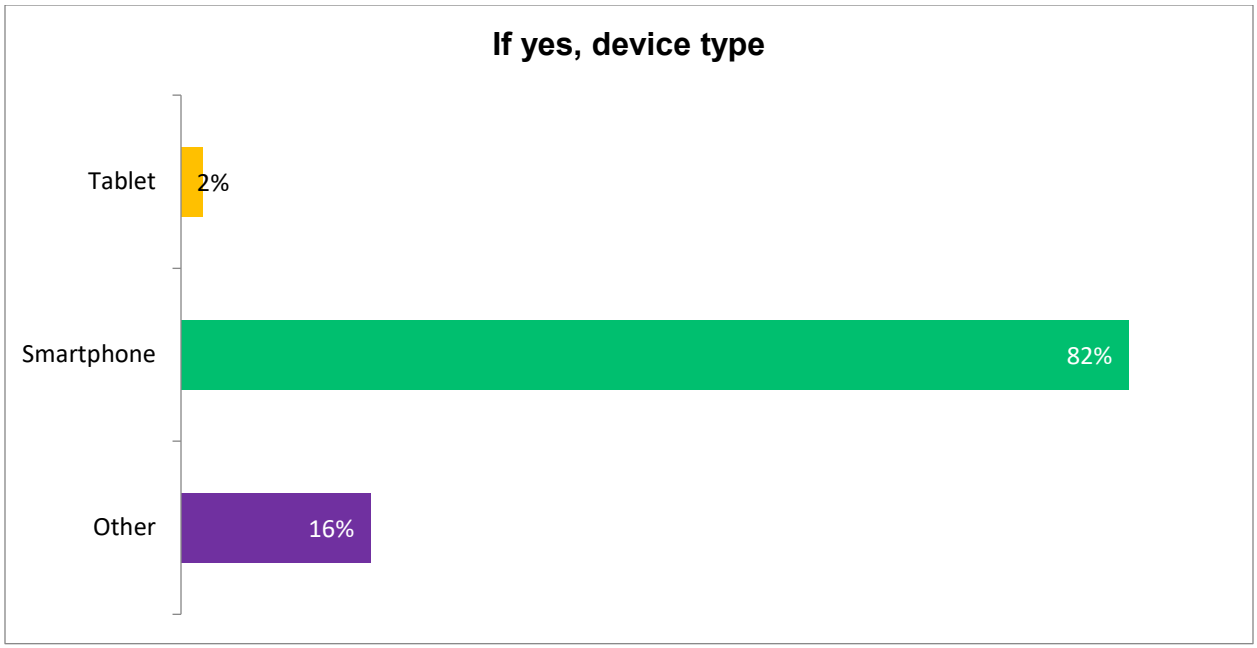
Appendix F: Latinx Community Survey: Quantitative Results

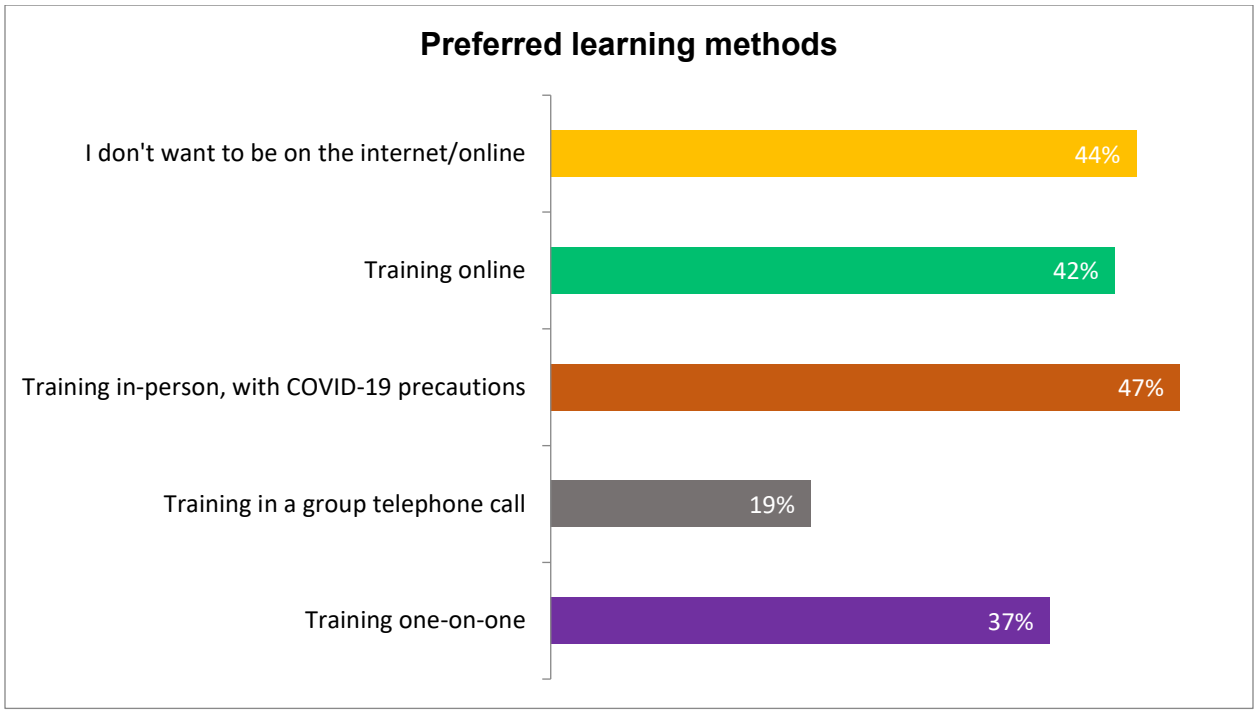
**n=63 for all tables in Appendix F*

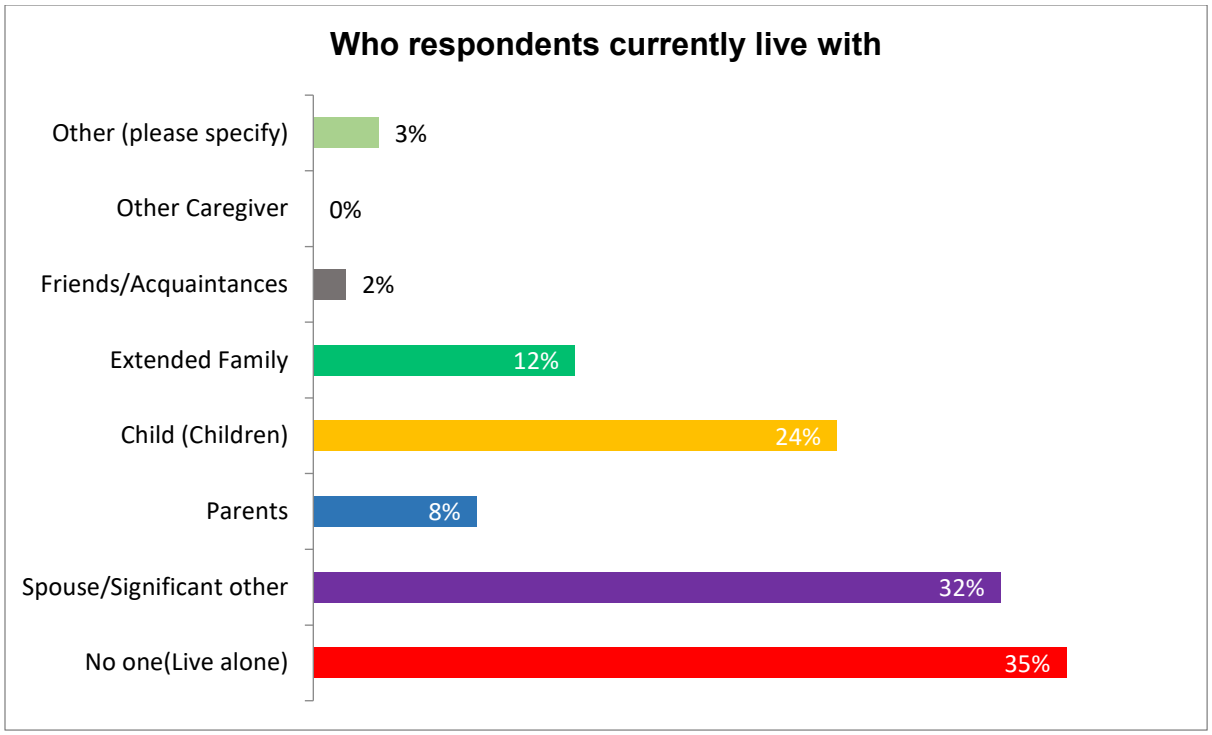


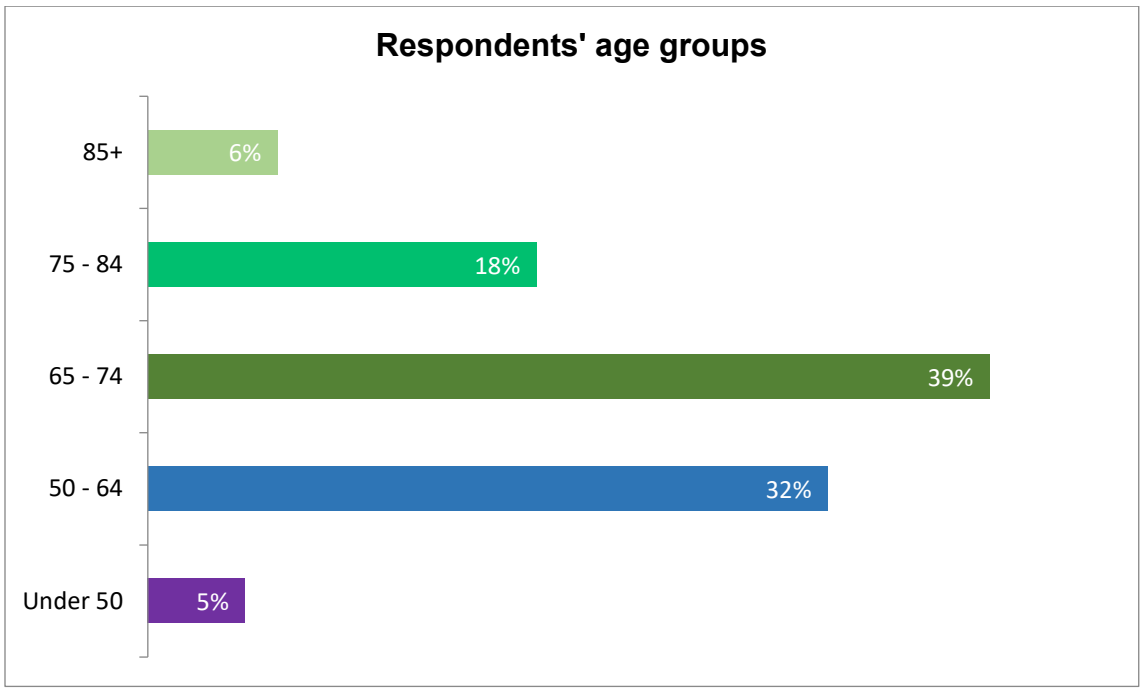

Weekly internet access
No
52%
Yes
48%


Access to internet-capable devices
No
31%
Yes
69%


If yes, device type
Tablet
2%
Smartphone
82%
Other
16%


Preferred learning methods
I don't want to be on the internet/online
44%
Training online
42%
Training in-person, with COVID-19 precautions
47%
Training in a group telephone call
19%
Training one-on-one
37%


Who respondents currently live with
Other (please specify)
3%
Other Caregiver
0%
Friends/Acquaintances
2%
Extended Family
12%
Child (Children)
24%
Parents
8%
Spouse/Significant other
32%
No one(Live alone)
35%


Respondents' age groups
85+
6%
75 - 84
18%
65 - 74
39%
50 - 64
32%
Under 50
5%

Appendix G: Data Analysis Methods and Limitations

The surveys and focus groups had several limitations that were mitigated by outreach, analysis methods and research design.

Lack of a random sample

Because it was not feasible to collect a random sample from all seniors in Alameda County, the respondents may not have represented the entire population. Some of the observed frequencies may have resulted from the variety of people who took the survey, and not true differences between groups. The large number of responses (1,413) and strongly representative sample by race/ethnicity, gender, income level and location make it more likely that true differences were observed.

Because of the non-random sample and large number of responses, statistical significance or differences in a few percentage points should be viewed as less important than the magnitude of observed differences and overall patterns observed between groups. The data is also meant to describe the current situation and viewpoints of seniors, rather than to predict access or behavior.

Skipped Questions

Several questions had more than 5% of responses missing, which may have been left blank or answered as "prefer not to state." The percentage of missing answers was 24% for income, 23% for gender and 9% for sexual orientation. The gender question was fill-in-the-blank and may have been misunderstood. Questions about income and sexual orientation may have felt intrusive.

Missing responses can limit data analysis when they are "systematic," meaning that people from specific age, racial/ethnic or income levels are more likely to skip a survey question. A way to check for systematic bias is to compare missing and non-missing responses along other demographic variables. Few differences between people who skipped questions were noted, with the exception of race/ethnicity among people who skipped the question about sexual orientation. A higher percentage of Latinx respondents skipped the question about sexual orientation.

Qualitative Data Analysis

To overcome subjectivity in interpreting open-ended survey responses and focus group notes, the researchers created a system for identifying preliminary code words or themes and reviewing each other's work and refining codes and themes. The researchers also presented

preliminary findings to the Digital Inclusion workgroup, gathering input into themes and how to best interpret respondent quotes.

Duplication

Offering the survey in multiple formats raised the possibility of duplication. To partially mitigate this limitation, responses were checked for patterns suggesting duplication, such as being submitted electronically only minutes apart or having the exact same answers. Surveys strongly suggesting duplication and blank responses were omitted from the final data analysis.

Benefits of Using Mixed Methods

Using both qualitative and quantitative methods strengthened the research design. Qualitative responses helped provide context and meaning to quantitative answers. For example, comments about lack of affordable Wi-Fi helped explained why some people may have lacked internet access. Multiple choice questions and collecting many surveys allowed comparison by subgroups.