

Richmond Digital Health Literacy Project
Site Partner Meeting #1
August 3, 2015, 2:30-4pm
Richmond City Hall, 450 Civic Center Plaza, Richmond Room

Attendees:

- Bilan Jirde, ***Lifelong Medical Care***
- Teresa Jenkins, ***Building Blocks for Kids (BBK)***
- Kimberly Barnes, ***Rubicon***
- Johanna Garcia, ***Catholic Charities***
- Sue Hartman, ***COR Information and Technology Department***
- Katy Curl, ***COR Library and Cultural Services Department***
- Deborah Bonet, ***COR Library***
- Gabino Arredondo, ***COR City Manager's Office***
- Sherry Drobner, ***COR Literacy for Every Adult Program (LEAP)***
- Jia Qi Fan, ***COR City Manager's Office***
- Courtney Cummings, ***Richmond Native Wellness Center***
- Mandy Swirsding, ***COR Police Department***
- Patricia Ruis, ***Richmond Digital Health Literacy Project***
- Ellen Kersten, ***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 proposed digital health literacy curriculum
3. Identify partners and sites to assist with field testing of digital health literacy curriculum
4. Identify partners and sites to assist with teaching of digital health literacy curriculum
5. Establish plan for continued communication and engagement with site project partners

Meeting Summary

- I. Introductions
- II. **Overview of Richmond Digital Health Literacy Project (DHLP): background; project goals; actions, outcomes, and timeline for Goal #1—Training**
 - a. *Background:* The DHLP

- Is modeled after the successful Broadband Technology Opportunities Program (BTOP) (2010-2013)
 - Addresses community needs outlined in a [digital literacy report](#) by the COR Library and BBK
 - Incorporates a focus on health in line with the [City's Health in All Policies](#) approach to address health disparities in Richmond.
 - More information is available on project website's "[About](#)" and "[Background](#)" pages
- b. **Goals:** This meeting focuses on the project's first goal: 1) Provide online digital tools and training to low-income individuals and families in Richmond, with a focus on helping them improve their digital literacy and use of online health information.
- Future meetings will go into detail about the project's other two goals: 2) Provide high-speed wireless broadband signal and equipment for reception to individual residences and public facilities (community centers, public housing sites, etc.) and in the target community of central Richmond, 3) Partner with community-based organizations and existing health agencies to develop a strategy to continue to support and expand digital health literacy and broadband access in Richmond
- c. **Timeline:**
- Over the next three months (Aug-Sept 2015), priority actions include: field testing curriculum, establishing partner computer lab sites, and recruiting program participants and volunteers.
 - Priority areas will expand to include laptop distribution and wifi access in November and December 2015
 - Grant period ends September 2016

Question: How will the laptop distribution work? Who will qualify for a laptop? Will participants who help with field testing be eligible for laptops? (Kimi Barnes, Rubicon)
 → Response: Great question! No set rules have been established yet, but we will draft some soon to share. The goal is to have a fair and transparent distribution system.

III. Digital Health Literacy curriculum

- a. *Review of structure and content.*
- i. Structure: The curriculum will be available through [LearnerWeb](#), a web-based platform that allows learners to go through the material at their own pace. It has been used successfully across the US for adult education on a variety of topics, including digital literacy training in Richmond.

- ii. Content: 10 different learning plans:
 1. Computer basics 1 (hardware, mouse, keyboard)
 2. Computer basics 2 (internet browsers, email)
 3. Finding and health information online
 4. Finding health services
 5. Understanding health insurance
 6. Using health services
 7. Physical wellness
 8. Emotional wellness
 9. Family wellness
 10. Community wellness
 - The first two plans focus on basic understanding of computers and internet; the remaining plans teach learners specific digital literacy skills and expose them to a variety of health information

- b. *Example lessons in Learner Web: Using the internet to find health information and finding health services*
 - To view the draft lesson plans:
 1. Go to www.leapplay.learnerweb.org. Click on the “Sign In” button in the upper right corner
 2. Enter these credentials:
 - Screen Name: partner_test
 - Password: health
 3. Click the orange “Sign In” button
 4. Click the orange “My Home” button in the upper right corner to view all of the learning plans
 5. Click on “Digital Health 1: Finding health information online” and/or “Digital Health 2: Finding health services” to view the DRAFT plans. We will notify you when revised and additional plans are available.
 6. Email Ellen_Kersten@ci.richmond.ca.us if you have any trouble logging in or navigating the plans and to share your feedback and suggestions.

- c. *Feedback and discussion*
 - It would be more engaging to learners if you use pictures of local health providers or community members throughout the curriculum (Gabino, COR City Manger’s Office)

→ Note: will have to get approval from organizations and individuals before we can use their pictures or take from websites.

- The list of locations with certified healthcare enrollers should be double checked to confirm if they are still providing those services. In mid-June/July, the Covered CA stopped providing funding for enrollment services, and many places may no longer be able to provide the service. The Covered CA website is not always up to date (Kimberly Barnes (Rubicon))
- LifeLong health promoters have done videos that could be used in the curriculum (Bilan Jirde, LifeLong)
- Local voices that are more engaging would be better to have on the videos and as voiceovers for the text of the curriculum

IV. Discussion of field testing digital health literacy curriculum

a. Sites

- COR IT lab--many parents through BBK's summer Minecraft program got used to coming to City Hall and so may be willing to come back
- LEAP computer lab--would be a good place to work with LEAP students

b. Volunteers

- LifeLong's Health Promoters could give feedback--would be good to get ~10 of them together and have them go through the curriculum and have a focus group discussion about needed changes (Bilan Jirde, LifeLong)
- Parent leaders through BBK or YES could be recruited
- Need to provide a good meal for people
- The first two plans on computer basics have already been field tested and used by many learners, so the priority for field testing will be on the health-focused plans
- But, it will be important to also field test with learners who have limited experience with computers to see how they interact with the material
- Will need to have separate field testing sessions for people with different backgrounds and experience levels

V. Discussion of launch plan for digital health training

a. Recruiting participants

- BBK: does not have a computer lab but can help funnel parents to classes

b. Sites and times for working with participants

- Catholic Charities for an hour after ESL classes, starting in September: 32 computers
- Rubicon: computer lab available only for Rubicon clients

- COR IT Lab (downstairs in the City Hall building): 35 computers
 - Native Wellness Center: 4 computers
 - School District, some local school sites have computer labs that could be used for classes for parents; note: schools prefer to participate in “pilot” projects rather than long-term programs. Parent coordinators at sites can help spread the word. (Gabino)
- c. *Tutor availability and training*
- LifeLong: Health Promoters could be trained to help as tutors

VI. Training opportunity from consumer health expert

- The Library has invited a Consumer Health expert from the [National Network of Libraries of Medicine](#) to come lead trainings in Richmond in September or October.
- The main focus is to train librarians on how to help community members find health information, but community health professionals may find it useful too.
- The trainings can be customized, e.g. a focus on smartphone applications for health, measuring and monitoring environmental health (air quality, water quality, etc.), children’s health, etc. Let Ellen know if you have any suggestions for topics you would like to be included.

VII. Wrap-up and review of next steps

1. *Curriculum review*: LearnerWeb log-in information to review curriculum (see website and log-in information on page 3 above). Contact Ellen with any questions or feedback; she will update you as plans are revised and added.
2. *Compiled health resources*: please review [here](#) or in meeting handout and send suggestions for what should be added or changed. DHLP staff will call to confirm healthcare enrollment locations before shared broadly with public.
3. *Field testing*: we will have three field testing focus groups: 1) community health experts (LifeLong Health Promoters), 2) Adults with some basic digital literacy skills (LEAP students), 3) Adults with no or few literacy skills (to be recruited from BBK, YES, and other partners—please contact Ellen with suggestions). Exact schedule is to be determined, but will be shared as sites and times are finalized.