The City of San Antonio is focused on building the resiliency of older adults as the community recovers from the COVID-19 pandemic. Older adults in the San Antonio community over the age of 60 often face barriers to access the internet, obtain a device, and receive adequate training and technology support. OATS, as an affiliate of AARP, works to improve both digital connectivity and literacy by connecting older adults to digital devices and to provide the training and support necessary to utilize such devices. The City of San Antonio entered into a contract with OATS for $500,000 in FY22 to deliver services outline in the below scope of work. Additional funds are pending the budget FY23 process.

<div align="center">Scope of Work</div>

OUTCOME: Seniors are healthy, engaged and independent.

LONG TERM GOAL (Project Goal): Social Connection – Participants experience increased social engagement, enabling a sense of purpose, community and belonging due to the application of technology in one's life.

SCOPE OF WORK (Abstract): A central part of the City and County area's digital inclusion plan is to ensure all San Antonians have access to internet-connected devices as well as sustained tech support and training. These services will help aging San Antonians combat social isolation, access critical health care information, improve financial security, and stay engaged with government services and local community resources. OATS will work collaboratively with community partners and internet service providers serving the Alamo Area to: (1) connect seniors to the federal Emergency Broadband Benefit program (EBB), (2) deploy digital literacy training through a network of local partners, and (3) scale virtual programming and other initiatives within the City and County to engage up to 150,000 older residents.

SERVICE PLAN: Senior Planet San Antonio programming will be available during scheduled times on Monday through Friday, between the hours of 10 a.m. - 4 p.m. The Senior Planet San Antonio tech support hotline will be available between 10 a.m. and 5 p.m. local time. Programming is delivered virtually, in-person, and through a hybrid model.

Community based training (in-person, hybrid, and online): Senior Planet San Antonio will utilize the organization's printed and online materials, designed especially for virtual and in-person older learners and their devices, to deliver the following:

Deployment of five-week, ten-session online and in-person courses focused on specific topics, which include accompanying printed course manuals. The courses will be delivered via Zoom, approved inperson locations, and through the SeniorPlanet.org website. Together with the courses and manuals, participants will learn foundational device skills that include online communications channels (e.g. email, messaging, social media), web resources, staying safe online, and other practical topics:

- Computer Essentials (5 weeks) Spanish and English
- Basics (5 weeks) Spanish and English
- Chrome Essentials (5 weeks)
- iPad Essentials (5 weeks)
- Additional offerings from Senior Planet's lecture and workshop catalogue

Quantity: Twenty, 5-week cohorts, five courses per quarter. During the 12-month period, Senior Planet San Antonio will deliver a total of 300 hours of training.

Telephone Support via the Senior Planet Contact Center: Senior Planet San Antonio will provide the infrastructure and staff to make out-bound and receive in-bound calls to help older residents throughout Bexar County access online resources and receive 1:1 tech support:

- Outbound calls: Senior Planet San Antonio technology trainers and community outreach coordinators will call existing Senior Planet San Antonio participants and work with community-based partners to access new pools of older adults who can benefit from Senior Planet's contact center services.
- Tech Support Helpline: Seniors can call a free virtual call center staffed by OATS-certified multi-lingual Senior Planet San Antonio trainers during regular operating hours. Trainers offer individualized personal assistance and tutoring for any issue or question related to using an internet connected device, accessing Senior Planet programming, locating specific resources online, and performing tasks, such as ordering food online or scheduling and attending a telehealth appointment.

Quantity: Senior Planet will conduct and accommodate up to 50 inbound and outbound calls to the contact center per week. Each successful contact will average 15-20 minutes.

Metrics and Reporting: OATS has developed sophisticated program impact instruments for measuring outcomes from the program initiatives included in the original proposal. OATS can provide the City and County area with the following:

- Program participation data; and
- Impact reports containing quantitative and qualitative data on key metrics, as requested

TARGET POPULATION: Participants in the program will be residents of the City of San Antonio. Many will be low-income older adults living in neighborhoods that exhibit low household incomes and other markers of concentrated disadvantage. In San Antonio, a number of these neighborhoods cluster in and around the core downtown area and radiate (primarily) east, west, and south of the city's core. Low-income ZIP codes include 78202, 78207, 78203, 78237, 78242, 78222, 78210, 78229 and 78211. Older adults who reside in a zip code within the City of San Antonio will be eligible to receive services from Senior Planet.