

# VOLUNTEER DIGITAL SKILLS COACHES FOR OLDER ADULTS

FINAL REPORT - JULY 2022



WASHINGTON STATE UNIVERSITY  
**Metropolitan Center for  
Applied Research and Extension**

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The Metropolitan Center connects decision makers with the expertise of Washington State University to produce practical solutions to the challenges of growth. Using a client-centered and project-based approach, we help Washington's metropolitan communities respond to emerging needs and build capacity to create vibrant economies, healthy neighborhoods and sustainable environments for the future.

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# Volunteer Digital Skills Coaches for Older Adults

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July 2022

This report was prepared for Aging and Disability Services, Area Agency on Aging for Seattle and King County by:



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## About this Report

This project was originally scheduled to conclude in December 2021 and a report was submitted in January 2022. However, in order to allow additional time to transition the Volunteer Digital Skills Coaches program to a community partner, we agreed to a no-cost extension of the project through June of 2022. During the extension we researched and vetted organizations as potential future program hosts, while continuing basic maintenance and promotion of the program. This report version updates the January 2022 report to include activities and recommendations for the entire project, including the time extension, along with products we created.

## Project Summary

During the COVID-19 pandemic, the ability to utilize technology became an essential skill for staying socially connected, accessing telehealth and obtaining resources. However, many older adults lacked the skills, equipment, or access to engage online. To help improve social connectivity and digital equity for older adults, WSU King County Extension, at the request of the Aging and Disability Services (ADS) Division of the Seattle Human Services Department (HSD), conducted a small pilot in the summer of 2020 to explore providing one-to-one intergenerational digital skills coaching to older adults. Coordinated by a WSU King County Extension volunteer 4-H leader, and implemented by a few handpicked teenaged volunteers, the limited pilot showed some promise. In spring 2021, HSD-ADS contracted with the WSU Metropolitan Center to expand the pilot and explore its viability as an ongoing sustainable volunteer program which could be implemented into the future by a community partner.

## Program operations

We soon discovered that the operational model of the small 2020 pilot required a substantial amount of staff time to implement, especially coordinating coaching appointments between seniors and volunteers. To streamline operations and increase the potential for long term sustainability, growth and replication of the Digital Skills Coaches program, we partnered with Cyber-Seniors International, a Toronto based non-profit organization. Since 2009, Cyber-Seniors had been developing and disseminating resources to support other organizations in providing tech-training for older adults through an intergenerational, youth volunteer model. In fact, King County Extension had used Cyber-Seniors' online mentor training modules to train the youth volunteers in the 2020 pilot.

With the onset of the pandemic in 2020, Cyber-Seniors expanded its offerings with a new service to provide one-to-one tech support to older adults in a virtual format by matching them with volunteers across North America. By 2021, Cyber-Seniors had also created a partnership program to help organizations facilitate localized senior/volunteer connections. For a nominal annual fee of \$3,000, partnership program members are given a local phone number and web portal, plus access to the Cyber-Seniors appointment infrastructure to connect local seniors with local volunteers. However, to ensure that services to seniors are not limited, Cyber-Seniors can connect seniors with another volunteer if a local one is not available.

Our decision to partner with Cyber-Seniors allowed us to expand the local Digital Skills Coaches program at a fraction of the cost of staff time needed to coordinate coaching appointments, develop and implement volunteer training, and maintain an online infrastructure, while also making services more accessible. Although the program does require some minimal local administration, the Cyber-Seniors partnership also makes it possible for virtually any organization to administer the program within their existing staff capacity.

To further support local program administration and a smooth transition from the Metro Center to another organization, we developed a series of tools, including local administrator and local volunteer handbooks ([Appendix 1](#) and [Appendix 2](#)) and an online workspace, website, and social media pages which can be easily transferred to another entity.

## Communication

We chose to title the local program ‘Seattle and King County Cyber-Seniors’ (as opposed to Digital Skill Coaches, for example) to avoid confusing seniors when they reach the Cyber-Seniors platform to schedule services. This naming convention also makes it easier to transition all communication platforms to another entity. Additionally, if the program is not transitioned to another local entity, a Google search for our local program will take people to the Cyber-Seniors website where services will continue to be available to all seniors and interested volunteers, albeit without the local connection.

Communication platforms and materials developed for the project include:

- Established a sign-up / login landing page with Cyber-Seniors International: <https://cyberseniors.org/seattle-kingcounty/>
- Created a WSU controlled local landing page [www.kingcountycyberseniors.org](http://www.kingcountycyberseniors.org)
- Created an email account: [contact@kingcountycyberseniors.org](mailto:contact@kingcountycyberseniors.org)
- Created a Facebook page: <https://www.facebook.com/kingcountycyberseniors>
- Created an Instagram account: @kingcountycyberseniors
- Created a volunteer-targeted video with an overview/history of the program: access from <https://metrocenter.wsu.edu/cyberseniors/>
- Included a link from the project landing page to a Senior Resources page: <https://metrocenter.wsu.edu/community-resources-seattle-king-county-cyber-seniors/>
- Created an introductory PowerPoint presentation for community partners
- Created flyers, social media posts and email blasts for recruiting volunteers and seniors, including fliers in Spanish and French.

Samples of our marketing and communication materials are in [Appendix 3](#).

## Outreach Seniors

In August 2021, with administrative processes in place and Cyber-Seniors ready to match our seniors with volunteers, we intensified our marketing. Key partners in our outreach included senior centers, as well as the Seattle Public Library system and the King County Public Library system. In late 2021 the King County Public Library system agreed to list Seattle-King County Cyber-Seniors as a public resource on its websites in 2022, as well as on the 211 resource hotline/website, and among resources available via the King County Digital Equity Network’s resource map.

Our outreach efforts also included online and, later, in-person screens of a documentary about Cyber-Seniors at the Greenwood, Wallingford and Issaquah Senior Centers, at a round table lunch and learn at Wallingford Community Center, and at several Seattle area SHAG campuses.

To address seniors’ preference for in-person activities, in 2022 we worked with senior centers to help them plan ‘technology promotion days’ which we helped promote to local senior services providers. At both the technology events and previously mentioned documentary screenings, seniors were able to receive some technical assistance and were encouraged to utilize Cyber-Seniors for support as they

encounter additional questions at home. The following timeline for the Issaquah Senior Center event illustrates how these events can be used to both promote senior technology access and establish local partnerships with resource providers and potential volunteers.

***Issaquah Senior Center (timeline of planning and follow-up activities)***

- JAN Film screening of Cyber-Seniors documentary at Issaquah Senior Center
- APR “Tech Day” afternoon event held featuring resource providers from the community. Follow up discussion identifies a desire to host teen volunteers at the senior center regularly throughout the summer.
- MAY Outreach to Issaquah High School and local youth-serving organizations conducted. School-based champion identified (National Honor Society teacher advisor).
- JUNE Three Issaquah High School teens complete Cyber-Seniors online volunteer training and are introduced to the Center coordinator.

Our outreach contacts, including community partners who are experts at networking to seniors such as places of worship, healthcare facilities, and social service organizations, are listed in [Appendix 4](#).

***Youth***

We compiled a list of college and career advisors at high schools across Seattle and King County and contacted them via phone and email. The advisor and teen specific outreach materials we developed were vetted by local teens through the Ballard High School Career Connect program. Notable contacts we made beyond schools included Seattle Housing Authority’s teen leadership summer internship program, and a local youth-founded nonprofit called Teens Who Care which included Seattle-King County Cyber-Seniors in their clearinghouse for volunteer opportunities for area teens.

For many teens, the need to earn money can be a barrier to volunteering. To help address this ongoing challenge in the future, we spoke with the program coordinator for Career Connect at the Seattle Public Schools district office about the potential benefits of creating a paid position for a student marketing intern should funding become available. Such a position could take charge of Seattle-King County Cyber-Seniors’ social media marketing and in-person outreach to teens at college/career related functions.

Our outreach contacts to schools and youth serving organizations are listed in [Appendix 4](#)

**Participation**

By the end of December 2021, participation in the program was lower than our expectations with 12 volunteers completing all training modules, and only 6 seniors making appointments for services. By the end of June 2022 an additional 16 volunteers had completed training and 2 seniors had made appointments for services. While we anticipated some challenges recruiting volunteers, we were surprised by the low participation by seniors. Based on our conversations with senior serving organizations, we believe this lack of senior engagement may be due to several factors.

- Early in the pandemic, demand for technology support was high. While gaps in access to technology still exist, many seniors may now have learned to navigate successfully online to meet basic needs including social connectivity and telehealth.
- Seniors prefer in-person support, but virtual or phone technology support was their only option during the early stages of the pandemic. As senior centers and human service providers began to offer in-person programming, the demand for virtual and phone technology support likely decreased.

- Other resources exist and partnerships have formed to meet needs. Although this is a positive development, we also noticed a sense of competition amongst some of these resources which may have made it harder for this program to find its footing as quickly as we hoped.

## Program Transition

In Spring of 2022, we worked closely with (former) ADS Senior Planning and Development Specialist, Jon Morrison Winters, to help determine a suitable host, or hosts, for the next iterations of the Cyber-Seniors program. Prior to doing outreach, we identified some necessary basic qualities of a program host including:

- Commitment to equity
- Capacity for program management and data collection
- Well connected to the network of senior service providers and/or
- Well-connected in youth and social justice circles with a track record for partnerships and collaboration
- Interest / enthusiasm in technology programming

We then presented at the bi-monthly [King County Digital Equity Network](#) and the [Housing Development Consortium](#) meetings on the Cyber-Seniors program model, including a brief pitch to gather interest in taking over program administration. From there, we connected with potential future host organizations who expressed interest, were recommended to us, or we identified through our own research, and passed along those contacts to Jon for further review. These organizations included [Neighborhood House](#), [Evergreen Goodwill](#), [Equity in Education Coalition](#), and [King County Workforce Development Council](#). Additionally, [Circ Living](#) (the non-profit arm of SHAG) consulted with our staff for guidance in launching a region-wide effort to promote the Cyber-Seniors in-person and virtual support model within their communities. For organizations wanting to create a similar in-house support network, Cyber-Seniors offers a [helpful start-up manual](#).

It is our understanding that ADS ultimately decided to fund multiple complementary efforts to further explore promoting Seattle-King County Cyber-Seniors to both older adults and youth. As these funded organizations come on board, we will provide any support necessary to ensure a seamless transition of the program.

## Recommendations

As ADS's efforts to meet the digital needs of older adults continue, potentially using an intergenerational approach, we offer the following recommendations.

### ***1. Convene an advisory committee to assess current resources and address unmet needs***

The Digital Skills Coaches program may still have a role in the landscape of services for older adults, but it will require greater engagement with local stakeholders to determine that role. We recommend that ADS convene an advisory committee to help assess existing local resources, define program goals, align with digital equity initiatives, and create a greater sense of shared purpose. The committee should include partners who have already indicated their interest in the program, such as the Seattle and King County Library systems, along with representatives from the Seattle and King County offices of digital equity, senior centers, faith based organizations, and other trusted organizations serving the needs of older adults. Key questions for the committee to address include:

- Who are the trusted leaders in supporting social connections for older adults?
- Who is currently offering in-person and/or virtual technology support to older adults?

- Where are the gaps in access to tech support? Are there gaps in certain demographics or geographical areas?
- How does the Seattle-King County Cyber-Seniors program align with, complement and/or compete with existing programs?
- What role should ADS play in supporting social connectivity and digital equity for older adults?

## **2. Determine the role local young people can play in providing tech support to local seniors.**

Providing tech support to local seniors does not *require* a local youth outreach component but may offer benefits to both young people and seniors. We see some potential in creating hyper-local connections with youth and seniors in specific communities, and especially amongst communities speaking languages other than English. The Cyber-Seniors infrastructure can facilitate these connections by making it possible for a senior to request an appointment with a volunteer with whom they have already developed a relationship.

If ADS wants to scale up local youth outreach for this program, it will be important to identify key partners and include them in an advisory or leadership role. Although there are many potential collaborators, we especially recommend engaging with the following partners:

- Seattle Housing Authority (SHA): SHA runs two programs that align well with Digital Skills Coaches, 1) a summer youth employment program at several of their housing sites such as New Holly, and 2) a digital equity initiative, with a team that includes an Americorps member whose focus is on connecting properties to free/low cost broadband internet. Collaborating with SHA in their effort to ensure email access to every resident could make for a successful partnership. Teens could offer outreach, translation, and tech support, and be supported by the many free training opportunities for mentors offered through Cyber-Seniors.
- Seattle Public Schools: Seattle Public Schools' Career and Technical Education programs are offered in each of the public high schools. Susan Grant, the program specialist publishes monthly newsletters and convenes staff meetings. Through this program, students can submit hours from qualified employers for school credit. Funding a teen ambassador position through this program could be a fantastic way to market Cyber-Seniors volunteer opportunities.
- Teens Who Care: Teens who care is a teen-founded and operated nonprofit organization that connects King County teens with volunteer opportunities. They offer signature programs (including tech support), as well as advertise opportunities for placement in other nonprofits. To date, Teens Who Care has referred dozens of registered volunteers with Seattle-King County Cyber-Seniors.

## **Conclusion**

Throughout this project our goal has been to create a scalable, replicable and sustainable program to address the technology support needs of older adults. Additionally, we wanted to create a program that could be easily transitioned to another entity to administer longer term. Finally, we wanted to add value to the local support network available to older adults should ADS not wish to continue the program. By entering into a cost-effective partnership with Cyber-Seniors, developing local administration tools, and creating a local communication infrastructure, we believe we accomplished our programmatic goals. However, despite our considerable outreach efforts, we were not able to reach the goals we had set for numbers of participating seniors, youth volunteers or coaching sessions.

While the requests for virtual support were lower than anticipated, we continue to receive inquiries from senior centers and social service organizations interested in the program. We believe that the

phone appointment infrastructure and the volunteer training and monitoring provided through Cyber-Seniors still offers value to King County's older adults and teens. However, what eventually emerges from this effort may be different from the original vision for the project. We believe that the most sustainable result may be achieved through collaboration, creativity, support for the program at the agency level, and integration of the program into organizations with strong network and community connections. As noted earlier, we look forward to supporting a seamless transition of the program as ADS identifies the next funded stewards of the project.

## Appendix 1 - Program administrator handbook



### Administrator Guide

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Our email and Google drive: Sign in as you would with a Google account

Email: [contact@kingcountycyberseniors.org](mailto:contact@kingcountycyberseniors.org) Pw: WSU2021wsu\$\$\$

Cyber-Senior Account: <https://my.cyberseniors.org> Sign in to your own admin account

With the email and PW you used when you signed up for your account). There is not a group account login.

Our Cyber-Seniors assigned Calendly account: [calendly.com](https://calendly.com)

Email: [wsuexcyberseniors@gmail.com](mailto:wsuexcyberseniors@gmail.com) Pw: Mentor1234

Our Website: [www.kingcountycyberseniors.org](http://www.kingcountycyberseniors.org)

Our Cyber-Seniors assigned page: <https://cyberseniors.org/seattle-kingcounty>

Our Cyber-Seniors assigned phone number: 1-206-222-9244

#### Admin Responsibilities

1. Read the Volunteer Guide to understand how our volunteers support local seniors. SKCCS Volunteer Guide is found in the Volunteers folder of our Google drive.
2. Respond to emails from individual seniors and volunteers that are sent to [contact@kingcountycyberseniors.org](mailto:contact@kingcountycyberseniors.org). Work with other team members to

decide who responds to senior groups and volunteer groups. These may fall under marketing.

3. Register new volunteers
4. Call seniors after their first appointment with a follow up survey to provide data for our grant. We may only need to do this through December 2021.
5. Remove volunteers from our portal and/or volunteer list if requested.

## Volunteer Registration Process

1. The volunteer section of our website ([www.kingcountycyberseniors.org](http://www.kingcountycyberseniors.org)) displays a “Register Here” button. When an individual clicks on this button, our Google Volunteer Registration form opens.  
[https://docs.google.com/forms/d/e/1FAIpQLSdW1q1ehGH1p9WByzpNNgm9c8uMEZ\\_87nWNX-Pzc\\_9y\\_yw-A/viewform](https://docs.google.com/forms/d/e/1FAIpQLSdW1q1ehGH1p9WByzpNNgm9c8uMEZ_87nWNX-Pzc_9y_yw-A/viewform)
2. After an individual completes the questions and selects “Submit”, their answers are saved to our Volunteer Registrations (Responses) spreadsheet and an email notification is automatically sent to [contact@kingcountycyberseniors.org](mailto:contact@kingcountycyberseniors.org) to let us know that we have a new response.
3. As admin, watch for the email notifications sent to [contact@kingcountycyberseniors.org](mailto:contact@kingcountycyberseniors.org)
4. When a notification is received, send a response email to the new volunteer with the volunteer guidebook attached:
  - a. Go to our Google drive, open up the Volunteer folder and then open the “Volunteer registration response email” template and copy.
  - b. From the [contact@kingcountycyberseniors.org](mailto:contact@kingcountycyberseniors.org) gmail account, compose a new email and paste the template in as the body of the email.
  - c. Attach “SKCCS Volunteer Guide.pdf”, also found in the “Volunteer” folder.
    - i. Select the drive button at the bottom of the email.
    - ii. Select the file and also select “Attachment” from the bottom right corner of the pop up (not Drive link).
  - d. Open the spreadsheet “Volunteer Registrations (Responses) also found in the volunteer folder and copy and paste the email address from the new volunteer entry to the response email that you are composing.

- e. The subject line should be “Seattle/King County Cyber-Seniors volunteer”
  - f. Enter the date in the “Emailed” column of the spreadsheet to note when they were emailed.
5. Wait 1-2 days then invite them to register as a Cyber-Seniors mentor. Waiting a day gives them a little time to read our email and volunteer guide first, before they receive a registration email from Cyber-Seniors. Some of the Cyber-Senior links and resources found in that email don’t apply to our group and our guide will make that clear.
- a. Log in to your Cyber-Seniors account. Select the “Register Mentor” button on your Dashboard and enter their name and email from the Volunteer Registrations (Responses) spreadsheet. Cyber-Seniors will then email instructions to them on creating a Cyber-seniors mentor account which will be linked to our group.
  - b. Enter the date in the “Invite #1 to CyberS” column of the spreadsheet.(Note that they are not actually registered until they follow the link in the Cyber-Seniors email and create an account).
6. Watch for an email in [contact@kingcountycyberseniors.org](mailto:contact@kingcountycyberseniors.org) from Cyber-Seniors confirming when the volunteer has registered (created an account) with Cyber-Seniors. Enter the date in the “Registered in CyberS” column of the spreadsheet.
7. If a volunteer has not registered one week after the invitation, then text the volunteer to remind them to check for the emailed invite. Enter the date in the “Text #1” column of the spreadsheet.
8. If a volunteer has not registered one week after text #1, then text one more reminder and let them know we are happy to answer questions or help with any registration issues. Enter the date in the “ Invite #2” column of the spreadsheet.
9. If no response is received after text #2, we assume that they are no longer interested in volunteering.

## Calling seniors after their first appointment

Senior appointments are logged in our Calendly account by either of the following ways:

- A senior calls our Cyber-Senior assigned number (found on our flyer or found on our Cyber-Seniors landing page). Cyber-Senior Staff answers the call and makes an appointment for them through our assigned Calendly account.

Staff states “Your Seattle-King County Cyber-Seniors Admin will follow up with a short survey after your first appointment.”.

- Selecting “Get help from a tech mentor” on our Cyber-Seniors landing page will open up our assigned Calendly account where the seniors will enter their own information to make an appointment.

We keep track of the seniors we have assisted for the purpose of making a follow-up call after their first appointment for an anonymous survey. Two spreadsheets are used, one for contact info and a second for the anonymous data we collect. The process for this is as follows:

1. Once a week, login in to our Calendly ([calendly.com](https://calendly.com)) account.
2. Go to our Google drive, open up the Data folder and then open the Senior Call List spreadsheet.
3. Look for any new appointments made that week in Calendly by selecting the Scheduled Events Tab and the “Upcoming” option. Compare the new senior names to what is listed in the spreadsheet.
4. Add the senior to the spreadsheet if they are not already there. If they are there then add the new appointment date under “Additional appt”.
5. Look to see if any seniors appointments in the spreadsheet have passed and the senior has not completed a survey.
6. If there is a senior who should be called, open up the Google form <https://forms.gle/oAFrjYgU3vW9LMCc7>
7. Call the senior:
  - a. If they answer, complete the survey and add “y” to the “Survey Complete” column.
  - b. If they do not answer, note the date under the 1st, 2nd or 3rd call column.

When the data is requested for reporting purposes, you can pull that from the spreadsheet Senior Follow-up Survey (Responses) for the date range requested. This spreadsheet is found in our Google drive in the Data folder.

## Overview of all data collected

Volunteer data:

1. We receive name, email, phone number, demographics, and how did you hear about us from our Google registration form.
2. Data found in the the Admin Cyber-Seniors portal

- a. Names of the registered volunteers (mentors)
- b. Name/birthdate of any seniors they have registered.
- c. Number of training modules the mentor has completed
- d. Number of hours they have volunteered (1.5 hours per One-on-One call)
- e. Volunteers that have been invited to register but have not registered.
- f. Whether a volunteer completed Cyberseniors follow-up survey. This is requested after 9 hours of volunteering. Gauges how they feel about working with seniors. We can request a report on this data from the admin portal/Administration and Management tab/Survey Outcome Reports option on the side menu.

### Senior Data

1. Calendly: Appointment info entered by the senior in Calendly appointment app. We can log into calendly and view the data or change what is asked.
2. Our follow up survey data: Collected from our follow up call after their first appointment. This is the data required by our grant.
3. Cyber-Senior account: Admin's can see the following group data in their Cyber-Seniors account. Note that not all seniors will get registered. They may not have an email or may decline when asked by the mentor. If they are registered we can see:
  - a. Which mentor registered a senior.
  - b. Seniors first and last name and their birthdate.
  - c. Completed survey (Administration and Management tab/Survey Outcome Reports option on the side menu). This is a detailed survey emailed from Cyber-Seniors to registered seniors 6 weeks after they are registered by a mentor. We can request reports and the report does not include identifying data.
  - d. Note that the Senior activity tab under Administration and Management tab is no longer used -This was in person precovid data.
4. Report from Cybe-Seniors: They can run a report from their matching system, uSked, that are booked appointments with our seniors. However, note that there will be bookings for which the senior didn't answer the phone, so some of the bookings won't necessarily be "complete".

### Pausing Volunteering

If you get a request to [contact@kingcountycyberseniors.org](mailto:contact@kingcountycyberseniors.org) from a volunteer who no longer wishes to mentor, remove them from the admin portal by going to the management tab, select their name and then select remove.

## Appendix 2 – Volunteer handbook



### Volunteer Guide

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Thanks for volunteering with Seattle and King County Cyber-Seniors (SKCCS)! Please read through this document. It guides you through our SKCCS process for volunteering. If you need help or have questions with any part of this program, please reach out to us at [contact@kingcountycyberseniors.org](mailto:contact@kingcountycyberseniors.org)

If you would like to know more about how your local program got started go to the volunteer section at [www.kingcountycyberseniors.org](http://www.kingcountycyberseniors.org) and watch the video.

**Step 1: How the Cyber-Seniors© Organization and our Seattle-King County Cyber-Seniors program (SKCCS) work together.**

- The Cyber-Seniors© organization developed software and tools to teach digital skills to older adults around the Nation. Their main website has a 1-800 number and booking calendar that connects teen/young adult volunteers (mentors) with seniors **nationwide** for One-on-One tech support. They also offer weekly mentor led webinars for seniors teaching all sorts of digital skills and classes like exercise and meditation.
- SKCCS partnered with Cyber-Seniors© to utilize their software tools to connect our **local** mentors and seniors for One-on-One tech support. Cyber-Seniors© set up a page (<https://cyberseniors.org/seattle-kingcounty>), local number (1-206-222-9244) and an appointment booking calendar (<https://calendly.com/wsuexcyberseniors>) just for our SKCCS seniors. The page also includes links to Cyber-Seniors© live webinars and previously recorded webinars.

SKCCS has its own website ([www.kingcountycyberseniors.org](http://www.kingcountycyberseniors.org)) which includes local resources often used to assist our seniors and convenient links to all the Cyber-Seniors® mentor tools you will be using.

**It's important to remember that as you work with local seniors, you should use or direct them to use our SKCCS local number and appointment booking calendar for follow up appointments.** Cyber-Seniors® documentation refer often to their main 1-800 number and booking calendar.

## Step 2: Set up your Cyber-Seniors® account and start training.

1. Look for your email invite from [info@cyberseniors.org](mailto:info@cyberseniors.org). It contains a link to register with Cyber-Seniors® as a mentor under our SKCCS group.
2. After you register, your Cyber-Seniors® dashboard opens with a welcome message. Take a look around.
3. Complete the six lessons and quizzes under the Mentor Training Program Tab.  
**Note: This tab contains a highlighted link to their Volunteer Tools page which refers you to their 1-800 number and Calendly account. Please use the SKCCS number and Calendly link.**
4. After training, follow the link on your training tab to submit your Mentor Profile Form.
5. You will receive an email from Cyberseniors (it may take 1-2 days) with your login for uSked (the software you will use to choose assignments to assist seniors) and Flex (the software that you will use to make recorded calls through your computer to seniors).
6. While you are waiting for the email with login information, we recommend you watch Cyber-Seniors One on One Skills Workshop found here [https://www.youtube.com/watch?v=MPCuSxEVgV0&list=PLE9DO0TrehkCiQLvuo9\\_rysEHsAa\\_wT6A&index=1](https://www.youtube.com/watch?v=MPCuSxEVgV0&list=PLE9DO0TrehkCiQLvuo9_rysEHsAa_wT6A&index=1)

## Step 3: Using uSked to locate local seniors who need assistance.

1. After you log in to uSked, browse the assignments listed under the "Schedule" tab. There are four types that you may see:

- a. One-on-One: Using Flex, a mentor calls a specific senior who has booked an appointment. **The assignments for our local seniors will include “SKCCS”.**
  - b. Webinar: Using zoom, several mentors help to answer questions from seniors or participate in break-out rooms. Participants are from around the nation.
  - c. Tech Drop-Ins: Using zoom (webinar style), several mentors help the host answer quick tech questions from seniors. These sessions occur every Tuesday and Thursday at 2pm Eastern Time. Participants are from around the nation.
  - d. Social: Using Zoom (webinar style), several mentors help the host answer questions from seniors or facilitate an activity. Participants are from around the nation.
2. Learn how to choose an assignment in uSked by going to:  
<https://cyberseniors.org/wp-content/uploads/2021/04/Welcome-to-uSked.pdf>  
**Note that it mentions their New Mentor Info Sheet Document. You are reading the SKCCS version. Please use this instead.**
  3. Choose a One-on-One assignment with a local senior. When you’re looking at the One-on-One assignment list in uSked, prioritize choosing those with the group designation **SKCCS**. These are your local seniors. You can use the filter at the top to make them easier to find. If there aren't any SKCCS seniors currently listed, then feel free to choose any listed senior or even a webinar or tech drop in.
  4. You will receive an email confirming any that you indicated interest in.
  5. In 1-2 days, you may receive an email confirming that you were selected for the assignment. You can also find your confirmed assignments under the “Assignments” tab in uSked. Don’t worry if you’re not selected every time. Sometimes there are several mentors showing interest in an assignment. SKCCS mentors will get priority selection to assist SKCCS seniors, however.
  6. Add confirmed assignments to your calendar.

#### Step 4: Using Flex to call a senior

1. Read Cyber-Seniors© guide to [using Flex](#). Ignore the section on taking inbound calls. Currently only Cyber-Seniors© staff answer incoming calls.

2. Test logging in to Flex prior to your first call to make sure you don't have any issues with the software. <https://flex.twilio.com/chestnut-chipmunk-6278>
  - a. If you do have technical issues with Flex, it could be your browser. Please try using Chrome.

## Step 5: Checklist for calling a senior

1. **Open up the [Support Call Log](#)** and fill in what you can from the assignment information, before making the call.
2. **Login to Flex and start your call.**
3. **Senior doesn't answer:** they may have forgotten, or can't get to the phone in time.
  - a. If an answering machine picks up, leave a message. Say "Hello, this is \_\_\_\_\_ from Cyber-Seniors. I'm calling for \_\_\_\_\_. I'll call back in a few minutes." You only need to leave a message once.
  - b. Click "Hang Up" and then click "Complete".
  - c. Wait 2 mins then go back to the task list and try again. If no answer, wait 15 mins and then try a third time. If the senior doesn't answer after the third attempt, complete your Support Call Log noting that they did not answer. You're done with the assignment.
4. **Senior does answer: Please read the disclaimer** shown at the beginning of the Support Call Log. Sometimes the seniors want to jump into their issues right away but it is necessary to read this first. If they are confused by what this means, explain that you are a volunteer and not an expert, so the help you give is just your suggestion.
5. **Help them as best as you can.**
  - a. If you are unable to solve their problem, find an alternative solution. For example - do they need to call their internet provider or call a more appropriate help desk like Apple Genius Bar or Microsoft or something similar. If so, help them find that number. Then offer to set up another call with them to ensure they are up and running. (<https://calendly.com/wsuecyberseniors>)
  - b. Facetime, Skype and Zoom meetings are allowed if needed in One-on-One sessions. Keep these things in mind:
    - i. You must stay on the call in Flex. This continues to record your discussion and keeps everyone safe.

- ii. You may need to explain what video calling is and assist them in getting it started.
  - iii. Make sure your camera is properly placed so the senior can see your face. Some seniors are hard of hearing and being able to read your lips is a huge asset to them.
6. **Make a follow up appointment:** If they need one or if they ask for one, open up the SKCCS link ( <https://calendly.com/wsuxcyberseniors>) on your computer.
  - a. Fill it out with them and choose a time that works for both of you.
  - b. Enter your name in the “Request Mentor by Name” box. When Cyber-Seniors© staff process the request, they will send a direct email asking you to confirm that you can take that appointment.
  - c. If they are not ready to make a follow-up appointment, but would like to work with you again, they can call the local number (1-206-222-9244) for another appointment and ask for you by name or just say “Previous mentor”.
7. **Encourage them to join the Cyber-Seniors Daily Webinars** if they can access the internet: <https://cyberseniors.org/webinars/>
8. **Ask if they would be willing to answer a 2 question survey** on how the call went. Let them know you enjoyed working with them and tell them you are going to forward them to the survey. Press the red forward button in Flex.
9. **Click on the “Complete” button.**
10. **Complete the Support Call Log.**

Remember to always be kind and patient with the person you are assisting. However, if the call becomes uncomfortable for whatever reason, end the call and email [kascha@cyberseniors.org](mailto:kascha@cyberseniors.org) immediately to report the incident.

### Additional Senior Resources

1. Local resources: Helpful local resources can be found on our website ([www.kingcountycyberseniors.org](http://www.kingcountycyberseniors.org)) under the Community Resources for Seniors" button. For example, information on local low cost internet and cell phone service.

2. There are many resources for seniors found under the “Senior Resource and Training Center” tab on your Cyber-Senior portal. This was originally set up for mentors and seniors working together in person at a computer in a senior center before Covid-19. Some are resources you can share over the phone or show them through zoom and some are multi session tutorials that might work best for seniors who are comfortable with the internet and working on their own. They will need to register with Cyber-Seniors to access their own portal and resources tab. To invite a senior to register:
  - a. Register them from your own Cyber-Seniors© Dashboard by clicking on “Register Senior” and completing the popup form.
  - b. As you register them, if they ask why you need this information, tell them:
    - i. The login key for seniors is the last name and birthdate because many seniors don’t have email to use.
    - ii. Cyber-Seniors will let them know about other free services they offer but will not spam call or spam email them.
  - c. They can login by going to <https://my.cyberseniors.org/> . From the login box select the “Senior Login” tab. Here they can enter their last name, birth month, day and year.
  - d. They will see all the resources that you can see under the “Senior Resource and Training Center” tab.

## Additional Volunteer Training

For additional assistance with questions or tips on how to volunteer with this program:

1. Email us at [contact@kingcountycyberseniors.org](mailto:contact@kingcountycyberseniors.org). We are always happy to answer questions or help in any way. We want you to have a great experience supporting seniors in your community.
2. Attend a Cyber-Seniors volunteer workshop. You can sign up for one of their weekly workshops in uSked after you receive your uSked login. More info on this can be found at the top of this page: <https://cyberseniors.org/volunteer-tools/>. Keep in mind that these workshops are targeted for their National program volunteers. When working with our local Seattle-King County seniors, you will always want to utilize our local number and Calandly account for their follow up appointments.

## Volunteer Hours and Certificates

1. For information on how to receive proof for volunteer hours and how they are calculated, see the “Volunteer Hours” Box at the bottom of this page:  
<https://cyberseniors.org/volunteer-tools/>
2. Certificates can be viewed and downloaded from your Dashboard.

## Webinars and Tech Drop-Ins

1. If there are no current SKCCS seniors listed in uSked or if you have extra time, you could assist in a Webinar or Tech Drop-In by showing interest the same way you do for a One-on-One in uSked. These generally last about an hour.
2. You will receive an email confirming that you have been selected to participate.
3. The day before, you will receive a second email with info on how the session will be run, who will lead it (the person who shares their screen and guides the group), the presentation itself and any other pertinent information.
4. If you are a first time volunteer, you will not be asked to lead but you are encouraged to help out during the question asking period. Once you complete your first session, you are eligible to lead future sessions.

## Logins

Links to log in to all of your mentor tools can be found at:  
[www.kingcountycyberseniors.org](http://www.kingcountycyberseniors.org) or at the bottom of the page:  
<https://cyberseniors.org/volunteer-tools/>

If you have tried to log in to uSked and get locked out:

- Refer to your email with your initial password.
- If you still can't log in, go to a different browser and follow the instructions on the login screen to reset your password.

If you forget your Flex password:

- In the Flex login screen, enter your login and on the next screen click "Forgot Password". In the first screen that comes up, leave the

cyberseniors.org email at the top and just put in the security question. Then confirm your personal email on the next screen.

## How to pause or stop volunteering

If you want to pause volunteering (and receiving messages about volunteering), please remove your email and phone from uSked. In the uSked menu, go to Your Account, then to Your Contact Information, then to the Email Address and SMS tabs and remove the information there. Remember to save changes.

If you no longer want to volunteer for Cyber-Seniors, please email [info@cyberseniors.org](mailto:info@cyberseniors.org) and [contact@kingcountycyberseniors.org](mailto:contact@kingcountycyberseniors.org) to let us know.

## Appendix 3 – Marketing outreach samples



The flyer features a blue and orange color scheme. At the top, the logo for 'SEATTLE / KING COUNTY Connecting Generations Cyber-Seniors' is displayed. Below the logo, the main headline asks 'DO YOU HAVE TECHNOLOGY QUESTIONS?'. A photograph shows an elderly woman with glasses smiling while holding a tablet. The text describes the program as providing technology mentors to help older adults with various tasks. A list of activities includes video calls, online grocery and medication orders, watching media, and scheduling appointments. Contact information is provided as a phone number and a website. The flyer also identifies the program as being part of the Metropolitan Center for Applied Research & Extension and the Area Agency on Aging for Seattle and King County. Social media handles for Facebook and Instagram are listed at the bottom.

**SEATTLE / KING COUNTY**  
*Connecting Generations*  
**Cyber-Seniors**

## DO YOU HAVE TECHNOLOGY QUESTIONS?



**Cyber-Seniors Technology Mentors** are local young people who have been trained to teach technology to older adults and are standing by to help with your smart phone, tablet or computer.

You can also learn to:

- Set up a video call with friends and family
- Order groceries and medication online
- Watch movies, musicals and news shows
- Schedule appointments with medical professionals over video

**CALL 1-206-222-9244**

or go to our website at [www.kingcountycyberseniors.org](http://www.kingcountycyberseniors.org) to schedule **FREE 1-on-1 tech-help over the phone or via video conference**

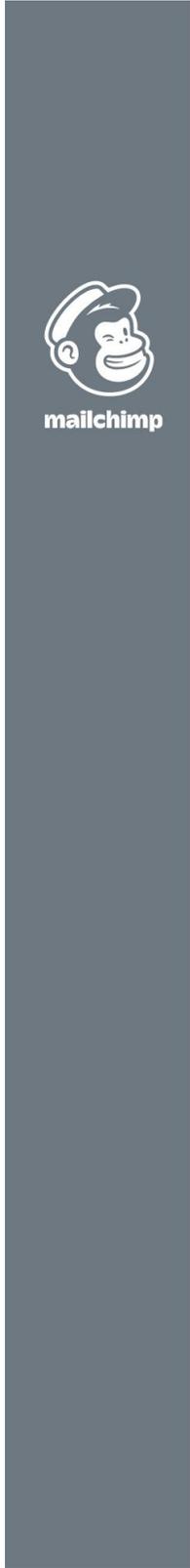
A Program Of

 Metropolitan Center for Applied Research & Extension  
WASHINGTON STATE UNIVERSITY EXTENSION

 **ads** *Ageing and Disability Services*  
Area Agency on Aging for Seattle and King County

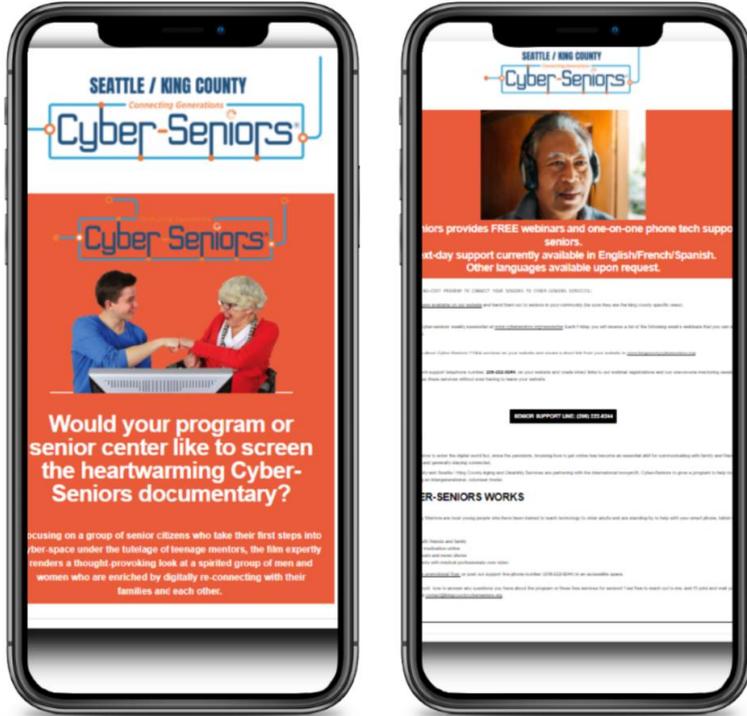
 [@kingcountycyberseniors](https://www.facebook.com/kingcountycyberseniors)

 [@kingcountycyberseniors](https://www.instagram.com/kingcountycyberseniors)

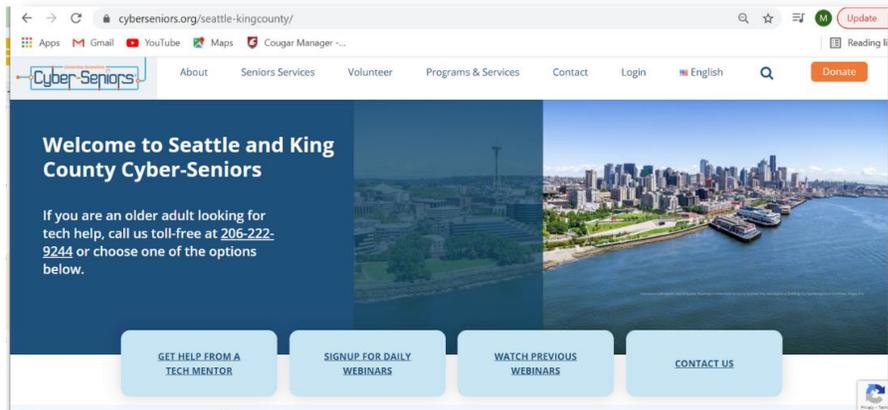


# SENIORS

## SAMPLE EMAIL



## WEB



 [www.kingcountycyberseniors.org](http://www.kingcountycyberseniors.org)



# SENIORS

## SOCIAL MEDIA

SEATTLE / KING COUNTY  
Connecting Generations  
**Cyber-Seniors**

### FREE TECH SUPPORT FOR SENIORS

- learn to video call
- Order groceries or medications
- Use email
- Make medical appointments

**CALL TO SCHEDULE AT 206-222-9244**

A Project of:  
Aging and Disability Services  
Metropolitan Center for Applied Research & Extension

SEATTLE / KING COUNTY  
Connecting Generations  
**Cyber-Seniors**

### NO-COST TECH SUPPORT FOR SENIORS

- learn to video call
- Order groceries or medications
- Use email
- Make medical appointments

**CALL TO SCHEDULE AT 206-222-9244**

A Project of:  
Aging and Disability Services  
Metropolitan Center for Applied Research & Extension

## PRINT

SEATTLE / KING COUNTY  
Connecting Generations  
**Cyber-Seniors**

### DO YOU HAVE TECHNOLOGY QUESTIONS?

**Cyber-Seniors Technology Mentors are local young people who have been trained to teach technology to older adults and are standing by to help with your smart phone, tablet or computer.**

You can also learn to:

- Set up a video call with friends and family
- Order groceries and medication online
- Watch movies, musicals and news shows
- Schedule appointments with medical professionals over video

Call 1-206-222-9244, or go to our website at [www.kingcountycyberseniors.org](http://www.kingcountycyberseniors.org) to schedule **FREE 1-on-1 tech-help over the phone or via video conference**

A Program Of  
Metropolitan Center for Applied Research & Extension  
Aging and Disability Services

## SENIORS

SEATTLE / KING COUNTY  
 Connecting Generations  
**Cyber-Seniors**

**VOUS AVEZ DES QUESTIONS TECHNOLOGIQUES?**



Nous pouvons aider! Les mentors technologiques Cyber-Seniors sont des jeunes qui ont été formés pour enseigner la technologie aux personnes âgées et qui sont prêts à vous aider avec votre mobile multifonction, votre iPad ou votre ordinateur.

Vous pouvez également apprendre à:

- Mettre en place un appel vidéo avec vos amis et votre famille
- Commandez l'épicerie et les médicaments en ligne
- Diffuser des films, des spectacles musicaux et des émissions d'actualités
- Planifier des rendez-vous avec des professionnels de la santé par vidéo

**COMPOSEZ LE 1-206-222-9244**

visitez notre site Web à [www.cyberseniors.org/seattle-kingcounty](http://www.cyberseniors.org/seattle-kingcounty)  
 pour vous inscrire à des webinaires GRATUITS ou pour planifier une aide individuelle GRATUITE par téléphone ou par vidéoconférence

Una programa de

Metropolitan Center for Applied Research & Extension  
 ads Aging and Disability Services

@kingcountycyberiors @kingcountycyberiors

foundation on which the other

SEATTLE / KING COUNTY  
 Connecting Generations  
**Cyber-Seniors**

**TIENES PREGUNTAS TECNOLÓGICAS?**



Nosotros te podemos ayudar! Los mentores en tecnología de Cyber-Seniors son jóvenes que han sido capacitados para enseñarles sobre la tecnología a los adultos mayores y están listos para ayudarlo con su teléfono inteligente, tableta o computadora.

También puede aprender a:

- Configurar una videollamada con sus amigos y familiares.
- Ordenar comestibles y medicamentos en línea.
- Ver películas, musicales y programas de noticias.
- Programar citas con Médicos Profesionales por video

**LLAMA AL 1-206-222-9244**

Visite nuestro sitio web en [www.kingcountycyberiors.org](http://www.kingcountycyberiors.org)  
 Para registrarse a los seminarios en la web GRATUITOS o para programar ayuda GRATUITA individual por teléfono o por videoconferencia.

Una programa de

Metropolitan Center for Applied Research & Extension  
 ads Aging and Disability Services

@kingcountycyberiors @kingcountycyberiors

ES FOR OLDER ADULTS

# SENIORS

SEATTLE / KING COUNTY  
Connecting Generations  
**Cyber-Seniors**

**Need help learning to access your medical appointments on your smart phone?**

**CALL 206-222-9244 or make an appointment at [www.kingcountycyberseniors.org](http://www.kingcountycyberseniors.org)**

MyChart Help Features Access MyChart

All your health information in one place

See your medications, test results, upcoming appointments, medical bills, price estimates, and more all in one place, even if you've been seen at multiple healthcare organizations.

[Learn More](#)

**ADS** Aging and Disability Services  
Helping people improve their health and living conditions

**Metropolitan Center for Applied Research & Extension**  
www.metrocenter.wsu.edu

The first

SEATTLE / KING COUNTY  
Connecting Generations  
**Cyber-Seniors**

**Need help accessing online library services?**

**CALL 206-222-9244 or make an appointment at [www.kingcountycyberseniors.org](http://www.kingcountycyberseniors.org)**

King County Library System

Search the Catalog by Keyword

Catalog Books and More Online Library Calendar Kids and Teens

Make us available for everyone, while you're on the move, with eRead eBooks. All eBooks are open with our mobile services. Find out what's different before your next visit.

Services at Your Library  
Visit a library to browse collections. Return items 24/7 at most locations. Print from your own device or use a computer. Find out what's available and plan your visit.

Ask Questions or Get Help  
Find Financial Assistance  
Online Library eCard  
Print from Your Own Device  
Student Accounts

**LIBRARY COACHES FOR OLDER ADULTS**

## SENIORS



SEATTLE / KING COUNTY  
Connecting Generations  
**Cyber-Seniors**

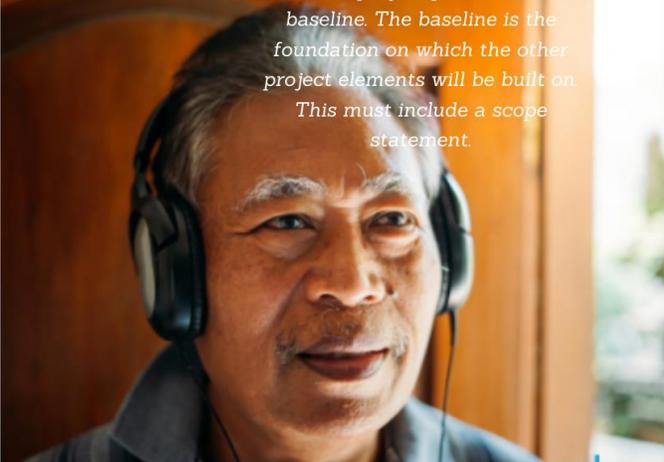
**Want to learn to stream music?**

49%

**CALL 206-222-9244 or make an appointment at  
[www.kingcountycyberseniors.org](http://www.kingcountycyberseniors.org)**

ads Aging and Disability Services  
Aids Agency on Aging for Seattle and King County

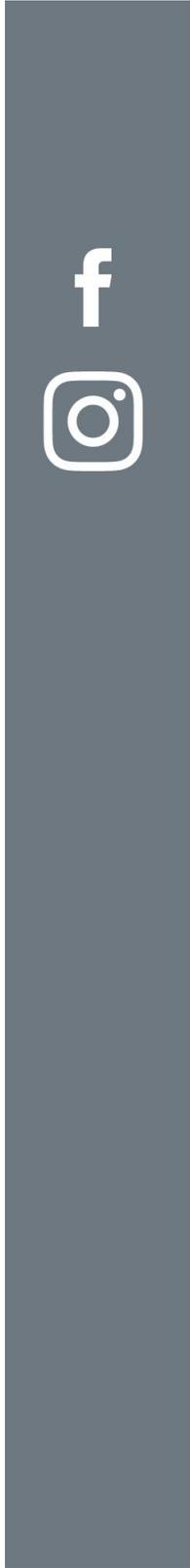
Metropolitan Center for Applied Research & Extension  
Washington State University



baseline. The baseline is the foundation on which the other project elements will be built on. This must include a scope statement.

SEATTLE / KING COUNTY  
Connecting Generations  
**Cyber-Seniors**

LS COACHES FOR OLDER ADULTS



# YOUTH SOCIAL MEDIA



 @kingcountycyberseniors  @kingcountycyberseniors

# PRINT



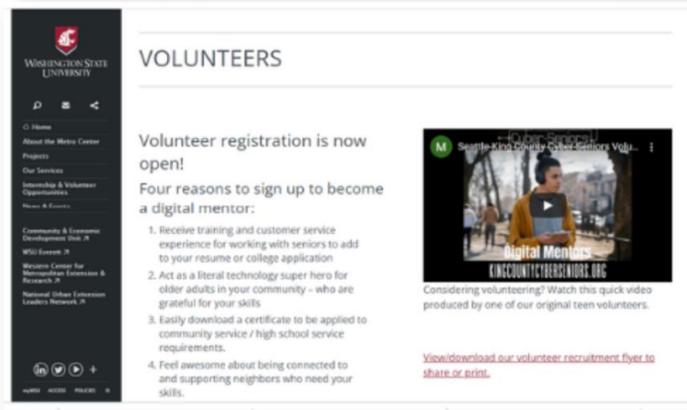


# YOUTH

## SAMPLE EMAIL



## WEB



## Appendix 4 – Outreach list

Listed below are the organizations we contacted through 6/30/22. Multiple people may have been contacted within these organizations. We will update this list as our outreach continues. Complete contact information for individuals can be provided as the program transitions to another entity, or at any point in time prior.

### Senior Outreach

#### *Senior Centers*

Ballard NW Senior Center	Senior Center of West Seattle
Greenwood Senior Center	Shoreline Senior Center
Issaquah Senior Center	South Park Senior Center
Lake City Seniors	Southeast Seattle Senior Center
Northshore Senior Center	Wallingford Community Senior Center
Pike Market Senior Center	

#### *Faith Based Organizations*

Arbor Heights Community Church	First Lutheran Church
Boulevard Park Church	Normandy Park UCC
Central Community Church	West Side Presbyterian

#### *Housing and Health Care*

Bellwether Housing	Mirror Lake Village	SHAG Community Life Foundation
Bridge Park	Providence Supportive Housing	Village Concepts El Dorado Burien
International House	Seattle Housing Authority	Molina Washington Community
Meridian Manor	Security House	Cares Program
Merrill Gardens Ballard		

#### *Libraries*

Seattle Public Library System	King County Library System
SPL Ballard	KCL Burien
SPL Delridge	KCL Des Moines
SPL High Point	KCL Kent
SPL Southwest	KCL White Center
SPL West Seattle	

#### *Parks & Recreation*

City of SeaTac Parks, Community Programs and Services  
 Seattle Parks & Recreation – Lifelong Recreation 50+

### Youth Outreach

#### *Schools and School Districts*

Alan T. Sugiyama High School	Gibson EK High School	North Creek High School
Albert Talley High School	Hazen High School	Nova High School

Auburn High School  
Auburn Mt View High School  
Auburn Riverside High School  
Ballard High School  
Bellevue Christian Academy  
Bellevue High School  
Bellevue School District  
Bothell High School  
Career Connect, Seattle SD  
Cedarcrest High School  
Chief Sealth High School  
Cleveland High School  
Decatur High School  
Eastlake High School  
Eastside Academics School  
Emerson High School  
Enumclaw High School  
Evergreen High School  
Federal Way High School  
Forest Ridge School  
Franklin High School  
Garfield High School

Highline High School  
Inglemoor High School  
Ingraham High School  
Interlake High School  
International School  
Issaquah High School  
Juanita High School  
Kent Meridian High School  
Kentlake High School  
KentrIDGE High School  
Kentwood High School  
King's School  
Lake Washington High School  
Liberty High School  
Lincoln High School  
Lindberg High School  
Mercer Island High School  
Mount Rainer High School  
Mount Si High School  
Nathan Hale High School  
Newport High School

Rainier Beach High School  
Raisbeck Aviation High School  
Redmond High School  
Renton Christian Online School  
Renton High School  
Roosevelt High School  
Sammamish High School  
Seattle Academy  
Shorecrest High School  
Shorewood High School  
Skyline High School  
Tahoma High School  
Tesla STEM High School  
The Center School  
Thomas Jefferson High School  
Todd Beamer High School  
Tyee High School  
Vashon Island High School  
West Auburn High School  
West Seattle High School  
Woodinville High School

***Higher Education***

Lake Washington Institute of  
Technology  
Renton Technical College

Seattle Central College  
Seattle University  
South Seattle College

***Youth Serving Organizations***

Bellevue Big Picture  
Chick Tech Seattle  
Digital Skills for All  
Girls Who Code  
Normandy Park UCC

Rotaract  
Seattle Housing Authority  
Teens Who Care Bellevue  
WSU 4-H  
Y-WE