Lighthouse SUSTAINABILITY PLAN
Pilgrim Tower

I. PROJECT SUMMARY
Pilgrim Tower launched the Lighthouse Project in November 2021. Supported by Front Porch, CITRIS and the Banatao Institute, and UC Davis, the intent of the project is to strengthen the health and social service fabric supporting older adults in affordable housing communities by providing access to internet and telehealth technology. We aim to connect empower residents with the tools and digital literacy skills they need to with family, friends, community, and necessary health care services. Ultimately, the Lighthouse Project strives to design a replicable, sustainable program that can scale across California and the United States. 102 tablets have been deployed to PT residents as of January 24, 2022.

II. PROJECT GOAL
The goal of the program is to help residents connect with family, friends, Pilgrim Tower community, and to health and wellness information and services.

III. OBJECTIVES
- Provide foundational workshops (CORE Curriculum) on Tablet training
- To provide regular (at least monthly workshops/classes) to sustain engagement
- Develop a resident-supported technology committee/group
- Develop peer-supported technology learning and socialization through "pod" structure
- To maintain weekly community-led (RSCs, resident champions, outside volunteers, etc) support/office hours
- Leverage and integrate community-based resources and partnerships (senior centers, colleges, etc)

III. Maintaining Tech Education and Adoption *(listed in order of importance)*

A. Workshops
- BASIC/CORE Curriculum (FPCIW)
    - Tablet Basics (Lesson 1: Deployment Day)
    - YouTube (Lesson 2: Deployment week)
    - Google Duo (Lesson 3)
    - Zoom (need refresher)
- Melysa's Lifestyle App Workshops:
    - Workshop 1: Downloading apps + ZenMatch
    - Workshop 2: MyTherapy Medication Reminder
    - Workshop 3: Flipp
    - Workshop 4: Listonic
    - Workshop 5: Payrange
    - Workshop 6: Sleep Tracker
    - Workshop 7: Happy Color
    - Workshop 8: Money Manager
- Community led-workshops
    - (See below)

B. Existing activities and programs

- Reach out to outside organizations and institutions to see how we can integrate programming into our curriculum
  - Partners In Care Exercise Workshops on Zoom
  - iWish Site Resources
  - Senior Planet
  - Department of Mental Health workshops on Zoom
  - SCAN Independence at Home: Sara, monthly Zoom classes

C. **Tech Help Desk**
- Mondays 10 AM – 12 noon
  - Resident Champion as host
  - Would like to see Adrian/Shinnae take over these times

D. **Resident Champions**
- Recruit and train resident champions
  - Training will consist of Workshop Bootcamp
  - Recruit 10 residents
    - Incentive of gift card
- Assign dates/times to staff virtual help desk hours
- Jen to create interest flier (English/Korean)

E. **Tech Education Message Board (Physical)**
- White board/announcement board dedicated to tech education and support
  - Staff can post fliers and upcoming workshop dates/times
  - Residents can post questions/comments
  - Post monthly workshops

F. **Google Drive**
- Share templates of fliers and announcements
- Share Workshop Content
- Virtual Resources: running list of instructional YouTube videos and PDF guides
- Virtual Calendar
  - RESIDENT Calendar of events (staff generate and edit, residents able to access)
  - STAFF Calendar of events (from playbook = send out fliers on X date, host workshop 1 on X date, workshop 1 for pod 1, workshop 2 for pod 1 = visual color blocks on calendar

No sensitive data will be stored on Google Drive

IV. TIMELINE

Week of 1/24	FPCIW Workshops:
	1/24: ASL/Korean Downloading apps + Zen Match Game 1/25: ASL MyTherapy Medication Reminder 1/26: Korean MyTherapy Medication Reminder - Monday Office Hours 10 AM – 12 noon

Week of 1/31	FPCIW Workshops: • 1/31: ASL/Korean Flipp Grocery app • 2/1: ASL Listonic app • 2/2 Korean Listonic app • Monday Office Hours 10 AM – 12 noon
Week of 2/7	FPCIW Workshops: • 2/7: ASL/Korean Payrange App • 2/8 ASL Sleep Track app • 2/9 Korean Sleep Track app • Monday Office Hours 10 AM – 12 noon
Week of 2/14	FPCIW Workshops: • 2/14: ASL/Korean Happy Color • 2/15: ASL Money Manager app • 2/16: Korean Money Manager app • Monday Office Hours 10 AM – 12 noon
Week of 2/21	• FPCIW/PT Workshops Debrief Meeting • Brainstorm monthly Community-led workshop (PT) • Recruit and train Resident Champions (FPCIW/PT) • Monday Office Hours 10 AM – 12 noon
Week of 2/28	• Prep monthly community-led workshop for March • Develop PT workshop schedule for Spring/Summer 2022 • Monday Office Hours 10 AM – 12 noon
March 2022	• Monthly community-led workshop (PT) • Tablet Refresher Series (FPCIW) • Monday Office Hours 10 AM – 12 noon
April 2022	• Monthly Workshop (PT) • Tablet Refresher Series (FPCIW) • Monday Office Hours 10 AM – 12 noon
May – July 2022	• Monthly Workshops (PT) • Monday Office Hours 10 AM – 12 noon June: FPCIW/PT Program Check-in
August 2022 – December 2022	• Monthly Workshops (PT) • Monday Office Hours 10 AM – 12 noon

V. ROLES AND RESPONSIBILITIES
- **FPCIW Staff**: Support PT tablet deployment and development of workshop curriculum. Host workshops and tech office hours for the month of January and February
- **PT Staff**: Support sustainability plan and promote active engagement among residents. Work with outside organizations and institutions to promote programs and activities residents can access via their iPad. Host workshops and tech office hours. Serve as the third line of tech support for residents. Support workshops facilitated by FPCIW.

- **Resident Champions**: Support GSM staff by serving as the first line of tech support for residents. Host tech office hours. Consider stipends/gift cards for possible incentives (as a last resort).
- **Volunteers/Interns:** Host workshops and tech office hours via Zoom. Serve as the second line of tech support for residents.

Volunteer Description (For RSC/PT Staff Distribution)

Lighthouse – Digital Inclusion and Tablet Training Program
Position Background and Description

The Front Porch Center for Innovation and Wellbeing (FPCIW) explores the innovative uses of technology to empower individuals to live well, especially in their later years. FPCIW works collaboratively with all stakeholders and in partnership with funding sources, researchers and technology partners. The volunteer will provide basic iPad literacy training to older adults for the Lighthouse Program and will report to Adrian Clarke and Shinnae Sung.

The Lighthouse program has deployed tablets to qualifying residents of Pilgrim Tower and in support of this project, we are seeking volunteers who will be able to instruct and train residents on basic tablet functions and applications.

Job Functions

A.   TRAINING/SUPPORT
   a. Lead Zoom-based workshops
   b. Support the development of curriculum, and research additional health-based resources on the Internet for English, Korean, and ASL (American Sign Language) learners to improve their digital and health literacy.
   c. Exercise high degree of sensitivity and privacy toward personal health information.

B.   ADMINISTRATION
   a. Participate in bi-weekly team calls.
   b. Organize and prepare weekly lesson plans.
   c. Document activities and events through photos, notes, and other observations.

Skills, Knowledge, and Abilities

- Proficiency and high comfort level with technology.
- Excellent interpersonal and oral communication skills; ability to verbally express ideas assertively, clearly.
- Ability to teach technology to community members and colleagues with diverse backgrounds and technology proficiency.
- Ability to exercise tact and diplomacy in dealing with others to secure necessary information and cooperation from a variety of people.
- Bi-lingual in Spanish, Korean, or other foreign languages desired but not required.
- Background in health, nutrition, and/or gerontology helpful but not necessary.

- Must be fully vaccinated and show proof of vaccination

Time Commitment and Pay

This is an unpaid, part-time volunteer position for 5-10 hours/week once a week during regular workday hours, as agreed upon between the volunteer and [ADRIAN/SHINNAE]. The term of this volunteer position will be from [INSERT DATE RANGE]

How to Apply

All qualified applicants will receive consideration for a volunteer position without regard to race, color, religion, sex, or national origin. Please send a resume along with a brief cover letter describing your interests, skills, and appropriate experiences with the position. Applications may be sent to [INSERT EMAIL]. All volunteer placements are subject to criminal background checks, and are expected to adhere to the policies and procedures outlined in the Front Porch volunteer handbook.