



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](https://www.challenge.gov)

Community Workshop



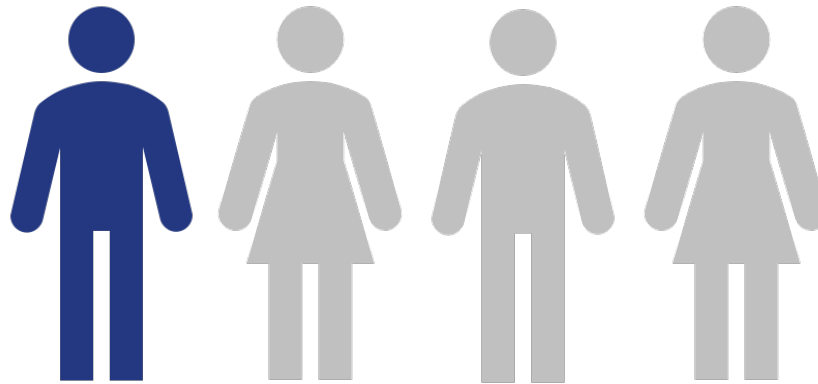
Welcome!

Learn more about staying connected ▶

AARP Foundation
connect **2** affect



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



**How can technology 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](https://connect2affect.org)
Learn more about social isolation and find resources and tools to help you stay connected.
- **AARP Coronavirus Updates:** aarp.org/coronavirus
All the latest updates on the coronavirus, including tips for older adults on avoiding social isolation.
- **AARP Community Connections:** aarpcommunityconnections.org
Find or start a mutual aid group, get assistance, or connect with people in your community.
- **Create the Good:** createthegood.aarp.org
Links to local home/remote volunteer opportunities.

LeadingAge Center for Aging Services Technologies (CAST)

Majd Alwan, LeadingAge
Scott Code, LeadingAge

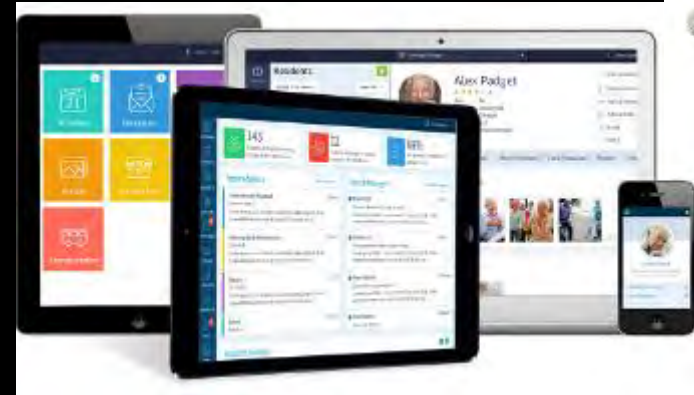
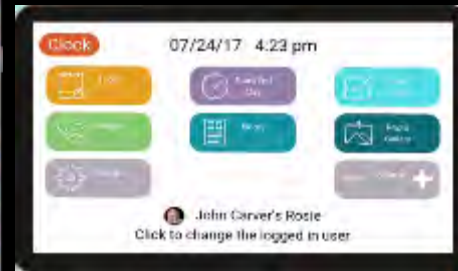
Types of Social Connectedness and Engagement Technology

- **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



caremerge

John Brown
 Room: 232
 Phone: 123-123-1231

Authorized contacts

	(Nurse) Linda Johnson Phone: 123-123-1234	^
	(Son) John Doe Phone: 123-123-1234	^
	(Physician) Michael Jones Phone: 123-123-1234	^
	(Daughter) (Daughter) Tina Fay Phone: 123-123-1234 Fax: 123-123-1234 Email: abc@caremerge.com Address: 123 Main Street	v

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

caremerge

Linda Johnson (Nurse), Celia Jones (Activity Manager) and You

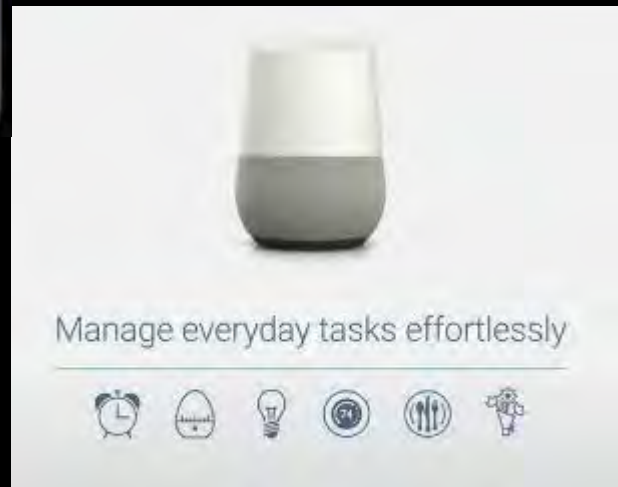
Show earlier messages

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

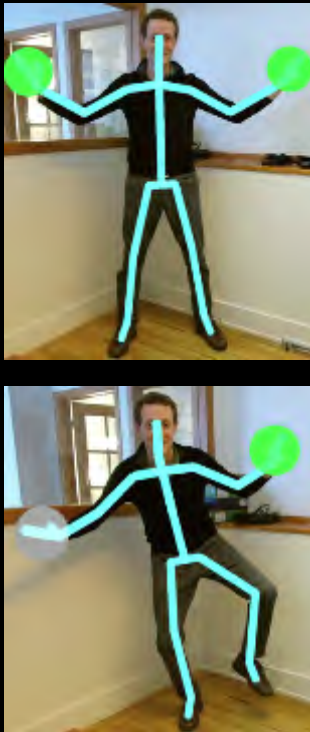






Tele-Rehabilitation

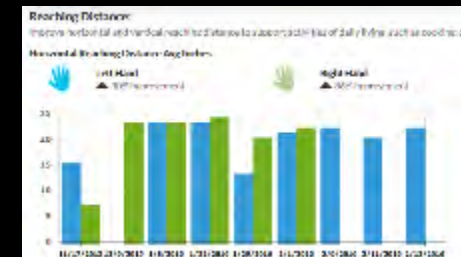
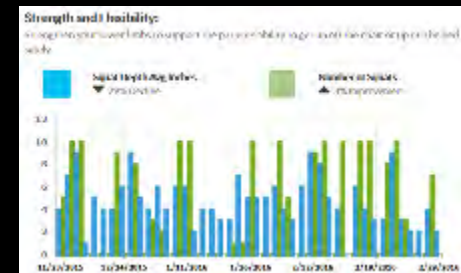
MOVEMENT TRACKING



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

<https://www.leadingage.org/social-connectedness-and-engagement-technology-tool>

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

Interactive Guide

Planning for, Selecting and Implementing Social Connectedness and Engagement Technology

Interactive Educational Module

Next

<http://www.leadingage.org/social-connectedness-and-engagement-technology-interactive-guide>

Product Selection Matrix

	Social Connectedness								
	Social Network (Public, Private, Semi-Private, Both, No)	Video Chat	Audio Chat	Photo Sharing	Event/Activity Sharing	E-Mail	Text Chat	Picture Chat	Other (Please List)
Breezie https://www.breezie.com/	Both	Yes	Yes	Yes	Yes	Yes	Yes	Yes	N/A
care.coach http://www.care.coach/	No	Yes	No	Yes	Yes	No	No	No	24x7 Companion Avatar
Caremerge http://www.caremerge.com	Both	No	No	Yes	Yes	Yes	Yes	Yes	N/A
Connected Living Mobile App https://app.connectedliving.com/	Both	No	Yes	Yes	Yes	No	Yes	Yes	1 to Many Messaging

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 [My LeadingAge.org account](#), we strongly recommend [logging in BEFORE USING THE TOOL](#).

Business Line/Care Applicability

I need a social connectedness and engagement system for:

- | | |
|--|--|
| <input type="checkbox"/> Physicians' Offices | <input type="checkbox"/> Long-term Acute Care Hospitals |
| <input type="checkbox"/> Emergency Department | <input type="checkbox"/> Long-term Care Rehab Facilities |
| <input type="checkbox"/> Hospitals | <input type="checkbox"/> Skilled Nursing Facilities |
| <input type="checkbox"/> Attending LTPAC Physician | <input type="checkbox"/> Intermediate Care Facilities |
| <input type="checkbox"/> Housing with Services | <input type="checkbox"/> Memory Care Facility |
| <input type="checkbox"/> Home Health/Home Care | <input type="checkbox"/> Intellectual Disabilities/Mental Retardation/Developmental Disabilities (ID/MR/DD) Facilities |
| <input type="checkbox"/> Hospice | <input type="checkbox"/> Continuing Care Retirement Communities (CCRC) |
| <input type="checkbox"/> Adult Day Care/Senior Centers | <input type="checkbox"/> Program of All-Inclusive Care for the Elderly (PACE) |
| <input type="checkbox"/> Assisted Living Facilities | <input type="checkbox"/> Accountable Care Organizations (ACO)/Integrated Delivery Networks (IDN) |
| <input type="checkbox"/> Acute Rehab Facilities | <input type="checkbox"/> Multiple Site Integration |

Social Circle

I need the system to connect or engage:

- Users-to-Peer(s)
- User-to-Family
- User to Professional Caregiver
- Facilitator-Mediated



**Georgia
Tech**

CREATING THE NEXT

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 promote 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!



5 Tips to Consider when Selecting Technology Solutions (Continued)

- 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?

Contact Your Statewide AT Program



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



Find Your Local AT Reuse Program

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/>

The screenshot shows the Pass It On Center website interface. At the top, the Georgia Tech logo and the Pass It On Center logo are visible, along with the tagline "the National AT Reuse Center". The main content area is titled "AT Reuse Locations" and includes a map of the United States with state boundaries. Below the map, there is a dropdown menu for "Select a State" and a list of "Types of Reuse Programs" with checkboxes for various categories: Reassignment, Returnship, Coexistence / Shared Ass., Types of Equipment (Vision, Hearing, Speech, Learning, Mobility, Dexterity, Environmental, Vehicle Meds, Computers, Recreation), and Emergency Response. On the right side, there are sections for "EMERGENCY RESPONSE" (listing Hurricane Harvey 2017 and Hurricane Irma 2017), "EVENTS" (stating there are no events at this time), and "INDICATORS OF QUALITY FOR AT REUSE" (providing information on how to use the online program appointment tool and view the indicators of quality for AT Reuse documents). At the bottom right, there is a "FIND REUSE LOCATIONS" section with a smaller map and instructions on how to use the state map to view local program locations.

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://www.ilru.org/projects/cil-net/cil-center-and-association-directory>
- <https://ncil.org/>



ilru
We create opportunities for independence for people with disabilities through research, education, and consultation.

Home About ILRU Projects Publications Resources Technical Assistance Training Contact Us

ILRU Directory of Centers for Independent Living (CILs) and Associations

Jump to an alphabetic list of states and territories



US Territories

- Guam
- Puerto Rico
- American Samoa
- Virgin Islands
- Northern Mariana Islands

Quick Links for CILs

- Home
- About the Center
- Center Staff
- ILRU Directory of CILs and Associations
- ILRU Directory of Associations of CILs
- CIL Publications
- CIL Training
- Technical Assistance for CILs
- Like Us on Facebook

Use this Link to Submit Additions or Corrections to the Directory

Submit information on a new center for independent living or personnel, address or phone number listing changes in your center by using the link above and completing the online form.

Definition of a Center for Independent Living from Section 702 of the Rehabilitation Act of 1973, as amended:

CENTER FOR INDEPENDENT LIVING - The term "center for independent living" means a consumer-controlled, community-based, cross-disability, nonresidential private nonprofit agency that is designed and operated within a local community by individuals with disabilities and provides an array of independent living services.

A Center for Independent Living (CIL):

At a minimum, 51% of staff are persons with disabilities and 51% of Board of Directors are persons with significant disabilities. A

Don't Forget about Apps as AT

AppFinder

[About](#) | [Our Other Favorite Apps Databases](#) | [Helpful Links](#)

Welcome to the Tools for Life Database - Our Favorite Apps for Living, Learning, Working and Playing!

Search By:

Name:

OR

- Notetaking
- Organization
- PDF reader
- Personal Care and Safety
- Productivity
- Prompting
- Readers
- Relaxation
- Scanner
- Science
- Screen Reader
- Sign Language
- Social Distancing ←
- Speech
- Spelling
- Talking Calculator ←
- Teleworking
- Therapeutic Aids
- Vision
- Writing

Price:

Free Up to \$4.99 Up to \$9.99 All

Device Type:

Android
 iOS
 Microsoft
 Blackberry
 Chrome Extension

- 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



Carolyn Phillips

Director, Tools for Life

carolyn.phillips@gatfl.gatech.edu



Liz Persaud

Program and Outreach Manager

liz.persaud@gatfl.gatech.edu



Martha Rust

AT Access Team Manager

martha.rust@gatfl.gatech.edu



Danny Housley

AT Acquisition Manager

danny.housley@gatfl.gatech.edu



Gina Gelinas

Educational Outreach Manager

ggelinas3@gatech.edu



Rachel Wilson

AT Specialist

rachel.wilson@gatfl.gatech.edu



Tori Hughes Holder

Outreach Specialist

tori.holder@gatfl.gatech.edu



DeeDee Bunn

Speech-Language Pathologist

dbunn6@gatech.edu



Sam Peters

Program Specialist

speters37@gatech.edu



Ciara Montes

AT Specialist

ciara.montes@gatfl.gatech.edu

u



Ben Satterfield

Research Associate

rsatterfield8@gatech.edu



Sarah Endicott

Research Specialist

sarah.endicott@design.gatech.edu



Annabel Joyner

AT Lab Specialist

ajoyner8@gatech.edu



Sal Kibler

AT Services Intern

mkibler3@gatech.edu



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.



Center for Inclusive Design and Engineering (CIDE)

COLLEGE OF ENGINEERING, DESIGN AND COMPUTING

UNIVERSITY OF COLORADO DENVER | ANSCHUTZ MEDICAL CAMPUS

Knowing who
needs the
training is
critical.



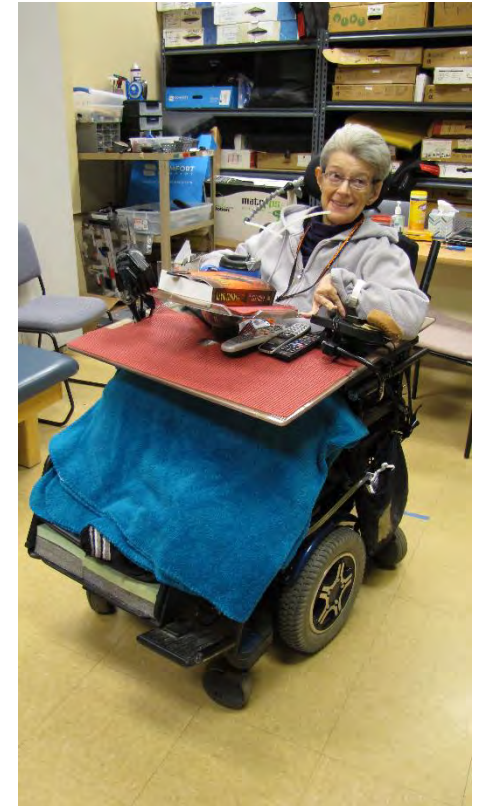
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Knowing what type of training is needed is key to selecting a training strategy.

- Device, app or software.
- Accessibility features.
- Choosing the correct accessibility features.



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Device, app or software.

Apple Stores:

<https://www.apple.com/retail/geniusbar/>

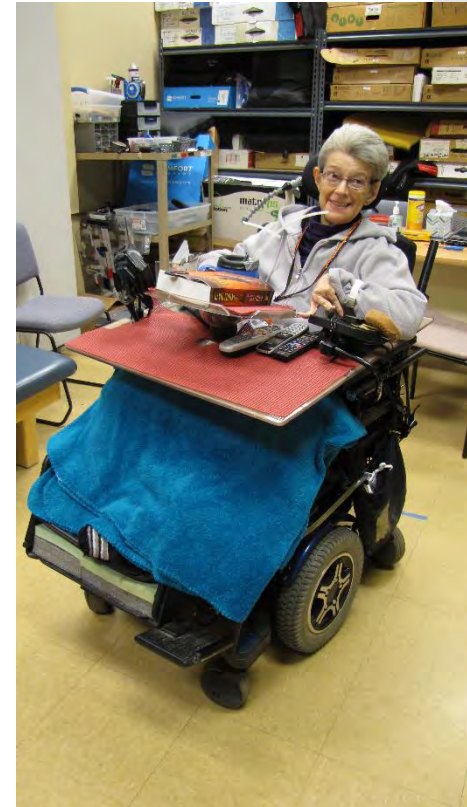
Senior Planet: Older Adults Technology Services (OATS): <https://oats.org/>

AARP: <https://learn.aarp.org>

Public Libraries

Medicare:

<https://www.medicare.org/articles/senior-computer-classes-to-try-online-for-free>



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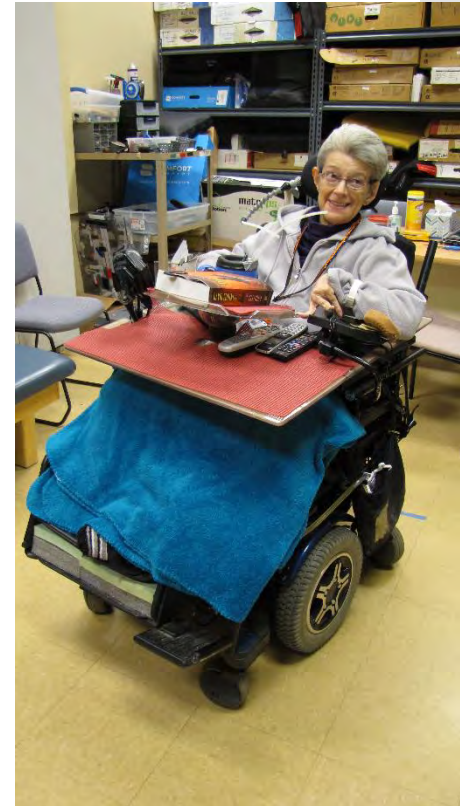
Apple:

<https://support.apple.com/accessibility>

Technology Act Programs:

<https://www.at3center.net/stateprogram>

Google: support.google.com



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Technology Act Programs:

<https://www.at3center.net/stateprogram>

Easter Seals:

<https://www.easterseals.com/>



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Thank you!

- <https://www1.ucdenver.edu/centers/center-for-inclusive-design-and-engineering>



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Questions?