

2017-2018 ConnectHome - Resident Engagement, 10-24-17

Dina Lehmann-Kim: We really have no program. So it's really important to develop an effective plan and I think you'll see from all three presentations various tools and strategies that you can and incorporate in your own work. With that said, I'll introduce the next -- the speakers.

I will speak first on behalf of Juleian Curtis from Cuyahoga who graciously prepared notes for me. He had a conflict, so couldn't come today. So he graciously allowed me to present on his behalf. So if I sound like I'm reading, it's because I am reading.

But after me, you'll hear from Munirih Jester who is the digital inclusion ConnectHome coordinator for the San Antonio Housing Authority.

And then you'll hear from David Biggins who is the director of information technology at the Housing Authority of Kansas City. So with that, I will change the slides. You can see here this is Juleian Curtis and if you have any questions about his presentation, feel free to email him. You can also email me and we'll get you your answer.

Anna: Dina, before you get started, I just wanted to familiarize folks to the platform, WebEx. There is a chat component where you can use if you're having any technical difficulties, to send questions up here at the top next to the recorder button, there is a dropdown and it has a Q&A section. That is where you want to send your questions.

But then there's also this wave-a-hand function if you want to be able to ask your questions that way. I will see it, as the host, that you have your hand raised. We're going to take questions at the very end once all three of the presentations have been completed. And I'll hand it off back to you, Dina.

Dina Lehmann-Kim: Great. No. Thank you. I'm glad you did some housekeeping. I forgot about doing that. So developing a strategy to engage residents, very important, as I said. Here you'll see three different flyers or brochures that Cuyahoga prepared or obtained.

So you'll see here on the left-hand side is their brochure that talks about the benefits of ConnectHome and the various services that are offered. In the middle, you'll see an offer -- or information from Spectrum, one of their -- the ISPs in their region.

And then you'll also see something on the right, which is very important, which is a flyer from AT&T, which is in Spanish. So language is something that's very important, we'll talk about that too. So these are the channels of outreach that Cuyahoga uses. The property manager and the property manager's administrative assistant helps spread the message to current and new tenants.

So it's not just current tenants, but it's also new tenants coming onto the properties. The social service coordinator helps with spreading the message and signing residents up for digital literacy classes. In many cases, in Cuyahoga, transportation is provided for residents to get to the training facility and this is also provided through the resident services department.

The local area council, which is the resident leadership, helps encourage residents to sign up for training and push the importance of being connected. Members will also lead ConnectHome staff to tech-savvy residents who are also well-known in the community who can be informal resident ambassadors of the program.

Each of these three layers together have a more genuine connection to the community than those who are coordinating ConnectHome from the main office.

If you, as ConnectHome staff, can gain support of these individuals in these roles at each property, the message you're trying to deliver to the average resident is much more well-received, because they're coming from -- the message is coming from people that they trust, because at the end of the day, they may not necessarily know the ConnectHome manager.

Trust is something we'll talk about, but it has to be built between residents and management staff before you even arrive. Residents also have to want to engage. So it's unrealistic to expect that 100 percent of your portfolio is going to participate, but these strategies and these staff people will help you and these residents will help you achieve your goal.

There are barriers that you also need to consider. There's the language barrier, I alluded to that a second ago. One strategy you can use is to use a seek-a-resident who speaks one of the foreign languages that you're trying to target -- a population that you're trying to target, give them the digital literacy training and ask them to help you reach out to that community.

Also, provide translated signage, like what you saw before, which also, I should say, you can obtain from the ISPs. They have what they call collateral and that's their flyers and other paraphernalia that they can share with you at -- usually at no cost, that will help you advertise the programs that they -- the low-cost Internet programs that they offer.

So another barrier is people are scared of technology. What can you do for that? Well, you can find a tech-savvy resident to help and encourage the other residents who are feeling scared of technology. And also, find, if you can, a personable instructor. Having an instructor that can relate with residents participating in training makes it a much easier sell.

And if you have little resident interest, you can start at a property where there is interest and over time, word will spread and interest will begin to grow. Providing a refurbished computer upon completion of training is an incentive that you can use and transportation -- if you can also include transportation, that will also help with this particular barrier.

So as I mentioned, trust is very important and that starts at the very top with the executive leadership team. The CEO of the Cuyahoga Metropolitan Housing Authority Jeffery Patterson has made ConnectHome an agency-wide priority. So this sets the tone for how it's being incorporated into the daily work performed to support the residents that Cuyahoga serves.

Excuse me. You'll also -- you can also get support and encouragement from management resident services in the local area council, as I mentioned. These all allow your message to be

heard by residents and they provide support throughout trainings and events. Throughout the training, residents begin to hold each other accountable and want to see each other succeed.

So you'll see -- you know, classmates will say, we'll help each other, will say, I'm doing so well, why don't -- let me help you and let me help you try to succeed. Finally, Cuyahoga does a wonderful thing and they recognize achievement by having these computer training graduation ceremonies. They hold them very regularly and as you can see from the picture, those students are probably holding their certificate.

So this is something that reinforces Cuyahoga's commitment to this effort and helps with word-of-mouth and with reaching residents who might otherwise have been a little bit more reticent to participate. So I believe that is it. And so now I will turn it over to San Antonio to Munirih Jester who will talk about her work in San Antonio. Thank you.

Munirih Jester? Okay. Sorry. Can you guys hear me now?

Dina Lehmann-Kim: Yes. We can hear you.

Munirih Jester: Oh, great. Hi. So my name is Munirih Jester and I'm the digital inclusion coordinator here at the San Antonio Housing Authority. And I will share a little bit about how [inaudible] some of our strategies to engage the -- our residents. Here, I only mentioned three major areas. I'll make sure that my -- we can skip this slide.

Here we go. So three major strategies that we use to engage our residents. One is leveraging our partnerships and that -- by partnerships, I mean internal -- you know, all of the different programs, like Jobsplus, SFS and also, partners from outside, from the community, from libraries, nonprofits and so on.

The other area [inaudible] and what's the incentive that we get your residents to come to training and some of the applications. You know, with applications, I mean more the relevancy of why should they even come to training and why is it important for them in their roles. So first, in the partnerships, SAHA, we have been very lucky in being able to have -- tap into this community resource.

And as I mentioned, it's between the library, nonprofits -- you know, school districts are really stepping up and helping us to reach out to our residents. So we have looked at our data and divided how many of our kids are in which school districts. And just so you know, San Antonio has now 17 different school districts. So our job gets really big really quickly.

But they are one of our resources that we're looking to tap, to reach out to the parents and reach out to the kids and let them know that this is an opportunity that's happening, either in their school's afterschool hours or in our properties. And as I said, we tap into -- we work closely with the Jobsplus, SFS, [inaudible] and elderly and disabled service coordinators to reach out to the residents in the community.

And when Dina was talking about having the trust of the residents, that was key and that's why working with the already existing programs and their case managers to reach out to the residents, it's so important, because they are the ones who have the relationship with the residents and know who would really be interested in participating in the program.

Real quick, I have a picture of a gentleman on the bottom-left. It's -- you know, that's Mr. Lemkins [ph]. He's one of our digital ambassadors and they -- he's a resident that early on in ConnectHome he jumped onboard and he received extra training and he's our resource in the community. So right now we have 12 different digital ambassadors in the 5 communities and they are our main point of contact to the community there.

And they usually -- it works great, because they're also part of the resident council. So they're resident council members and they're already really engaged and know the community. So they are a great resource to tap into. So some of the rewards for participating in ConnectHome, obviously, it's -- here at SAHA, we provide every individual that goes through training.

We work really hard to make sure they all receive a free refurbished computer. So we give away laptops and desktops and that way we now say, come to the training, we have this opportunity for you and this is -- and if you complete the seven classes, 14-hour training, you can earn a free refurbished computer or desktop or laptop.

And then through the Sprint program, we are also able to give school-aged kids the hotspot with free Internet for two years. You know, hanging the carrot of the device really allows us to make sure that our residents stay engaged with the program throughout and then are able to finish their requirements to earn the computer. So -- and you can see so far we have actually given free computers --

Actually, the numbers -- it's outdated, sorry about that. We have given 800 free computers to our residents and then connected almost 454 families. So the other strategy -- and that's something we are still working on and developing.

It's really the application and it's really talk to our residents and figure out how -- let them explore the possibility of how they can leverage technology to their overall goals and what are their goals and see how the ConnectHome program can assist them.

So we have -- you know, once services come through ConnectHome and get their basic computer literacy training, the computers and hopefully the broadband access as well, we have -- we are now developing tracks and those tracks are more in relation to the application of their skills. So we have different partners come in, and provide more resources, and training, and opportunities in areas such as education and STEM.

So with coding and summer programs and college application programs and then we have other partners that's really just focusing in a workforce development.

So they come to our properties, and they do workshops, and resume writing, online job search, and as part of that track, they can also -- and they have an opportunity to go and to get some

more -- go into certificate programs, like partners like our Goodwill partner that actually will pay for them to go into a certificate program, like an administrative assistant, nurse tech.

And then the third track that we're developing right now is the quality of life track, like how can you leverage technology for your overall goals that has to do with health, finance and social.

So we are actually -- I just had a conversation with one of our Methodist Health ministries that they're really interested in coming into our properties and help provide training to our residents and help them learn how to leverage technology to impact the health outcomes. I had a video. Can I click on the video intro? We should be able to.

Dina Lehmann-Kim: Yeah.

Munirih Jester: Yeah. It's not -- no. It's not letting me. You want to try. And this video, real quick, is just a quick snapshot of how we really try to make ConnectHome part of the -- any program that SAHA offers. So we partnered with -- this video talks about -- and we have a summer youth employment program and ConnectHome --

As part of the program, ConnectHome gets all the youth for two days and do a computer literacy training and then all of them, actually, finish -- once they finish the training, they get free computer and -- you know, a laptop and a hotspot as well. So we're really -- SAHA is really now trying to -- ConnectHome is part of one of the requirements on the program plans.

I don't know if you're able to see it, I have it already on my desktop, but -- oh, you got it. Are we going to have a little commercial there? Well, we can't hear.

[video playing]

"For the future software programmer, this is lifechanging."

"I've just listened and learned more about software that I didn't know before and I thought that was pretty cool."

"[inaudible] the Burbank senior dreams of designing programs, like the one she learned about today, as part of an ongoing series of training called ConnectHome."

"Today's training is part of the [inaudible] employment program that housing authority hosts every year. They get to take the device home, a [inaudible] service device."

"While not every student in here is planning a career in computers, they are getting priceless resources that are necessary in today's digital world. And wait, there's more, free WiFi hotspots and refurbished laptops are available to SAHA residents who qualify."

"[inaudible] definitely with the hotspot. Also, it helps [inaudible] school and doing more projects."

"The computers were all donated to Goodwill. The program is sponsored by the San Antonio Public Library through a Capital One grant. Karen Grace KENS 5 Eyewitness News."

Munirih Jester: Okay. Sorry, guys about some of the technical difficulties, but that was just a little -- a news reel for our summer youth program and we are now actually in the process of -- you know, I -- every quarter we have the resident council meeting and ConnectHome is there providing -- making sure that all the resident council members for -- have email, for example.

And we're now just scheduling a two-day training for all the resident council members to go through the training and be able to earn a computer and move on. And other strategies that I didn't include, I'll add real quick, was just we have early engagement program and that's for the new residents coming in.

We require them to be -- to go through the -- this event and that we present on all of the different programs and opportunities that the housing authority offers. And in there, we talked about ConnectHome and how they can get engaged and moving forward, what -- building the digital field. I think that's it for me. So David is going to take over.

David Biggins: Yeah. Standing by here. Good afternoon. My name is David Biggins and I'm the director of IT for the Housing Authority of Kansas City. I've been in this position for about three months and I took the project from one of our employees, Calvin Patterson [ph] who's no longer with us and some of you may know Calvin.

HAKC has about 12 communities that are spread throughout KCMO, Kansas City, Missouri. We have approximately 8,000 households that we support. The agenda I will follow is to provide details on how we are utilizing the three-legged stool methodology as our model.

Everybody's pretty much familiar with that, if you've seen the playbook, which shows our residents how to connect to the Internet, provides them with the resources to do that. Afterwards, I'll talk about our staff and our resident ambassadors and I'll talk, at the end, about our Kansas City coalition and how we are working together for the same cause.

So on this slide, I'll share with you our approach to this methodology. For broadband Internet access, we've been fortunate enough to have Google Fiber provide broadband access to all of our communities into each home. Kansas City was one of the first fiberhoods that Google had and they've just been a tremendous asset for all of our residents as well as HAKC, which some of our staff also gets to use this in their place of work.

So this is an ethernet, which is your just cable access and WiFi access router that is already installed into each of their homes. Residents that move in all they have to do is call or sign up to get their credentials and they are able to use that anytime that they want. In addition to the fiber, Sprint has also provided over 500 mobile WIFI hotspots for some of the residents to use as well.

And within our communities, they will make a distribution based upon need. You know, they have it at the home, however, there may be folks at libraries or other places where they could take advantage of that. So this availability in our communities and other areas in Kansas City,

Missouri is part of a holistic plan that the city and other partners are working on to bridge the digital divide across the board.

So we've got a lot of the broadband, we've got some of the MiFi/WiFi devices that are out there as well, but Kansas City, Missouri is also on a glidepath towards being a Smart city and they've got a deliberate plan to do that and part of that is --

Currently, we have a 50-block span of free WiFi for Kansas City, Missouri residents or those that are in the area and we are planning to expand that as well. So that's just another when you're talking transport for Internet access that we are doing that are here.

So for the low-cost or free-cost computers, the housing authority, the mayor's office, other businesses are working through a surplus exchange shop, which will refurbish computers and then free or at low-cost will get them out to our residents. So we have a good supply that is going through that is gaining in supply.

Plus, if it doesn't have a WiFi connection, they modify it or make sure that it does so that the residents are able to take care of that. Now, they have long computer ethernet cables if they want to go right into the jack or are more comfortable with that. So connecting to wherever the box is at in the house is not a -- won't derail anybody from getting on the Internet with their desktop or laptop computer that they may have.

And so we go into the literacy piece, the training, which is that third leg. We have a lot of support to help our residents train on IT utilization as well as class [inaudible], such as construction, completing their GED, resume writing, etc. And our staff ambassadors play a vital role in coordinating this training and I'll discuss them on my next slide.

And you're going to hear some of the same messages and themes and techniques that are working well for us as the others and that's probably a good sign that there are sound techniques that are out there that help make this program a success. In talking about our staff ambassadors, they do a fantastic job of working with the various providers in the area.

This includes trainers, IT support folks, because computers do have problems and really engaging our residents directly. These ambassadors are available at each one of our community offices, they help to foster strong relationships with places like Literacy KC, Connecting for Good, parks and rec, the library and others that provide this training for our residents.

And the feedback we are getting from engaging our residents helps us shape our programs of instruction for each quarter. We have programs directed towards parents to teach them computer fundamentals, Microsoft Office type applications, the spreadsheets, the Word documents and also, through feedback, how to engage your child about utilizing the Internet.

There's a lot of pitfalls and other enablers of how to use this. And so we've incorporated that as well. We have afterschool programs that we utilize the computers for and we've got a call out of one of our slides that are there. So we have a dedicated computer, but we also have the computers incorporated into things like our afterschool classes.

Once again, through feedback, from engaging our residents, we have classes on how to write a resume, basic computer skills, how to search for a job utilizing the Internet and information instruction on things such as e-commerce. So teach people how to pay bills online, to shop safely online, etc. and some of the social media. So that's been a big success story for us.

And then after we run these classes, we want to assess how they did. So we will figure out what went well, what needs to improve on, what we can sustain and recommendations for the future. And that engagement with the residents is key as they are the target audience that we're looking at.

So our staff ambassadors, they help mentor and groom our tenant ambassadors as well who, as we've talked about in the past, they are a more trusted agent to the rest of the community than some of the staff is and that's not because the staff is bad or anything, it's just that's their neighbor, a close-knit community that is there. And so with them in our program, I think that's one of the strengths that we have.

And I'm going to talk more about these tenant ambassadors in our next slide. So our resident ambassadors are a tremendous resource, as I just mentioned. These residents are users of our service and they provide these key data points on issues of utilization that they bring to the staff ambassadors to address.

Once it's set up, it doesn't work very well, maybe some coaching or help to get that back online or to know when the classes are going to be. We've talked about language challenges. You know, we have that as well that is here. So the translation is there. Sometimes actually going to the children who are more proficient in English is something that helps as well.

So that's a challenge, but definitely not any kind of a roadblock to getting every resident connected in their home. You know, one of the stories we've shared before is that we have a Somalian population that is here and we were able to get this family connected and they had a son that was in the military and through some social media and connectivity, they were able to reunite digitally with their son and foster that relationship.

So for us, a lot of the computer-savvy people we have in the U.S. that is a small thing, but to some, that's quite a feat.

And then there are others that really personify what we're getting after here, no computer skills, doesn't know what a mouse is, but now they're at the point where they're comfortable and they're taking advantage of some online resources outside of our purview, such as there is free online classes, even from MIT and other places, that they're taking advantage of.

And then lastly, some of the feedback, and this is a little unique, some have felt that maybe these Google boxes and these computers were a way to monitor their personal affairs, etc. and then we've helped to dismiss some of those myths. And my next slide, which is my last slide, and that's a picture of our mayor.

He is a staunch supporter of the program that's here and that's just huge, because with his leadership as a prominent factor and his staff there, it really kind of helps bring us together as a team.

So we have a Kansas City Coalition for Digital Inclusion. This is a large and very diverse group of individuals and organizations who work together under the vision of having every citizen and household in the KC metropolitan area to have access to the Internet, equipment and skills they need, which is the same concept as the ConnectHome USA program that is there.

And this coalition is made up of individual members, which includes some of our residents, because they have a strong voice. We have YMCAs, colleges, the library, Connecting for Good, the Literacy KC, Sprint, Google, T-Mobile, etc.

And the group continues to grow and getting together in these forums we look at the resources available, some of the challenges and then the networking [inaudible] is very key to making this program as strong and even stronger going down the road since our aim is all the same. We are fortunate enough to have a new organization come talk to us and this is the SHLB Organization.

It stands for Schools, Health, Libraries and Broadband Coalition. And this was formed out of D.C. from a -- with a large grant from the Gates Foundation. They have the same aim as we do, but they look for gaps and seams across the area to see if anybody's kind of fell between the cracks that don't have access to this service, plus they help with the planning and data points.

You know, it's helpful to know how many residents have the computers, how many are just on cell phones, how many schools in the area, etc. And so really getting a good idea on the analytics of the area helps us with our future planning. And so we are looking forward to working with them as well.

And as I mentioned, the mayor's office, they sponsored digital inclusion days and we are hand-in-glove with them as far as moving forward to getting after this. So that is my last slide. I think it will transition back to an open Q&A forum.

Anna: Yeah. So so far we have two questions that have come in. The first question is from Shanta Nambara [ph] and she wants to know who maintains the computers and if there is a written best practices for the computer giveaways. And I believe that was for you, Munirih.

Munirih Jester: Yes. So yes, we do have a written agreement that residents sign once we give them the computers. They take the computer home, it's their computer. They're responsible for upkeep and maintaining. However, we do still help the residents, especially, the digital ambassadors are really the main person in the community that help the residents with any technical support.

We have been working with Goodwill and actually, we challenged Best Buy to be our tech support organization and that hasn't taken place yet. But before then, if the computers -- if we give the computers to the residents and say they have a problem in the next couple weeks or a month, they can give back to me and then I'll send it back to Goodwill, because Goodwill is our

refurbisher. So they will fix it and give it back to us, it's just they have to be within a month period for it to be able to do that.

Anna: Thank you, Munirih. And a follow-up question is -- Shanta also wanted to know if San Antonio has any written best practices for the giveaways and if you do, is it something that you would be willing to share.

Munirih Jester: Yeah. I can share what we have. We have a packet that we give to our residents and [inaudible]. So we have the passport program that allow our residents to go to the public library and take some classes and some other organizations. So once they fulfill the classes, they come to us and say, I go through all the requirements for ConnectHome training, so then we are able to give them a free computer.

So we usually schedule those giveaways out like a Friday morning, for example, and they will come in, and we have a script, and this document, and we go over how to start your computer, how to put it together, how to download the operating system, how to activate the key. So we have a step-by-step document that we go through with our residents.

And they also have some troubleshooting, like with images. Like if you have this problem, this is what you should do. So you have a step-by-step on troubleshooting and how to put your computer together and then they sign off to let you know, yes, I went through this, it's my responsibility. And I'll be more than happy to share -- should I send that to you, Dina?

Anna: Yeah. You can send that to me and we can make sure all of the participants in today's webinar have access to it via HUD.

Munirih Jester: Okay. Sounds great.

Anna: Thank you. We also have a couple other questions. This one is from Tracy Bell [ph] and she wants to know what type of training program is used for the digital ambassadors.

She's interested in implementing a train the trainer program and to accommodate the growing number of residents who want to participate in a digital literacy course. So she wants to know if there is a training program that is applied to digital ambassadors. And that question was open to any one of the panelists.

Munirih Jester: David, do you want to take it or do you want me -- I can share what we do. So for our digital ambassador program, we do -- we actually -- it's a 14-hour training and we make sure they go through the basic computer training that any of our residents will receive. So we go through it with them and we do assessments and then once they get --

You know, they go through the basics, then we go back and look, how -- now let's teach from a lens of an instructor -- you know, as a tutor, how would you teach somebody on those topics. So then they get extra trainees to be their resource person. And we have our tutor -- you know, she goes to the property and provides the training and she has built up her curriculum with several different resources.

But we don't -- we -- it's more like a training the trainer trainee and in conjunction with also providing the basic class instructor so they know what to do when they're supporting a class or when they're teaching a class themselves.

David Biggins: I just -- I have another thing to add to that if I can. So for us, we use the term resident ambassador. So they don't necessarily go through a large regimen of digital training, they do participate in the classes. But we've been fortunate enough that we've had some funds available in a couple of our communities that have computer labs to actually hire a resident that has a computer background to help in that capacity.

Not necessarily a ambassador, but they are just somebody from the community that is IT savvy, is present at the labs and can help with that in regards to troubleshooting or classes that people are looking to have.

But our resident ambassadors, most of them, already have those skills and that's why they feel comfortable coming forward after engagement to volunteer and help us. But most of them do go through a lot of the classes that we offer.

Munirih Jester: I just wanted to add one thing. David mentioned and just reminded me keeping the digital ambassador -- resident and ambassador engaged is a very important task and it's always -- I'm always trying to do different things. So one of the things is we -- they designed a shirt and they wear a shirt in the computer lab. As part of their job is to be there in the communities that have a computer lab.

But we also come up with a work plan, like 12 hours a month that they need to fulfill in working with ConnectHome and supporting the residents and -- you know, every month once -- if they fulfill those requirements, we are able to apply a \$30 rent credit to their account.

So even though we don't pay them directly, they have the incentives of a rent credit and they really enjoy that. They'd rather have a gift card, but right now we are able to do that through the public housing department.

Anna: Munirih, we have another question for you from Maggie Askingrin [ph]. And I apologize, Maggie, for mispronouncing your last name. But Maggie wants to know, can you explain a little bit more about the digital literacy passport program in more detail?

She loves that idea and would love to implement that in Rockford. Certain stamps for certain classes completed, how many stamps do they fulfill to get the requirement for ConnectHome?

Munirih Jester: Sure. So the passport program -- we created a partnership with the San Antonio Public Library and we looked at best practices and again, I say -- I mentioned to Dina that it would be great if we come up with a -- if maybe HUD or everyone [inaudible] what is the general topic that every digital literacy program should include?

Because it's really difficult. You know, some programs it's 24 hours, some are 5 hours in terms of content. So we came up -- we've selected seven topics that range from computer basics, email, online safety and we selected those five topics, actually, and we turned that into the passport program. And we literally printed a passport that says -- that has the name of the class and a space for a stamp.

So what that does is that we work with our programs that just partnered up with us and work in -- and reach out to the community and register them for -- with the passport program. So once they are registered, they actually get a paper passport and a schedule for the classes of that month that are being offered in the library, but also, now we --

This passport has been so popular that we have Bear County -- it has a digital library So they actually have a library, but it's all computers and they're also providing computer classes. So they joined the passport program. We have actually had some -- again, some school districts that wants to provide computer classes and other nonprofits.

So every month I give that resident a schedule of the classes -- the many classes that are being offered throughout the city and they can choose which class to go each day and whatever time. And we -- that includes classes on the evenings and weekends that we cannot provide in-house, but we can offer it to the passport program.

So once they go through those classes -- they will take the class, at the end of the class, the tutor will stamp --so they have a stamp and to verify that yes, this person took this class and then again, once they finish the seven classes, we are able to give them the free computer. And that program, it's really interesting, because it's not a one size fits all.

We have our tutor that goes property to property and provides computer literacy training as part of the ConnectHome, but we also have -- you know, Connect SAHA has 70 public housing properties throughout the city, and we have a lot more voucher residents.

So to be able to provide all of them with digital computer skills is really challenging. So the passport program is a perfect sustainable approach for that and seems to be gaining traction. They actually -- I just had a meeting with the mayor's office and they're like, what can we do to make sure that this passport program is not just for [inaudible] public housing and Section 8 residents, but for everybody that needs to develop their skills.

So I highly recommend. I'll be looking at something like that. I'll be more than happy to talk to anybody that's interested in implementing the passport program in a community.

Anna: That is the last question we have received so far. Are there any other questions? Okay. Seeing none, Dina, I'll hand it back to you.

Dina Lehmann-Kim: Great. Thank you so much, everybody for participating and for your great questions and to our presenters who shared their great work and we look forward to seeing you all at the next webinar, which will be about baseline surveys and surveying in general. So for

ConnectHome. So hope to see you there. And Anna, do we have a quick Q&A at the end of this that -- to ask people to hang on on the screen to --

Anna: Yeah.

Dina Lehmann-Kim: Yeah. There is. So if you all don't mind, once you -- well, Anna, I'll pass it to you to just explain how it works.

Anna: Yeah. So if you come up with -- you know, we can -- we have about 10 minutes left in the webinar. We can stay online and have the presenters here as well. If you have any questions, feel free to send it through the chat box. I'll just get an IM of it or you can also post it under Q&A. They both work the same way. So if there's anyone with any other additional questions, feel free to send it.

If you prefer to just ask your question, you can also use this raised-hand function, which will allow me to unmute your microphone.

Dina Lehmann-Kim: Anna, are you getting any questions?

Anna: I'm not.

Dina Lehmann-Kim: Okay. So why don't we close for the day and thank you, again, to everybody, to Munirih and David and Anna for helping to organize and of course, to Juleian from Cuyahoga. And again, like I said, we look forward to your participation in the next webinar. And let us know if there is any topics that you are interested in.

Feel free to send an email to Connecthome@HUD.gov to let us know what other topics you'd like information on. So thank you so much for everything and we'll talk to you soon. Bye.

Munirih Jester: Bye. Thank you.

(END)