

June 2020

## UNDERSTANDING OUR NONPROFIT PARTNERS



**Nonprofits, government agencies and businesses all face a host of service issues as their clients and customers shelter in place.** One ongoing challenge, particularly with older adults, is helping to ensure they can access the internet in order to connect with family, access telehealth, order groceries, apply for jobs, and much more. Does this describe your agency? **If so, please share your challenge through this online form.** Your participation will assist and guide our planning, allowing us to be better positioned to help you meet the challenges of supporting homebound older adults.

## AUSTIN PARTNERSHIP PROVIDES SUPPORT AND TRAINING



Late in 2019, CTN and Foundation Communities were awarded a grant from Charter Communications to bring devices and digital literacy training to residents in Austin. The Cardinal Point property was selected as an ideal location because it has a dedicated learning center with a childcare area. After conducting a needs assessment and determining the class curriculum, we were on track to begin offering classes in late March. **Follow this link to read how our plans changed due to COVID-19.**

## EMPLOYEE SPOTLIGHT: SABRINA TAM



As a senior program manager with CTN in San Francisco, Sabrina Tam has seen her role change dramatically over the last two months. When she joined CTN over 2 years ago, she was able to sit next to her students and guide them directly through the digital learning process. But during our transition to virtual training as a result of COVID-19, our training delivery had to evolve. [Read more about how Sabrina has helped lead the development and implementation of our new program, Home Connect.](#)

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## PARTNER SPOTLIGHT: CURRY SENIOR CENTER



Curry Senior Center is a valued partner, providing an array of support to seniors in the Tenderloin neighborhood of San Francisco, including computer access. CTN has been a training provider for the SF Connected program and more recently a newer program called Senior Vitality. It involves helping clients sign up for home internet service, provides training on how to use an iPad, and once the basic digital skills are mastered, the program layers in a health-related component utilizing a wearable (like a Fitbit) and a digital scale. [Click here to learn more about the great work of this valued partner.](#)

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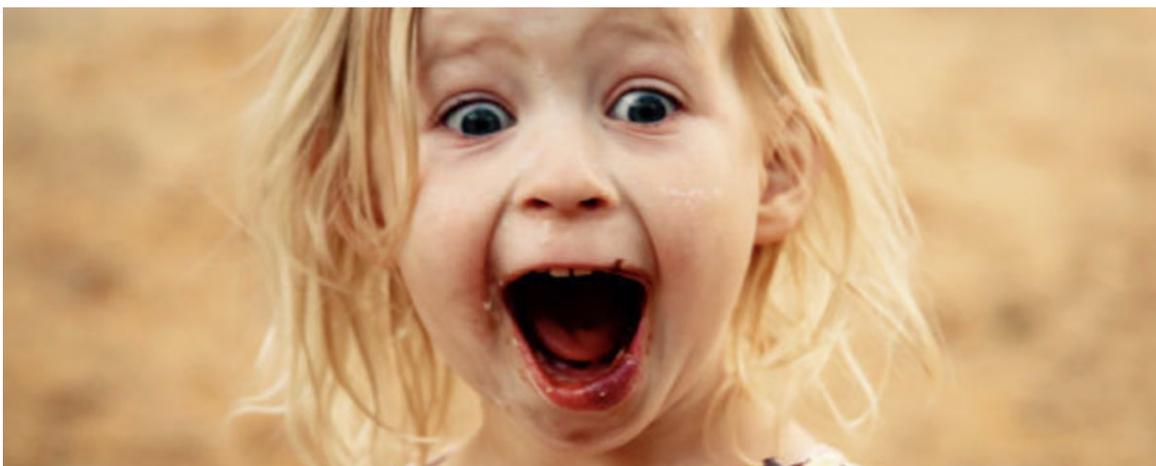
## HOME CONNECT SESSIONS UNDERWAY



The delivery of devices to the newly identified Home Connect learners continues with several learners having already participated in sessions with their staff trainer. [Learn more about what Catherine, Vivian, Trina, and Anna accomplished during their remote sessions utilizing screen-sharing technology.](#)

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## **VOLUNTEER SPOTLIGHT: AMY HANSEN**



We know you are wondering but no, this is not a photo of Amy Hansen but rather of her daughter Laina who was three at the time. Laina's photo was the first-place winner in a recent contest at her mom's workplace. The top prize was \$2,500 to be donated to the charity of the winner's choosing. Amy selected CTN, and we are incredibly grateful. [Follow this link to learn more about the photo contest and of Amy's exemplary work as a CTN volunteer trainer.](#)

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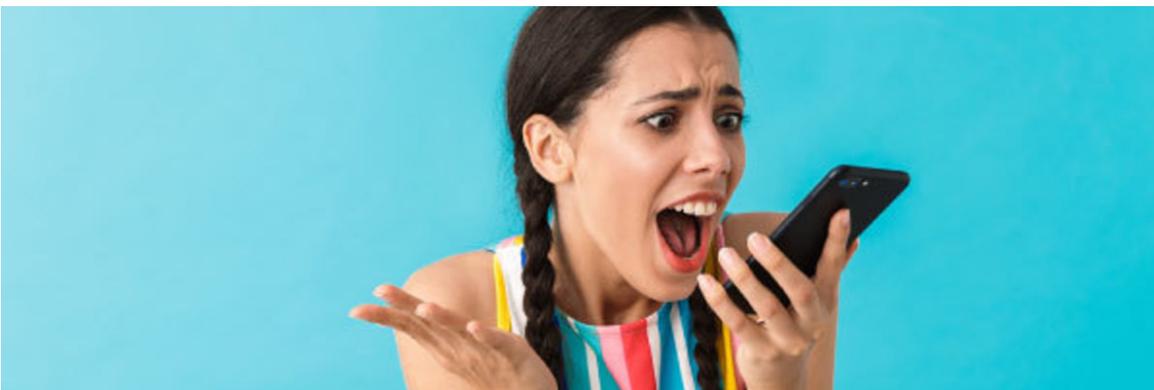
## **HOME CONNECT LEARNING CHALLENGES**



Those of us who have ever helped an older adult learn to use technology can relate to how difficult that can be, and how important it is to demonstrate patience while providing encouragement along the way. For the CTN staff and volunteer trainers, they are working with people they do not know AND they can't sit with them to work in person. [Read more about the challenges they face when supporting the Home Connect learners.](#)

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## DON'T GET SCAMMED!



The Institute on Aging and Open Door Legal in San Francisco have created a guide to help people avoid COVID-19 related scams. The guide can be downloaded in [English](#), [Spanish](#), [Chinese](#), and [Russian](#).

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**Help us transform lives through digital literacy!**

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