

Date: August 26, 2024

Organization: Springpoint Foundation

TIN & Formal organization name: 22-2375658, Springpoint Foundation, Inc.

Note: The Springpoint Foundation is included in the Springpoint Senior Living, Inc. Group 990 under TIN: 22-3498690.

Contact name, phone, email: Jan Brand, (732) 430-3734, jbrand@springpointsl.org

Amount requested: \$13,920

Project title: Empowering Seniors: Digital Inclusion Program

Summary Description (maximum 25 words): Provide shared computers for low-income seniors facing a digital divide, aiming to reduce inequities in health, education, and essential services.

Please answer the following questions clearly and concisely.

1. What is the problem you have identified?

The problem identified is the significant digital divide faced by low-income seniors living in HUD-subsidized Supportive Housing for the Elderly communities (i.e., Section 202). These residents often lack access to modern technology, such as computers and printers, which restricts their ability to engage with essential online services, stay connected with family and friends, and access educational and economic opportunities. This digital divide contributes to social isolation, decreased mental well-being, and limited access to critical health and support services. Additionally, recent federal cuts have eliminated Pandemic-era WiFi stipends for seniors, making it impossible for many to include the cost of internet access in their monthly budgets.

The increasing shift of essential services such as mental health counseling, healthcare, banking, and ongoing education to online platforms has made access to reliable, affordable internet with capable devices a necessity for basic participation in society. The COVID-19 pandemic accelerated this transition, making digital access crucial for maintaining health and economic well-being. While many have adapted to remote work, education, socialization, and healthcare, millions of economically disadvantaged individuals, particularly those in affordable housing, have faced deepened health and economic inequities due to lack of connectivity. This issue disproportionately affects people of color, and places residents of affordable housing at significant risk of falling further behind, especially during critical public health crises.

2. What is the solution you propose to address the problem?

By installing modern, energy-efficient shared computers and a laser printer in six Monmouth and Ocean County-based HUD Supportive Services for the Elderly communities, this project ensures that seniors have access to capable devices necessary to participate in the digital world. This deployment will strategically place two computers and one printer in communal areas of each community, making digital resources readily accessible to all residents. These

state-of-the-art computers and printers will serve as the foundation for enhancing digital literacy and connectivity among seniors.

Enhancing Digital Literacy: The project includes comprehensive Senior Planet digital literacy training conducted by interns from the Springpoint Foundation's 2025 Tomorrows Leaders Internship Program. This training will help residents understand and navigate online platforms effectively, enhancing their ability to access essential services and reducing the risk of falling behind due to a lack of digital skills. Topics will include basic computer operations, internet use, online safety, email communication, accessing telehealth services, and more, and will be tailored to the seniors' learning pace and needs.

Reducing Health and Economic Inequities: Access to high-speed internet and digital devices will allow residents to connect with telehealth services, access online health information, and manage healthcare needs remotely. This is particularly important for seniors with mobility issues or those requiring frequent medical consultations. By enabling digital access, the project will help mitigate health inequities exacerbated by the lack of connectivity.

Fostering Social Inclusion: Providing digital access and training will help seniors stay connected with family and friends through email, social media, and video calls. Video chatting with family can lead to improved mental health by reducing feelings of loneliness, mitigating cognitive decline and providing emotional support. This connection is vital for reducing social isolation, which has been a significant concern during the COVID-19 pandemic. Improved social connectivity can lead to better mental well-being and a sense of community among residents.

Supporting Education: With access to modern computers and the internet, residents can pursue online educational opportunities and develop new skills, enhancing their ability to engage in lifelong learning.

3. What actions will you take?

Hiring: The Springpoint Foundation funds the Tomorrows Leaders Intern Program, an internship experience for young adults interested in senior living careers. Hiring for the 2025 class would include candidates with the interest and skills to conduct training sessions. We would ensure adequate intern staffing levels throughout the year.

Procurement and Installation: Taking advantage of Springpoint IT's vast technology partnerships, and we will purchase and install two shared computers, external webcams, and one laser printer in each of the six communities. Springpoint IT will configure each computer and work with the interns on installing in each community.

Digital Literacy Training: We applied for the AARP/OATS Senior Planet license program. Participants in this program receive access to Senior Planet's multilingual programs. The interns will complete the Senior Planet Train the Trainer Program, which will equip them to offer quality training. The initial syllabus will include a standard selection of courses, including:

- Computer Essentials

- Connecting to the Internet
- Finding Information Online
- Staying Safe Online

Additional topics that bridge the digital divide will be offered, including:

- Mindfulness Apps
- Mobile Health Apps
- MyChart
- Online Health Resources at a Glance
- Online RX Drug Resources

Senior Planet offers over 250 courses, including hands-on workshops, lectures, and multi-session program series. Courses cover many different aspects of technology, including device-specific, i.e. "taking photos on an iPhone". Senior Planet's courses are available in English, Spanish and Chinese.

Ongoing Support: Follow-up sessions will be made available as needed. In addition, residents can contact the Senior Planet Help Line.

4. Describe the population to be served.

The target population consists of very low-income seniors residing in six HUD Supportive Services for the Elderly communities located in Monmouth and Ocean counties in New Jersey. The communities are:

| Community | Location | # of Units | # of Residents |
|------------------------|-----------------|-------------------|-----------------------|
| Allaire Crossing | Wall Twp. | 66 | 67 |
| Crossroads at Howell | Freehold | 93 | 97 |
| Friendship Gardens | Howell | 99 | 104 |
| Heritage at Whiting | Whiting | 69 | 76 |
| Stafford by the Bay | Manahawkin | 85 | 89 |
| The Oaks at Toms River | Toms River | 86 | 90 |
| Total | | | 523 |

Demographic Overview:

- **Age:** Residents are 62 or older, or meets HUD definition of disabled.
- **Income:** The median income is \$17,100 per year, with some earning far less.
- **Ethnicity:** The population is diverse, including individuals from various racial, ethnic and cultural backgrounds.

| Community | Community Median Income | Community Income Statistics | | Ethnicity |
|---|--|-----------------------------|-----|--|
| Monmouth County - county median income \$118,527¹ | | | | |
| Allaire Crossing, Wall Twp., Monmouth Co. | \$17,118 | <\$10,000 | 5% | Hispanic or Latino: 3% Not-Hispanic or Latino: 96% Did Not Specify: 1% |
| | | \$10,000-\$19,999 | 63% | |
| | | \$20,000 – 29,999 | 28% | |
| | | >\$30,000 | 5% | |
| Crossroads at Howell, Freehold, Monmouth Co. | \$16,858 | <\$10,000 | 6% | Hispanic or Latino: 7% Not-Hispanic or Latino: 83% Did Not Specify: 10% |
| | | \$10,000-\$19,999 | 68% | |
| | | \$20,000 – 29,999 | 22% | |
| | | >\$30,000 | 4% | |
| Friendship Gardens, Howell Twp., Monmouth Co. | \$14,553 | <\$10,000 | 4% | Hispanic or Latino: 16% Not-Hispanic or Latino: 65% Did Not Specify: 19% |
| | | \$10,000-\$19,999 | 71% | |
| | | \$20,000 – 29,999 | 25% | |
| | | >\$30,000 | 0% | |
| Ocean County - county median income \$82,379¹ | | | | |
| Heritage at Whiting, Whiting, Ocean Co. | <i>* not a subsidized community, we don't track income *</i> | | | Hispanic or Latino: 1% Not-Hispanic or Latino: 71% Did Not Specify: 28% |
| Stafford by the Bay Manahawkin, Ocean Co. | \$17,456 | <\$10,000 | 5% | Hispanic or Latino: 2.5% Not-Hispanic or Latino: 95% Did Not Specify: 2.5% |
| | | \$10,000-\$19,999 | 54% | |
| | | \$20,000 – 29,999 | 35% | |
| | | >\$30,000 | 6% | |
| The Oaks at Toms River, Toms River, Ocean Co. | \$18,705 | <\$10,000 | 6% | Hispanic or Latino: 11% Not-Hispanic or Latino: 83% Did Not Specify: 6% |
| | | \$10,000-\$19,999 | 58% | |
| | | \$20,000 – 29,999 | 29% | |
| | | >\$30,000 | 7% | |

¹ QuickFacts Ocean County, New Jersey; Monmouth County, New Jersey; New Jersey; United States <https://www.census.gov/quickfacts/fact/table/oceancountynewjersey,monmouthcountynewjersey,NJ,US/INC110222>

5. Are there partners/collaborators for implementation or funding – who? Has the solution been tried by other organizations?

OATS/Senior Planet: By collaborating with Senior Planet, the program would benefit from their comprehensive resources, established methodologies and network, significantly enhancing our program's effectiveness and reach.

- Providing Curriculum and Expertise: Supplying a proven digital literacy curriculum tailored for seniors and offering training to ensure effective program delivery.
- Offering Training and Support: Equipping interns with the skills needed to teach the curriculum, along with ongoing guidance to address challenges.
- Enhancing Credibility: Adding credibility to the program through their established reputation, potentially attracting more funding and participation.
- Assisting in Evaluation: Helping to develop metrics and assess the program's impact on residents, with a focus on continuous improvement.

Other Organizations that have tried the solution:

MAAC, (Metropolitan Area Advisory Committee), San Diego, CA, is a HUD Section 8, transitional, age unrestricted provider of housing to low-income families. This organization created computer labs with philanthropic funds, providing residents with access to laptops and WiFi, enabling digital inclusion and access to essential services.

(<https://www.thestarnews.com/computer-lab-increases-senior-access>)

6. How will you know your actions are having an impact? How will you measure outputs and outcomes?

Outcomes

To measure the outcomes of the program, we will use a combination of quantitative and qualitative methods to assess the effectiveness and impact on residents. We will measure the key outcomes through pre and post-training assessments, and self-reporting. Residents will complete our Wellness and Access Survey for Seniors, which will provide insights into residents' progress in each of the key areas listed below.

The key areas for which we will measure outcomes are:

- Digital Literacy Improvement: Measure changes in resident's digital skills and knowledge.
- Access to Telehealth Services: Gather feedback and data on how access to technology has improved their ability to manage healthcare needs. In addition to Wellness and Access Survey results, additional information will be gleaned from resident interviews and their self-reporting.

- Improved Mental Health and Well-being: Measure changes in self-reported mental well-being, including reduced anxiety and improved mood. In addition to Wellness and Access Survey results, additional information will be gleaned from resident interviews and their self-reporting.
- Enhanced Financial Management: Track improved ability to manage finances online, such as paying bills, budgeting, and using financial tools.
- Overall Program Satisfaction: Conduct surveys to measure overall satisfaction with the program, including how it has improved their quality of life. We will conduct focus groups to gather qualitative data on residents' experiences and perceived benefits of the program.

By focusing on self-reported outcomes, indirect measures, and resident feedback, the program's success can be evaluated without needing to track specific online behaviors or site visits. This approach respects residents' privacy while still providing valuable insights into the program's impact.

Outputs

For this initiative, the key outputs include:

Technology Installed

- Number of computers and printers installed

Training Sessions Conducted and Residents Trained:

- Number of digital literacy training sessions held
- Total number of seniors participating in each training session
- Total number of unique participants
- Total number of training sessions successfully completed by residents

Technology Utilization:

- Usage statistics on frequency of computer use outside of training sessions

7. Include a simple program budget in the same pdf with expected income and expenses (eg. staff, program supplies, travel, etc)

2024 SPRINGPOINT FOUNDATION GRANT BUDGET

Income

| | | |
|------------------------|-----------------|--|
| Requested Grant Amount | \$13,920 | Friends Foundation for the Aging |
| In Kind Donation | 5,900 | Springpoint Foundation – intern salaries |
| In Kind Donation | 1,800 | Springpoint IT- monitors and webcams |
| In Kind Donation | 1,200 | Springpoint IT- technology configuration |
| Total Income | \$22,820 | |

Expenses

| | | |
|------------------------|-----------------|--|
| PCs | \$11,340 | Lenovo Think Centre M75q (\$950 each x 12 units) |
| Monitors and Webcams | \$1,800 | Logitech C270 Web Cam (\$20 each x 12 units) Monitors (\$100 each x 12 units) |
| Printers | 2,580 | HP Laserjet 4201 (\$430 each x 6 units) |
| Virus Software | 240 | \$20 each x 12 computers |
| Configuration/Setup | 1,200 | Springpoint IT |
| Trainers | 4,960 | Intern Salaries |
| Travel Reimbursement | 500 | Mileage Reimbursement |
| Miscellaneous/supplies | 200 | |
| Total Expense | \$22,820 | |

Attach a copy of your IRS determination letter. We may also look at your website, your Guidestar (Candid) profile and your non-profit status or plan a site visit. Please make sure these are up-to-date.