



SUPPORT



TRUST



UNITY



EXCELLENCE

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

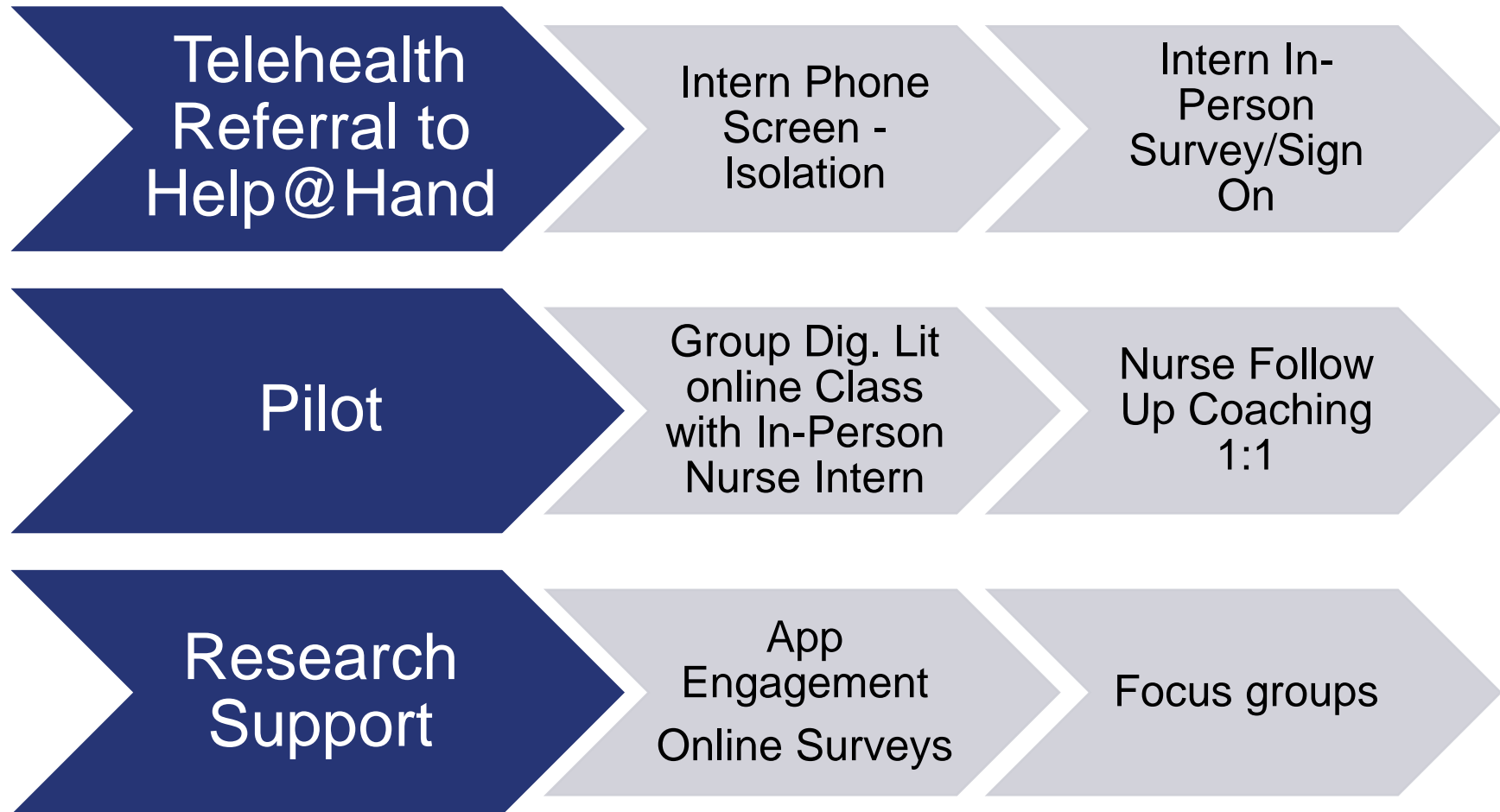
Provide Equipment and Dig. Lit Support

- Interns assist with equipment/internet and use of it

Access to Telehealth

- Interns assist participants in online appointments

Help@Hand & Telehealth Equity Collaboration





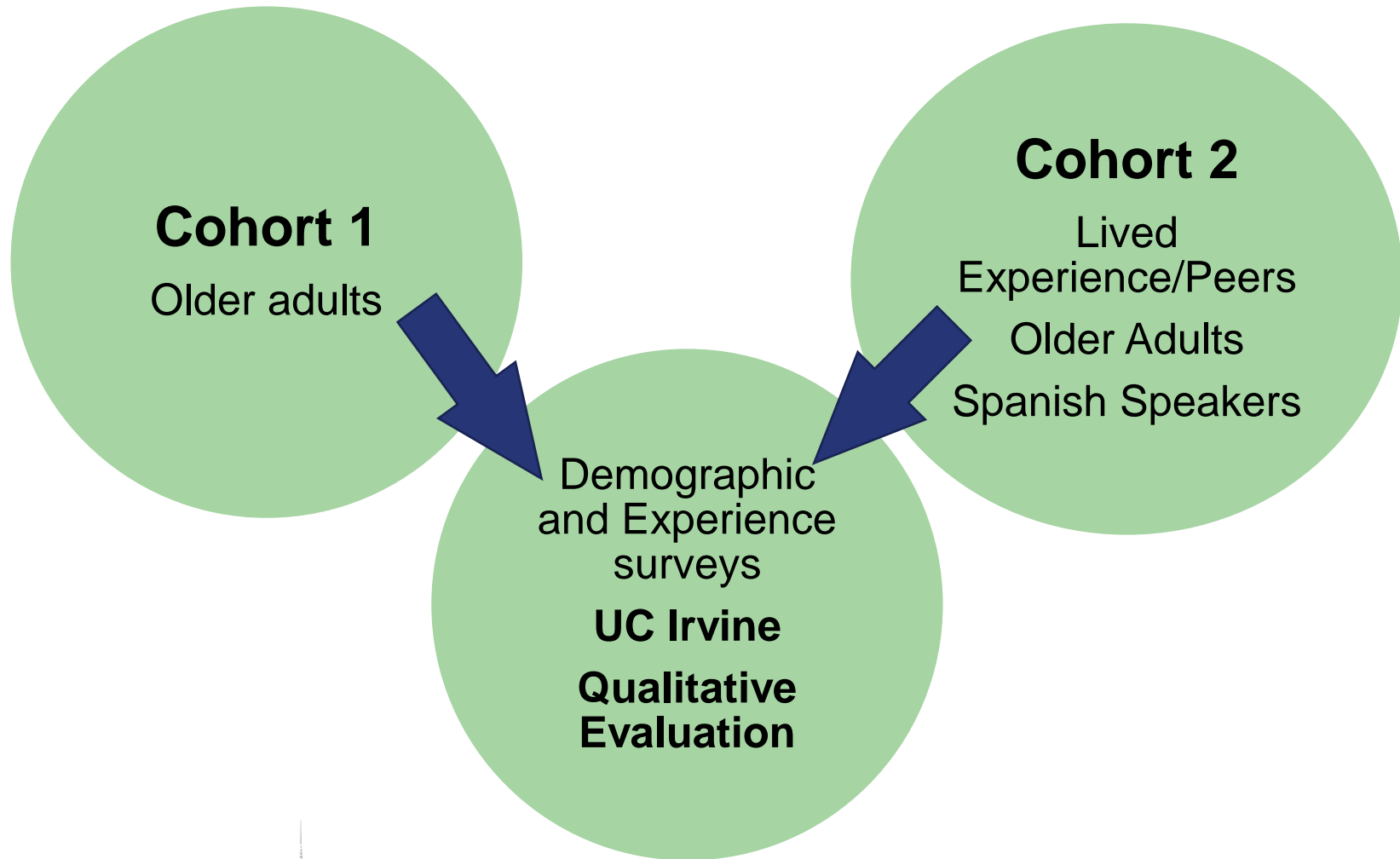
Technology Selection

- 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



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





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!

Help@Hand Components

Digital literacy training

- **Small groups**
- **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