



# MV Digital Equity Coalition 2023

June 1, 2023

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## Agenda

- ❖ Patient Gateway Info Session
- ❖ Computer Repair Program Update
- ❖ MA EOEI Grant Status
- ❖ Proposed ACP Pilot at Elderly Housing in partnership w/ Comcast
- ❖ Quick updates on:
  - ❖ 5/9 Digital Legacy - VH Library
  - ❖ 5/20 Identity Theft Coffee – OB Library
  - ❖ 5/22 Steamship App - UICOA

# Patient Gateway Awareness Session – June 16

Do You Have

## Questions about Patient Gateway?



Friday,  
June 16  
at 2:00  
PM

Come to the West Tisbury Library to learn how to access Patient Gateway. Hospital staff will be on hand to answer all your questions and help you gain access on your smartphone, tablet or Laptop. Learn how to message your healthcare providers, refill prescriptions and more!

**Howes House**  
— UP ISLAND —  
COUNCIL ON AGING



**Mass General Brigham**  
Martha's Vineyard Hospital



**WEST TISBURY FREE PUBLIC LIBRARY**  
1042 State Road • West Tisbury • 508.693.3366  
@westtisburylibrary.org @facebook.com/westtisburylibrary @wtpubliclibrary

## Final Prep

- Speaker Names?
- Audio Visual Requirements?
- Promotion
- “Call to Action”

What do we want attendees to do? So we can measure it

*If this goes well, be thinking about where we do our next session ...*



# Computer Fix Pilot – Mark Esparini

“Alex brought her **MacBook** to the **WT library** for display issues. I picked it up and I spent 30 minutes diagnosing it. I spoke with her and went over her options and gave her some advice. I dropped it back at the WT library.”

“Laura got my number from the **Edgartown library**. She just moved into Woodside Village and needed help setting up **internet devices** and had some questions about her **printer**.”

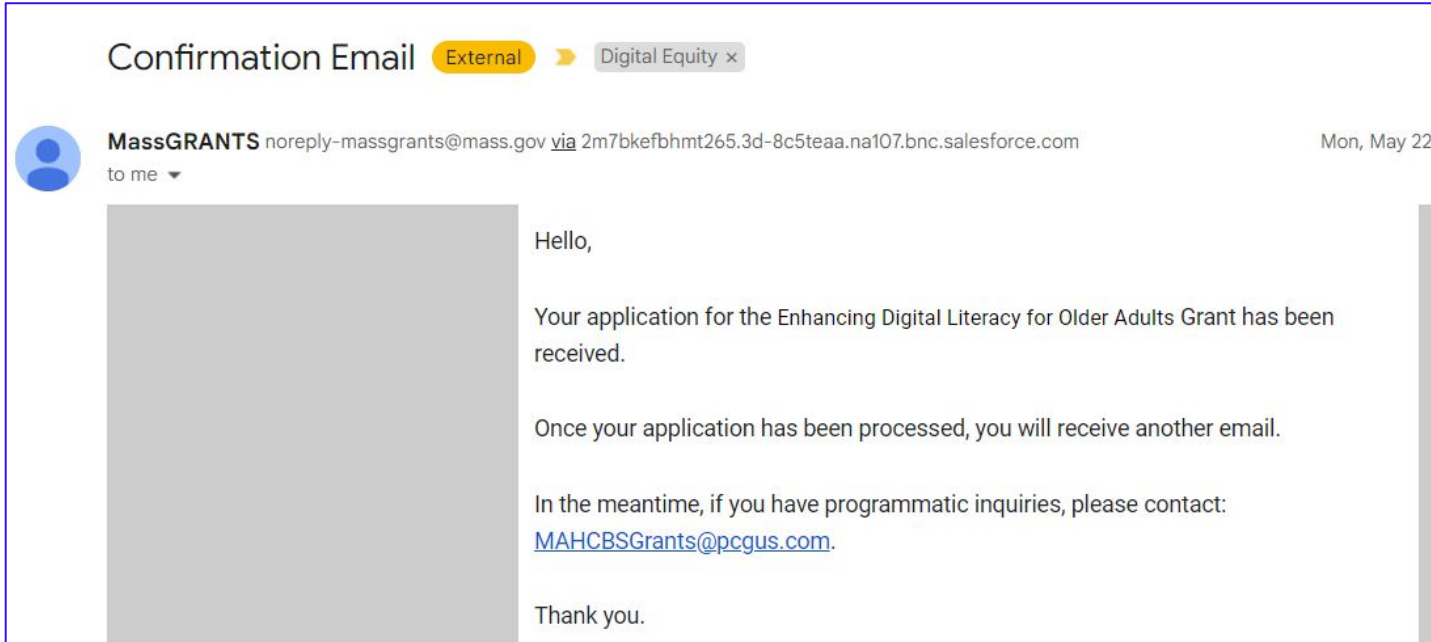
Older Adult Digital Equity Initiative	HAMV	Device Intake Form
Intake Location: West Tisbury, Intake person: Anne MGD		Date: 4/15/2023
Owner's Name: Alex Whitcomb		Phone: 508 645 9372
Contact Name (if different):		Phone:
Email Address:		
Title:		
Contact Preference: X Phone <input type="checkbox"/> Email <input type="checkbox"/>		
Type of Device: Laptop _____		Make / model: MacBook Air _____
Is the power supply included (Laptop power supply needed for proper diagnosis):		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Other Accessories none _____		
Is the device under warranty: <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Unsure		
Is the device backed up: <input type="checkbox"/> External Drive <input type="checkbox"/> Cloud Service <input type="checkbox"/> No <input checked="" type="checkbox"/> Unsure		
Password required to login or make changes to the device _____		
Problem Category: <input type="checkbox"/> Won't Turn On <input type="checkbox"/> Won't do updates <input type="checkbox"/> Error Message <input type="checkbox"/> Device Slow/Unusable		
<input type="checkbox"/> Software updates needed <input checked="" type="checkbox"/> Other Issue _____		
Description of problem: Computer does not respond to keyboard _____		



***Do people know about this offer?***



# MA Executive Office of Elder Affairs (EOEA) Digital Literacy GRANT Application – Submitted!



**Thank you to ALL 4 Island COAs and HAMV Executive Director for your letters of endorsement (Rose Cogliano, Lyndsay Famariss, Joyce Stiles-Tucker, Joyce Albertine/Bethany Hammond, Cindy Trish)**



# MA EOEA Digital Literacy GRANT Application – The Ask on 5/22/23

## Funding for a “CALL THE TECH PRO” Program

- IT professional to provide answers to technology questions from MV’s Older Adult Community (cross-island)
- On-call, just-in-time
- Phone or in-person
- October 2023 – December 2024
- 20 smart devices – for qualifying individuals who express a thirst to learn
- \$75,000

Not granted yet

*“Reviews have started this week. Announcements will be made sometime after that,” says MAHCBSGrants@pcgus.com.*



# A Proposed Program to Expand Internet Connectivity via <https://www.fcc.gov/acp>

Town	Zip code	# Affordable Connectivity Program (ACP) Participants as of April 1, 2023 (1)	How Grow # of ACP Participants?
Aquinnah & Chilmark	02535	7	
Edgartown	02539	31	
Oak Bluffs	02557	34	
Tisbury	02568	62	Conduct pilot w/ Comcast at Island Elderly Housing (2)
West Tisbury	02575	16	

(1) Source:

<https://www.usac.org/about/affordable-connectivity-program/acp-enrollment-and-claims-tracker/#enrollment-and-claims-by-zipcode-and-county>

(2) HAMV would set appointments, Comcast meets 1x1 at Elderly Housing to help OAs apply for ACP – **NEED TO ASK IEH IF INTERESTED**



# Attendance #s? Audience Feedback? Do it again?

- ❖ 5/9 Digital Legacy - VH Library
- ❖ 5/20 Identity Theft Coffee – OB Library
- ❖ 5/22 Steamship App - UICOA

*What Else Are We Doing or COULD We Be Doing to increase Digital Literacy in Older Adult Population?*



# Next Meeting – June 29 (instead of July 6)

Join Zoom Meeting

<https://us02web.zoom.us/j/81305450792?pwd=dGZ3ajRXUktVcmJ2RjNGMjloVGc0Zz09>

Meeting ID: 813 0545 0792

Passcode: 400646

***Thank you!***





# APPENDIX

# ACP

The Affordable Connectivity Program (ACP) is a Federal Government program to help low-income households pay for internet service and connected devices such as desktop, laptop, or tablet.

<https://www.fcc.gov/acp>



## Apply for the Affordable Connectivity Program Online

The Affordable Connectivity Program (ACP) is a U.S. government program to help low-income households pay for internet service and connected devices such as a desktop, laptop, or tablet.

If your household is eligible, you could receive:

- Up to a \$30 per month discount on your internet service
- Up to a \$75 per month discount if your household is on qualifying Tribal lands
- A one-time discount of up to \$100 for a laptop, tablet, or desktop computer (with a co-payment of more than \$10 but less than \$50) from a participating internet company

Once your application is approved, the next step is to contact a participating internet company to get your benefit.

### Get Started

Follow the steps below to submit an ACP application online, which typically takes about 10 minutes to complete. You may need to provide additional information or documentation to confirm your eligibility, identity, or home address.

If you have questions during the application process, contact the ACP Support Center by email at [ACPSupport@usac.org](mailto:ACPSupport@usac.org) or call (877) 384-2575 from 9 a.m. to 9 p.m. ET.

	Steps	Online Application Overview
1	Tap or click on a web browser on your mobile device or computer. <ul style="list-style-type: none"><li>• Type <a href="https://www.fcc.gov/acp">AffordableConnectivity.gov</a> in the web address bar and press <b>Enter</b> on the keyboard or <b>Go/Search</b> on your mobile device to open the website.</li></ul>	
2	Tap or click <b>Apply Now</b> .	

Last Updated: March 2023

18 pages on how to apply!

Comcast has offered to come to the island and help Older Adults with the application process. HAMV has offered to setup the appointments





## Apply: ACPBenefit.org

### Online

Login or create a new account to complete the [ACP application online](#).  
If you apply online, you may be able to receive an immediate approval.

### Mail

Print an application: [English](#), [Spanish](#) ([Application Instructions](#) also available in 9 other languages)  
USAC strongly recommends including a Household Worksheet with your application: [English](#), [Spanish](#) ([Household Worksheet Instructions](#) also available in 9 other languages)  
Complete the application and Household Worksheet and send them, along with copies of your proof documentation, to:

### Step by Step directions from USAC

<https://www.usac.org/video/li/how-to-apply-for-lifeline-online/index.html>

### ACP Support Center

- 877-384-2575
- [ACPSupport@usac.org](mailto:ACPSupport@usac.org)



# How to apply for free or reduced Internet with Comcast

internet  
essentials

**First! Check eligibility for ACP, complete the National Verifier form at [acpbenefit.org](http://acpbenefit.org) and receive your Application ID.**

## Existing Customers

Complete the Xfinity ACP enrollment form to receive your credit. You'll need the Application ID you received from the National Verifier. Start ACP enrollment at [Xfinity.com/acp](http://Xfinity.com/acp). You will need your Xfinity Username and password to accomplish online, or you can call 1-855-8INTERNET

Receive verification that the credit has been approved by the ACP within 48 hours

After you have received this verification: call 844-963-0178 or 855-8-INTERNET if you would like to change your service to Internet Essentials.

## New Customers

Sign up for Internet Essentials at [InternetEssentials.com](http://InternetEssentials.com) or call 855-8-INTERNET.

Complete the ACP enrollment form in the application to receive your credit. You will need your NVID Verification number.

Receive verification that the credit has been approved by the ACP within 48 hours



# Older Adult Technology Training Assistance Vision

## Purpose

- To provide ongoing technology training assistance to **increase the confidence and competence of Older Adults in accessing essential services online (telemedicine and other support services) and enrichment opportunities (education, social interaction etc.)**.

## Objective

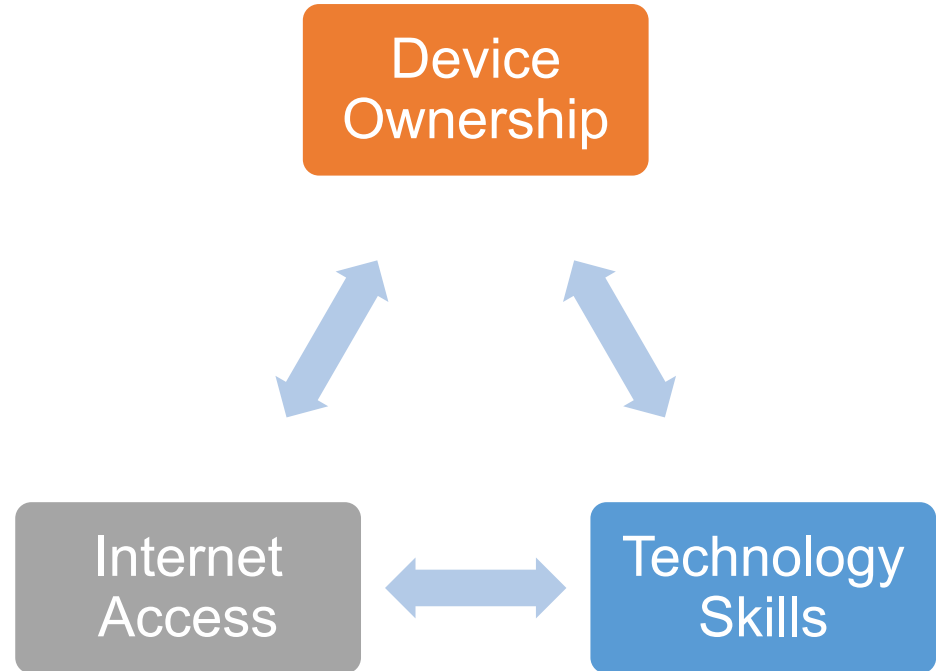
- To strengthen, expand, and scale the existing technology assistance resources provided to Older Adults ( via MV libraries, YMCA, COAs)

## Goal

- To provide 1-on-1 technology training assistance to any Older Adult who wants it when they want it (cell phones, tablets, laptops, computers)

# The Need: Optimizing the Technology Trinity via Training

- While Older Adult device ownership is high, it is unclear how much these various devices are actually being used or how fit-for-purpose they are.
- Internet access is reported by 9 out of 10 respondents, although this may occur via their smartphones and the quality is unknown.
- Older Adults express a desire to stay current and are looking to strengthen their technology skills.



# The Need: Older Adults express a desire to learn more and some feel insecure about technology skills

Almost **1 in 3** admit they feel uncomfortable when others talk about digital technologies; this increases to almost **1 in 2** for those over 85+ and with incomes <\$50K.

**4 in 10** feel behind their peers in digital technology usage.

**9 in 10** Older Adults are willing to learn more about digital technologies and feel it is important to do so.



# State of the Island - Current Providers of Older Adult Technology Training\*

## YMCA Elder Tech

High school volunteers provides training, monthly sessions at the YMCA (1 on 1), Managed by the Y

Up to 20 attendees at each session (doesn't run in the summer), hasn't run since COVID

## MV Libraries

Provides on-demand and scheduled assistance

VH – 20+ per week

Edgartown -6 per week

Chilmark – 1 per week

Aquinnah – 3 per month

West Tisbury -20+ per week

Oak Bluffs – 20+ per

## Councils on Aging

Provides on-demand & scheduled assistance

Oak Bluffs – none in COVID

Up Island COA – none

Tisbury COA – summer program with student

Edgartown COA – group training, limited program during COVID

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\*All training is in-person