

Richmond Digital Health Literacy Project
Partner Meeting #6 NOTES
November 21, 2016 11:00am- 12:30pm
Richmond Room, Richmond City Hall, 450 Civic Center Plaza

Attendees:

- John Douglass, *Reentry Success Center*
- Heather Imboden, *Community in Collaborations*
- Anne Ronquillo, *Crescent Park*
- Sarah Wang, *Community Clinic Consortium*
- Kimi Barnes, *Rubicon Programs*
- Janine Shaheed, *CHDC (Community Housing Development Corporation)*
- Mark De Leon, *CHDC (Community Housing Development Corporation)*
- Andres Abarra, *Lifelong Medical Care*
- Gail Ellis, *Lifelong Medical Care*
- Christopher Merrida, *SCCNR (Service Community Corporation of North Richmond)*
- Sue Hartman, *COR IT Department*
- Katy Curl, *COR Library and Cultural Services Department*
- Gabino Arredondo, *COR City Manager's Office*
- Sherry Drobner, *COR Literacy for Every Adult Program (LEAP)*
- Ellen Kersten, *Richmond Digital Health Literacy Project*
- Patricia Ruis, *Richmond Digital Health Literacy Project*

Meeting objectives

1. Convene City of Richmond staff and partner organizations for discussion about digital health literacy needs and opportunities in Richmond
 2. Collect feedback from community experts about the Richmond Digital Health Literacy summative evaluation draft report and dissemination plan
 3. Discuss program sustainability options and plans for 2017
 4. Establish plans for end-of-pilot Program Celebration event
- I. Announcements:
- Lifelong is recruiting for their Spring 10 week Health Promoters program. Contact Gail Ellis (gellis@lifelongmedical.org) or Andres Abarra 510-549-5446 for more info.
- II. Digital Health Literacy Project Update
- Our trial program of providing internet hotspots to graduates did not go very smoothly. The company providing the internet service, Basic Internet, had a miscommunication with TMobile that prevented users from having access for almost a month. It took a lot of staff time to work out the problems and get new SIM cards to users. We are no longer providing internet service to graduates.
 - Many graduates express a need for internet access, so we have been referring them to Teresa Jenkins at Building Blocks for Kids (BBK) to get help getting connected. The website www.everyoneon.org is also a helpful resource for

students and providers. Almost anyone on any type of public assistance can get some sort of discounted internet for as low as \$10 per month.

- Kimi: How long can people keep their low cost internet service after they stop receiving public assistance?
- Ellen: Good question! Ellen will follow up with Teresa at BBK who may know the answer.

Follow-up information from Teresa:

“Families that are participating in or has someone in there household participating the SNAPS/FOODSTAMPS Program are eligible for the AT&T Access program as well as recipients of SSI and SSDI.

Starting as low as \$5.00 going up to \$10.00 They can receive this lowcost service for 1 year as long as they still meet the eligibility requirements. If any of her clients live in a low income housing or HUD funded apartment complex they are eligible for another lowcost option through comcast., this services remains in effect as long as they reside in the complex and the complex is on internet essentials service list.”

Teresa also shared a flyer that I will post on the meeting website.

- A. Counts of enrolled students and graduates
 - 331 graduates
 - 29 learners in progress
 - 82 incomplete
 - 75% graduation rate
- B. Partner sites
 - Map of all 14 sites available at:
<https://www.google.com/maps/d/viewer?mid=1MOCRhbTsQR3nr8mwq899z--b-c&usp=sharing>
- C. Curriculum
 - remains publicly available at www.richmondhealth.learnerweb.org
 - 8 health-focused steps, plus resources on basic digital literacy skills (e.g. parts of a computer, Windows software, and email)
 - Course materials and details available on our project website:
 - <http://www.digitalhealthliteracy.org/leading-a-class.html>
- D. Social media sites
 - View photos and project updates by join liking our facebook page
<https://www.facebook.com/leapdhlp/>
 - Videos from graduations and some of our online training content is on Youtube (https://www.youtube.com/channel/UCoIFoRfbeUe4_4--8RC82cg)

III. Review of Summative Evaluation Report draft main findings (see slides posted at <http://www.digitalhealthliteracy.org/meetings.html>)

IV. Group discussion on Summative Evaluation Report draft

- A. Strengths to highlight for executive summary and outreach
 - 331 graduates! That is a big accomplishment!
 - Content and computer skills are blended; contextual learning
 - Huge growth in learning how to use the internet for health resources; this program has filled a huge gap in knowledge for a lot of people.
 - Depth of information
 - Graduations provided residents with a deep sense of accomplishment
 - Breadth of partners and cross sector collaboration
 - Hands on instruction and friendly support
 - Self-pacing of curriculum accomplishes diverse needs
 - Online skills are critical for undocumented people
 - Online health info saves time for everyone: people and providers

- B. Limitations to consider addressing for final draft and suggestions for future
 - Kimi: How did homeless people answer the question about internet connection at home? Did they say yes because they have it at a shelter or no because they don't have a home?
 - Ellen: We can look into that. Learners reported their address, so we can see how respondents answered who live at Bay Area Rescue Mission and other temporary housing sites.
 - There is a need to target younger people and families
 - Need for different outreach/pitch for different populations, e.g. 20-30 year olds are comfortable using the internet but don't have important skills needed to use it well.
 - Can the curriculum be an app? Many people have internet access on their phones
 - Needs to be translated into Laotian and other languages to reach more of Richmond's diverse community
 - Addressing gender gap is still a challenge
 - Need to more explicitly demonstrate tangible benefits for health and job skills, perhaps create a customized plan around health and employment
 - Will need to keep content current, especially related to potential changes in the Affordable Care Act.

- C. Dissemination strategy
 - We didn't have time to discuss this topic, but the final evaluation report will be emailed to all partners and we encourage you to share it widely.

- V. Program sustainability options and plans for 2017 (see handout of program models posted at <http://www.digitalhealthliteracy.org/meetings.html>)
 - Summary of needs for sustainability of this project:
 - Continued Partnership

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- Hands-on instruction
- Maintaining curriculum links and resources
- Expanding curriculum-language, topics
- Questions posed by Sherry: What model would fit with you? Who else could support the work?
- Responses:
 - Lifelong- can lead morning class at the library, with kids allowed
 - Barrett Terrace Plaza—evening classes for working residents
 - Reentry Success Center—some people feel uncomfortable trying to come for services at different parts of Richmond. Would be helpful to be able to refer to different sites in North, Central, and South Richmond. But, many people are fearful to go to other sites where they have not been. Continuing at Reentry is an option.
 - Library--3 VISTA volunteers starting at Library in 2017—can't do direct service, but can train volunteers
- We ran out of time before we could discuss the last agenda item: Planning for end-of-pilot Program Celebration event: Thursday, December 15, 4-6pm at the Richmond Auditorium Bermuda Room. Follow-up email will include more info and how to be involved.
- Raffle for printers: Andres with Lifelong and Christopher with SCCNR were the lucky winners of the raffle drawing for the free printers from ReliaTech/Stride Center. A third printer is going to Gabino to use for health insurance enrollment events with Covered California.

All meeting notes, handouts, and other resources are posted at:

<http://www.digitalhealthliteracy.org/meetings.html>

For questions or comments, contact Ellen Kersten, ellen_kersten@ci.richmond.ca.us, 510-307-8002