Helping Seniors Stay Connected – Facilitated Idea Exchange

2021 ConnectHomeUSA Virtual Summit

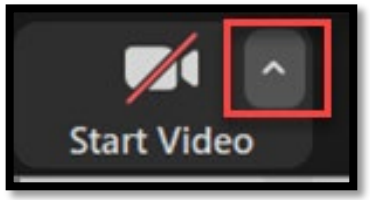
October 4, 2021

ConnectHomeUSA

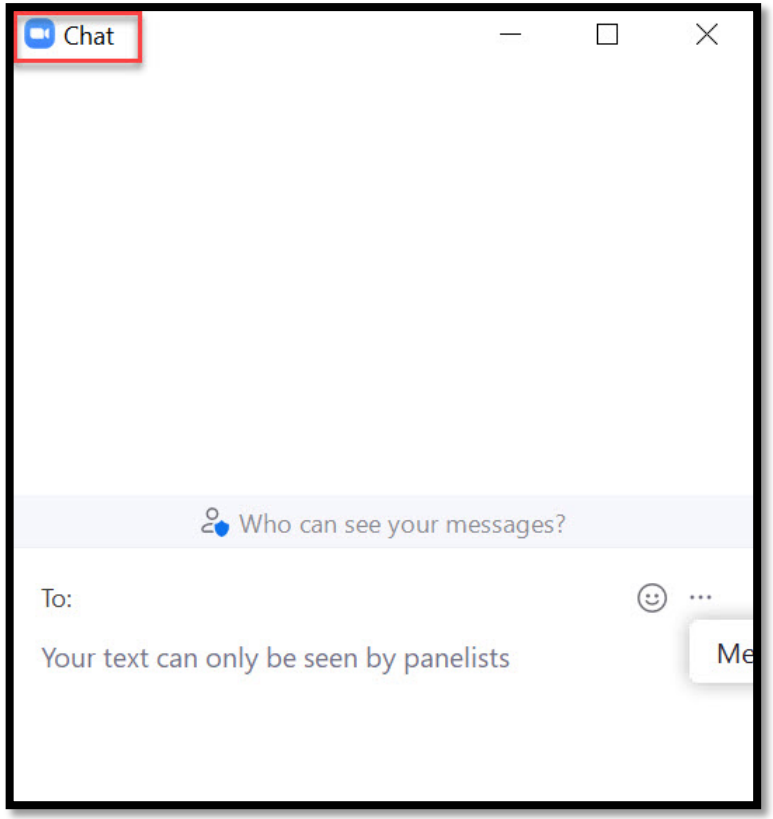
U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

Technical Issues? Questions?

- Attendees have been muted on entry
  - Can control mute/unmute
- Please turn your camera on and participate in the discussion



- For technical and content related questions, submit via the Chat box
- This webinar is being recorded and will be posted on the HUD Exchange



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Agenda

- Welcome & Introductions
- Topic overview
- Presenters:
  - **Paolo Narciso**, AARP
  - **Denise Wisley**, Yonkers Housing Authority
  - **Jessica Dianni**, Innovative Housing Concepts/Englewood Housing Authority
- Open discussion and Q&A

What type of organization are you affiliated with?

a. PHA
b. Tribe
c. Multifamily property
d. Nonprofit
e. Private sector
f. Other federal agency

What % of your housing portfolio is for seniors?

a. 0-25%
b. 26-50%
c. 51-75%
d. 76-100%

Connect2Affect

Innovations to help people build the social connections they need to thrive

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Paolo Narciso
Vice President, New Product, Program Development, and Program Optimization
AARP Foundation

ConnectHomeUSA

AARP Foundation connect 2 affect

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About AARP Foundation

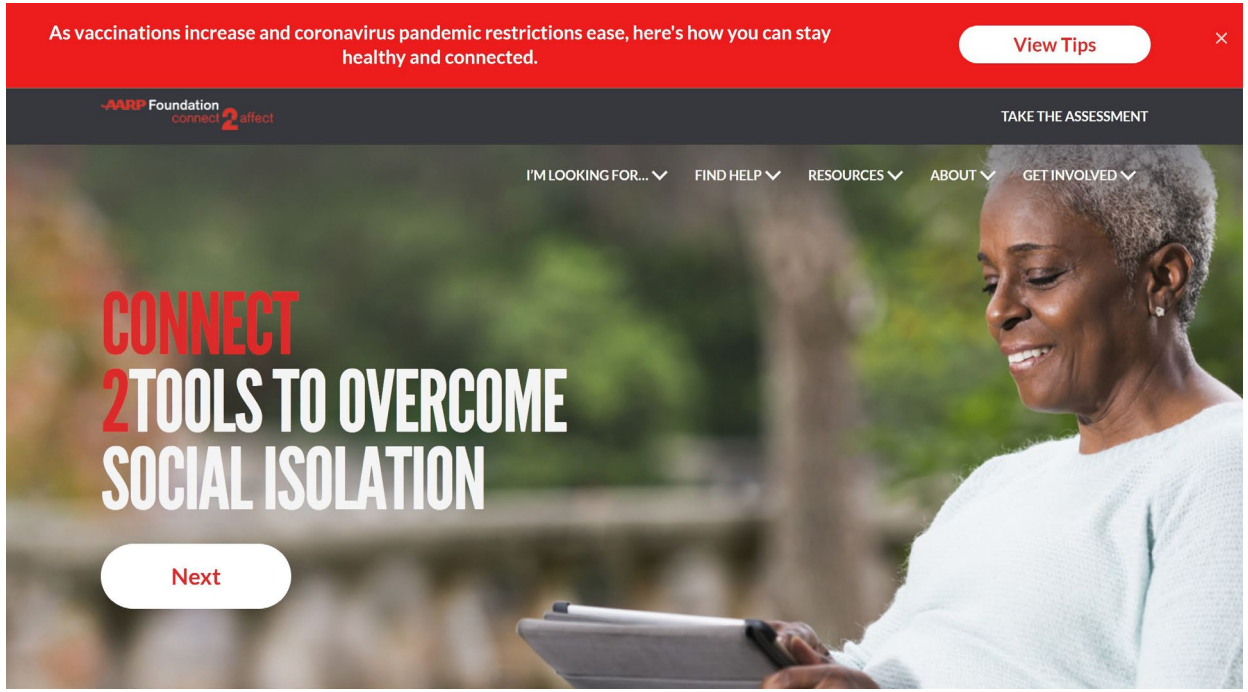
AARP Foundation works to end senior poverty by helping vulnerable people over 50 achieve economic security and break down systemic barriers created by discrimination.

As AARP's charitable affiliate, we serve AARP members and nonmembers alike. Through vigorous legal advocacy and evidence-based solutions, and by building supportive community connections, we foster resilience, advance equity and restore hope.

About Connect2Affect

AARP Foundation is leading a movement to end social isolation in older adults through Connect2Affect.

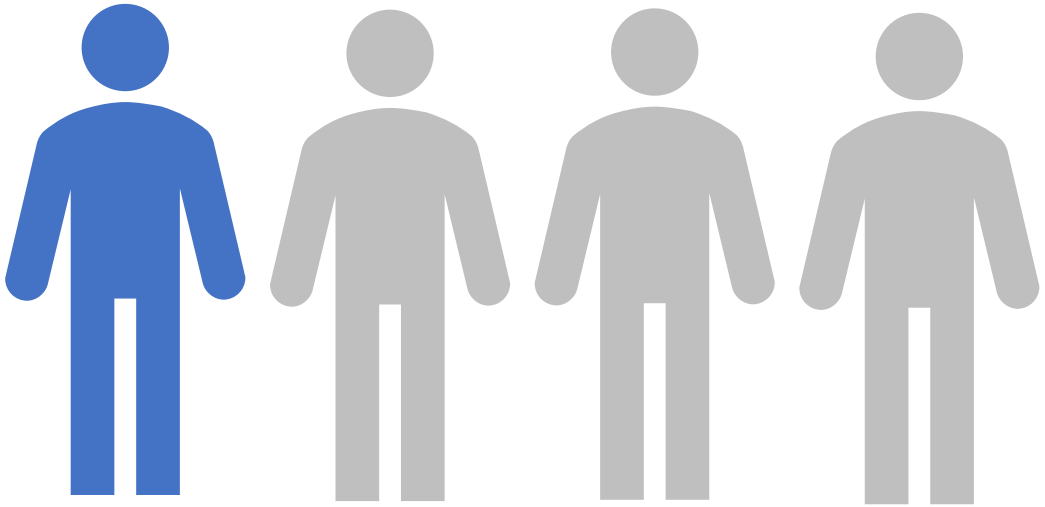
By funding innovative concepts and launching new programs, we're calling attention to this public health issue and helping people build the social connections they need to thrive.



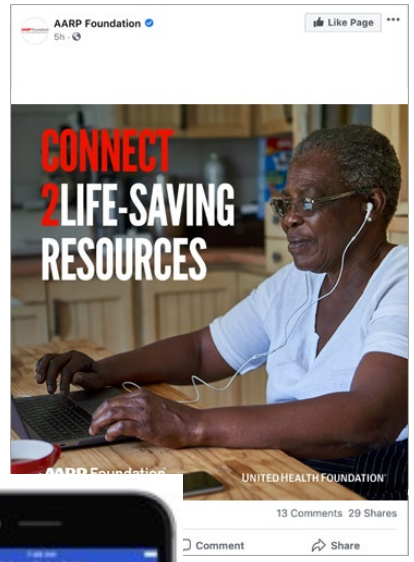
The Stats

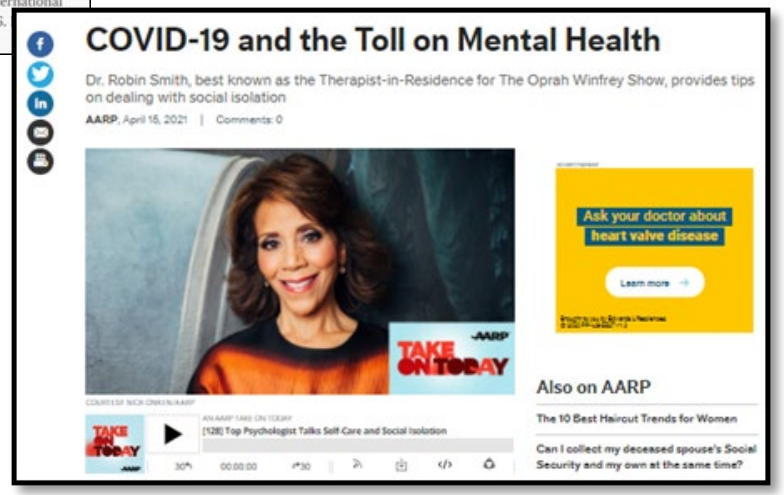
Social isolation affects nearly **1 in 4** older adults.

And that was *before* the COVID-19 pandemic.



Public Awareness Campaign





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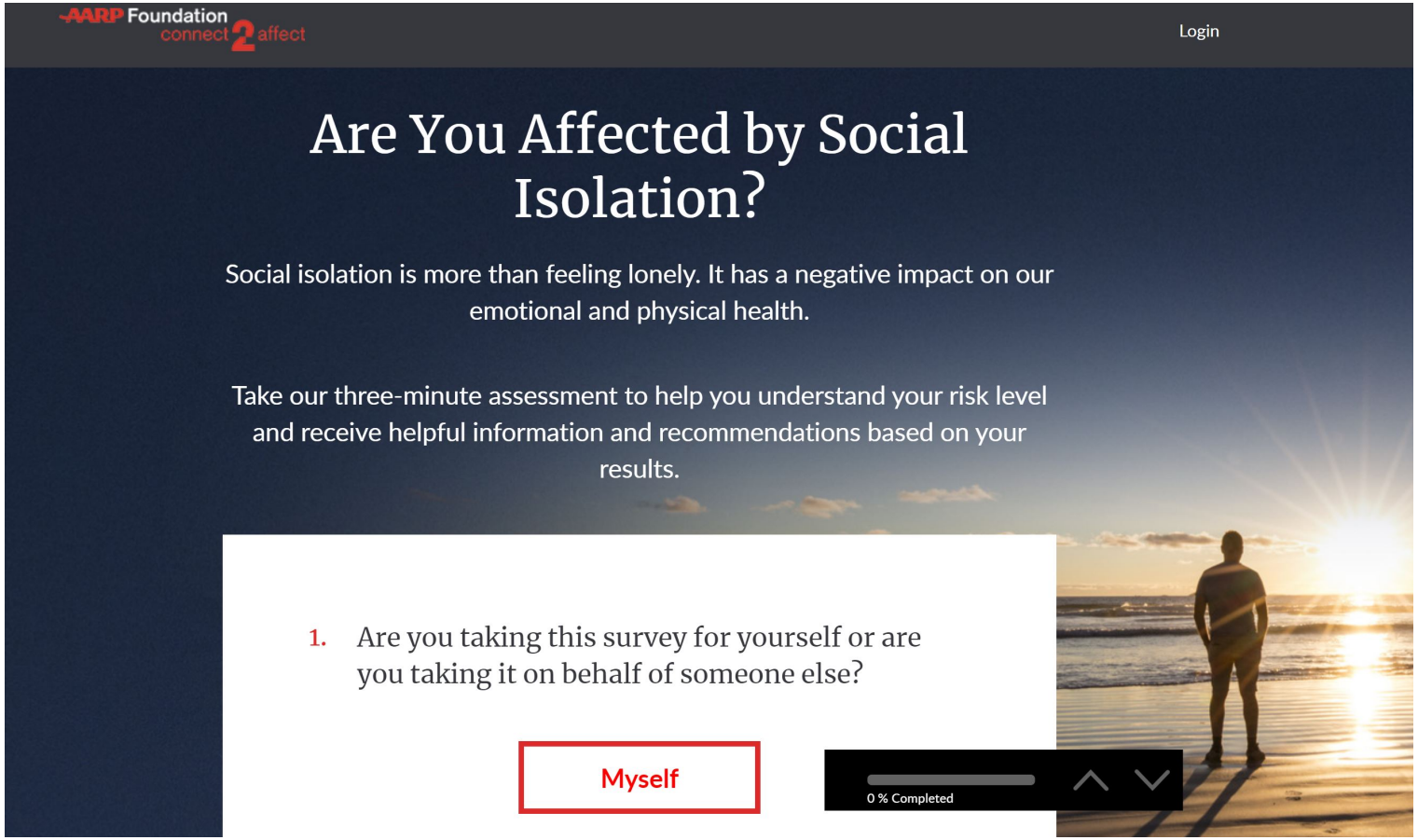
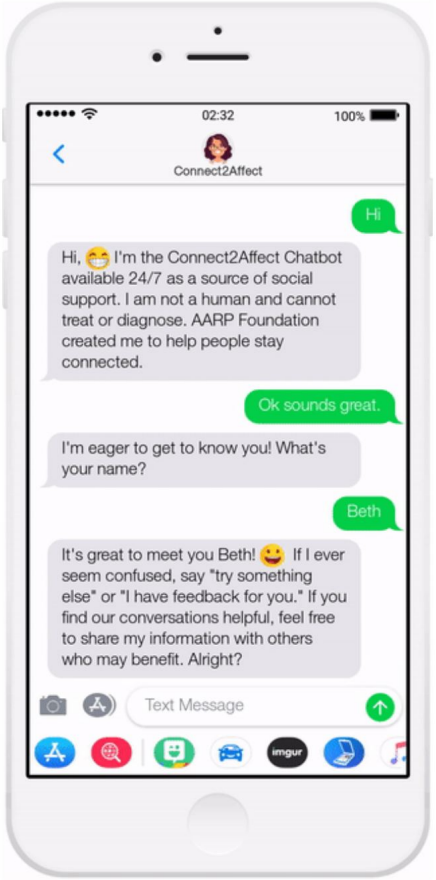
Social Isolation Risk Assessment



Alcove

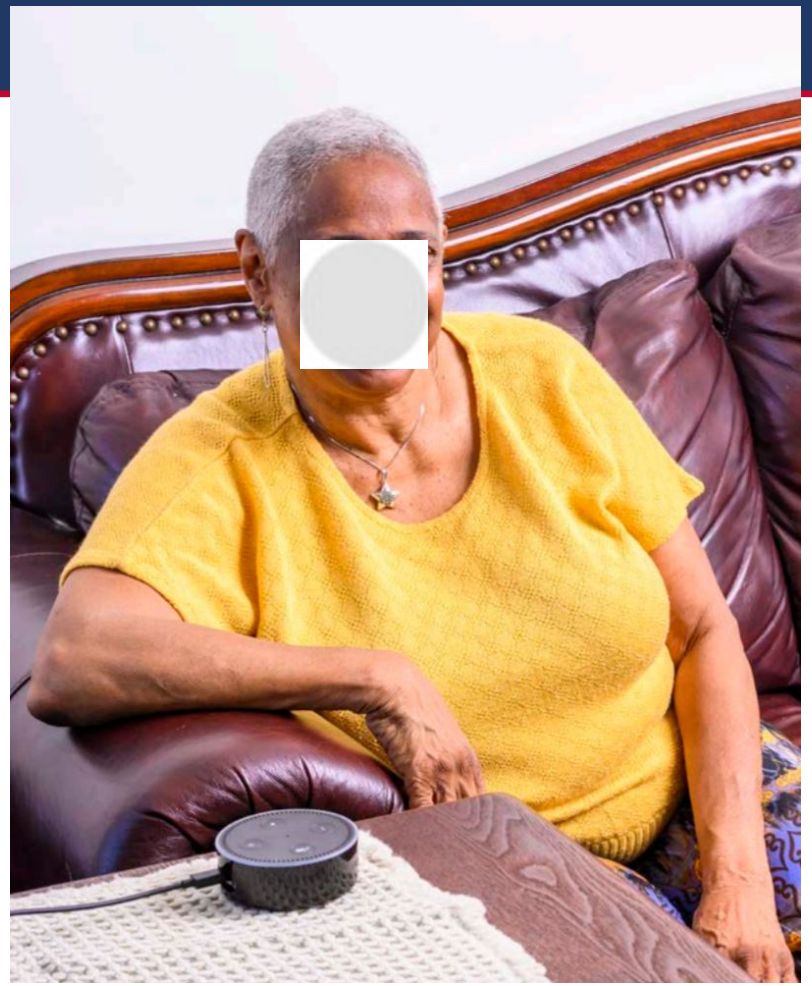
Connect2Affect Chatbot

The Connect2Affect Chatbot aims to help people over 50 get and stay socially connected. The friendly bot is designed to chat with users over text messages or on Facebook Messenger, with the goal of helping them build habits that keep them connected to family, friends and community.

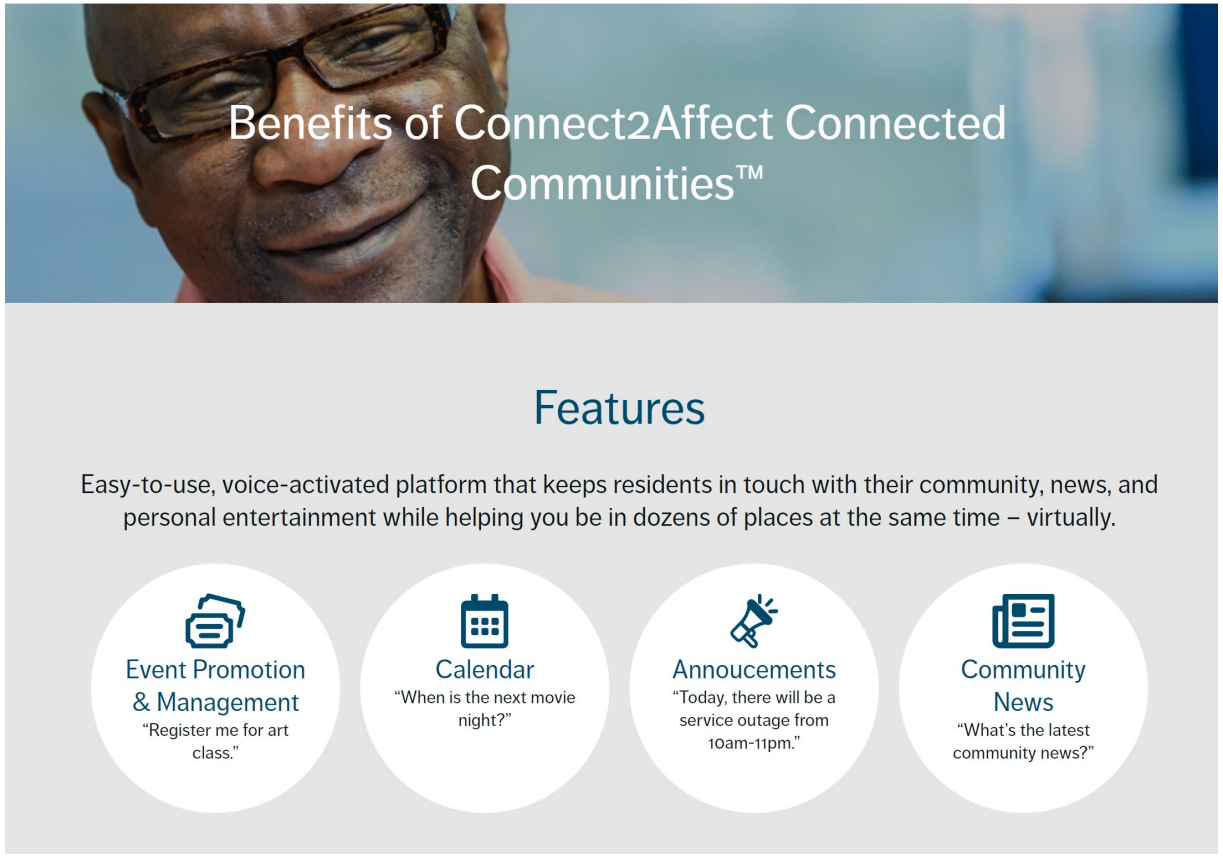


Connected Communities

AARP Foundation Connect2Affect Connected Communities™ connects older adults to their affordable senior housing communities and to each other by making it easy to get community information using just their voice.



Connected Communities



Social Isolation Map

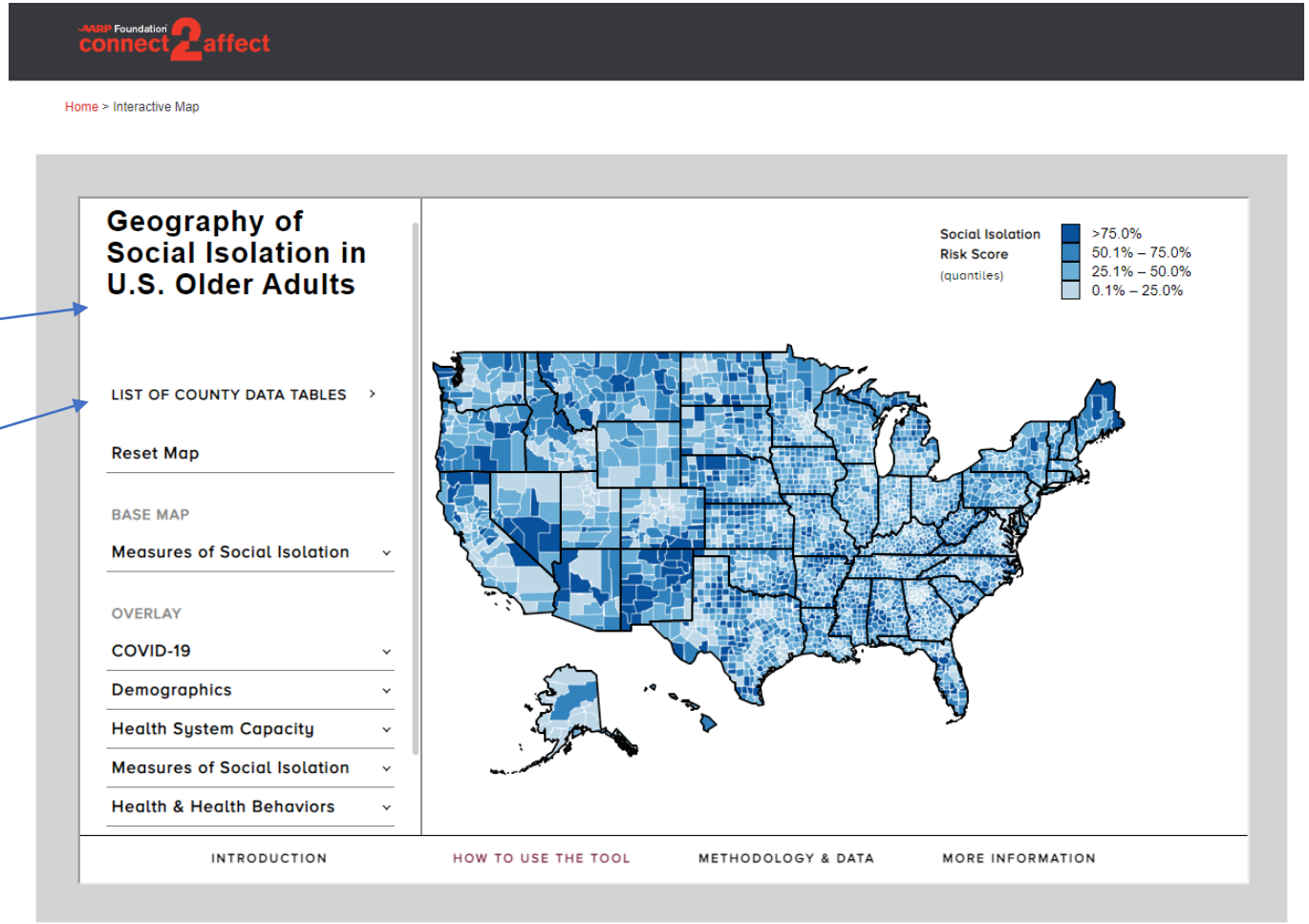
How to Use the Tool

Create county-level maps illustrating relationships between measures of social isolation (base map) with demographics and health outcomes data (overlay).

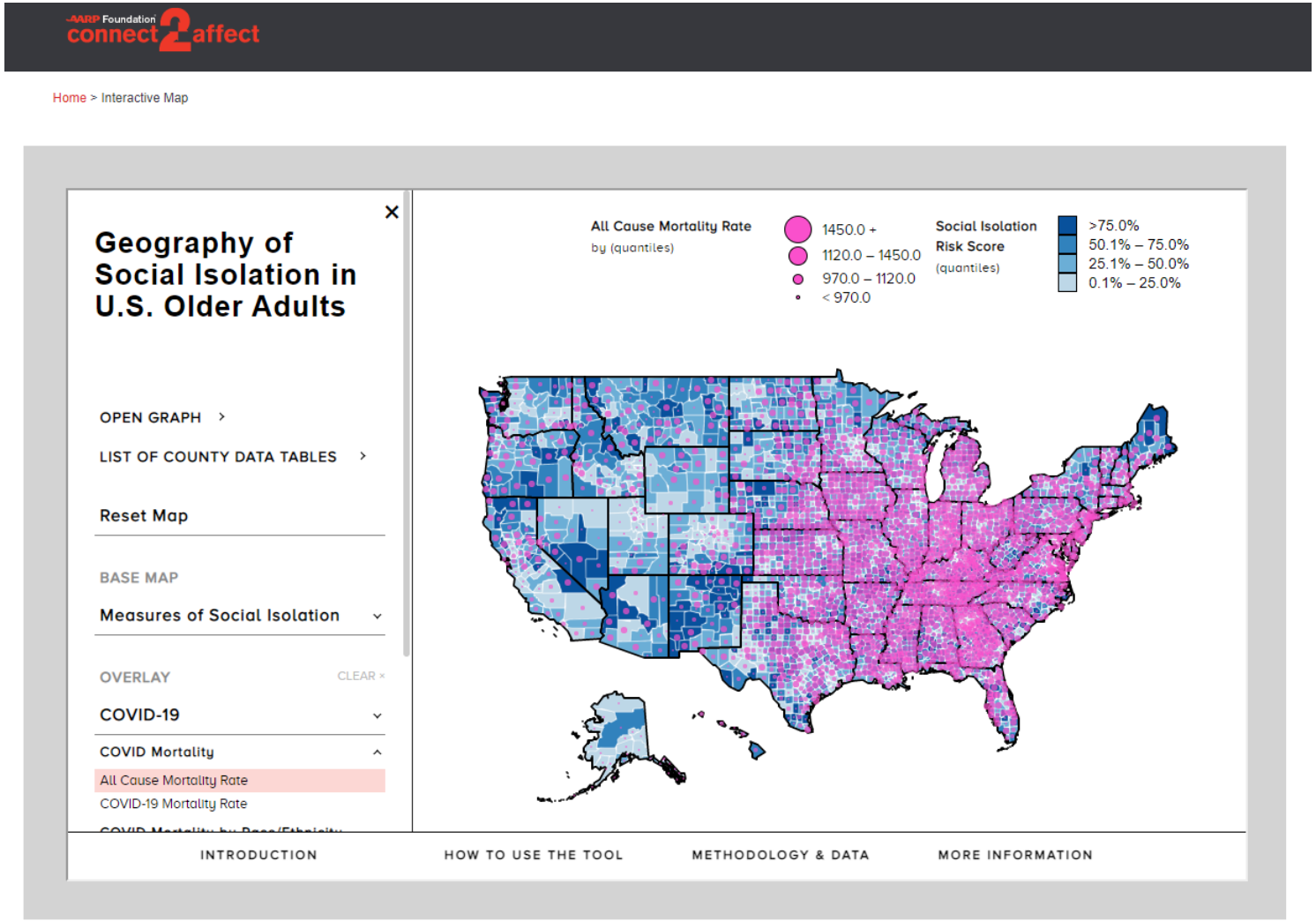
Within the tool you can:

- Change base map layers by selecting a particular measure of social isolation
- Change overlay layers
- View data for a particular county
- View state level data

You can also filter the map by data value and by state.



Example of Social Isolation Map with Overlay



Thank you

connect2affect.org

AARP Foundation connect 2 affect

CONNECT-A-SENIOR

The Municipal Housing Authority for the City of Yonkers (MHACY)

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MHACY
Municipal Housing Authority for the City of Yonkers

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MHACY CONNECT-A-SENIOR

MHACY recognizes that having access to Wi-Fi and a tablet for many residents may not “bridge” the technology gap.

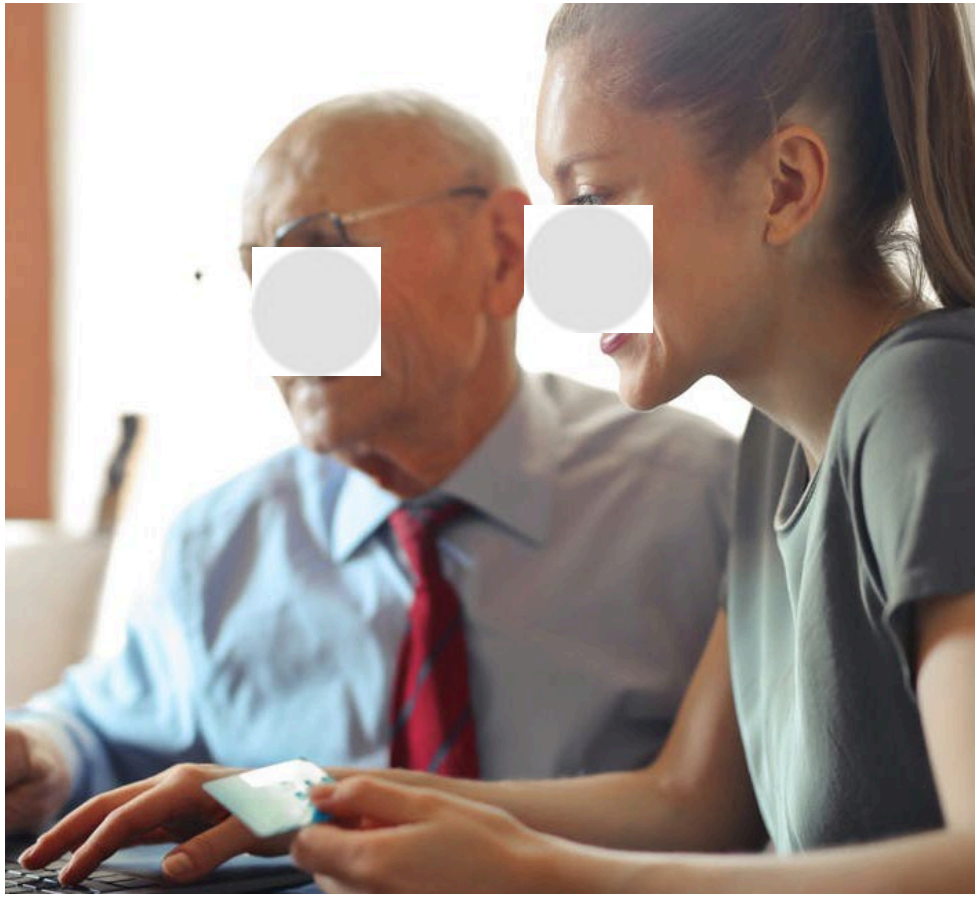
- To promote digital inclusion, the MHACY hired Tutors to assist with the ConnectHomeUSA initiatives to include, Connect-A-Senior.
- Senior Residents were provided with a T-Mobile Tablet and/or computers are available upon request.

MHACY CONNECT-A-SENIOR

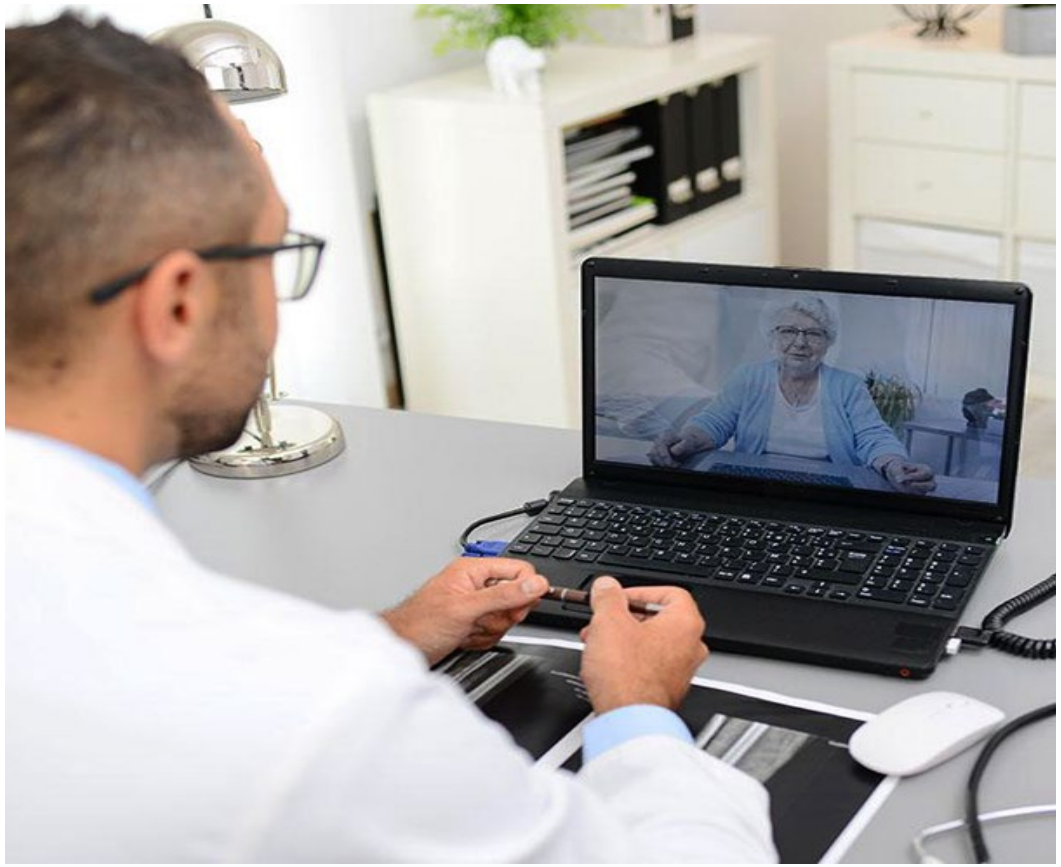
Problem: Quite often, older adults are nervous or apprehensive as pertains to learning “new” technology and may be isolated from family and friends.

Solution: Assign T-Mobile Tablets and Tutors (provide individual and group instruction)

- ✓ Create Social Media accounts (Facebook, Twitter, and Instagram)
- ✓ Download Music (concerts, background noise)
- ✓ Games of interest (motor and sensory skills)
- ✓ Arts (museums, instructional classes)
- ✓ Education and Enrichment Classes



MHACY CONNECT-A-SENIOR



Problem: Many older residents must travel via public transportation to see their physician, **not** an effective option during the COVID pandemic.

Solution: The Tutors assist with appointments & other health activities.

- ❑ Tele-Med Appointments
- ❑ Health/Wellness Apps etc.
  - ✓ Mayo Clinic
  - ✓ My Fitness Pal,
  - ✓ Meditation
  - ✓ Nutrition

MHACY CONNECT-A-SENIOR

SUCCESS STORY

Senior Citizen (100 years old)
Virtual Birthday Party

The Tutor assisted with the connectivity process.

The Senior Resident connected with her friends and family.

ConnectHomeUSA and Senior Programming

Englewood Housing Authority

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Jessica Dianni

Resident Services Coordinator

Innovative Housing Concepts/Englewood Housing Authority

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Innovative HOUSING CONCEPTS

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Getting Connected: Internet Engagement

- Starry: onsite presence, door to door correspondence, on the spot signup
- EBB Benefit content monthly
- Streamlined process with Starry- easy EBB signup
- Resident focused events with Starry; community gardening, pumpkin palooza, coffee and donuts

Café Style Internet

- Offered in common area, through Starry
- Available for residents to use at any time
- Supports mini-computer lab
- Offers 1:1 support and education

Devices for Staying Connected

Laptop Loaner Program

Innovative Housing Concepts is happy to announce we will be beginning a laptop loaner program. This program will help support residents who do not have access to computer devices, borrow a laptop for a one month loaner program to connect digitally during times of social distancing.

Qualifications:

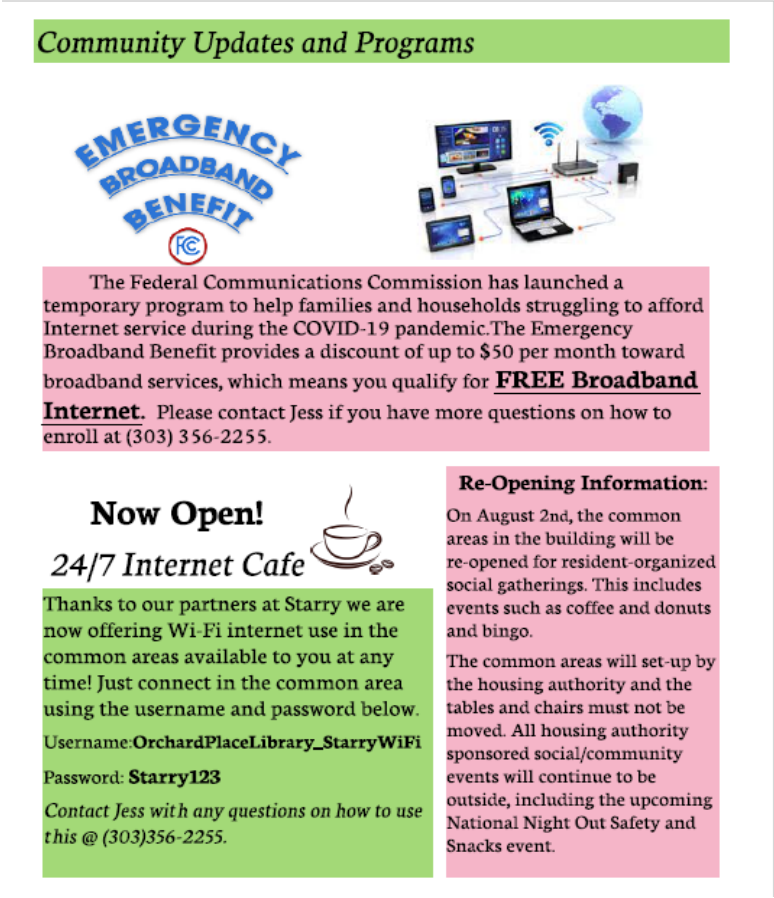
- Must be an IHC resident
- Must have internet in place

There will be 25 laptops available on a first come first serve basis. The program will begin in February. If after the first 30 days you decide you would like to purchase a laptop of your own, Jess will assist you in purchasing one through PCs for People.

Please contact Jess at (303) 356-2255 by January 22nd, 2021 if you are interested in being among the first 25 to participate.

- Laptop through PCs for People: Laptop Loaner Program, Mini Computer Lab
- Voice Activated Alexa Dots through AARP Connected Communities: installation and support

Tools for Visibility



Community Updates and Programs

EMERGENCY BROADBAND BENEFIT

The Federal Communications Commission has launched a temporary program to help families and households struggling to afford Internet service during the COVID-19 pandemic.The Emergency Broadband Benefit provides a discount of up to $50 per month toward broadband services, which means you qualify for **FREE Broadband Internet.** Please contact Jess if you have more questions on how to enroll at (303) 356-2255.

Now Open!

24/7 Internet Cafe

Thanks to our partners at Starry we are now offering Wi-Fi internet use in the common areas available to you at any time! Just connect in the common area using the username and password below.

Username:**OrchardPlaceLibrary_StarryWiFi**

Password: **Starry123**

Contact Jess with any questions on how to use this @ (303)356-2255.

Re-Opening Information:

On August 2nd, the common areas in the building will be re-opened for resident-organized social gatherings. This includes events such as coffee and donuts and bingo.

The common areas will set-up by the housing authority and the tables and chairs must not be moved. All housing authority sponsored social/community events will continue to be outside, including the upcoming National Night Out Safety and Snacks event.

- Monthly newsletters
- Monthly resident-focused events
- Monthly calendars
- Content
- Incentives

Future Directions

- Full-functioning computer lab
  - Digital Literacy classes tailored to devices through Older Americans Technology Service (OATS)
- Survey and assess level of interest in devices and type of devices for personal use
- Device distribution with PCs for People and Starry offering discounted Internet and devices based on survey gauging device interest

Discussion and Q&A

Did you get a new idea or strategy from this session that you will implement?

a. Yes
b. No
c. Maybe

Thank you!
See you tomorrow