

Lighthouse (Community Name) - Staff Focus Group Questions

Date:

Name	Email	Phone	Best Method of Contact

Technology Use (15 MINUTES)

1. What technology devices and tech educational programs do you offer at (Community Name)?
2. Which of these device(s) are used the most among residents?
3. Do you offer any technologies within your affordable housing community/common areas?
4. Do you offer any technology training programs?
5. How comfortable do you feel with using new technology (whether for work or at home)?
6. What type of technology issues do residents come to you with?
 - a. Are there any issues residents come to you with that you find difficult to resolve?
What makes these issues so difficult to resolve?
7. What do you wish residents were able to do with technology?
8. 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?
 - b. What barriers do you foresee in resident tech adoption?

Healthcare Access and Wellbeing (15 MINUTES)

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.)
2. Do you assist residents in setting up doctor appointments (either virtual or in-person)?
 - a. How often is translation assistance required?
3. How many residents are IHSS program participants?
 - a. Is everyone that could benefit from this program enrolled?
4. Do you assist residents in sharing health information with family members or home health workers?
5. Do the residents at (Community Name) have relationships with local PACE programs, Senior centers, or adult day programs?

- a. What activities, resources, and programs are offered to residents through this relationship?
 - b. How do you determine with resources should be offered to residents?
 - c. How has COVID impacted this relationship or visits to the site?
6. Do residents use transportation services such as dial-a-ride, uber/lyft, senior center vans?
 - a. How many residents have their own cars?
7. Are there any food security programs that you are aware of that is available to assist residents?
 - a. Do you know approximately how many residents use this/these program(s)?

Social Connectedness (15 MINUTES)

1. How do you communicate with residents? (Consider pre and post COVID)
 - a. How do residents reach out to you?
 - b. Are there any pain points in this communication method?
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.)
 - 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?
2. What group-based activities do residents enjoy the most?
 - a. Do you have any thoughts on how you will maintain these activities while still adhering to social distancing?

Impacts of COVID-19 (15 MINUTES)

1. How has COVID impacted your day to day work routine?
2. How do you feel COVID has impacted the residents of (Community Name)?
3. How have programming/services to residents at (Community Name) changed during COVID and what new pain points has this created?
4. Is (Community Name) doing any community engagement efforts with residents during COVID?
 - a. What type of engagement activities? How is it working out?
5. Do you feel that you are using the technology that you currently have more due to quarantine?
 - a. If so, what type of technology?
6. What has been (Community Name's) biggest challenges during this pandemic? (not enough resources, low on staff, etc.)

7. If you had a significant sum of money to invest in (Community Name), what would you spend it on?