

City of Albuquerque

Executive Summary

April 26–May 3, 2024

Overview

The City of Albuquerque interviewed and surveyed **134 homebound residents** around the city via the City of Albuquerque's meal delivery program. Over the course of one week, Albuquerque residents answered questions regarding their digital literacy skillset, feelings on social isolation and community access, and general demographics.

Based on these survey results, the key findings and recommendations to alleviate social isolation and improve access to digital literacy resources are provided below.

Demographics

The majority of the respondents were female (63%), mostly in their 70s-80s. Ages ranged from 62 to 100 years old. More than 93% reported themselves as heterosexual. 50% of the respondents are Hispanic. Nearly 75% are retired.

More than 55% of the group reported a high school degree being their highest level of education. 17% of respondents reported veteran status. Out of the 134 answers, nearly 1/3 are widowed.

Key Findings



Social isolation is prevalent.

- More than 50% of respondents do not feel they belong to a social group and struggle to engage socially with members of their community (57%). Residents feel they are not understood (71%).



There is a need for digital literacy training.

- With 82% of respondents never having received digital literacy training, there is an increased risk of residents failing to perceive online risks (60%) and many lack knowledge in using their devices (75%).



Homebound residents want more programming options.

- Albuquerque residents asked for a variety of recreational class options (bingo, dance, and art), but others also asked for computer classes, workforce development classes (business 101, online selling), and health insurance education classes (Medicare, AARP)

Recommendations

Based on these findings, Albuquerque residents would benefit from the following:

- **Device lending program** to increase access to electronics like tablets, preferably with cellular internet.
- **Development of hybrid programming** to allow homebound residents to engage with their local community and alleviate social isolation.
- **Digital literacy curriculum** to educate the population on the scam prevention, device usage, and basic applications and software.

The raw data can be viewed by clicking [here](#).

A detailed analysis can be viewed by clicking [here](#).

City of Albuquerque

MAY 2024 - SURVEY RESULTS

134 MEMBERS ANSWERED

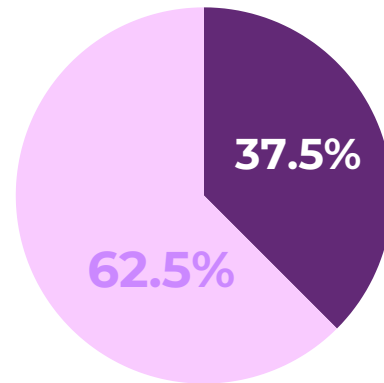
The majority of the respondents were in their **early 70s and 80s**.

Nearly **63%** of respondents were women.

Exactly **50%** reported **Hispanic** background and about **33%** reported being **white**.

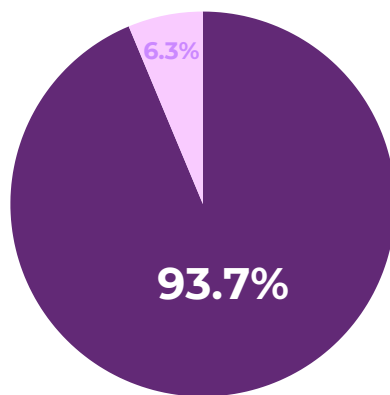
30% are married and **15%** are widowed or divorced.

Male Female

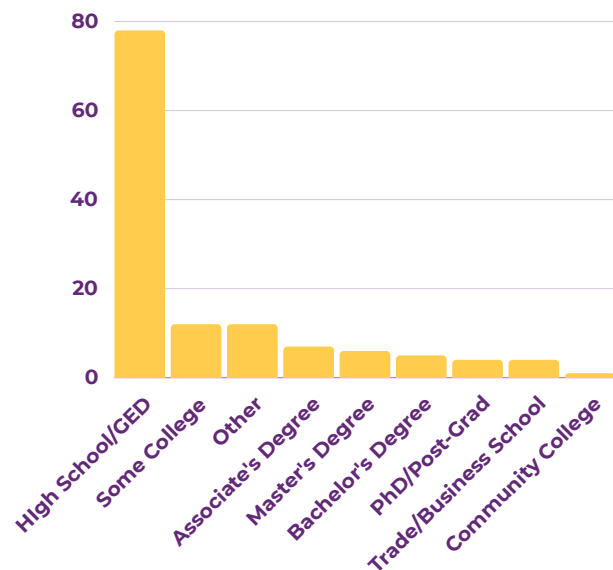


Heterosexual

Other



Highest Level of Education Completed



82%

Of respondents have never received digital literacy training.

75%

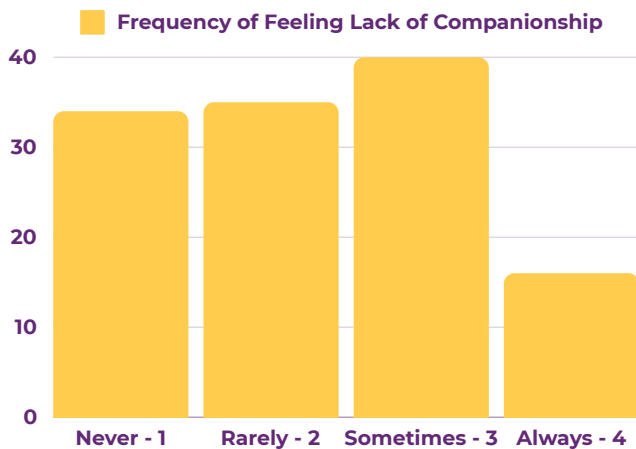
Are not comfortable using software applications.

60%

Cannot identify online risks.

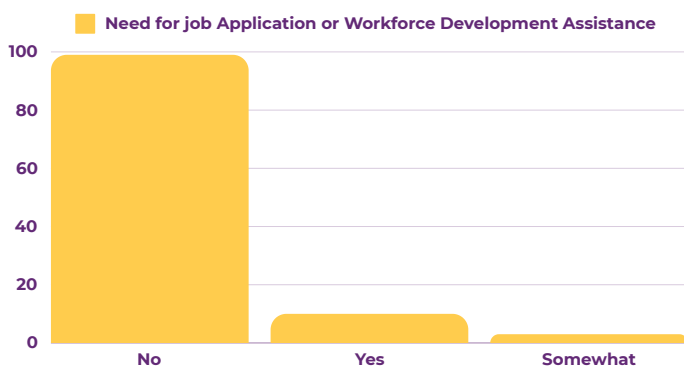
City of Albuquerque

MAY 2024 - SURVEY RESULTS



WORKFORCE PROGRAMS

About **25% of respondents** reported that they need assistance with job applications and connecting to workforce development programs.



COMPANIONSHIP & RELATIONSHIPS

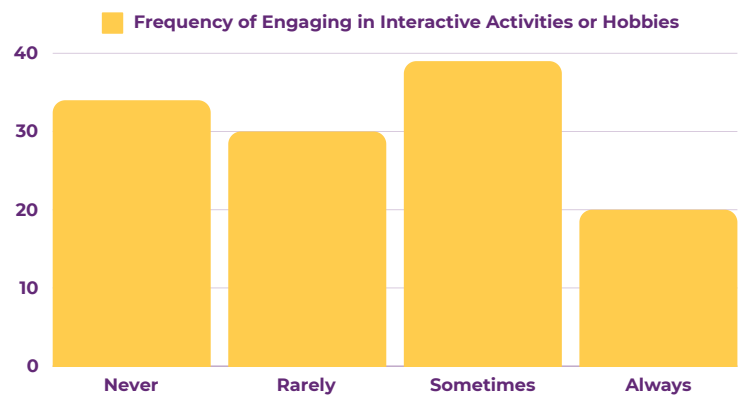
About **46%** either **sometimes or always** feel a lack of companionship.

About **52%** feel they are **never or rarely** part of a social group.

65% feel they do not have something in common with their social group.

35% feel their relationships are not meaningful.

57% rarely or never engage in social activities.



45%

Of respondents feel isolated from others

58%

Are never or rarely able to find companionship when they need it.

71%

Do not feel understood by others.