



**Promising Digital Inclusion Practices in the Time of
COVID-19
October 5th, 2020**



Agenda

1. Fresno Housing Authority's Summer Tech Camp On the DL (Distance Learning)

Bobby Coulter , Assistant Director of Innovation and Technology

2. San Buenaventura: Making the Transition: In-Person to Virtual

Stephanie Spampanato, Community Services Manager

3. Innovative Housing Concepts (Englewood Housing Authority)

Jessie Dianni, Resident Services Coordinator

4. Akron Metropolitan Housing Authority

Megan Conkle, Resident Services Administrative Analyst

Audra Mahon, AmeriCorps Vista Volunteer

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Q&A

Bobby Coulter
Assistant Director of Innovation and Technology
Fresno Housing Authority



Serving Fresno County



45,000
RESIDENTS



16,500
FAMILIES



22,000
CHILDREN
(18 years and younger)



3,300
SENIORS
(62 years and older)



\$11,900
AVERAGE RESIDENT ANNUAL INCOME

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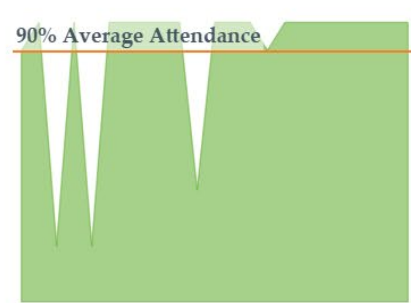
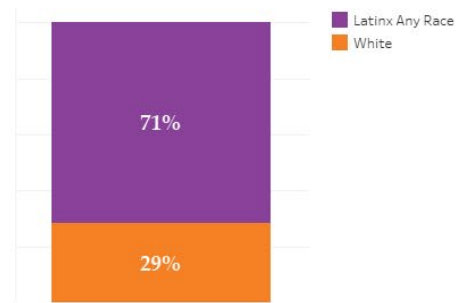
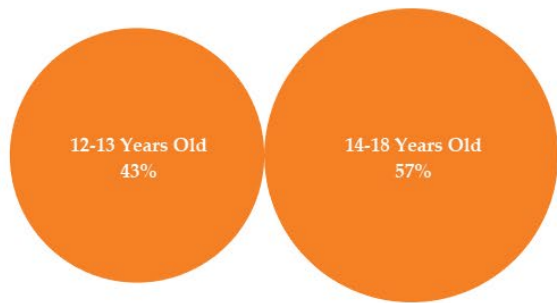
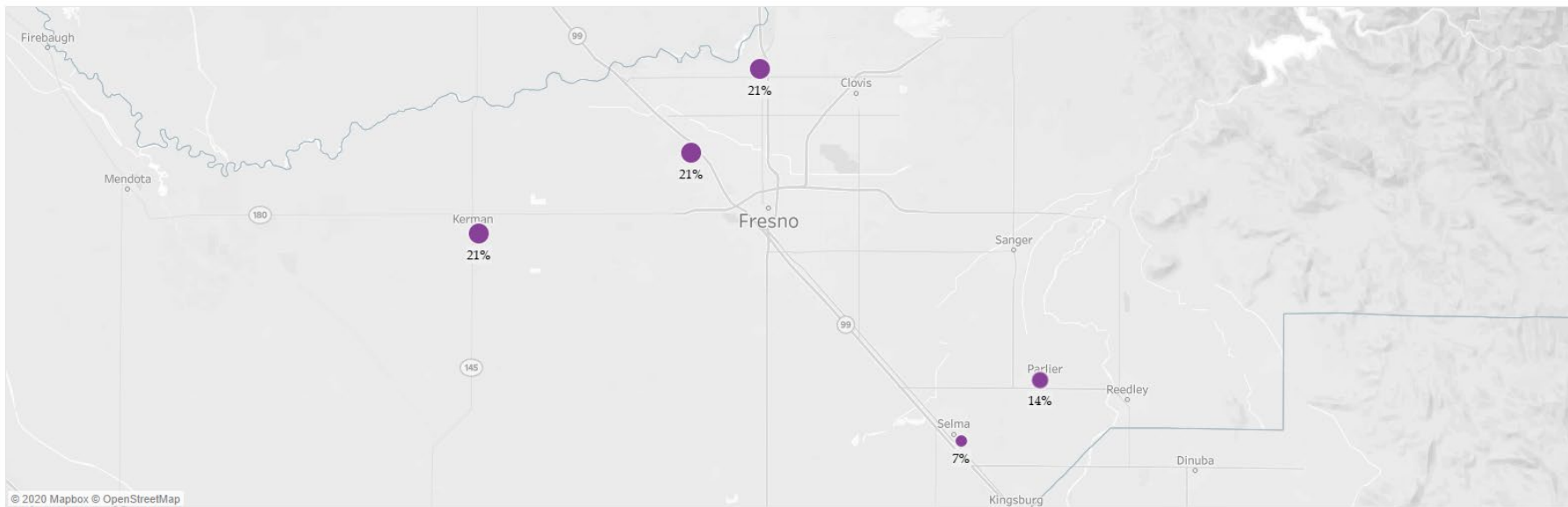
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Summer Tech Camp Data



FRESNO VIBRANT
COMMUNITIES
QUALITY HOUSING ENGAGED RESIDENTS

Summer Tech Camp
2020

Summer Tech Camp Overview

- 5th Year
- 2-3 Weeks
- 20 Students
- 2 Teachers
- 2 Fresno Housing Staff
- Coding
- Basic Electronics
- Safe Internet Practices
- Storytelling
- Video Production
- Pre/Post Survey



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Pre-COVID

- 2-3 weeks of in person training
- Class is held at local technology hub
- 4-5 field trips
- Transportation provided daily
- Meals provided daily
- Laptop and robotics kits provided
- Showcase event for family and friends



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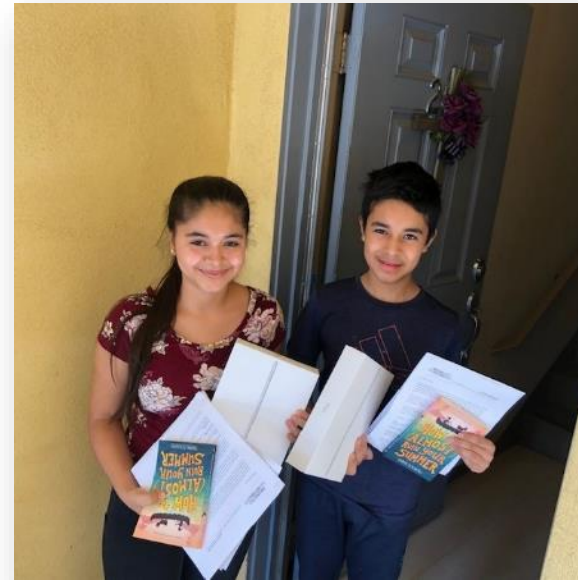
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Distance Learning Adaptation - Hardware

- **iPad w/ 1 Year Unlimited Data**
 - Pre-loaded with all necessary software and communication tools already configured
- **Bluetooth Keyboard**
- **Wireless Headphones**



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Distance Learning Adaptation - Software

- **All app based**
 - Pythonista (Coding)
 - LumaFusion (Video)
 - Filmic Pro (Editing)
 - G-Suite
- **New emphasis on video conferencing tools**
 - Zoom
 - Microsoft Teams
 - Google Meet

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Adapting Delivery to Fit

- **GitHub repository with schedule and learning materials**
 - Agenda
 - Teacher's Contact Information
 - Link to today's Google Meet
 - Recording of previous day's lesson
 - Reference/Learning Materials
- **Two sessions daily**
 - Morning check in, afternoon peer working session
 - Each class is recorded
- **Pre-recorded lessons to enable learning at their own pace**
- **Breakout sessions**

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Relevant Links

2020 Student Videos

<https://cmac.tv/show/summer-tech-camp-movies-2020/>

2020 Graduation Ceremony (Facebook Live)

<https://www.facebook.com/FresnoHousing/>

Summer Tech Camp Playbook

<http://fresnohousing.org/getconnected>

Resident Feedback

“I’d like to thank you and your entire team for this experience! You all truly have a heart of a teacher. You were so patient and always willing to help. My daughter is super shy, and she came out of her bubble. She had a great experience. “

- 2020 Summer Tech Camp Parent

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Stephanie Spampanato
Community Services Manager
Housing Authority of the City of San Buenaventura



Making the Transition: In-Person to Virtual

- How
- What
- Who
- When
- Will it work?



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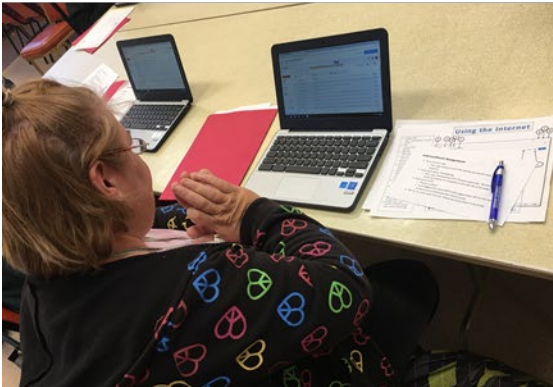
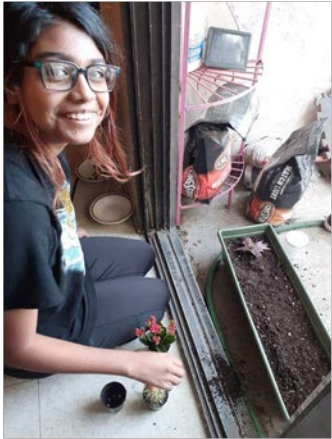
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Our communities:



- 1775 families
 - 60% senior/disabled
- 1068 kids < 18
 - 7.4% school district



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Zoom what...?

First step:

Weekly calls

Meeting immediate needs

Connecting with resources

Second Step:

Surveys

Getting ready

Practicing

Challenges

Third Step:

Outreach strategies

Programming

- Telephone
- Virtual

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Virtual Programming

'How To Zoom'

Nutrition Education

Cooking Together

Medication Management

Loteria/Bingo

Painting Together

Medicare & Benefits Education

Emergency Preparedness

ZUMBA

Fall Prevention

Financial Well-Being

English as A Second Language

Digital Skills Workshops

Meetings:

Resident Advisory Council

City-wide Resident Advisory Board



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**Jessica Dianni, Resident Services Coordinator
Innovative Housing Concepts (aka Englewood Housing Authority)**



Using Digital Practices for Isolation Intervention During Times of Social Distancing

1. Pre- Pandemic Work

- Partnerships fulfilling three pillars: ISP/Connectivity, Devices, Education
- Convening
- ISP contracts/infrastructure set up

2. Pandemic

- ISP correspondence
- Heavy emphasis on connectivity
- Devices

3. Future Directions

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Pre-Pandemic Practices

- **ISP Partnerships:** Starry
- **Devices:** AARP Connected Communities, PCs for People
- **Education:** OATS



pcsforpeople

OATS
Older Adults Technology Services

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Convening - January 22nd, 2020 9:00 a.m.- 10:30 a.m.

- Community partners in attendance
- Outlined partnerships/vision
- Ideas on stakeholders/sponsors for devices for mini computer labs



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Pandemic Practices

- **Internet Correspondence:** safe newsletter distribution to every resident with internet signup, safe installation guidelines and practices from ISP, ready to help 24/7, streamlined signup/setup process.
- **Staff availability:** accessibility despite schedule changes to discuss internet options and referrals.
- **Safe Installation/Distribution of Devices:** Connected Communities and Starry safe installation practices, flexibility in response to COVID-19
- **Individual responsiveness:** shifted focus from community to individual isolation intervention needs through connectivity facilitation

Community Resources and Important Information Continued



It is normal to be scared, sad, or angry when there is a new infectious disease outbreak in our communities. Fear is a natural response to the unknown, and we are still figuring out how COVID-19 will affect our families and our communities. Colorado Crisis Services is available 24/7/365 if you need to talk. Call 1-844-493-8255.

A 24/7 crisis counseling hotline sponsored by the U.S. Department of Health & Human Services, can help people experiencing emotional distress related to natural or human-caused disasters. **This toll-free, multilingual, and confidential crisis support service is available to all residents in the United States and its territories.**

Telephone: 1-800-985-5990 (Spanish speakers dial #2)

TTY: 800-846-8517

TEXT: TalkwithUS to 66746 (Spanish text "Hablamos" to 66746)



During this time of practicing social distancing it is important to stay connected with loved ones near and far. Starry Internet is still installing internet while adhering to the CDC guidelines of wearing masks, sanitizing everything before and after and installing as quickly as possible. In addition, Starry is offering free internet through May due to COVID-19. Thereafter, it is \$15 monthly. **Questions? Need help signing up? Call 1.888.231.9403 or email support@starry.com**

If you need to go to essential appointments Jess has a list of available transportation resources that are still available. Please remember to contact her at

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Starry (ISP)

- Adhered to CDC guidelines/safe installation
- Free internet for 2 months
- Correspondence- flyers
- Streamlined/Easy set-up process
- Availability
- Connectivity- means of isolation intervention and staying connected during social distancing



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AARP- Connected Communities- Echo Dot Devices

- Flexibility- remote training curriculum, works with properties individually on the best training model (socially distanced in person, one on one)
- Train the trainer model
- Echo Dots- as a means to stay connected while social distancing (talk radio, news, jokes, music, wakes them up in the morning)
- Additional Health Outcomes- appointment and medication reminders



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What worked?

- Partner Flexibility
- Staff Flexibility
- Partner and Staff Availability and Consistency
- Straightforward Correspondence
- Confidence in staff and partners from residents

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Future Directions

- Remote digital literacy through OATS
- Zoom echo dot focus groups
- Partnership with Starry - playbook for digital literacy (internet basics) aimed towards seniors
- Access to devices on a larger scale (tablets, computers, smart devices) w/PCS for People

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Q&A

Megan Conkle, Resident Services Administrative Analyst
Audra Mahon, AmeriCorps VISTA Volunteer
Akron Metropolitan Housing Authority



Virtual Home Visits: Early Learning

- 10 Staff transitioned to virtual home visits
- Families given technology assistance, if needed
- Connected Via: Google Hangouts, Zoom, Facetime, etc.
- Steps: Call Families, Offer Hotspots, Distribute “Goody Bags”
- 61% of Parents as Teachers & 78% of Supporting Partnerships to Assure Ready Kids went virtual



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Resident Engagement: ACAN

- AMHA Community Action Network
- Transitioned to a Zoom Call
- Step-by-step guide distributed to all seniors.
- Flyers included login info & step-by-step for seniors.
- 15 Seniors at first session, 10 at second session.



The flyer features a row of seven icons at the top, each depicting a person in a different setting, likely representing diverse community members. Below the icons, the text reads: 'YOU'RE INVITED!' followed by 'DIGITAL AMHA COMMUNITY ACTION NETWORK MEETING' in large, bold letters. Underneath, it says 'JOIN OUR AMHA RESIDENT GOVERNMENT MEETING FROM YOUR HOME!' and 'FRIDAY, AUGUST 14TH @ 10:30 AM'. A paragraph of text encourages participation: 'Make your voices heard at our first ever digital A-CAN Meeting! Stay safe at home while creating positive change in your AMHA Community.' A numbered list of seven steps provides instructions for joining the Zoom meeting. To the right of the list is a small icon of a smartphone displaying a Zoom meeting. At the bottom, it states 'TECH SUPPORT IS AVAILABLE BY EMAILING AUDRA MAHON AT AMAHON@AKRONHOUSING.ORG' and includes logos for ConnectHome AKRON, AMHA, and the City of Akron.

YOU'RE INVITED!

DIGITAL AMHA COMMUNITY ACTION NETWORK MEETING

JOIN OUR AMHA RESIDENT GOVERNMENT
MEETING FROM YOUR HOME!

FRIDAY, AUGUST 14TH @ 10:30 AM

Make your voices heard at our first ever digital A-CAN Meeting! Stay safe at home while creating positive change in your AMHA Community.

1. Open Your Web Browser (Safari, Internet Explorer, Google Chrome, Firefox, etc.)
2. Go to www.Zoom.us
3. At the top of the Zoom page, click "Join Meeting"
4. Enter the ACAN Meeting ID: **892 1108 1687**
5. Enter the ACAN Meeting Password: **44307**
6. Click "Join"
7. The browser will then prompt you to open Zoom.

TECH SUPPORT IS AVAILABLE BY EMAILING AUDRA MAHON AT
AMAHON@AKRONHOUSING.ORG

ConnectHome AKRON AMHA City of Akron

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Virtual Volunteering

- COVID fast track
- Timecounts.org
- Security Discussions
- Letter Writing
- Story Time
- Challenges



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