September 15, 2021

Susan W. Hoskins, LCSW, Executive Director
Friends Foundation for the Aging
P.O. Box 1081
Langhorne, PA 19047

Dear Susan,

Attached please find a request for $47,835 in funding from Friends Home & Village. The request seeks to support a sustainable, no-cost program to provide computer technology training to older adults at both Friends Home and Village and within the wider community.

Please accept our thanks for the opportunity to submit this application.

Sincerely,

N. Chiyo Moriuchi

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CEO/Executive Director
Friends Home & Village

Executive Summary

Technology is vital to interact with the world today. It plays acritical role in strengthening social connection, managing finances and purchasing options, pursuing civic issues and advocacy, maintaining health and wellness, and exploring creative outlets. This has proven especially true during the pandemic with its restrictions on in person contacts. Older adults are victims of the ageist stereotype that they cannot learn to use technology. In reality, they are an often-overlooked population segment when it comes to effective technology training.

Friends Home & Village (FHV) requests $47,835 to support the development of a sustainable program to provide older adults with no-cost training on the use of computer technology.

FHV's strategic plan and direction includes a focus on healthy aging and the six dimensions of wellness: intellectual, physical, social, occupational, emotional, and spiritual. This project promotes engagement in these dimensions by creating opportunities for new social connections, learning opportunities, growth, and purpose.

Brief statement of the organization's history and competence for this effort.

Established in 1897, FHV is a retirement community that provides moderately priced retirement living and fosters purposeful living and social connectivity through a community of kindness Residents enjoy accommodations, services, and recreational activities that meet their needs within independent and personal care living options.

Older Adults Technology Services (OATS) is a charitable affiliate of AARP that offers no-cost technology training to older adults, over the age of 60, via Senior Planet sites across the U.S. FHV has partnered with OATS to become a licensed Senior Planet training center. As a licensee, FHV will provide in-person courses utilizing Senior Planet's proven curriculum, tailored to match the needs of older adult learners. We have identified training space, a volunteer to provide instruction, and an FHV staff member to act as program administrator.

Project Details:

1. What problem are you addressing? Evidence of need, why this solution chosen, demographics, description of community and people to be served.

Despite improvements in health, mobility, and lifespans for older adults, stereotypes in American culture often associate aging with decline and impairment. Frequently portrayed in the media as befuddled and frail, today's older adults are often technophobic, having internalized the ageist idea that they cannot learn to effectively utilize computer technology. FHV seeks to empower older adults by giving them needed tools to engage with today's world.

A study conducted by the Pew Research Center in May of 2017 shows that only two thirds of adults aged 65 and older use the internet. Of those, only one quarter report feeling confident in their abilities. Three quarters of older adults online say that they need help from others when setting up and using new technology. Income and education levels impact these numbers significantly. The

greatest number of older adults who do not access the internet have a less than $50,000 per year income, and report having a high school diploma or less.

While many older adults have the desire to become digitally literate, learning differences associated with aging, coupled with a lack of age-specific curriculum and support often leave this segment of the population frustrated and unmotivated to learn. Costs associated with traditional training courses present a barrier for others.

The undereducation of older adults in this area has created a divide. Many aspects of everyday life are managed efficiently (and sometimes are only accessible) by digital means: financial management, shopping, civic involvement, social connection, medical access, and creative expression. In today's world, digital literacy is also essential to gaining meaningful employment. A lack of inclusion in this area segregates and marginalizes older adults from other segments of the population.

Of FHV's own residents, only one third are online, with limited capabilities for using the internet and email. Those who are not have reported feeling, at times, isolated and disconnected, particularly during the portion of the COVID-19 pandemic that saw the suspension of congregate meals and social activities.

By providing computer training in a curriculum that is designed for older adult learners, FHV seeks to narrow the divide. With lectures, workshops, and courses that offer information and hands-on practice, FHV strives to provide opportunities for its students to become digitally literate.

Training will be offered to adults over the age of 60 within the Bucks County area, at no cost, so that all may take part, regardless of income level.

2. What action(s) will you do?
FHV has applied for, and been granted, a license to become a Senior Planet training center. Senior Planet, a program of OATS (Older Adults Technology Service) provides a variety of training courses, curriculum, and materials. Following Senior Planet guidelines, FHV will provide quarterly lectures, workshops, and courses aimed at promoting and improving computer and digital literacy among older adults over the age of 60.

We have enlisted a volunteer trainer to lead sessions that offer lectures and hands-on workshops. The trainer will be responsible for providing instruction and support following Senior Planet's curriculum and course materials. An FHV staff member has been identified as program administrator and will utilize Senior Planet's promotional materials to build awareness and enrollment. The program administrator will also be responsible for registration of, and communication with, students.

Both the Senior Planet program trainer and administrator have attended a 10-part training session that highlights the program mission, methodologies, curriculum, and course materials.

Space has been identified on FHV's Styer campus that will provide the appropriate requirements for in-person instruction. As this space is also used for various in-house meetings and activities, FHV will purchase training tables to create a space that is easily re-configured to meet a variety of needs. FHV will purchase and provide laptop computers, software, and peripheral devices in accordance with Senior Planet's technology requirements.

FHV will also install campus-wide wi-fi service to its Styer campus so that residents may utilize course equipment to practice and build competency. The wi-fi coverage will also serve to provide a connection to those students living off-campus, by allowing access to the program equipment and a wi-fi signal during practice periods between classes. As we navigate another season with the uncertainty of how COVID-19 will affect our ability to gather in-person, a campus-wide wi-fi signal will also allow instructors and students to continue lessons and practice safely outside as weather permits. Additionally, a campus-wide wi-fi signal will not only serve the Senior Planet program and its participants but will also allow FHV to provide improved technology for operational and emergency communications and health/safety monitoring to its current and future residents.

3. *What other organizations will you partner with on this project?*
FHV has partnered with OATS, a charitable affiliate of AARP to provide Senior Planet training and curriculum. In its initial quarter, FHV will begin by offering its curriculum to current residents and closely connected groups, including members of Bucks Quarterly Meeting.

Currently, FHV is in the process of building relationships within the broader community for the purpose of sharing space and program offerings. As a part of these efforts, FHV is in active discussions with the Bucks County YMCA to provide onsite programming. Future Senior Planet training quarters will see FHV expand promotion to YMCA members and other organizations, including:

- Local aging communities such as Chandler Hall and Pickering Manor.
- Local, private libraries, such as our neighboring Newtown Library, as well as the Bucks County public library system.
- Low-income senior housing communities such as Gloria Dei Plaza and Grundy Tower.
- Bucks County community senior centers such as James E. Kinney Senior Center and Neshaminy Activity Center.
- Academic organizations, such as Bucks County Community College and Holy Family University.

4. *What outputs do you expect?*
FHV will follow Senior Planet's 10-week quarterly training schedule. To effectively recruit students and implement training, FHV will:

- Develop quarterly schedules of courses based on Senior Planet curriculum offerings. Courses offered will differ per quarter.
- Advertise and promote course availability throughout the FHV and the broader communities, including the organizations shown in Section 3. This will be done using Senior Planet's customizable promotional templates. Information will be shared online, via social media, email

blast campaign, phone calls to colleagues within our professional networks, and in-person visits to organizations to post information and course details.

- Register students and communicate course details and requirements.
- Offer two, 75-minute classes, weekly throughout each quarter.
- Provide open laboratory time with access to equipment and wi-fi signal to enable registered students to practice toward building confidence and competency.
- Host graduation celebrations for students who complete the quarterly training programs.
- Share limited registrant information with Senior Planet for the purpose of evaluating statistics and demographic information.
- Share successes and learning opportunities with other Senior Planet licensees and community partners to cultivate increased program efficiency.

5. What outcomes do you expect?

Following Senior Planet's licensing guidelines, FHV will seek to enroll a range of 8 to 14 students into the program per quarter and strive to empower them to confidently utilize computer technology in meaningful ways. By familiarizing them with the ways in which technology can positively impact their lives, and providing hands-on experience of its usage, we will create opportunities for students to:

- More efficiently manage finances online while protecting their online identity and information.
- Develop stronger social connections and combat isolation, using various social outlets and video conferencing platforms.
- Access reputable health information, participate in online wellness programming.
- Communicate with their medical care team effectively and become independently able to attend telemedicine visits.
- Utilize their voices online to engage in activism and advocacy.
- Find new ways and media to express themselves creatively.
- Cultivate tools that increase employability.

This program will also support FHV's strategic plan and direction, by nurturing the intellectual, social, emotional, and occupational dimensions of wellness that foster healthy aging among older adults. The Senior Planet program will offer an ongoing, purposeful and meaningful activity, that also builds awareness of FHV's offerings and mission.

6. How will you measure outputs and outcomes?

Limited enrollee information will be reported to Senior Planet under the guidelines of AARP's privacy policy. As a program licensee, FHV will be given access to Senior Planet's quarterly impact report, which will show overall program reach.

FHV will document inquiries, participant registration, attendance, and laboratory usage. Periodic evaluations of this data will inform means of effective outreach and impact on an organizational scale. Formal skills assessments are not included in Senior Planet's curricula, as courses are intended to build confidence and awareness rather than assess competency. Participant feedback, therefore, will be key to measuring success. Simple participant evaluation forms will be used at the end of each session.

Development of a positive reputation and demand for future classes will be measures of the program's success.

7. How will you sustain the project after the grant period?

FHV's CEO, Advancement Director, and Community Wellness and Engagement Coordinator will continue outreach efforts to nurture relationship building and build program awareness. To foster robust registration, FHV will continue to evaluate source quality and adjust communication techniques accordingly.

To ensure program continuity, an additional FHV staff member will complete the necessary courses to serve as a trainer should substitution become necessary. Additional volunteers have been identified and are also being cultivated for this purpose.

It is anticipated that physical equipment purchased will be utilized for as many sessions as can be provided to the end of its useful life. Extended equipment warranties will ensure prolonged protection against damage. Security and antivirus software required for program compliance will be installed on laptops to enable additional protection and consistent performance, reducing the need for significant troubleshooting of technical issues. FHV is currently under contract with an IT support firm for day-to-day PC support. This firm would also install the equipment necessary to provide a campus-wide wi-fi signal. Under current contract terms, they will provide support for signal issues if needed.

8. Possibilities & Methodology for Replication or Reporting of Results

The Senior Planet's licensing program has been designed to foster replication. OATS has licensed programming in many states across the U.S. and five continents globally. This quarter, seventeen additional organizations with locations across the U.S. are moving through the process of implementing programming. They are: Area 1 Agency on Aging, Arlington Neighborhood Village, Central Vermont Council on Aging, Eaton Senior Communities, Elder Services of Cape Cod and the Islands, Episcopal Homes of Minnesota, Livingston County Office for the Aging, Madison Senior Citizens Center, North Star Council on Aging, Northeastern Regional Engagement Center, Pars Equality Center of Los Angeles, Pine River Library, Providence Health and Services, Senior Resource Development Center, Small Town Project, University of Utah Geriatric Psychiatry Clinic, Western Reserve Area Agency on Aging.

Some of these participants, including FHV, have shared contact information across organizations for the purpose of communicating challenges, outcomes, and best practices. FHV will gladly share this information with Friends Foundation for the Aging for the purpose of enabling success to other organizations seeking to enter the Senior Planet or similar programs.

As a program licensee, FHV will also have access to the OATS quarterly impact statements and receive regular communication of published research findings in peer-reviewed journals, academic publications, and public convenings.

9. How this addresses Friends Foundation for the Aging's Values

In keeping with FHV's Quaker heritage and the values informing the grantmaking process, five principles are demonstrated in this project: service to diverse populations, the potential to create change, collaboration, leveraging of resources, and an integration of services.

FHV seeks to include a diverse population of older adults. By promoting Senior Planet programming through a variety of organizations that target older adults, FHV will reach people of varying income, education, and experiences. The no-cost feature of courses will allow access for older adults of all income levels, enabling those of low income to participate in a robust program to which they may not ordinarily be able to gain access.

Senior Planet training courses hold potential to create significant change. The goal of the program is to build awareness and exposure to computer technology by providing age-tailored instruction, training, and support. This will provide participants with new opportunities for exploring financial, civic, social, health, and creative tools and outlets they may never have explored independently.

FHV will collaborate in various ways while implementing and sustaining this program. FHV program administrator and trainers will communicate regularly with Senior Planet program staff as well as other licensees to share ideas for best practices and improvements. FHV's CEO, Advancement Director, and Community Wellness and Engagement Coordinator will seek connections with other organizations within the community to spread program awareness and will share its experiences with others who seek to implement similar programming.

Beyond its initial startup, this program is designed to be sustainable at little forward cost. Course materials and licensing fees are currently no-cost. FHV will leverage its resources by giving new purpose to currently under-utilized space, and by making use of existing equipment to support teaching. Equipment purchased with requested funds will be used to support Senior Planet programming to the end of its useful life and will be replaced only when necessary. FHV will build funds into its future budget to address equipment replacement and future licensing fees.

In alignment with Friends Foundation for the Aging's value of integrating services that impact a broad range of the lives of older adults, this program strives to improve a range of significant areas of daily life: online financial literacy and efficiency, social engagement, civic participation, health and wellness, and creative outlets. The skills learned also add value for job seekers. These aspects foster the intellectual, social, emotional, and occupational dimensions of wellness that promote healthy aging among older adults and align with FHV's strategic plan and direction.

10. Project budget and timeline

With a total project cost of $59,835, FHV has received pledges toward Senior Planet programming in the amount of $4,000. FHV is prepared to provide $8,000 toward the program cost from its own budget. Therefore, FHV respectfully requests $47,835 from Friends Foundation for the Aging to support the launch of the FHV Senior Planet licensing program.

Timeline:

9/3/2021   2021 4th quarter curriculum developed and approved by Senior Planet

9/13/2021   Equipment purchased (laptops, charging cabinet, software, peripheral devices)
Promotion begins (FHV residents, Bucks Quarterly Meeting)

10/25/2021   2021 4th quarter courses commence

11/1/2021   Identify commencement date and develop course curriculum for 2022 1st quarter
Begin 2021 1st quarter course promotion

12/1/2021   Purchase wi-fi equipment and coordinate installation

12/9/2021   2021 4th quarter courses end

Budget:

Equipment and Software	
17.3" HP Laptops Intel Core i5 (10 @ $580 each)	$5,800
2-Year Accidental Protection (10 @ $209 each)	$2,090
AnywhereCart AC-Mini-16 Bay Fully Adjustable Locking Charging Cabinet	$847
Bitdefender Gravity Zone Endpoint Security Software (10 2-year licenses)	$416
Faronics Deep Freeze	$48
LogiTech Wireless Mouse (10 @ $15 each)	$150
Wi-Fi equipment and installation	$46,000
Furniture	
72"x24" Mobile Flip Top Tables (6 @ $684 each)	$4,104
Materials	
Portable 48"x32" Whiteboard	$180
Graduation celebration supplies (certificates, decorations, refreshments)	$200
Project Total	**$59,835**
Pledges designated to Senior Planet Programming	**($4,000)**
FHV Funds	**($8,000)**
Request Total	**$47,835**