Addressing Social Isolation through Technology Solutions

Administration for Community Living

June 26, 2020
Today’s Webinar

• Highlight how technology can be leveraged to increase social engagement, including specific hardware and software options

• Identify resources for acquiring and distributing technology, as well as training mechanisms
Upcoming Webinar

• Successfully Engaging Older Adults and Adults with Disabilities via Technology: Strategies and Best Practices
• July 9 @ 1pm ET
• Visit ACL.gov (Announcements section) to register
Presenters

• Majd Alwan, LeadingAge
• Cathy Bodine, University of Colorado, Denver
• Scott Code, LeadingAge
• Ryan Elza, AARP Foundation
• Sandy Markwood, n4a
• Liz Persaud, GA Tech Pass It On Center
• Carolyn Phillips, GA Tech Pass It On Center
MENTAL Health Innovation Challenge

• Opportunity to develop a software platform that increases awareness of, access to, and use of social engagement technologies and programming to help curtail the impact of loneliness and social isolation

• More info at Challenge.gov
Community Workshop

Welcome!

Learn more about staying connected ➔
Social isolation affects nearly 1 in 4 older adults.
How can technology be used to address social isolation?
List of ways technology can be used to address social isolation

- CALLING & MESSAGING
- ACCESSING ESSENTIALS
- EXERCISE & WELLNESS
- INFORMATION & RESOURCES
- Online Communities & Classes
- NEWS
- VIRTUAL VOLUNTEERING
- ENTERTAINMENT & GAMES
- BOOKS
Tips for getting and staying connected.

We can all take steps to maintain and strengthen our ties to family and friends, expand our social circles, and involved in our communities — even during a pandemic that requires physical distancing to lessen disease spread.

1. Commit to contacting a friend or family member you haven’t been in touch with regularly.

2. Schedule a time every day to call a friend.

3. Get outside and walk to stay physically active and enjoy fresh air.

4. Get involved in online group activities and trusted virtual communities — for example, groups that are organized around faith, fitness, movies, music, sports, or books.

5. Check to see if your local senior center is offering virtual games or other activities online.

6. Volunteer to deepen your sense of purpose. There are ways you can help from the safety of your home, like making calls, working on mailings, or fundraising.

7. Stay connected to your neighbors! Meeting new people in your community is a great way to connect with people of all ages.

8. Do something pleasant or soothing for yourself every day. Keeping a positive frame of mind helps us connect.
National Organizations and Resources

• AARP Foundation Connect2Affect: 
  [Connect2Affect.org](http://Connect2Affect.org)
  Learn more about social isolation and find resources and tools to help you stay connected.

• AARP Community Connections: 
  [aarpcommunityconnections.org](http://aarpcommunityconnections.org)
  Find or start a mutual aid group, get assistance, or connect with people in your community.

• AARP Coronavirus Updates: 
  [aarp.org/coronavirus](http://aarp.org/coronavirus)
  All the latest updates on the coronavirus, including tips for older adults on avoiding social isolation.

• Create the Good: [createthegood.aarp.org](http://createthegood.aarp.org)
  Links to local home/remote volunteer opportunities.
LeadingAge Center for Aging Services Technologies (CAST)

Majd Alwan, LeadingAge
Scott Code, LeadingAge
Types of Social Connectedness and Engagement Technology

• **Social Connectedness Technologies:**
  – Social Networks
  – Video Chat
  – Audio Chat
  – Picture Sharing
  – Photo Sharing
  – Text Chat
  – E-Mail

• **Social Engagement Technologies:**
  – Life Stories
  – Community Activity and Event Management
  – Exercises, Mental Exercises, and Games
  – Music
  – Facilitated Communications and Conversations
  – Companion App or Robot
  – Virtual Reality
Authorized contacts

(Nurse)
Linda Johnson
Phone: 123-123-1234

(Son)
John Doe
Phone: 123-123-1234

(Physician)
Michael Jones
Phone: 123-123-1234

(Daughter)
Tina Fay
Phone: 123-123-1234
Fax: 123-123-1234
Email: abc@caremerge.com
Address: 123-123-1234

Activity Feed

WED, SEPTEMBER 16, 2015
- Attended Water Aerobics
- Received assistance with Housework
- Received assistance with Ambulation

TUE, SEPTEMBER 15, 2015
- Attended Movie Night
- Attended Chair Yoga
- Received assistance with Shopping

Linda
Hi - Your dad is in a good mood today. Are you planning to stop by?
Today

You
Yes! Do you want me to bring anything?
Today

Linda
Please bring his wedding photo, we are planning a surprise for him tomorrow
Today

Add Reply

LeadingAge CAST
Tele-Rehabilitation

MOVEMENT TRACKING

MOTIVATING GAMES

OUTCOMES DATA
Social Connectedness and Engagement Technology Tool

LeadingAge CAST produces and publishes a comprehensive portfolio of hands-on resources that help providers understand, plan for, select, implement, and adopt the appropriate technology while advocating for innovative care models.

The complete portfolio of Social Connectedness and Engagement Technology tools include:

- Social Connectedness and Engagement Technology for LTPAC: A Primer on Planning and Vendor Selection Guide
- Social Connectedness and Engagement Technology Interactive Guide
- Online Social Connectedness and Engagement Technology Selection Tool
- Social Connectedness and Engagement Technology Selection Matrix
- Social Connectedness and Engagement Technology Provider Case Studies

Accessibility Features

• Zoom font size and Contrast
• Voice recognition: Dictation and Command, Voice
• Screen Readers: Read pages aloud, echo command, instructions
• Visual Cues instead of audio alerts
Interactive Guide

Social Connectedness and Engagement Technology

Planning for, Selecting and Implementing Social Connectedness and Engagement Technology

Interactive Educational Module

<table>
<thead>
<tr>
<th>Product</th>
<th>Social Network (Public, Semi-Private, Both, No)</th>
<th>Video Chat</th>
<th>Audio Chat</th>
<th>Photo Sharing</th>
<th>Event/Activity Sharing</th>
<th>E-mail</th>
<th>Text Chat</th>
<th>Picture Chat</th>
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<td>24x7 Companion Avatar</td>
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Online Selection Tool/Matrix

CAST Social Connectedness and Engagement Technology Selection Tool

Thank you for using the CAST Social Connectedness and Engagement Technology Selection Tool. This tool will be most useful after you have read our Social Connectedness and Engagement Technology Whitepaper to understand the planning and requirements identification process.

We highly recommend convening a multidisciplinary team to define requirements for your organization’s Social Connectedness and Engagement program.

Once you have defined such requirements, this tool can help you learn which of the reviewed Social Connectedness and Engagement products might meet your needs. If you receive no results, consider excluding less important requirements to broaden the possibilities.

Our Social Connectedness and Engagement Technology Matrix provides a detailed review of available products and the functionalities they offer that allows you to drill down on the products shortlisted using this tool.

Please note that the more checkboxes selected, the less results you will receive as the search tool will return products that meet ALL checked criteria. If you receive no or very few results, consider unselecting and excluding less important requirements to broaden the possibilities.

If you have a MyLeadingAge.com account, we strongly recommend logging in BEFORE USING THE TOOL.

Business Line/Care Applicability
I need a social connectedness and engagement system for:
- Physicians’ Offices
- Emergency Department
- Hospitals
- Attending LTPAC Physician
- Housing with Services
- Home Health/Home Care
- Hospice
- Adult Day Care/Senior Centers
- Assisted Living Facilities
- Acute Rehab Facilities
- Long-term Acute Care Hospitals
- Long-term Care Rehab Facilities
- Skilled Nursing Facilities
- Intermediate Care Facilities
- Memory Care Facility
- Intellectual Disabilities/Mental Retardation/Developmental Disabilities (ID/MR/DD) Facilities
- Continuing Care Retirement Communities (CCRC)
- Program of All-Inclusive Care for the Elderly (PACE)
- Accountable Care Organizations (ACO)/Integrated Delivery Networks (IDN)
- Multiple Site Integration

Social Circle
I need the system to connect or engage:
- User-to-Peer(s)
- User-to-Family
- User to Professional Caregiver
- Facilitator-Mediated

LeadingAge™ CAST

center for aging services technologies CAST
Things to Consider When Selecting Technology Solutions

Pass It On Center & Tools for Life Center for Inclusive Design and Innovation
College of Design

Carolyn Phillips & Liz Persaud

June 26, 2020
Happy to Be Here with You!

Things to consider when selecting technology solutions

Carolyn Phillips, Director & PI, Pass It On Center

How do I acquire and distribute technology?

Liz Persaud, Georgia Tech, Pass It On Center
5 Tips to Consider when Selecting Technology Solutions

1. **Person-Centered Approach**: The Individual, family/family of choice and Circle of Support are the most critical decision makers when selecting Technology and Assistive Technology (AT). Having the Individual as central to making the decision is a key to successful Tech/AT matching and helps promotes independence.

2. **Think “Team”:** Use a Team approach to select Tech/AT. Team Members usually come from different disciplines. The Team members vary depending on the Individual’s functional skills, abilities and needs. The Team includes the Individual and can include, a family member or significant other, AT specialist from the AT Act Program, ADRC staff, rehabilitation specialists and/or occupational, physical and/or speech therapists, etc.. We are collectively brilliant and can find better Tech/AT solutions together.

3. **Focus on the Individual’s Functional Skills and Needs**: Medical Model vs Social Model. Human Activity Assistive Technology (HAAT) Model (Cook & Hussey) "What does this person want or need to do that he/she/they currently cannot do?" From there the team can begin to look for ways to alter the environment and/or find the Tech/AT to assist the Individual. Check out the International Classification of Function (ICF) (WHO). Be a Problem Solver!
4. **Keep it Simple:** What is the simplest, most efficient way to solve this problem? Consider Universal Design. Consider features and feature matching. Consider Apps. The best technology solution may be a no-tech/low tech solution. Consider maintenance, tech support, training and repair costs. What is built-in to devices he/she/they currently own? What devices are they carrying around in their pocket or purse?

5. **Try Before You Buy:** Know Your AT Act Program! Informed Choice. It's common for users to successfully use a device in an insulated setting (when evaluating or learning about the device) and still be unable to use it in a real-world setting. Try it in the real world so the individual can be sure the device works for them! Many reputable vendors will allow you to rent or borrow a device and then apply the rental payments toward the purchase. Some vendors have a 30-60 day return policy on the device if it does not work for the individual. Give feedback to vendors/manufacturers to help improve the Tech/AT.
How do I acquire and distribute technology?
Visit AT3 Center to find your statewide AT Act Program and learn about accessing AT, direct services such as equipment demonstrations, training, funding education, and more.

www.at3center.net/stateprogram
Finding your local AT Reuse Program is a cost-effective way to access AT and DME.

Visit the Pass It On Center website to find your local Reuse Program and other helpful resources on AT Reuse [https://pioc.gatech.edu/pioc/](https://pioc.gatech.edu/pioc/)
Contact Your Local Center for Independent Living (CIL)

Independent living and assistive technology can create great success in someone's life!

Contact your local CIL to not only learn about independent living solutions and strategies, but how AT can play a major role in this person-centered approach.

- [https://ncil.org/](https://ncil.org/)
Don’t Forget about Apps as AT

• Tools for Life AppFinder Updates

• Two new categories have been added to the AppFinder
  • Social Distancing
  • Teleworking

• Chrome Extensions have been added under Device Types
Thank you!

We appreciate your time!
Tools for Life Team

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Area Agencies on Aging and Title VI Programs Need Technological Solutions to Social Isolation

• 86% are looking to support clients who have limited/no tech access

• 83% are looking for technological solutions to address social isolation

• 47% looking to provide direct assistance on telehealth to clients
AAAs and Title VI Programs Positioned to Support Technological Solutions

• “Our primary focus now is addressing social isolation. We are using CARES funds to GrandPads for caregivers and Title IIIB for case management and exploring their use for nutrition ed and counseling and elder abuse.”

• “We are using technology such as FaceTime and telemedicine to ensure clients can keep medical appointments. Staff bring our technology and WiFi to clients’ homes to accomplish this, as most don’t have smart phones or computers.”

• “The AAAs in our State are using Civil Money Penalty Reinvestment funds to provide tablets to enable nursing home residents to connect with family members.”
Training to use technology, software and apps.

Cathy Bodine PhD, CCC-SLP
Department of Bioengineering, University of Colorado
Knowing the **type of training you need**, helps determine where to go.

- Learn to use the device, app or software.
- Learn to use accessibility features.
- Learning to choose between available accessibility features.
Knowing **who needs the training** is critical.
Knowing **what type of training is needed** is key to selecting a training strategy.

- Device, app or software.
- Accessibility features.
- Choosing the correct accessibility features.
Knowing **what type of training is needed** is key to selecting a training strategy.

**Device, app or software.**

Apple Stores:  
https://www.apple.com/retail/geniusbar/

Senior Planet: Older Adults Technology Services (OATS):  https://oats.org/

AARP:  https://learn.aarp.org

Public Libraries

**Medicare:**  
https://www.medicare.org/articles/senior-computer-classes-to-try-online-for-free
Knowing **what type of training is needed** is key to selecting a training strategy.

- **Accessibility features.**

  Apple: [https://support.apple.com/accessibility](https://support.apple.com/accessibility)

  Technology Act Programs: [https://www.at3center.net/stateprogram](https://www.at3center.net/stateprogram)

  Google: [support.google.com](https://support.google.com)
Knowing **what type of training is needed** is key to selecting a training strategy.

- Choosing accessibility features.

**Technology Act Programs:**
[https://www.at3center.net/stateprogram](https://www.at3center.net/stateprogram)

**Easter Seals:**
[https://www.easterseals.com/](https://www.easterseals.com/)
Thank you!

- https://www1.ucdenver.edu/centers/center-for-inclusive-design-and-engineering
Questions?