Thank you for attending this focus group discussion about your time at [COMMUNITY]. The purpose of this discussion is to understand your role as a staff member at [COMMUNITY] 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 [COMMUNITY]. 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 a 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.

1. What technology devices and tech educational programs do you offer at [COMMUNITY]? *(i.e. computer lab, tablets for loan, Eversound, programs through IWISH, e-health video conference, health education, mental health, physical activity, social engagement etc.)*
   a. Which of these device(s) are used the most among residents?
      i. What kind of issues?
      ii. What features?
   b. If residents did have wifi would they be more willing to engage in tech-based activities?
      i. Have you taught anyone how to use video-based tech?
      ii. 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?
   c. 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?
      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?

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 residents' 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)*
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 (in home supportive services) program participants? https://dpss.lacounty.gov/en/senior-and-disabled/ihss.html
   a. Is everyone that could benefit from this program enrolled?
   b. 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?
   a. What activities, resources, and programs are offered to residents through this relationship?
   b. 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?
   a. How many residents have their own cars?
6. Are there any food security programs that you are aware of that are available to assist residents?
   a. Do you know approximately how many residents use this/these program(s)?

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)
    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?
        i. How many residents require these accommodations?
4. 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)

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?
    a. How do you feel COVID has impacted the residents of [COMMUNITY]?
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?
    a. 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?
    a. If so, what type of technology?
5. What has been [COMMUNITY'S] biggest challenges during this pandemic? *(not enough resources, low on staff, etc.)*
6. If you had a significant sum of money to invest in [COMMUNITY], what would you spend it on?