Help@Hand Pilot Project

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Overview

Pilot: 60 Isolated Older Adults

50% English-Speaking (West Marin)

50% Spanish-Speaking (County-Wide)

Build digital literacy – Small Groups & 1:1

Study how two apps support well-being
Why Now?

• Older adults are at increased risk for isolation and higher levels of psychological distress – Covid 19

• COVID-19 increases barriers to addressing isolation, loneliness, and other mental health challenges

• Digital health tools can safely address these concerns
Help@Hand Components

Digital literacy training
• Small groups
• One-on-one

Behavioral Health App Testing
• Free with training and coaching

Evaluation UC Irvine
• Comprehensive learning questions
Telehealth Equity Components

- **Nurse Intern Telehealth Support**
  - UCSF, USF, & Dominican Provide Nurse Interns

- **Provide Equipment and Dig. Lit Support**
  - Interns assist with equipment/internet and use of it

- **Access to Telehealth**
  - Interns assist participants in online appointments
Help@Hand & Telehealth Equity Collaboration

Telehealth Referral to Help@Hand
- Intern Phone Screen - Isolation
- Intern In-Person Survey/Sign On

Pilot
- Group Dig. Lit online Class with In-Person Nurse Intern
- Nurse Follow Up Coaching 1:1

Research Support
- App Engagement
- Online Surveys
- Focus groups

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Technology Selection

• 110 apps vetted by experts in:
  • IT, Compliance, Behavioral Health and Peers

• Counties select for respective target population

• Marin narrowed to 2 technologies:

  myStrength and Uniper Care
Online Focus Groups
200 Hours of Testing – 12 Testers

Cohort 1
Older adults

Demographic and Experience surveys
UC Irvine
Qualitative Evaluation

Cohort 2
Lived Experience/Peers
Older Adults
Spanish Speakers
Focus Group Takeaways

• Participants enjoyed both interventions for differing reasons
  • Uniper addresses isolation and loneliness
  • myStrength facilitates learning skills to cope
  • Qualitatively, participants appeared to prefer Uniper
• Significant barriers to use include:
  • Digital literacy and technical issues
  • Lack of resources (devices, Internet access)
  • Accessibility concerns
The Tech

Focus on wellness

Facilitate Connection

MyStrength
- Self-paced digital content
- Topic-based modules
- Interactive activities
- Progress tracking

Uniper
- TV-connected device
- Rotating video library
- Scheduled live activities with peers

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myStrength
Outreach Priorities/Strategies

➢ Goals
  • Participants represent isolated older adults
  • Recruit at least 50% Spanish Speakers

➢ Strategies
  • Leverage partnerships of those with access to isolated older adults
  • Telehealth Equity Project, IHSS, Detect and Connect and CBOs

➢ Challenges
  • Addressing connectivity concerns
  • Finding 30 Older Adult Spanish Speakers
Thank You!

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Digital literacy training
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• One-on-one

Behavioral Health App Testing
• Free with training and coaching

Intergenerational Telehealth Equity
• In-Person Support (PPE)

Evaluation UC Irvine
• Robust learning questions
Pilot Plan Next Steps

- Two Simultaneous Pilots in West Marin
- 60 Participants Between myStrength and Uniper
- 15 English- and Spanish-Speaking per cohort
- Digital Literacy Training – January 15 – March 1
- Pilot Runs March 2021 – May 2021
Outreach Partnerships

- HOPE Program
- W.M. Multi Service Center
- W.M. Senior Services
- W.M. Community Services
- West Marin Commons
- Dance Palace
- Fire Department
- IHSS
- Kaiser
- Promotoras
- Library
- San Geronimo Valley Community Center
- Faith Groups
- Schools
- MCIL
- Age Friendly Marin
- Coastal Health Alliance
- W.M. Medical Center
- BHRS – Therapists