



# MV Digital Equity Team Meeting

September 7, 2023

[LynnMarquedant@hamv.org](mailto:LynnMarquedant@hamv.org)

508-341-5631



## Agenda

- ❖ Affordable Connectivity Program (ACP) Status and Learnings
- ❖ “Call a Tech Pro” Grant – we got it! Now what?
- ❖ Open Discussion – what do we want to accomplish in the next year?





# Affordable Connectivity Program (ACP) – Reminder of What It Is

- US Federal Govt Program to encourage/enable internet access for all
- Older Adults apply for \$30/mo off Internet (\$75 off/mo for Tribe)
- If an Older Adult qualifies, they are given an ACP #, THEN they call their internet service provider and ask for \$30 off their bill
- [www.fcc.gov/acp](http://www.fcc.gov/acp)



# August 2<sup>nd</sup> “Affordable Internet Appt Day” Recap

- We conducted a 2-part program:
  1. Apply for ACP
  2. Sign up for Xfinity Internet Essentials for free
- 18 appointments were set up by HAMV and ACP applications were started on 8/2
- Two Xfinity reps came to MV to help with ACP sign-up on 8/2
- Appointments held at MVCS in AM; Woodside in PM on 8/2
- Pizza and cookies served at Woodside – good positive atmosphere
- ... but then 2 days later ... phone calls from Xfinity to Woodside residents caused confusion ...
- We asked Xfinity to do a bulk installation, but they said no; IE program is managed out of US ... so
- HAMV conducted 2 follow-up sessions at Woodside to follow-up
  - Aug 18 – 3 hrs on phone
  - Aug 25 – 2 hrs on phone



## Outcome so far

- 1 person has seen a \$30 reduction in her Xfinity Internet bill
- At least 2 people pulled out of the process
- 3 people have their ACP # and need to be signed up for Xfinity Internet Essentials – Xfinity mgmt. team will help on Friday 9/8
  - Then Lynn will help them receive the hardware and help them “self-install”
  - If we can’t install ourselves, Xfinity will send service tech w/in 48 hours
- 1 person still hasn’t had their ACP # approved - even though he lives in the very same HUD-approved housing complex as others who have been approved

# ACP Adoption Low on MV: estimated to be < 5% of eligible population so far

| 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/ Xfinity at Island Elderly Housing |
| West Tisbury        | 02575    | 16   |  |

On track to add 5 as of 9/7

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



# Recommended Next Steps for Affordable Internet Appointment Day

## For Older Adults Across the Island

- Create Digital Equity Coalition Rack Card about applying for ACP # (w/out mentioning Internet Service Provider)
- Conduct another ACP Appointment Day at 1 or more Libraries (Lynn/HAMV can setup appointments and meet with OAs at Libraries to fill out application)

## For Tribe

- Paul Jeffers-Mayhew Helping Tribe members to signup for ACP

## For Island Elderly Housing

- Not recommending another session like 8/2. Recommend Xfinity and IEH design a bulk ACP application & Xfinity installation process.



# MA EOEI 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

**GRANTED &  
ACCEPTED BY OB  
(Thanks Rose &  
Deborah!) ON 8/22**





# CALL THE TECH PRO Program Next Steps

- Heads of COAs & HAMV to meet on Sept 11
- Bob Rosenbaum has reviewed AARP tech course offering <https://seniorplanet.org/>
- Some Names of Tech Pros have been gathered – need more
- Want to offer this “On Demand Call the Tech Pro” program within context of all our other tech support offerings across the Island, so need to update our catalog of monthly offerings (ie R. Malik’s monthly sessions at Anchors, etc.)





# Open Discussion

- Do we have an up-to-date booklet of all the technology offerings/support available for Older Adults?
- Next step with ACP? Patient Gateway?



# appendix



# Fyi – upcoming programs for Older Adults at VH Library. See Anne McDonough for more information

*"Someone's sitting in the shade today because someone planted a tree a long time ago." Warren Buffett*

## DEVELOPING AN END-OF-LIFE CHECKLIST FOR MY FAMILY


Without doing diligent end-of-life planning, your loved ones may not have access to your key family information and online accounts if something should happen to you, creating financial and emotional chaos for them...

Please don't put it off any longer! Get your life in order and make sure your family knows your plans and wishes

Gather critical information about your finances, legal documents, online accounts, passwords, wishes about medical care, and more in one place.

This seminar will focus on developing this checklist, discussing what forms will be needed and the steps needed to begin this important process...important to both you and your family.

senior2senior Training  
Paul R. Gentile  
774-238-2611




## MEMORY TRAINING : LIVING BETTER LONGER

A course for people with mild memory concerns  
October 17th, 18th 24th and 25th  
3:30 - 5:30

- 1 Slacking off
- 2 Consuming too much sugar
- 3 Lack of social contacts
- 4 Having too much screen time on social media
- 5 Having sedentary life style

Memory Training teaches proven memory enhancing techniques that address common everyday memory concerns.  
Collaboration with Center4Living and MCOA  
Classes held in person at the VHPL  
Please register at [amcdonough@clamsnet.org](mailto:amcdonough@clamsnet.org)  
or call 508-939-9440

[www.vhlibrary.org](http://www.vhlibrary.org)



## BOOK TALK

### REIMAGINING RETIREMENT: 9 KEYS TO TRUE WEALTH


Eric J. Weigel

FOUNDER OF RETIRE WITH POSSIBILITIES

Retirement today is complex! Along with your vision of your future self, you'll need a system for creating the change you want. Eric is a Certified Professional Retirement Coach and University of Chicago MBA.

Tuesday  
Sept 12th  
6PM  
VHPL  
Program Room

? [amcdonough@clamsnet.org](mailto:amcdonough@clamsnet.org) or 508 696 4211 x116





# HAMV is Turning 10 years old - fyi

- 10 years of educating, advocating, and community building to create an aging-friendly island.
- October 10<sup>th</sup> – planting 10 trees in MV Forest at 10AM
- November 14<sup>th</sup> – hosting a community mobilization Summit at The Grange
- <https://www.hamv.org/community-plan>