

# **Enterprise Community Partners**

**Transcript of Webinar**

**2021 ConnectHomeUSA**

**Highlighting Resident Successes Through ConnectHomeUSA Programming**

**Tuesday, September 21, 2021**

*Transcript by  
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Caila Prendergast: Get us started.

Dina Lehmann-Kim: Thank you, Caila. And thank you, everyone, for joining us today. I am really, really excited about this session. One, because we've never done this before, to highlight resident successes. And two, because we have speakers from very experienced communities today, from two communities.

The first is the Choctaw Nation of Oklahoma which was part of the pilot cohort from back in 2015. So they've been doing this work for a long time. And then, Phoenix joined in 2017. So they have been helping residents connect and get the training they need for quite some time as well. And they've both been doing exceptional work. And so we're really pleased that they accepted our offer to do this session.

So with that, let me introduce our first speaker. Olen Cox is a proud member and employee of the Choctaw Nation of Oklahoma. He has been serving under the ConnectHome program as IT project coordinator and facilitator for device instruction overseeing the 10.5 counties of Choctaw Nation's ConnectHome team, has laid the ground work in infrastructure for fiber access to low income and assisted rental housing.

Olen is also a graduate of the University of Science and Arts at Oklahoma in Chickasha, Oklahoma.

And then, I will introduce our other speaker when it's their turn to speak. So with that, I'll pass the baton to Olen. Thank you so much, Olen.

Olen Cox: Thank you very much, Dina. Hello, everybody. My name is Olen Cox, and I am a Choctaw member.

As Dina mentioned before, I am a proud representative of the community and an employee of the function IT project coordinator. Essentially, we all know that since 2015, ConnectHome's job is to make sure that everyone in low-income communities, rental properties, and extending properties as far as, like, our elder communities, we make sure that we have reliable, accessible, and productive educational programs for our tenants.

So basically, what I'm here to discuss is our resident progress and our success stories. The top two that I would like to mention is our elder residents, our ABCmouse successes. And then, once we get through the rest of the presentation, there will be a Q&A that was mentioned before by Caila.

So moving into our elder residents, I would like to introduce you to Helen. Her last name has been redacted because of security reasons and we just like to make them feel safe with us.

So Helen was born in Bennington, Oklahoma in 1921 and she celebrated her 100th birthday back in February. Now, she has been a member -- an active member of the ConnectHome program since 2015. And ever since that day, the first thing that she told us -- she was telling us, teach me everything that you can, and I will be willing to learn.

And ever since then, she has been there for every program teaching, every one-on-one training that we've done. Not only that, she is an established member of her community. So if anyone has questions regarding the program or how to operate tablets, smart phones, using Facebook, FaceTime, Skype, she is an absolute rockstar when it comes to being a member of our community.

Not to mention, she has -- most of her family is going to be outside of the 10.5 counties of the Choctaw Nation, which to some, to give you a visual representation of it, it is about the size of the state of Rhode Island, and it's essentially the southeast corner of Oklahoma. That's the size of people that we support and give credit to.

So she has family that lives outside of the Choctaw Nation. So of course, like everyone else, she uses social media, Skype. She has an iPhone that she uses to FaceTime her grandchildren and so on.

The reason that I like to mention that she is an active member of the Calera elder community, she is still very active in the regard of driving herself to and from stores, to and from the properties, other homes. If anyone needs any kind of assistance whatsoever, they always know that they can call Helen and she will give them a ride gladly.

One of the last things that she had mentioned to me in one of the previous interviews a couple of weeks ago, she recently said that she was having difficulty being -- staying mobile because she had tripped and fell and actually broke her elbow. And what made her frustrated is that she was -- she said, and I quote, "Staying home is so boring. I like to be out and about." And I just thought that was really funny and a statement of who she is as a person because she's always just active both physically and mentally in the community, and we really appreciate her.

So besides the elders in the Choctaw Nation, we also have ABCmouse representatives and students. We like to keep them as a family-oriented guideline. We kind of call them our children is what we refer to them as. So the two that I like to mention is Victoria and Bailey. And seen here is a picture of Victoria who is a granddaughter of Lisa who is the homeowner. And this is in the Talihina property.

The Talihina properties are going to be a part of our low-income rental -- assisted rental property units. Seen here, she is using her tablet that is provided by ConnectHome and she's actually working on the ABCmouse subscription right there. And as you can see, she's only three-years-old and she's having a good time, having a snack, and hanging out with grandma, which I don't think that you can really beat any kind of day like that.

What I like to mention about Bailey, the next addition -- what most people don't realize is that the ABCmouse program has a certain grade level and once they graduate from those grade levels -- I think it goes all the way up to third grade. It starts from -- essentially head start to third grade. Once they get past that level, then they move on to Adventure Academy.

And with Bailey, her moving on to the Adventure Academy -- next slide, please. Moving on to the Adventure Academy, it was allowing her to not only chart a course for all the students in the

surrounding properties and part of that community, but it's also showing progress in her English, math, science, vocabulary, and her social studies skills as well. So not only is she doing these assignments at home on top of her school work, her school work and her progress in school is actually showing massive amounts of progress. Hold on a second. Hello?

Dina Lehmann-Kim: We can hear you.

Olen Cox: Hello? I think I dropped a call.

Dina Lehmann-Kim: I can hear you.

Olen Cox: Oh. You can hear me? Okay. Sorry about that.

Dina Lehmann-Kim: No worries.

Olen Cox: I guess my computer went to sleep mode and I didn't realize. I apologize. All right. So I'm currently seeing slide seven. Let's see here. Okay.

So Bailey has moved on to the Adventure Academy. She saw progress in her English, math, science, and vocabulary and social studies. I had mentioned that before.

Unfortunately, due to the COVID protocols and the ongoing pandemic at hand, we've seen kind of a fluctuation between progress and attendance in our participation. So much so that since everyone is working from home and doing school work from home, we've seen a need for internet access, dependability, and reliability most -- foremost.

So now, with the ConnectHome property, what we're allowed to do with our internet service providers such as Vibe and Verizon, they have been kind enough to let us have regular check-ins to monitor data usage of these sites and our tenants.

Now, how we use this is as we're monitoring this on a day -to-day basis, we see, okay, John Smith, for example, if he is showing a low amount of usage when typically his average amount is a little bit -- let's say his average is 15 gigabits and it's less than that. We have the ability to go, okay. Well, he might have a question, or he might be reaching out to us. We might need to follow up with him and see what's going on there. That's why it's letting us reach those points from person-to-person and say, what do we need to do in order to help them forward?

Are they having a technical issue with their device? Are they having a connectivity issue with their internet? Or is there a issue with the provider itself? Is there a cut fiber line? Is there a tower down? Things like that.

And on the student side of it with ABCmouse and our Kano computer systems, we have teacher and instructor webpages where we can monitor the progress of our students as well. And as this is going forward, we can say, okay. Well, they turned in this many assignments this week, they've submitted this many examples of school work and programs and lessons that they have

finished through ABCmouse and Kano. And we can see where some students may be struggling, and other students are progressing rapidly.

And as we're looking for this, since everyone's going to be working from home and doing school work from home, the program itself has seen an influx of success and growth because not only are people using the internet, but they're also using the internet in a way that it is dependable and reliable. And we've also been blessed with programs such as Pine and Verizon where before, we had kind of a data cap on the usage so they could only have a certain amount of thresholds.

Well, since they've been understanding enough to say we understand that everyone will be working from home and we're doing school work from home, we're going to make sure that they have unlimited amounts of internet. And the broadband connection will not be restricted, and the bandwidth will not be restricted and so on. Next slide, please. Oh. Yeah. Thank you.

And that's pretty much it that I want to turn it over and if there's any questions involved, and I will be looking forward to them at the end.

Dina Lehmann-Kim: Thank you, Olen. That was great. I'm sure the folks on the line will have interesting questions for you.

All right. Let me now turn it over to the Phoenix team. And let me first introduce -- let me introduce the two speakers we have. First is Mindy Davis, who is the choice neighborhood housing manager and the ConnectHome team lead for the Phoenix Housing Department since 2017. Mindy has 28 years of experience serving the residents of Phoenix, Arizona.

Also speaking is Courtney Anderson, who is the community outreach coordinator and joined the ConnectHome team in 2020. Courtney is fluent in Spanish and has over 12 years of experience working with underserved communities, doing community outreach, and engagement.

And with that, I will turn it over to the Phoenix team. And thank you so much for being with us today.

Mindy Davis: Thank you, Dina. We're really happy to be here and share our experience with the group and talk about some of our resident successes. So thank you for the invitation.

What did we learn in 2020? This quote really hit home to me. I really do think that community -- computing is not about computers anymore. It is about living. And I think that that was made even more evident in 2020.

Right out of the gate, we knew that some of our families were going to struggle to find the means necessary to provide the device and the equipment and service to be able to successfully do at home learning. We knew that residents were postponing medical care because clinics were transitioning to telemedicine appointments, and they didn't have the means necessary to participate.

As the year progressed, seniors, adults, children were feeling socially isolated. So it was clear to our team that without devices, access, and the skills necessary to transition to a virtual environment, our residents were in greater danger of being left behind even more so than in a normal environment. So the digital divide was greater than ever, and we knew that we needed to act quickly to find the solution.

Dina Lehmann-Kim: Thanks, Mindy. Just click -- you sound fine on my end, but I am getting some notes from some participants that your volume is sort of low for them. I'm not sure if you're speaking with a mic or what, but if you'd maybe just move a little closer.

Mindy Davis: Okay. I'll try to speak up. Hopefully that's better.

Dina Lehmann-Kim: Okay. Thank you.

Mindy Davis: Okay. So as we said, in 2017, the City of Phoenix Housing Department became a ConnectHome USA cohort. So three years pre-pandemic, we worked diligently to find resources for our residents. So our team applied for grants to fund devices, connectivity, and training.

During those first three years, I was successful in obtaining one grant that provided a small number of tablets for one property in particular.

The right side of the chart represents 2020 to 2021. So how did we get there? Next slide, please.

So in March of 2021, Phoenix mayor Kate Gallego recognized the need for additional resources for our low-income communities so that our families would be successful with at home learning. I was tasked with developed a quick solution to get devices and services into the homes of those who needed it as quickly as possible.

So I worked with our service coordinators to identify how many families in public housing had school aged children. I had mentioned earlier that we received one small grant to fund some devices and that was with -- through our partnership with T-Mobile. So I immediately called our T-Mobile sales rep and told them that I needed an out-of-the-box solution and I needed it yesterday.

So I knew that some of the things that our residents would need to be successful with at home learning included a comprehensive, easy to use solution that would work for residents of all ages. I told T-Mobile that I wanted a portable, integrated solution so that children of essential workers could do their schoolwork from anywhere, whether it was at home in their apartment or if it was at a grandparent's house. They needed access to internet to be able to complete their schoolwork.

I wanted integrated service so that I wouldn't have to buy separate devices. So I wanted an all-in-one option so that we had -- did not have to purchase a device and a hotspot for them to be able to access their classes. I also wanted a device that had a robust image with educational applications, internet bookmarks so that the families could access online benefits, could get updates regarding the pandemic, grocery delivery, as well as be able to complete their classwork.

I also told T-Mobile that I wanted a way to efficiently track inventory. So as you can see from the slide, we had 800 families with school aged children. So we were going to be making a large purchase and I needed to be able to track that inventory. My last request was that I wanted to find a solution to be able to communicate information quickly to all tablet recipients.

So by the end of that first day, T-Mobile had submitted four different quotes with varying options. We picked one and we ran with it. The city council approved CARES Act funding for the projects and we were off to the races almost literally.

So once I had the procurement figured out, we needed to go back and figure out how are we going to distribute 800 tablets quickly during a pandemic. And so what was important to me was to be able to make sure that each household that received a device understood the basics and that they -- we knew that there wasn't going to be enough time to do training just during distribution. So the one that was important for me was to build a custom user guide for our residents so that they could get their questions answered easily. So that custom guide was distributed along with the tablets.

Lastly, I also asked T-Mobile to delay activation until immediately before the deployment so that if it did take us a couple of months to get all 800 tablets out, their service started the day they received their tablet. So that way they would have the full benefit of the two years prepaid service. So we did everything that we could to set them up to be successful with at home learning.

Courtney Anderson: Okay. And thank you. It's my pleasure to share some of the residents' stories today. This is -- and this is Evan here. And he is now 18 years old, but at the time of the distribution, he was 17.

Once we started the distribution, we began receiving emails and even thank you letters. One that we did receive was from Evan's mom who shared that her son was in an IEP program. So an individualized education program. And she really needed the device and the service to be able to continue his education.

Immediately when all the students were sent home to distant learn, Evan and his mom were having to drive around and find a parking lot that they could connect to Wi-Fi so that he could meet with his teachers and get his work done. And so his mom shared almost immediately an email, and this is what we have here. And we've been in contact since then. And she continues to share how much this has impacted her life.

Evan and many other student -- school aged children have faced a whole new world in distant learning, one that both students and parents weren't -- were not prepared for. In some of the other emails that we had received, a parent shared that they're a multiple household with students were sharing a cellphone to complete their homework, but they were having to look for Wi-Fi access throughout the neighborhood, that they were sent home with tablets from the school without service.

The Phoenix Housing Connect program was the solution that helped many of these families stay connected. And I'm happy to share that Evan will be graduating this upcoming year and his mom has shared that there's no doubt he would be finishing without receiving the tablet and staying on track with his IEP.

Mindy Davis: Thanks, Courtney. So after we got the first 800 tablets out to our families with school aged children, it became more and more evident that our seniors were feeling socially isolated as the pandemic continued. So we were fortunate enough to receive additional CARES Act funding to replicate the process that we did with our families for our seniors, taking our total of distributed tablets up to 1,600.

So again, we went out to bid. T-Mobile was the successful vendor that came in. And we tried to implement a few improvements in this process that would set our seniors up for success. So clearly, we deployed a different image on the device with senior friendly apps, bookmarks, and provided additional resources for the senior to be successful.

I took the user guide that I created for our family and we customized it so that it was senior friendly. We made the font bigger. We only included the most important information in the user guide so that they wouldn't be overwhelmed.

We included a stylus along with the package to be able to help with the dexterity -- to help seniors with dexterity issues navigate through the screen correctly.

Probably the biggest change that we made was to our distribution process. When we did our family distribution, we did a quick demo, we walked -- showed them the user guides so that they knew what information was included in there, and then we sent them on their way.

We tried that with our first senior property and the feedback that we got was that they didn't feel confident -- many of them didn't feel confident to even turn their tablets on. So by the time we got to our second property, we implemented a hands-on, quick demo for all of our seniors.

So as you can see in the photo, we had their device in front of them so that they could learn how to turn it on, turn it off. We talked about touchscreens and how to navigate a touchscreen. We showed them how to open and close an application and how to return to home on their tablet.

We had large posters made with visual aids and we had staff available to assist to make sure that the seniors were keeping up -- to make sure our residents were keeping up with the demonstration. So the service coordinators, our case workers, our Phoenix Housing Connect staff, and onsite staff all were crucial to this process, to make sure that we were providing enough information to give them the confidence to at least turn the tablet on and start looking through the image that we had preloaded.

Additionally, one of the big changes is that we set up tables so that our seniors, once they were done with the demo and they had their device, if they needed help creating an email account, we had staff available to sit with them one-on-one and help create an email account. And we wrote their username and their passwords and their guides so it would all be together. That also



provided an opportunity to have some one-on-one time with our seniors and really talk about the different things that they could use their tablet for. So it was a good opportunity to build a relationship and create some trust between our staff and the seniors.

And one thing that we really emphasized with our team was don't underestimate our seniors' ability. Build their confidence, let them know that we are there to help them and that we're going to support them through their learning journey.

Additionally, a lot of our -- all of our service coordinators set up activities after the distribution onsite where they could get additional training, they could learn about Zoom so that they could participate in ongoing activities. Next slide, please. Thank you.

So when we did distribution, we surveyed all of the seniors and our residents indicated that 68 percent of them did not have any access to in-home tech assistance. So there was nobody in the home that could help them figure out how to utilize the tablet. So I knew that we were -- a large portion of our population was going to need individualized support.

So one of the other things that we included with the senior tablets that we did not do for the families was that we partnered with one of T-Mobile's partners, AMI Strategies, to provide support desk help for our seniors. So we had a dedicated line into the call center so that they knew it was going to be our residents calling, they knew it was going to be a senior, and they provided all kinds of support. Anything that the senior needed regarding the tablet, whether it was resetting a password on an email, creating a new email account, troubleshooting.

So the software that we used to deploy the image on the tablet also has a remote view feature. So if a senior got stuck and couldn't figure out how to get out of a screen or was having some kind of technical issue, the help desk, once the user grants permission, the help desk could remote in and see what the senior was seeing at the same time. So we did find that to be pretty helpful.

One of the requirements that I had with this contract was that they would spend as much time necessary with our residents. So it wasn't like a typical call center where they have a three-minute quota to get off the phone. I wanted to provide a positive experience and one in which our residents felt comfortable asking for assistance.

And then, lastly, we decided to follow up with custom digital literacy curriculum and training for our residents. So we are in the process now of working with a vendor to deploy that training.

I thought that this was an interesting comparison. So pre-distribution, the majority of our residents really thought that they were going to be using the tablet for entertainment. And as you can see, the percentages for everything else was pretty small. So I think they had a narrow idea of what was possible with the tablet.

When we surveyed our residents, our seniors in particular, several months after they had the device, we learned that they are using the tablets for medical appointments. They're doing online banking. They're paying their bills online. They're doing online shopping when they didn't want

to go to the grocery store. And they're using it for communication with friends and family to help reduce isolation.

So I think that was all of the support that the onsite staff have been giving our residents. They really feel confident and they're gaining skills to do more and more with their tablets.

Courtney Anderson: And I will be sharing two success stories of our senior residents here. I will start with Irene who is 96 years old. As Mindy mentioned, we did do a pre-distribution survey and not only did that tell us about what they wanted to do and who they had in home, but also let us know a little bit about what their needs were for the distribution.

So with Irene being 96 years old and having some mobility issue, we set her up with a pre-schedule the day before our actual distribution day so that we could spend a little bit more time with her. Irene came down and said that she had never opened a computer, seen a computer, or have a smart phone. So we knew that she was going to need some additional one-on-one training.

We asked Irene what she wanted to be able to do with the tablet, and she actually had no idea what she could do with it. So we started by creating an email as we did for all of the residents -- all the senior residents that didn't already have one. And as Mindy did mention or not, we did set them up with Google accounts so that they would be able to get into their play store to download applications.

Irene -- the most important thing to her after she realized some of the things she might be able to do was to be able to see one of her sermons that she wanted to watch. And so after -- Katie was working with her. She was one of our interns at the time. She was able to show Irene how to get to Google and how to exit also, which is important. The little circle at the bottom. All the residents know how to touch -- if you're ever on a screen you don't want to be in, you just hit the circle at the bottom.

But Irene was able to learn how to get on to Google and then push the microphone so that she -- instead of having to type in the name of who she wanted to look at or to hear, she would be able to say the name and it would pop up. And every time she would do it -- and she showed me how she would do it -- her face would light up when it would work.

And so it's just kind of reassuring them and practice, and they continue to do better and better.

Since meeting with Irene the first time to get her her tablet, I've had the pleasure of working with her two other times. The second time, I went to her housing site. We worked on Zoom. She wasn't sure that she'd ever used Zoom, but it was something that we were teaching anyone that wanted to learn so that if they wanted to continue training, that might be the avenue that we use for training sites.

So we showed her how to log on and we did a practice call. When she saw her face on the video, it brought a smile to my face, too, because she was practicing how to use a platform that she probably never thought she could, and we discussed potentially the ways that she'd be able to use

Zoom. Whether that be to visit with her doctor, to participate in a bible study, or to view a church service, or to visit with friends.

And since the first time we worked with Zoom, I followed up multiple times with just practice. When we've been working with our seniors, we have been making it easy printing out the password and the code to get in so that they were easily able to press it in to the tablet and get in. Not necessarily avoiding the email but just making it easy for them to see this is the meeting code and this is the password, this is how I enter in. And when they're able to do it, it builds their confidence, which I love.

So was -- in these photos here, she was showing me after she had just logged on to her sermon and she was so proud. So I have really enjoyed working with Irene, and I hope that -- she has recently had an accident, a fall in her home, and she did discuss with me that she'd like to be able to set up one of her primary doctor visits. And so I told her I'd follow up and help her get signed in. I'm looking forward to it. Next slide, please.

This resident here is Maria. I have the pleasure of working with Maria quite often, actually, as she lives in the Edison Eastlake neighborhood, our choice neighborhood. And Maria is a very social resident. Before the pandemic, she would come to a lot of the coffee chats and events. Her and her husband always come out to support our community activities.

And so when the pandemic started and residents weren't able to gather anymore, she really had no interest in using a computer. We talked about the distribution and would she like to receive a tablet when it was their turn, and she was disinterested. She said that she didn't know how, that her and her husband would just have difficulty using it. And so she probably -- it would probably be best not to do it.

And I told her that I would work one-on-one with her to help her understand how to log in and get an email. And she was unsure, but she accepted.

We began doing coffee chats which were essentially something that they used to do in person, but something we wanted to continue on so that the residents there were able to still connect with each other. And so we decided that we would use the tablets and start super simple with just doing a Zoom log on, come on down, pick up your coffee, and we did do social distancing and spacing, but they were able to pick up their coffee for the coffee chat. And then I just helped them sign in.

We started this with just the idea that they go back up to their room and we'd see how it would work. And I remember calling Mindy up in the first one and I said, oh, man, all I saw were four heads and we had all sorts of issues with mute and turning it on and off. But as time went on, things got better, and residents were able to sign on on their own. And this has been about a year now and we continue to do these every month.

Maria, though, enjoyed learning how to use Zoom so that she can connect to the coffee chats. It wasn't until I started a block watch group that they also used to have in person and now we were doing a virtual platform that I said, we're going to do this on our Facebook group that we have

for the community, let me show you how to start a Facebook so you can participate, as she wanted to.

And she was interested again in Facebook. She said she didn't understand what it was for and didn't want to do it. And I said, well, this is how we're going to try doing these block watch meetings. So let's see. Even if you just use it for this block watch meeting, I'll show you how to do it.

After we set up the Facebook, I think I saw her a month later and she had the biggest smile on her face. And she came down and I can tell there was a smile because you can see the lines near the eyes. But she came over and she said, I want to show you this on Facebook. And she opened it up and showed me a picture of her niece during her quinceanera. And she's, like, isn't she beautiful? This is my niece and these are my other family members, and she's showing me.

And just being able to be there in that moment and see how happy she was to connect to her family in Mexico, it really -- it's been such an honor to be a part of this project. Next slide, please.

And next, we would like to share a video. This is one of our residents, Brenda. She is a member of the RLC and a veteran, and she uses her tablet for connecting to her VA services, attending virtual exercise classes, and for many of the meetings here in our community -- the choice neighborhoods community. So go ahead and start the video whenever you'd like to get started.

Mindy Davis: Thanks, Courtney. Can you just confirm that you can see it up on your screen right now?

Courtney Anderson: I can see -- yeah. I can see it but --

Mindy Davis: I haven't hit play yet. Yeah. Thank you.

[Video Presentation]

Courtney Anderson: There isn't sound, though.

Mindy Davis: Okay. How about now?

Courtney Anderson: Yes. We can hear.

Mindy Davis: Okay. I'll reset it.

[Begin Video Presentation]

Brenda Stewart: Hi. I'm Brenda Stewart and I am [inaudible].

[End Video Presentation]

Mindy Davis: Okay. Thanks, Courtney. I didn't know if there's anything you wanted to add.

Courtney Anderson: Yeah. And I'm hoping everyone could hear it. My video ended up cutting out. So I hope everyone was able to hear Brenda's story. She shares a moment from this video that really brought tears to my eyes when she said she had a last conversation with her brother who ended up passing away. And she was able to have that on Zoom from her tablet.

And so I know the impact that we are making in this community. I see it and I feel it and I'm just -- I'm honored to be able to be a part of this project.

We wanted to share some takeaways from working with our residents. To stay flexible and offer constant encouragement and have faith in their abilities. Practice, practice, practice. As we found sometimes it takes a year to practice signing on to Zoom for the whole group to be able to do it on their own, but practice makes perfect. And celebrate the small successes. And whether that be just learning to log on to Zoom on your own or even graduating high school like Evan.

Continue looking for resources to enhance the program, secure training, help individually, and in group settings and repetition. I'm looking forward to being able to continue the digital literacy training with our residents.

We want to thank HUD for inviting us to share our experience and it's been an honor highlighting our resident's story here today. And thank you for having us.

Dina Lehmann-Kim: Thank you all for coming to both Choctaw Nation and Phoenix. Those were both really great. And Courtney, just so you know, I'm getting a lot of responses in the chat that folks were able to hear the video. So that's great.

Courtney Anderson: Wonderful. Thank you.

Dina Lehmann-Kim: Yeah. We have about 10 minutes left and I had a few questions come in. So I'll get started with those. But just a reminder to all attendees that if you have a question, you can either type it in the chat box and I'll read it out loud or you can use the raised hand function and I will unmute your line.

Okay. So first question is for Olen with Phoenix. So how did you initially engage with Helen? I think that was the first resident that you talked about. Did she come to you? How did that process work?

Olen Cox: So when the Choctaw Nation signed on as the pilot program back in 2015, the initial thing that we did was go out to our communities and kind of do a poll/survey of who would be interested in having the internet and what things would you like to learn from the program. So that helped establish not only our internet infrastructure, but it also set the ground work for our educational side of things.

Well, when Helen was first introduced to us back then -- this was part of the Calera and as soon as we came up with the program, we were, like, oh yeah, we're going to give you internet, we're

going to offer you classes. What does this sound like to you? And she says, absolutely. Sign me right up. And that's pretty much how we go as a door-to-door program because there's three people in our department and we're having to do a lot of driving, sort of speak. But when we were over there that day, she was extremely excited at the opportunity to kind of be a mentor, a student, and a recipient of the program.

Dina Lehmann-Kim: Okay. Great. Thank you. So the next question, it says Phoenix. Can you talk about your process of working with and acquiring the IT call center support?

Mindy Davis: Sure. So it was one of the things that we included when we did the request for bids. So I wasn't sure if any of our mobile providers would be able to provide anything like that, but I felt that it was necessary. So I pushed them to look for creative solutions. And T-Mobile had worked with AMI Strategies before. They also did the imaging and kidding (ph) of the family devices.

So we had some preliminary conversations with them. I told them how important I wanted the experience to be for the seniors. And they really appreciated what we were doing. They were happy to be a part of our solution and they've been really amazing to work with. And I've had very positive feedback from the seniors that have used the call -- that called the help desk. Yeah.

So it's been really, really good. We just included it in our request for bids and then kind of did a passthrough payment through T-Mobile in order to be able to pay for them.

Dina Lehmann-Kim: Got it. Thanks. Next is back to Choctaw Nation, a similar type question. Can you speak to the data sharing sort of agreement that you have with Verizon, etc., that allows you to see usage amongst your residents? How did that come about?

Olen Cox: Well, currently, I understand that we have a Verizon portal that we operate in and out of. Fred might be able to tag team this answer with me. But what we do essentially is that Verizon, I want to say about two or three years ago, they established this with us because not only do we support our tenants, but we also have an employee program. For a discounted rate, they can actually have the Verizon internet service as well. Sure, they'll be paying their own monthly charges, but we can also see their data usage as well and that was part of the agreement with Verizon that not only are we helping our employees and our tenants, but we can also view the usage, see who's eligible for an upgrade, who needs to have a device replaced, and who may or may not be having internet issues as well.

Dina Lehmann-Kim: Okay. Great. Fred, I don't know if you have anything to add.

Fred Logan: Yeah. I'll add a little something. Fred Logan with Choctaw housing ConnectHome manager.

Yeah. It came about with Verizon because of the need for the knowledge, you might say, in that they gave us access and trained us on their portal that we can go into the system and look at all of our people individually. And it's real handy for us because we can do it at home, we can do it at work any time that we get calls.

Dina Lehmann-Kim: Great. Thank you both. Next is back to Phoenix. Could Mindy please speak to the sustainability of their tablet program? Once CARES Act funding runs out, is there a plan for continuing to cover the internet service fee? Will this be passed on to the resident? Or will Phoenix continue to cover it?

Mindy Davis: So with the initial purchase, we included two years of connectivity through T-Mobile. The device belongs to the household, to the resident, and so they can keep it even once the service expires. And then, if they wanted to create their own T-Mobile account after the two years, they can do that.

City of Phoenix is looking at alternative options. We knew that two years was a Band-Aid, sort of speak. And so we are looking for a more permanent Wi-Fi broadband solution for our properties, and we're hoping that there will be some ARPA funding available for that. But we are in the process of looking for a permanent solution right now. Haven't quite figured that out, but we're on our way for -- heading in that direction.

Dina Lehmann-Kim: Okay. Great. Thanks. I think this next question -- and it's the last one that I have in my queue at the moment. So last call for questions. And this is for both. So how do you create trust with the older adults so that they are willing to try out using new digital devices which can often be scary?

Mindy Davis: Well, for us, when we did the -- when we schedule the appointment -- okay. When we first reached out to our residents to talk about this program and to invite them to receive a tablet, we conducted a survey during that initial phone call. And so we were asking them about what their hobbies were, what they think that they could do with a tablet, and we were offering suggestions at that point in time as well as documenting those results.

So we started with a very open conversation to schedule an appointment. And to follow up on that, then all of our onsite staff -- so our service coordinators were still having opportunities to interact with the clients individually. And so onsite staff were reinforcing.

Something else that we have included with our digital literacy training is I wanted to include some social isolation activities. So some fun things like online bingo, cooking classes, exercise classes. So one of the things that we have been talking to our residents about is that if they have a basic knowledge of how to use the tablet and how to get on Zoom meetings that they will be able to continue participating in those activities that we would have done in person virtually.

So a lot of it is consistency, repetition like Courtney said. And just building trust and trying -- by communicating with them individually and talking to them and finding out what their interests are and just reassuring them that we will be there every step of the way for them.

Dina Lehmann-Kim: Thanks, Mindy. Choctaw Nation, did you have anything to add about building trust with elders?

Olen Cox: I think the most important thing is kind of like it was said before is reaching them at a level that is familiar to them, speaking their language, getting interested in what their hobbies are, how they spend their time. Do they use Netflix? Do they know about YouTube?

What devices interest them the most? Are they more prone to using computers or do they want to use tablets? Do they just want to use smart phones? And then, setting that time out to decide of saying, okay, this is how it works. There's no need to be afraid of it. If something is to happen, then that's what we are here for. We will help you walk through each and every step, whether it be your smart phone or tablet or computer, that we will troubleshoot these things with you.

And to kind of get them interested in other things, we think of, oh, okay, well, we noticed that in your survey, you would like to know more about accessing libraries, accessing digital books and audio things that are available. So we'll schedule this one-on-one for you, and we will show you how on the tablet you can download this certain app through the Google Play store or however you'd prefer download these applications, get signed up for free accounts. Make sure if you do or do not have a library card, what are the next steps to get that taken care of for you?

And just being sure that we are there for them in the sense of we're seeing them as someone who is interested in these things, not someone that's just, like, okay, well, here's the tablet, there you go, figure it out kind of thing. We make sure that our program -- since we are a very family and culture-based tribe, it's not about left to the wind. It's making sure that everyone, especially our elders, are taken care of and they understand what we're saying when we're saying it and what we're speaking to them and things like that.

So making sure that the vocabulary is the most important thing.

Dina Lehmann-Kim: Okay. That wraps us up perfectly. We're right at 3:00 Eastern. So Dina, I will pass it to you for some closeout remarks.

Dina Lehmann-Kim: Great. Thank you so much, everyone, for being here with us today. And thank you to our wonderful speakers and the very valuable information you've shared with us. I think what you've done will help other communities replicate or think through their own programs in a more effective way. So thank you so much for that.

Before we do close, I do want to remind you all to hang tight for a quick moment and finish -- or fill out the questionnaire at the end of the webinar to let us know how you liked it and what else we can offer you in future webinars.

So with that, thanks again to our audience and to our wonderful speakers. And we look forward to seeing you at our summit, which is in about two weeks. So don't forget to register for that if you haven't already.

Thank you so much, everyone. Take care.

(END)