Technology and Community Connections

CFE webinar

July 10, 2020
**Centers for Excellence Webinar: Technology & Community Connections**

**Friday, July 10, 2020 at 10am**

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<td><strong>Welcome</strong></td>
<td>Diane Kolack, NYAM</td>
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<td><strong>Introduction</strong></td>
<td>Andrew Wrede, AARP/NYSOFA</td>
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<td><strong>HAAAP &amp; Tech</strong></td>
<td>NYAM</td>
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<td><strong>Presentations</strong></td>
<td>Greg Olsen &amp; Barbara Stubblebine, NYSOFA</td>
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<td>Marco DiGirolomo, OATS</td>
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<td>Paul Beyer, NYSDOS</td>
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<td>Bill Armbruster, AARP</td>
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<td>Charles Williams, NYSDOH</td>
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<td><strong>Discussion</strong></td>
<td>NYAM moderates</td>
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<td><strong>Other Qs &amp; As</strong></td>
<td>NYAM moderates</td>
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<td><strong>Conclusion</strong></td>
<td>NYAM team</td>
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QUICK ANONYMOUS ZOOM POLL

IN ONE WORD, HOW ARE YOU FEELING?

1. GREAT
2. RELAXED
3. CONFUSED
4. STRESSED
5. OVERWHELMED
PARTICIPATING COUNTIES

Executive Order 190
1. Herkimer
2. Ontario
3. Orange
4. Schoharie

Cert. Age-friendly
5. Broome

Executive Order 190 & Cert. Age-friendly
6. Monroe
7. Nassau
8. Onondaga
9. Oswego
10. Saratoga
11. Schenectady
12. Ulster

HAAAP Centers for Excellence
13. Nassau
14. Rockland
15. Erie
16. Oneida
17. Tompkins
“From economic stability, to education, to social supports, to civic agency, broadband and the digital services it enables are today intrinsically tied to collective health and equity outcomes.” (source: Brookings Institute)

**Economic outcomes**
- Jobs, economic growth, higher incomes, lower unemployment

**Social outcomes**
- Education and resources
- Fosters social support / less isolation
- Health outcomes

**Just using the internet doesn’t boost health outcomes, however…**
- Remote access to health care providers, services and information can improve health and quality of life
Mapping Broadband Health in America 2017

Broadband Availability:
- Broadband Access: 90 - 100% Coverage

Health Measures:
- Poor/Fair Health: 2 - 52% Poor/Fair

Rural Filter:
- None

Data Overlays:
- Physicians

Hamilton County, NY Statistics:
- Broadband Access: 14.8%
- Poor/Fair Health: 12%
- Physicians: 1

Introduction:
Mapping Broadband Health in America 2017 is an interactive mapping platform created by the Connect2Health FCC Task Force. It allows users to visualize, overlay and analyze broadband and health data at the national, state and county levels. By using the mapping tool as a starting point for looking at the broadband and health sectors, you can see the path to a more connected, healthier country.
ADDRESSING GAPS THROUGH SYSTEM-WIDE APPROACHES AND LOCAL STRATEGIES

Top-Down Approaches

• Improving physical reach of broadband services
• Making it more affordable
• Boosting digital skills in public, private, and civic organizations

Bottom-Up Approaches

• Educate decisionmakers and communities
• Build coalitions
• Ensure representation of older adults on technology committees and that the tech sector is represented in healthy aging committees
• Measure impact / How many households are without network service?
• Leverage public/private partnerships
DIGITAL FLUENCY

• Hardware, Software, and Training
• Preventing scams and frauds
• Trust and privacy issues
• Navigating information portals and other resources
• Virtual Senior Centers and activities
HEALTH & AGE ACROSS ALL POLICIES

ANDREW WREDE
LIVABLE COMMUNITIES INTERN / AARP & NYSOFA
DEFINITIONS

- Broadband is the name given to any fast, permanent internet connection. It can be delivered by cable, satellite, mobile, fibre optics and ADSL (the most popular way)*

- Pros and cons with Satellite and DSL.

- In 2015, the FCC redefined broadband to be speeds of 25 mbps download and upload speeds of 3 mbps. **

*1
**2
Wireline Technologies

- **Fiber to the Home (FTTH)** also known as Fiber to the Premise (FTTP) is an optimal broadband technology that can consistently deliver speeds of 1 Gigabit (1,000 Mbps) and higher.

- **Cable Modem** uses coaxial cable to deliver broadband. Bandwidth is managed through shared connections.

- **Digital Subscriber Line (DSL)** uses copper telephone lines to deliver broadband.

- **Broadband Over Power Lines (BPL)** uses existing electric wiring along with fiber to deliver broadband through electric outlets. BPL requires distinct equipment installed at the home. *
Wireless Technologies

- **Fixed Wireless / WiMax** uses a combination of a fiber backbone and wireless towers to deliver broadband. Fixed wireless technologies can be quickly deployed at low costs with a wide reach.

- **Satellite** delivers broadband through a two-way transmission of Internet data passed between a satellite and a dish placed at the home. Satellite technology utilizing broader portions of the electromagnetic spectrum can provide increased download speeds.
BROADBAND IN NYS

- Before 2015, 70% of NYer’s had access to high speed internet*
- By 2019, almost all residents have access (or commitments) to Broadband**
- There are plans to bring cell coverage to all of New Yorkers ***

* 1  
** Politico  
*** 2
MAPS

Broadband Availability in NYS
Eric Schmidt and the “Build Back Better” Commission *
“we will use what the state has learned during the COVID-19 pandemic, combined with new technologies, to improve telehealth and broadband access,"

*Press Release
HEALTH & AGE ACROSS ALL POLICIES

GREG OLSEN
NYS OFFICE FOR THE AGING
HEALTH & AGE ACROSS ALL POLICIES

MARCO DIGIROLAMO
OATS
HEALTH & AGE ACROSS ALL POLICIES

PAUL BEYER
NYS DEPARTMENT OF STATE
HEALTH & AGE ACROSS ALL POLICIES

WILLIAM ARMBRUSTER
AARP LIVABLE COMMUNITIES
The Opportunity is NOW!
Technology and Online Outreach
Know your audience segments

- Early adopters who are already tech savvy
- Beginners who have technology but are not proficient
- No or limited access to technology or broadband
- Unable to utilize technology

Need to have strategies and tactics for each segment
What do they want

• Obtain reliable information (that should be you)
• Access tele-health/tele-medicine
• Access to mental health services
• Access caregiver supports/respite
• Connect with others (Social Media, Zoom)
• Have new experiences (Fitness, Museum, Music)
• Learn more (education, making)
• Online shopping
• Access transportation
• Not becoming a victim of fraud
Who do they trust to deliver the message

- Is it YOU
  - Yes
  - No
  - Some familiarity but not engaged

- Caregiver
- Family
- Employer/SHRM/Chamber
- Elected Official
- Other
Considerations

• Social Distancing
• Getting technology to new users
• Mentoring
• Transitioning new from consumers from COVID to Tech
• Transitioning Tech users to Face-to-Face in future
• Fear of leaving the house/isolation
Transportation Workshop

• SAVE THE DATE: September 15-16 VIRTUAL-ONLY AARP Transportation Workshop

• KEY THEMES – TRANSPORTATION:
  • SAFETY
  • ACCESSIBILITY
  • RESILIENCE

Online registration will open in August

CONFIRMED SPEAKERS:
• Atlanta Regional Commission
• Autonomous Vehicle Alliance
• CA Department of Transportation
• City of Philadelphia
• Community Transportation Association of America
• Feonix Mobility Rising
• MIT AgeLab
• National Complete Streets Coalition
• Nspiregreen
• PathVu
• Rutgers University/Voorhees Transportation Center
• The Hartford Center for Secure Market Excellence
• Village to Village Network
Thank you for joining!

See you in September!
HEALTH & AGE ACROSS ALL POLICIES

CHARLES WILLIAMS
NYS DEPARTMENT OF HEALTH
DISCUSSION
Thank you all for joining us today.

Look for a survey about this webinar in your inbox.

We will send out the slides and notes, soon.

Contact us if you have any questions, dkolack@nyam.org.

Funded by

Health Foundation for Western & Central New York

Office for the Aging
ACHIEVING MEASURABLE OUTCOMES

PART III
4. PROGRAM WORK PLAN
ATTACHMENT C

Goals of the Program:
1) Implement age friendly/livable community and healthy aging elements into county plans via county executive order or other similarly binding resolution;
2) To assist communities in achieving age friendly designation by AARP;
3) Develop an Age-Friendly Center of Excellence; and
4) Consider and apply relevant principles of smart growth in age-/health-friendly community outcomes.

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<th>Objective</th>
<th>Measurable Outcomes</th>
<th>Deliverables</th>
<th>Due Date</th>
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<td>Replicate Governor Cuomo’s Executive Order #190 at the county level (For Options 1 and 3)</td>
<td>1. County passed Executive Order or other binding document (i.e. resolution) similar to Governor Cuomo’s Executive Order #190 that incorporates age friendly concepts in government planning, contracting and procurement that furthers the goals of incorporating healthy aging and livability features in the development of policies, guidance, regulations and proposed legislation. 2. Participation and engagement in the Health Across All Policies / Age Friendly Learning Collaborative. 3. Consideration and incorporation of relevant smart growth principles in the planning and implementation process.</td>
<td>1. Written county executive order or similarly binding county passed document. 2. Attend 3 convening meetings; participate in 4 webinars; participate in needs assessment by phone; and complete web-based participant assessment surveys. 3. Create a collaborative, interdisciplinary/interdepartmental governance mechanism to implement the grant, which includes planning departments, professionals and/or officials.</td>
<td>1. June 2021 2. June 2021 3. June 2021</td>
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Source: NYSOFA Age-friendly Planning Grant Request for Applications
# ACHIEVING MEASURABLE OUTCOMES

<table>
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<tr>
<th>Communities program cycle (For Options 2 and 3)</th>
<th>Develop an Age-Friendly Center of Excellence (COE) (For Option 4)</th>
<th>Source: NYSOFA Age–friendly Planning Grant Request for Applications</th>
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<td>6. Commitment to implement step 3 (implementation and evaluation) and step 4 (continuous improvement) of the Age Friendly Communities Program Cycle.</td>
<td>1. County will directly, or through partnership with a community-based organization, university or other appropriate partner, create an Age Friendly Center of Excellence.</td>
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<td>7. Participation and engagement in the Health Across All Policies / Age Friendly Learning Collaborative.</td>
<td>2. Participation and engagement in the Health Across All Policies / Age Friendly Learning Collaborative. Provide mentorship to support other awardees that wish to pursue age-friendly designation or implement age-friendly principles and project. Present successes and challenges during the webinars and conf. calls.</td>
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<td>8. Consideration and incorporation of relevant smart growth principles in the planning and implementation process.</td>
<td>3. Consideration and incorporation of relevant smart growth principles in the services provided by the Centers of Excellence.</td>
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<td>1. Documentation that Center of Excellence was created. 2. Attend 3 convening meetings; participate in 4 general webinars; participate in 2 COE webinars; participate in 4 COE conference calls; participate in learning collaborative needs assessment by phone; and complete web-based participant assessment surveys. 3. Demonstrate that materials developed for distribution by COE contain smart growth principles and services.</td>
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