

# Serving Aging Individuals

Effective digital inclusion practices in serving aging individuals

## OVERVIEW

“Individuals who are 60 years of age or older” is one of the eight Covered Populations defined in the [State Digital Equity Planning Grant Notice of Funding Opportunity \(NOFO\)](#).<sup>1</sup> The Internet is essential to participating in modern life and to achieving economic prosperity. Aging adults may need digital literacy and accessible technology support to keep up with the fast changes and advancements in technology and technological integration in our day-to-day life. When aging adults are involved in digital inclusion efforts, this increases their understanding of the digital landscape and the ever-evolving world around them. Technology can be used to enhance the lives of aging adults while they age in place<sup>2</sup> by increasing social connectivity and preserving their independence.






According to American Association of Retired Persons (AARP),

**79%**

of Americans in their 60s rely on technology to stay connected to their families, friends and communities.<sup>3</sup>

## DIGITAL EQUITY OUTCOMES

In the State Digital Equity Plans, States must present measurable objectives for documenting and promoting digital inclusion for each Covered Population in that state. These measurable objectives should impact and interact with the State’s equity outcomes named in NOFO Section IV.C.1.b.i.3. Examples of investments in digital inclusion that align with the [equity outcomes](#)<sup>4</sup> are listed below.

Digital Equity Outcomes	Digital Inclusion Activities
 <b>Health</b>	<ul style="list-style-type: none"> <li>Incorporate older adult-friendly immersive experiences (i.e., virtual reality) to improve cognitive health and memory</li> <li>Improve caregiver resources by building a caregiver training and support platform for family members and other caretakers to receive critical care training from experts</li> </ul>
 <b>Essential Services</b>	<ul style="list-style-type: none"> <li>Identify transportation services for aging adults who face accessibility issues to encourage participation for digital literacy programs in libraries or at anchor institutions</li> <li>Assist aging adults with community living and social connection via web and mobile assistive technology (AT)</li> </ul>
 <b>Employment</b>	<ul style="list-style-type: none"> <li>Create work-based training programs that include basic user-friendly digital skills curriculum and community service</li> <li>Provide adaptive technology (i.e., low-vision aids) in the workplace to accommodate aging adults and people with disabilities</li> </ul>
 <b>Education</b>	<ul style="list-style-type: none"> <li>Distribute technology (i.e., iPads, laptops, etc.) to foster learning of digital and non-digital skills</li> <li>Partner with education technology organizations to provide free online classes to aging adults on digital skills and cybersecurity</li> </ul>
 <b>Civic Engagement</b>	<ul style="list-style-type: none"> <li>Collaborate with intergenerational programs that encourage younger and aging adults to volunteer together on digital literacy initiatives</li> <li>Host webinars, workshops or other online forums for aging adults to engage in their communities, facilitating digital advocacy</li> </ul>

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## Citations

1. National Telecommunication and Information Administration. (2022, May 13). *State Digital Equity Planning Grant Program Notice of Funding Opportunity*. Broadband USA. <https://broadbandusa.ntia.doc.gov/sites/default/files/2022-05/DE%20PLANNING%20GRANT%20NOFO.pdf>
2. National Institute on Aging. (2023) *Aging In Place*. [Aging in place | National Institute on Aging \(nih.gov\)](https://www.nia.nih.gov/aging-in-place)
3. American Association of Retired Persons (AARP). (2021). *2022 Tech Trends and the 50-Plus*. <https://www.aarp.org/research/topics/technology/info-2022/2022-technology-trends-older-americans.html>
4. National Telecommunications and Information Administration. (2023, April). *Digital Equity Outcomes and Impacts*. Broadband USA. [https://broadbandusa.ntia.gov/sites/default/files/2023-04/Digital\\_Equity\\_Outcomes.pdf](https://broadbandusa.ntia.gov/sites/default/files/2023-04/Digital_Equity_Outcomes.pdf)