What is your highest level of education?

Answered: 49   Skipped: 0

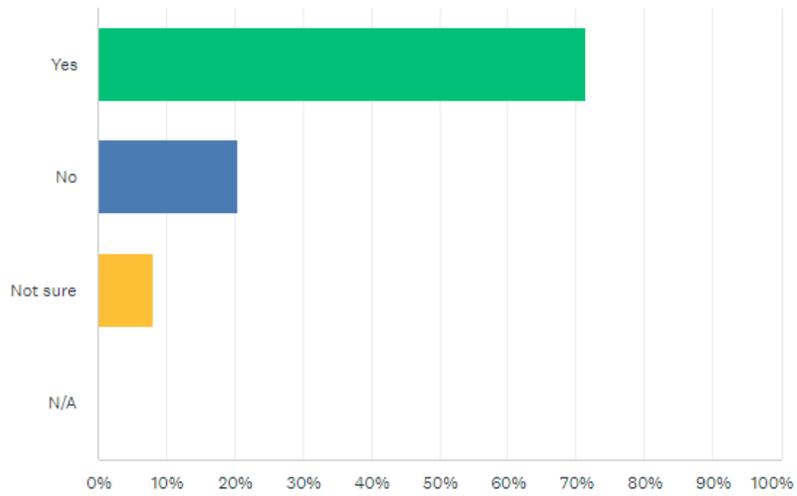| Answer	Percentage
Never Attended School	~8%
Did not finish high school	~26%
Completed High School or GED	~22%
Some College	~14%
College Degree	~27%
Graduate Degree	~2%
N/A	0%
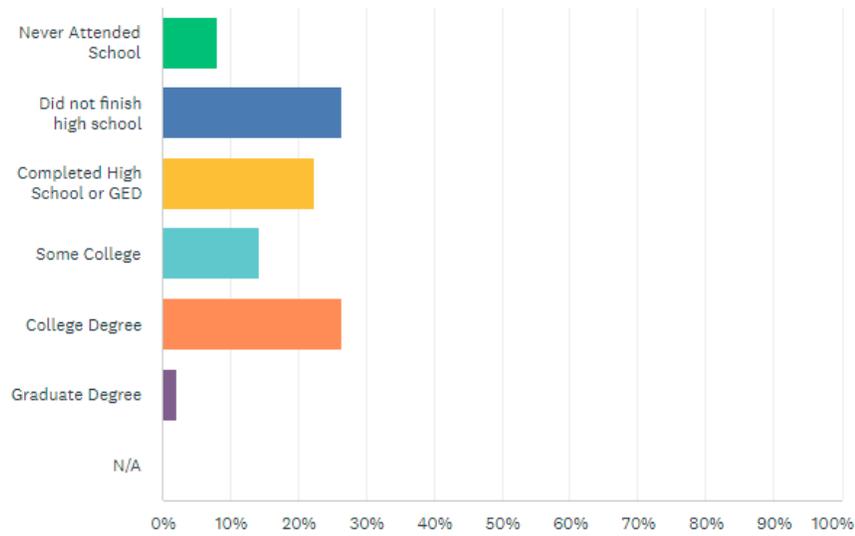
How easy is it for you to get around your home safely and comfortably?

Answered: 49   Skipped: 0

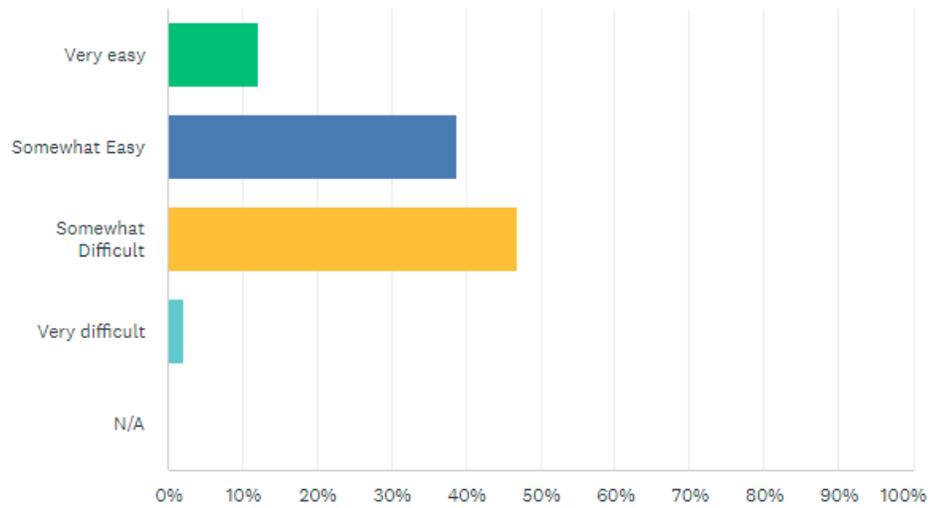| Answer	Percentage
Very easy	~39%
Somewhat Easy	~45%
Somewhat Difficult	~16%
Very difficult	~8%
N/A	0%
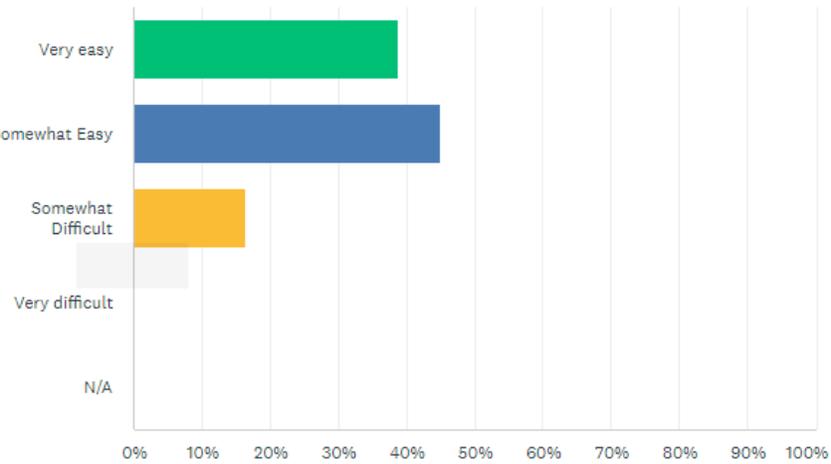
Are you concerned about failling?

Answered: 49   Skipped: 0

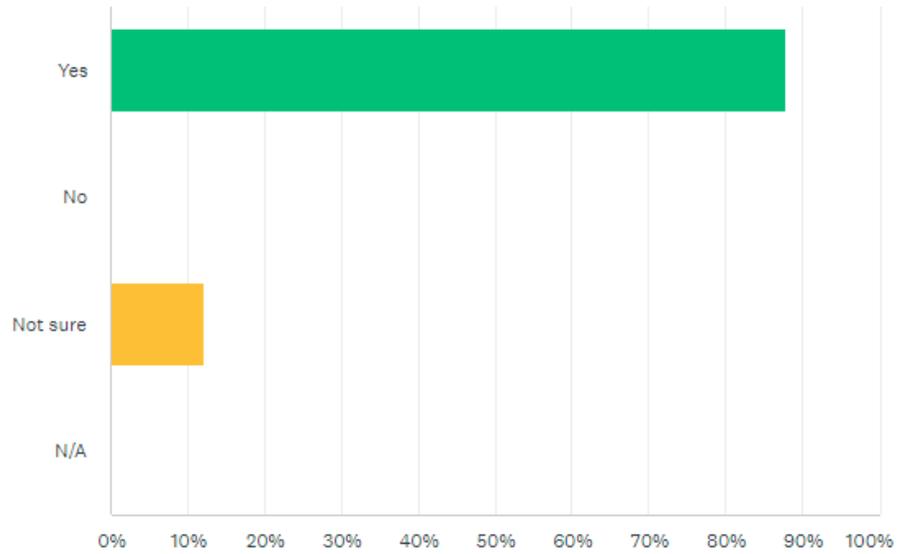
How easy is it for you to get to places out of walking distance?
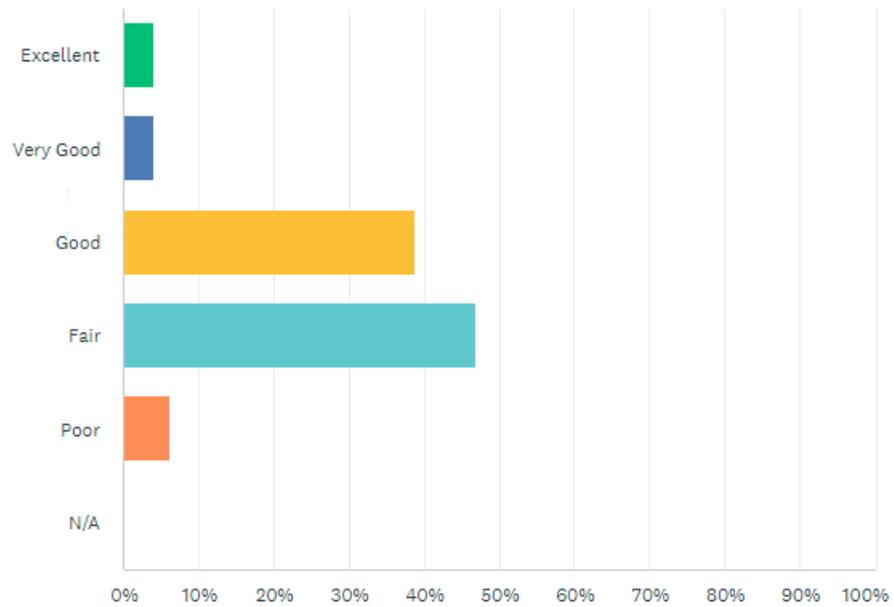
Answered: 49   Skipped: 0

Do you feel safe and secure in your home?

Answered: 49   Skipped: 0

| | 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |

Yes
No
Not sure
N/A

In general, how would you rate your physical health?

Answered: 49   Skipped: 0

Excellent
Very Good
Good
Fair
Poor
N/A

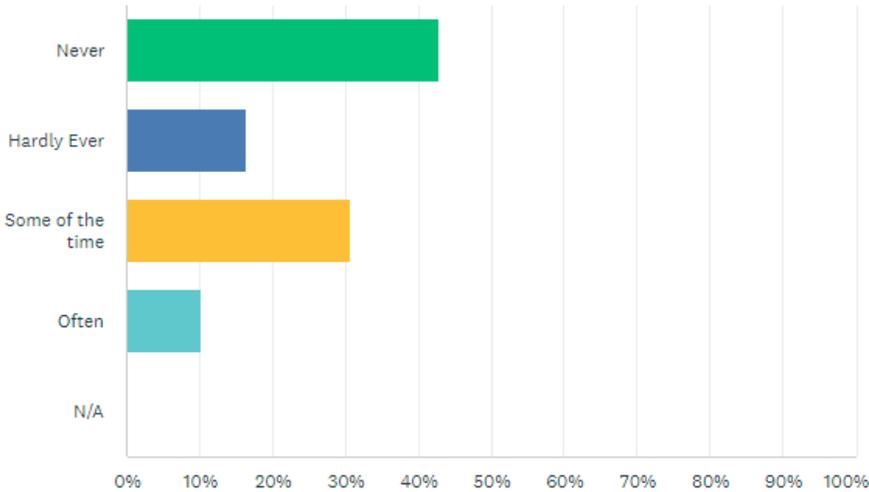| | 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |

In general, how would you rate your emotional health?

Answered: 49   Skipped: 0
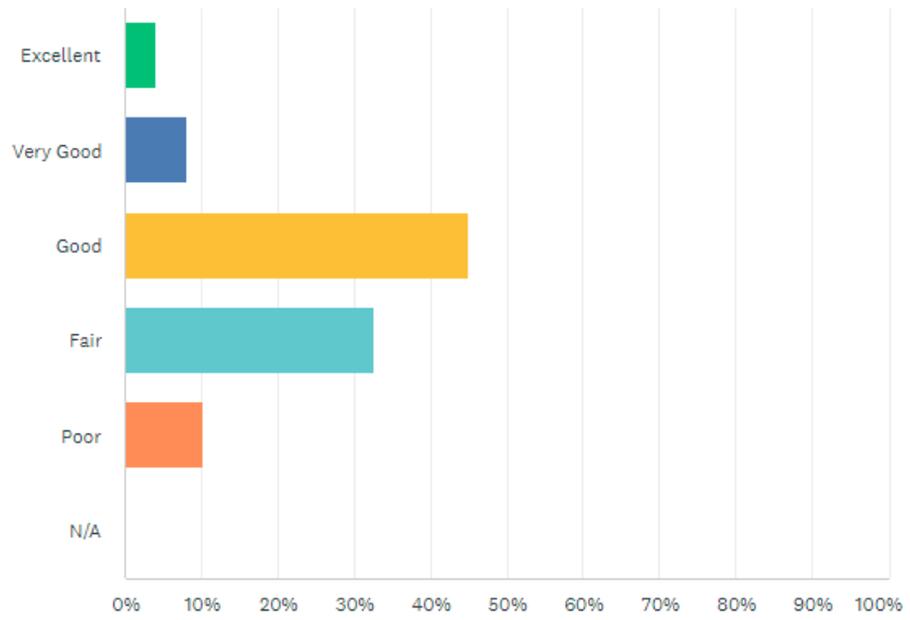
How often do you feel isolated from others?
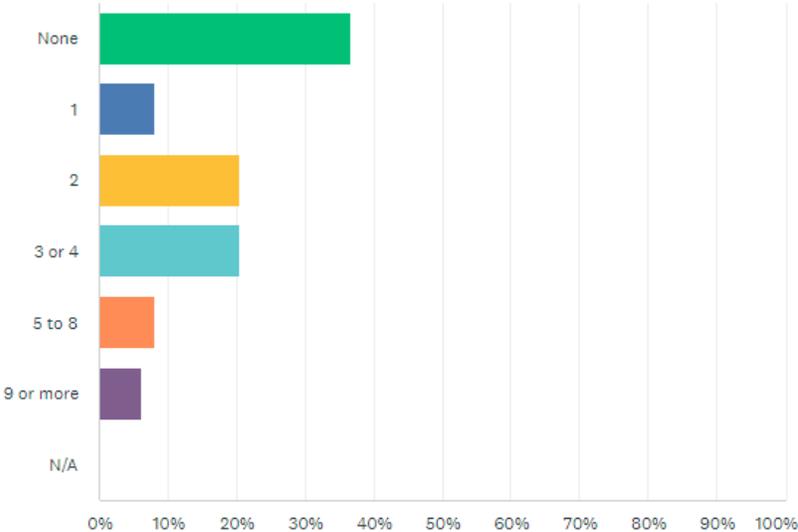
Answered: 49   Skipped: 0

How many friends do you feel at ease with that you can talk about private matters?

Answered: 49   Skipped: 0

How often do you have negative feelings such as blue mood, despair, anxiety, depression?

Answered: 49   Skipped: 0
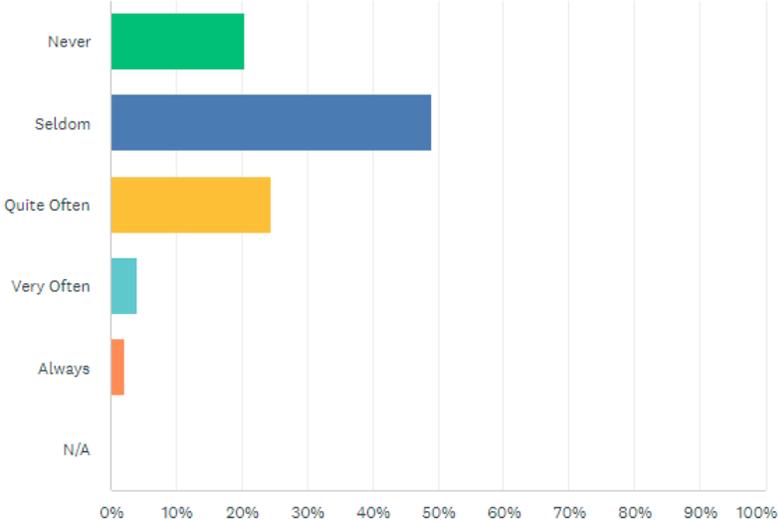
Do you pay for home internet services? (This does not include your phone plan)

Answered: 49   Skipped: 0
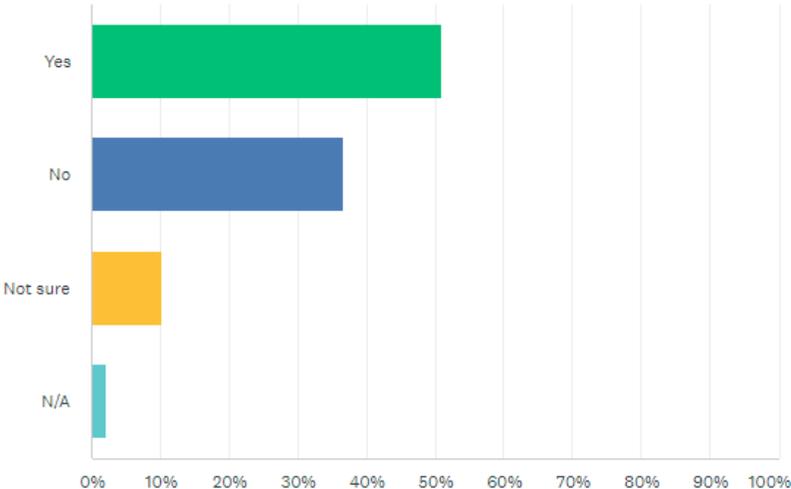
I have challenges in the following areas (check all that apply):

Answered: 49   Skipped: 0

Do you have access to all of the doctors and health services that you currently need?

Answered: 48   Skipped: 1

I feel comfortable using technology information and devices (internet, computer, laptop, tablet, or smartphone).

Answered: 49   Skipped: 0

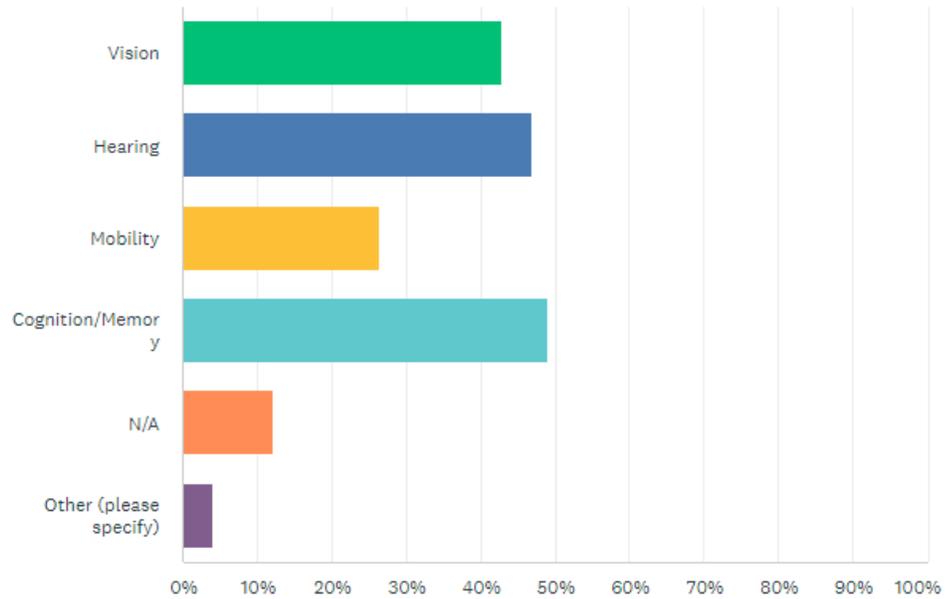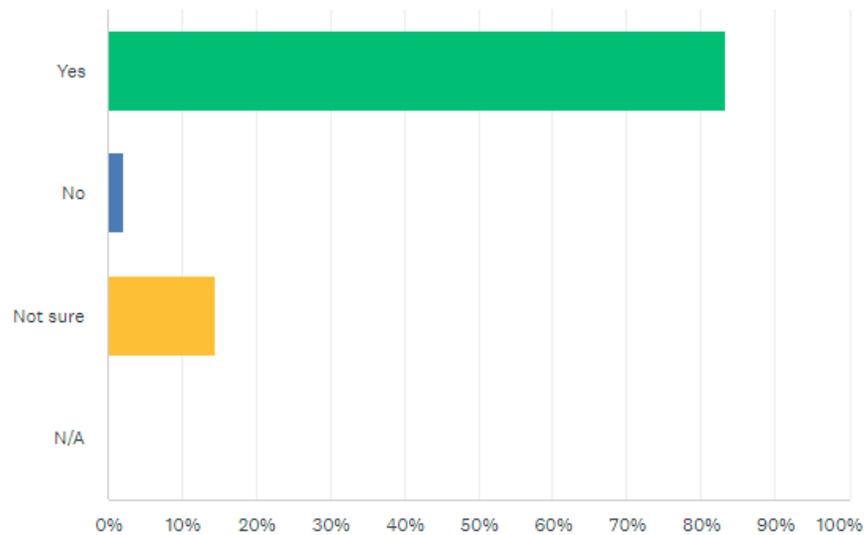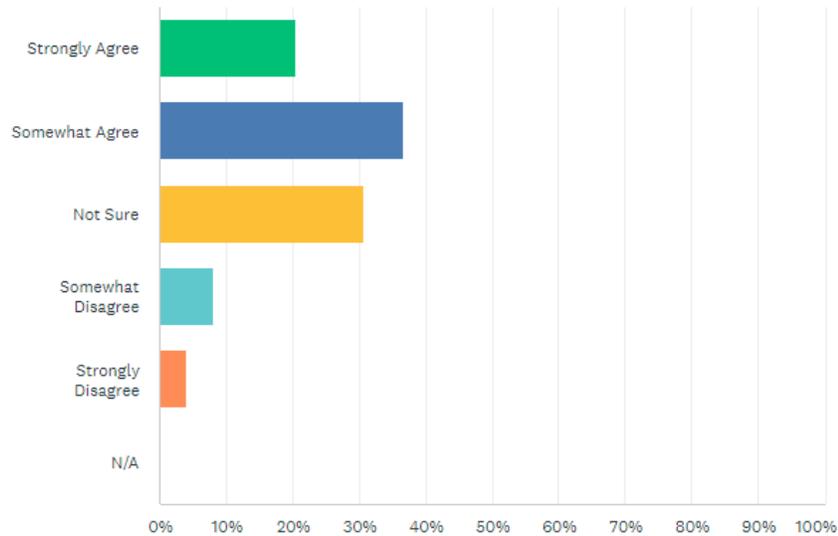*Thank you for attending this focus group discussion about your time at La Pintoresca. The purpose of this discussion is to understand your role as a staff member at Vista Towers and how we can best introduce technology to the community that will enrich the lives of residents.*

We are in the early phases of a pilot study that will bring telehealth and internet services to all residents at Vista Towers. This initiative aims to equip you with internet access, telehealth tools, and the digital skills to access health information, health care services, and maintain social connections.

Today, we'll be talking specifically about tech use, healthcare access/wellbeing, social connectedness, and the impacts of COVID-19.

I encourage everyone to speak freely, respect other people's contributions, and give everyone else chance to speak. I want to let you know that we'll be audio recording this interview to capture your feedback.

Throughout this interview, please keep in mind how COVID has impacted your responses.

Technology Use (15 MINUTES)

We want to understand what types of technology is currently available at the community, as well as your and the residents' interest in trying out new technologies. In understanding this, we will have a better grasp on what sort of technology would best meet the unique needs of your community. For every question, please consider how COVID has impacted your response.

Attendees: Sonia Villalta, Xiwen Hu, Chloe Lin, Emilio Merino, Xiaomei Zhou

Insights to data:

Feeling safe at home but afraid of falling – probably due to community stairs. The stairways were built before codes. Also people don't feel comfortable because of the elevators.

1. What technology devices and tech educational programs do you offer at **La Pinteresca**? *(i.e. computer lab, tablets for loan, Eversound, programs through IWISH, e-health video conference, health education, mental health, physical activity, social engagement etc.)*

Eversound – we used to use before COVID for translation at gatherings. We haven't had any workshops on how to use technology, just offer informal assistance to residents on how to use phones. We haven't had any tech training or workshops from CIW.
Main point of contact - RSC

a. Which of these device(s) are used the most among residents?

Smart phones, then tablets, then laptops

i. What kind of issues?

Mostly Wifi – most come to community room to use guest wifi

ii. What features?

b. If residents did have wifi would they be more willing to engage in tech-based activities?

Will depend on the topic. Most want to learn more about tech and apps.
Residents want to use apps to see bus schedule and use apps for translation.
Translation apps used a lot. To talk to RSC office they use translation apps.
What will get residents motivated? Watching tv, watching shows.
Emilio – can tablets be configured to a simple desktop type?
Any Chinese apps that residents use? WeChat = they use to talk with family members. They like to use Youtube for music. The seniors don't have accounts.
BIGGEST hurdle = creating accounts

. Have you taught anyone how to use video-based tech?

i. Do you offer any technologies within your affordable housing community/common areas?

c. Do you offer any technology training programs?

2. How comfortable do you feel with using new technology (whether for work or at home)?

a. What type of technology issues do residents come to you with?

b. Are there any issues residents come to you with that you find difficult to resolve? What makes these issues so difficult to resolve?

5. What do you wish residents were able to do with technology?

3. Do you have any concerns about deploying new technology to residents?

a. Do you have any concerns with the increase of resident tech utilization that this will bring about?

i. What barriers do you foresee in resident tech adoption?

Most of Chinese residents have knowledge of using smartphones, but Spanish and English speakers less knowledgeable about even just a smartphone. Chinese speakers use tech way more. Forced to use it more to stay in touch with family members. Many have two phones, one family bought, then they have the cheap phone from ___? Residents use the phones from family more. Easier to use, come pre-loaded with apps they want to communicate with. They use children's account information.

ii. Lighthouse project… Do you see any barriers to adoption?

iii. Is there any way we can reach out and make the technology attractive?

4. How can the tech help with resident health & wellness?

. Can help them connect with doctors for telehealth

a. Wellbeing, independence, autonomy?

. Facetime to talk to friend in the same age range?

i. Safety (e.g. fall risk)?

b.   Use tech to exercise together!
c.   Some residents use youtube for exercises
.Challenges with using their smartphone to engage in activities?

What do you want residents to be able to do on their own? Would be nice if residents would be trained to come to the office and we help them with recertification in the office. Huge help if office could have it's own file to start process themselves.
Concerns? Cybersecurity. Worried about online fraud. Residents more likely to fall prey to online scams if they are going online more. Afraid people will believe online things instead of what RSCs tell them.

Healthcare Access and Wellbeing (15 MINUTES)

We want to understand the frequency and methods through which residents receive care and the gaps and challenges to this current method. This will help us understand how our technology can assist in bridging these gaps. If you do not have any role in supporting resident' access to health care, please feel free to skip this section. For every question please consider how COVID has impacted your response.

1. What role do you play in supporting resident health care, if at all? *(i.e. assist in coordinating doctor appointments, offer translation of health information/guides, coordinate health education presentations, etc)*
    In the past they handle this stuff on their own. They've learned not to count on RSC office for that. They get help from family and friends. Usually go to Chinese speaking doctors.
    Sonia – we refer to Emilio. Usually the Chinese make an appointment for the clinic for the next time while at the doc office.
2. Do you assist residents in setting up doctor appointments (either virtual or in-person)?
    1. How often is translation assistance required?
3. How many residents are IHSS (in home supportive services) program participants?
https://dpss.lacounty.gov/en/senior-and-disabled/ihss.html
Don't have exact numbers, and family members are caregivers. Guestimate at least 50%. Sonia – 30% - 40%
    a. Is everyone that could benefit from this program enrolled?
    3. Do you assist residents in sharing health information with family members or home health workers?
4.   Do the residents at [COMMUNITY NAME] have relationships with local PACE programs, Senior centers, or adult day programs?
Senior centers, but not in the area. They usually go to Al Hambra or Monterey Park. They seek out the Chinese speaking areas. They usually have a bus that picks them up. Health care centers used to provide meals for them.
a.   What activities, resources, and programs are offered to residents through this relationship?
                        i.How has COVID impacted this relationship or visits to the site?
    5. Do residents use transportation services such as dial-a-ride, uber/lyft, senior center vans?
    .   City ride, access, belcap?, taxi (mostly), dial a ride, travel with caregivers a lot
Usually family members buy groceries. They use taxi code we provided. A few use dial a ride and taxi codes. ILL of Los Angeles – hub of taxi and tap card programs. Give tap cards and taxi coupons to Emilio that he can give per month. Most need help with understanding bus schedule. I just download the transit app. All in English. But easy for Chinese speakers to use it.
a.   How many residents have their own cars?

6.   Are there any food security programs that you are aware of that is available to assist residents?
Aside from food banks our residents visit, meals on wheels. Most of delivered meals come from day health center that they are members of. But if not a member, meal services are limited. Meals on Wheels used to be cheaper, now its $7 per day, so gotten expensive. Intern created spreadsheet of discounted restaurants.
a.   Do you know approximately how many residents use this/these program(s)?

Telehealth calls? Residents just call their own pharmacy or doctor's office. No telehealth/zoom calls. Just calls.

Social Connectedness (15 MINUTES)

We'd like to learn about group-based activities and how you engage with residents at the community. This will give us a better understanding of where we can potentially intercept this technology and how to make the technology work for YOU. For every question please consider how COVID has impacted your response.

1.   How do you communicate with residents? (Consider pre and post COVID)
They usually call or walk into RSC office. Some call and leave messages. For the office we just call the residents home.
   1.   How do residents reach out to you?
   2.   Are there any pain points in this communication method?
Educating residents on leaving messages would be great. They're not used to leaving messages, they usually just hang up. Would be great if they could use email.
2.   Do you use any translation tools when speaking to residents or family? *(i.e. another RSC or family member helps to translate, Google translate, etc.)*
We usually call the family for translation. We have a translator app on our personal phones. Good relationships with family members.
   a. Is there anything that can make this process easier?
3.   Do you offer assistive technology for those with vision, hearing, mobility, or cognitive challenges?
   a. How do you accommodate for this demographic during live presentations and activities?
   b. How many residents require these accommodations?
No
2.   What group-based activities do residents enjoy the most?
   3.   Do you have any thoughts on how you will maintain these activities while still adhering to social distancing?
Dancing, music, potlucks. They meet in small groups and sit outside and talk. Next activity is next week to celebrate Easter and another for Mother's Day.

Impacts of COVID-19 (15 MINUTES)

We want to gain more insight as to how COVID has changed your daily work routine and what challenges COVID has brought on or highlighted. This will help us tailor a solution that addresses challenges that have risen from COVID.

1.   How has COVID impacted your day to day work routine?

1. How do you feel COVID has impacted the residents of [COMMUNITY]?

Now we are back to face to face. It's pretty much back to normal, except for big educational events. It was difficult during COVID, we had (and still have to) wear masks and keep 6' distance. Noticed our residents used to walk around outside, now they stay inside, not going out as much now. Less interaction. Had a couple of residents say they feel lonely/isolated, still fear COVID.

2. How have programming/services to residents at [COMMUNITY] changed during COVID and what new pain points has this created?
3. Is [COMMUNITY] doing any community engagement efforts with residents during COVID?
    1. What type of engagement activities? How is it working out?
4. Do you feel that you are using the technology that you currently have more due to quarantine?
    1. If so, what type of technology?
5. What has been Vista Towers' biggest challenges during this pandemic? *(not enough resources, low on staff, etc.)*
6. If you had a significant sum of money to invest in Vista Towers, what would you spend it on?

I would build a track inside community, a loop all the way around community, because residents love to walk. To have a garden of some type. People love flowers. Residents not allowed to have pots outside their door. Elevators. Modernizing the building (these were built back in 60's). Exercise room. Tour groups, because residents are lonely, they need more interaction. People love the ocean but it's too far to go see it. Tour bus.

Did you notice residents use tech more during COVID? Residents were already using tech to communicate with family, so stayed the same. Just physical activities got put on hold.
Overall challenge during pandemic? Keeping people apart when they would come together (reminding them to stay apart). Getting them to come to us. Wasn't an option anymore. Less contact with residents. Need residents to bring letters to us to read for them.

Misc. The resident's free phone is old model and is only good for English and Spanish. Doesn't support Chinese speakers.