



Connecting Seniors with Technology

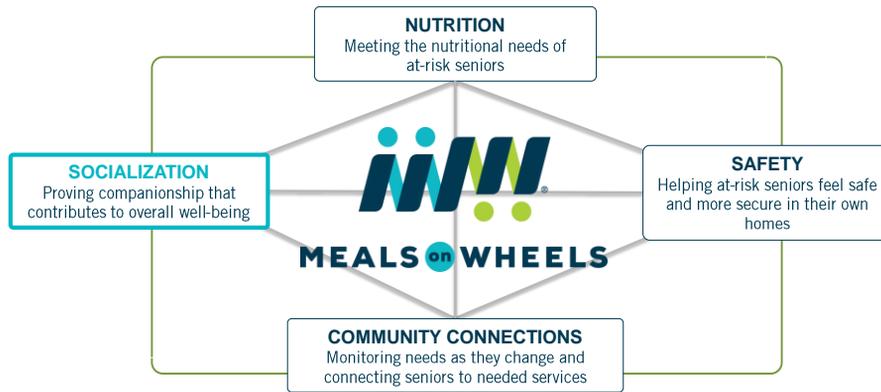
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So Much More Than Just a Meal

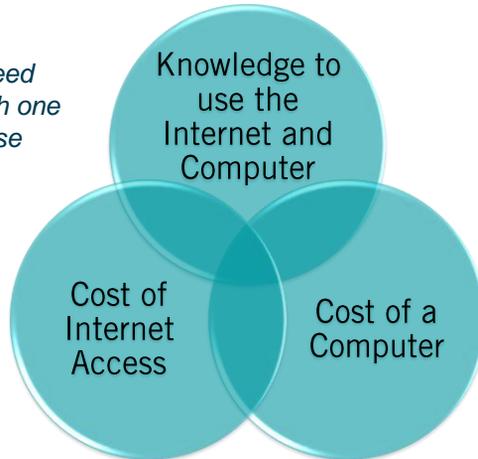


Program Objectives

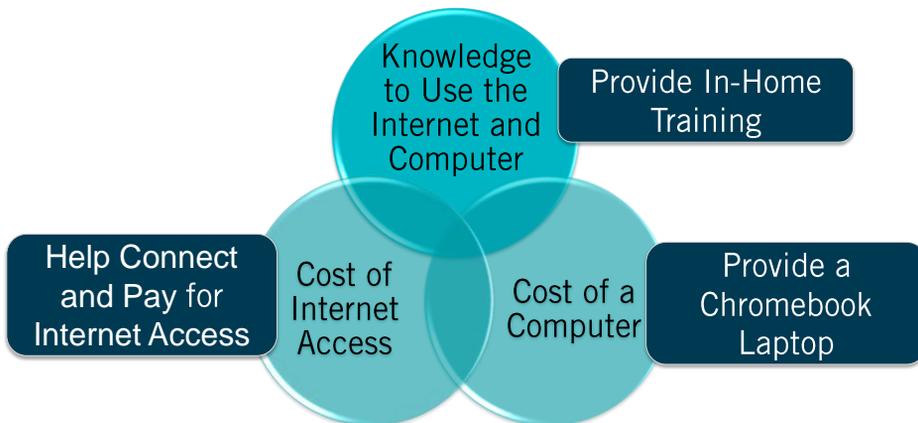
Improve Clients' Quality of Life, and Reduce Depression and Isolation through Use of the Internet and Technology

Challenges

Clients may need assistance with one or more of these challenges



Addressing the Challenges



Solution: In-Home Training

Pre-Screening

- Screen and exclude clients with physical and/or mental impairments that may hamper their success
- Are there visual acuity problems?
(macular degeneration, glaucoma)
- Are there cognitive and/or memory issues?
- Are there manual dexterity concerns? (stroke, arthritis)

Client-Centered Approach

- Keep training simple and non-technical
- Stress clients can go at their own pace – no firm timelines or expectations
- Find their interests (“the hook”) and focus on those interests
- Show, suggest, and guide

Client-Centered Approach

- Training is client driven based on their interest level
- Topics include Chromebook features and Google searches
- How to connect with family, and friends
 - using email
 - video chatting
 - Facebook

Solution: Volunteers Provide In-Home Training

Training of Volunteers

- Targeting 12 one hour training sessions in client's home
- Volunteers can expect rescheduling and cancellations due to health issues
- A training guide is provided to the volunteers with suggested topics to teach
- Volunteers go through a one hour training orientation
- Overview of program, confidentiality, nature of the visits, share personal experiences
- Repetition is critical in the client's learning process

Solution: Internet Access

Internet Access

- MOWCTX will identify and work with client to get Internet service installed
 - Staff will be on-site during service installation
 - Provide a Chromebook and help the client set up a Gmail account
 - Deliver the Chromebook and facilitate an initial introductory meeting between client and volunteer to start training

Solution: Provide a Computer

Chromebook Laptop



- Chromebooks selected for simplicity and low on-going administrative support requirements
- Using 13.3" Acer Chromebooks with touchscreens
 - Touchscreens help keep things simple
- Chromebooks are tied to Google ecosystem, but that hasn't been limiting
- Staff sets up Gmail accounts for clients

Post-Training Follow-Up

Post-Training Follow-Up

An interview is completed after 3 months of training and at the end of one year.

- Attempt to interview even if no longer a client
- Ask how often is the client using his/her computer?
- How is the computer being used?
- Complete a post-test using the skills assessment after 3 months of training
- Feedback on how to improve the program
- Quality of life questions

Program Successes

Program Success

- Clients improved their computer knowledge and continue to use their computers after training is over
- The clients rate their quality of life as improved and feel more connected to family, friends and the world around them
- The level of self-efficacy increased from learning a new skill based on anecdotal comments from clients

Client Comments

- “I am now reading the newspaper on my computer because I can’t afford to purchase it.”
- “This program puts assurance and joy in my life even at my age.”
- “I now have daily contact with my kids.”
- “It makes older people feel that we are a part of the younger generation.”
- “The program is the best thing: It is good to get excited about life again.”

Lessons Learned

- Cost of Internet services is a barrier
- The initial screening and home visit is critical for the success of the program
- The front-end preliminary and enrollment process is time intensive and takes an estimated 8 hours
- Keys to learning are repetition and using creative analogies and everyday ways to reinforce the weekly computer training

Questions?

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