

Goal 1. Improve the availability of information through a variety of means.

1a. Increase information sharing and outreach, specifically focusing on existing services that are available for residents and their family members. Examples may include:

- Assessing and improving the opportunities, coordination, and available information among San Francisco’s various information hubs, such as: DAAS Intake, United Way’s 211, the City’s 311, SF Resource Connect¹, the SF Public Library, and others;
- Encouraging and educating residents on innovative technological approaches to information sharing, such as 311’s phone application;
- Ensuring that information is provided in multiple formats, such as online and in person presentations or via phone;
- Establish best practices and coordination of communication with key partner agencies as a way of increasing information sharing;
- Ensure that public and private information venues understand and implement accessibility best practices.

1b. Efforts are made to ensure that City websites and other public information communication avenues are accessible and easy to use.

Some actions may include:

- Assessing, identifying, and supporting public agency websites that could be greatly improved with regards to accessibility;
- Coordinating, compiling and sharing accessibility best practices widely; and
- Implementation of Section 508 of the Rehabilitation Act of 1973².

Goal 2. Ensure that Information & data is available through open data sources & is available for planning & advocacy efforts.

2a. Ensure consistent data collection, such as establishing standards or best practices about data collection and sharing, which will allow for effective planning and advocacy. For example, developing a shared classification for “neighborhoods” thereby allowing comparisons among different departments.

2b. Explore and support innovative open source data collection applications, such as :

- Creating local public and private partnerships or reviewing existing practices; and
- Addressing the data gap for homebound seniors and people with disabilities, with the goal of better identifying their needs and service matching.

¹ <http://sfresourceconnect.org/>

² <https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards/background/section-508-the-law>

Goal 3. Prioritize programs & policies that allow for accessible & inclusive technology.

3a. Identify and increase opportunities that increase access to, and support for, frequent use of technology, including:

- Affordable and/or free internet connectivity, citywide;
- Partnering with Smart Cities for All and other efforts that strive to incorporate inclusive practices within the Smart City efforts;
- Programs that utilize a coaching model, either peer to peer or intergenerational;
- Collaborating with local companies or organizations that have a similar mission or serve a similar population;
- Providing accessible and affordable devices;
- Considering alternative models or approaches for introducing and building trust with new technologies; and
- Developing a “Gold Standard” business or agency level accessibility standard, that may include:
 - Recommendations on the adoption of accessible equipment, tools, and technology, with the goal of increasing adoption;
 - User engagement and input prior to tool or technology launch; and
 - Encourages accessible best practices in the city procurement process.

3b. Identify and prioritize areas where communication-based technology (computers, cell phones, etc.) may improve the quality of life for seniors and people with disabilities, including the following possible areas:

- First responders and medical care;
- Accessing transportation;
- Frequently used government sites;
- Banking, bill paying and financial management; and
- Searching for employment or community engagement opportunities.

3c. Increase digital literacy for seniors & people with disabilities, including:

- Offering abundant training programs that are culturally specific and tailored to participant needs;
- Assessing the possibility of developing training and support for homebound seniors and adults with disabilities; and
- Ensuring that ongoing support is available, such as intermediary level courses or technical support.

3d. Ensure that the users, including seniors, people with disabilities, or caregivers, are partners and actively engaged in the development of solutions, technology and tools. Some examples may include:

- Developing partnerships agencies that are either developing solutions or are making citywide technology decisions, such as the Department of Technology, Aging 2.0, or the Council on Information Technology;

Goal 4. Increase efforts that empower seniors & adults with disabilities to identify and avoid fraud.

4a. Utilize local opportunities and engage seniors and people with disabilities in **developing solutions**, examples may include:

- Sponsoring a Hack-A-Thon for developing anti-fraud software or approaches;
- Recognizing and supporting cultural specific responses and strategies;
- Identifying primary information sources that can alert residents about current scams, such as “Scam of the Week” PSA announcement on local radio stations.