To: **Mayor and City Council**
Thru: **Douglas J. Hewett, ICMA-CM, City Manager**
From: **Chris Williams, Management Analyst**
Date: **March 23, 2026**
RE: **Senior Technology Literacy Initiative**

Purpose
The purpose of this administrative report is to provide a response regarding the agenda item, "*Senior Technology Literacy Initiative*."

Discussion
This agenda item considers opportunities to expand technology learning resources for older adults within City senior and recreation centers. Staff reviewed existing programming, potential partnerships with community organizations, and operational considerations related to device availability and technology access. Outreach included coordination with internal departments and community partners to identify existing resources and explore potential opportunities to expand technology learning access for seniors.

Key Findings
Staff review has identified the following:

1. Existing Technology Programming
Technology classes are currently offered twice a month at Bill Crisp Senior Center and Senior Center East, in partnership with the Cumberland County Library. Recurring sessions are held on the third Wednesday and third Thursday of each month, with additional special offerings scheduled periodically.

2. IT Equipment Considerations
IT has noted that several policy and operational issues are currently being evaluated regarding the disposition of used City technology equipment. These include alignment with North Carolina General Statutes governing surplus property, identification of devices acquired through grant funding that cannot be resold or donated, and evaluation of alternative methods for managing surplus equipment beyond the City's current GovDeals process.

In the interim, IT is exploring the procurement of approximately 15-20 devices that could be placed under the oversight of Parks and Rec for controlled deployment within recreation facilities, with particular emphasis on senior centers. Providing City-managed devices through Parks and Rec may offer a more consistent and manageable approach for technology instruction than relying on donated equipment, which can vary significantly in condition, compatibility, and support requirements.

3. Broader Community Coordination Efforts
Previously, ECD has previously implemented successful technology programming at other

recreation centers with support from nonprofits and the library and is evaluating options to expand access for additional community members. These offerings, while not exclusively for seniors, would remain open to older adults.

Staff also spoke with FCYC to discuss potential intergenerational technology learning opportunities. One concept discussed involved youth participants developing a six-module technology curriculum that could be delivered to seniors through structured sessions at recreation or senior centers. Preliminary feedback suggested that summer programming, particularly Saturday sessions, may provide the greatest participation. If successful, this model could also create opportunities for youth leadership development and potential youth employment pathways.

Finally, staff contacted the Cumberland County Council on Older Adults organization to explore potential collaboration related to technology learning opportunities for seniors. The goal of this coordination is to further identify community needs and ways to improve outreach to seniors who may benefit from available programming. These discussions are ongoing as staff continue evaluating potential partnership opportunities.

Recommendation
Staff recommends coordinating, supporting and strengthening existing senior education programs in the community. Efforts to align the work of the Cumberland County Library, the Cumberland County Council on Older Adults and City departments and services will ensure all seniors have access to resources and courses for technology literacy and a variety of other items. Specific action items include the below:

1. Coordinate existing senior technology literacy programming at Senior Center East, Bill Crisp Senior Center and the Cumberland County Library along with reviving programming offered by Economic and Community Development.
2. Authorize the City's IT department to acquire additional devices to be used for courses and in the senior centers as needed. Continue reviewing and making adjustments to relevant policies to allow disposition of assets.
3. Support FCYC in development of intergenerational learning program where FCYC students design and deliver technology literacy programs at the senior centers and in partnership with other local senior service organizations.
4. Continue conversation with the CCCOA to determine how the City can support and align with their outreach and education.

At Council's direction, this item can be sent to a future work session to take action on the above recommendations.