DIGITAL MARIN

Healthcare & Community Based Organizations Work Group
June 4, 2021 @ 10:30

Summary

Attendees:

Name	Title	Representing
Jonathan Logan	VP	MCF
Diana Lopez	Vice Chair	MCoA
Charis Baz	Director	Whole Person Care
Balandra Freroso	Executive Director	Parent Services Project
Rebecca Woodbury	Volunteer	Digital Marin
Rebecca Sugs	Resident	Residents Group

Location:

Zoom- Recorded

Agenda:

1. Review
2. Outreach Comments
3. Support Development of the draft needs assessment- Gap Analysis
4. Questions and Answers

Notes:

1. There are layers that need to be address in digital literacy.
    a. What is the framework for rating our digital literacy?
        i. DM could come up with digital literacy standards/baseline
            1. Possibly a checklist that could lead to self-education
        ii. Parent Services Project would love to be involved with the digital literacy component. -Balandra
            1. They have three levels of training already there.
2. Remove Barriers to Digital Access
    a. Equity is the biggest issue.
    b. Access to high-quality internet is the same as electricity. It's not a need people deserve this.

    c. People experiencing homelessness need a place to charge phones and get wifi.
3. Meet Recipients Capabilities and Comfort Levels
    a. Minimal request of new services-not everyone wants it that way.
    b. DM would like to make whole person care and bring people the care they need.
4. Address Privacy and Security Concerns
    a. How to we secure internet for others.
        i. Updating policies
            1. Manatt Health
5. Digital Marin can help take the lead on HCBO to help with funding.
    a. Magellan will be providing options of what is available
    b. DM has found funds to get consultants to help with finding and securing money to help with these issues.

Recording

This meeting was recorded and can be viewed at
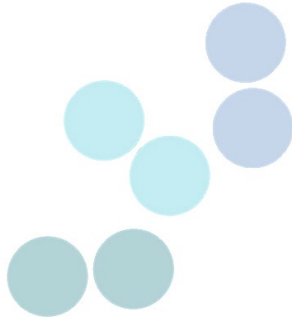https://www.youtube.com/watch?v=24W_Ao1LuUc

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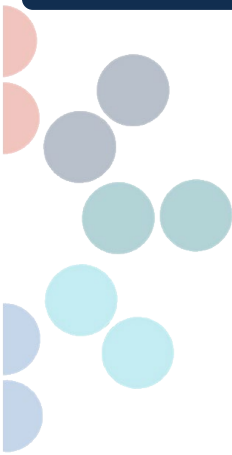
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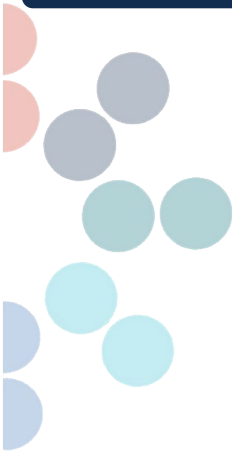
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Purpose of Today's Meeting

- *To review the input received during community outreach*
- *Obtain feedback and suggestions from the Work Group*
- *Support development of the draft needs assessment document to prepare for the next phase – Gap Analysis*
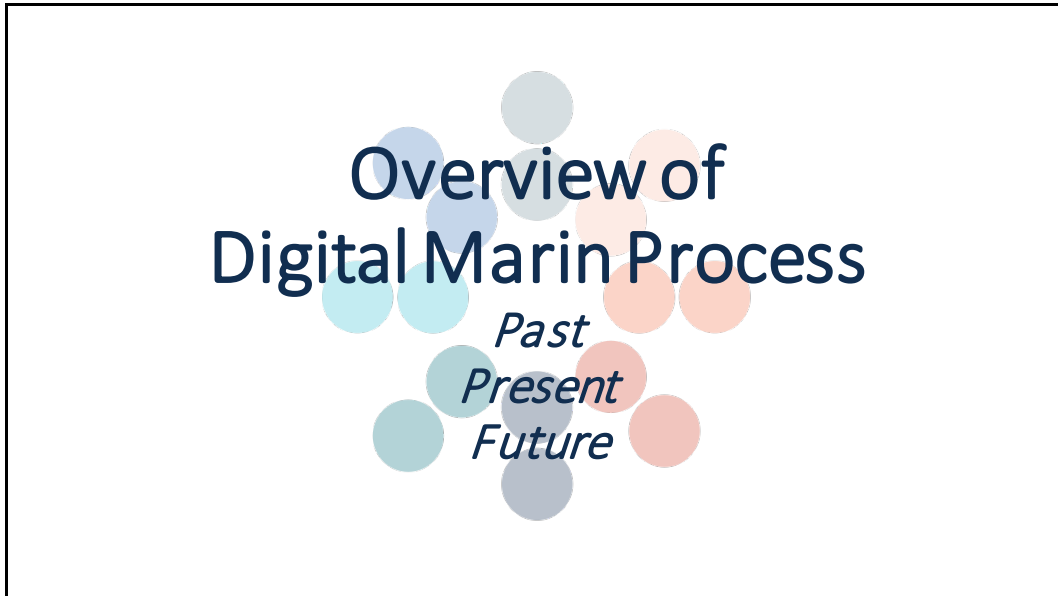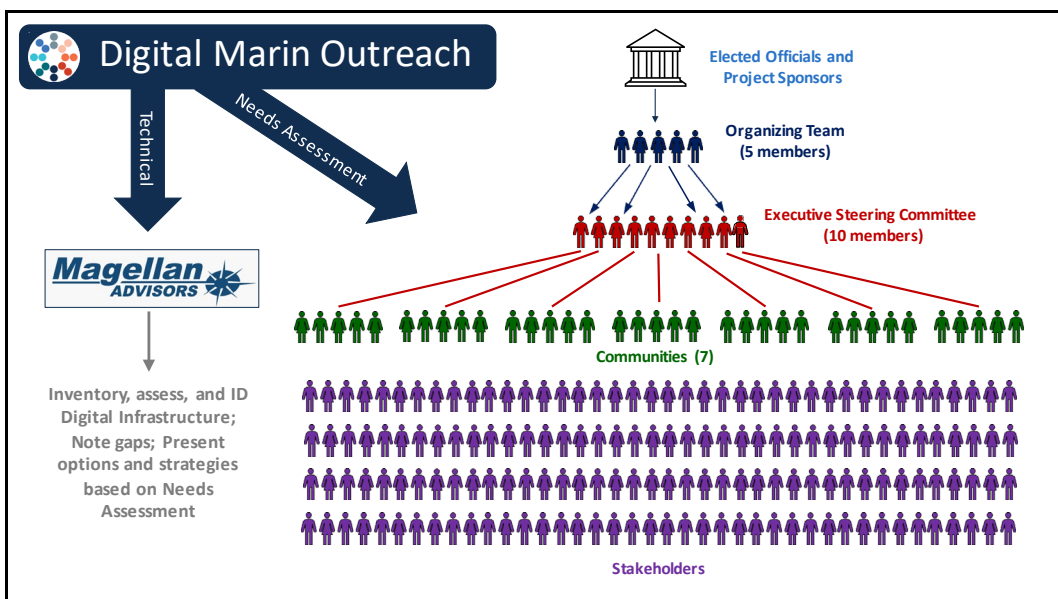
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Agenda

I. Overview of Process
   i.   Past
   ii. Present
   iii. Future
II. Outreach Comments & Draft Needs Assessment
III. Work Group Input and Discussion
IV. Questions and Answers

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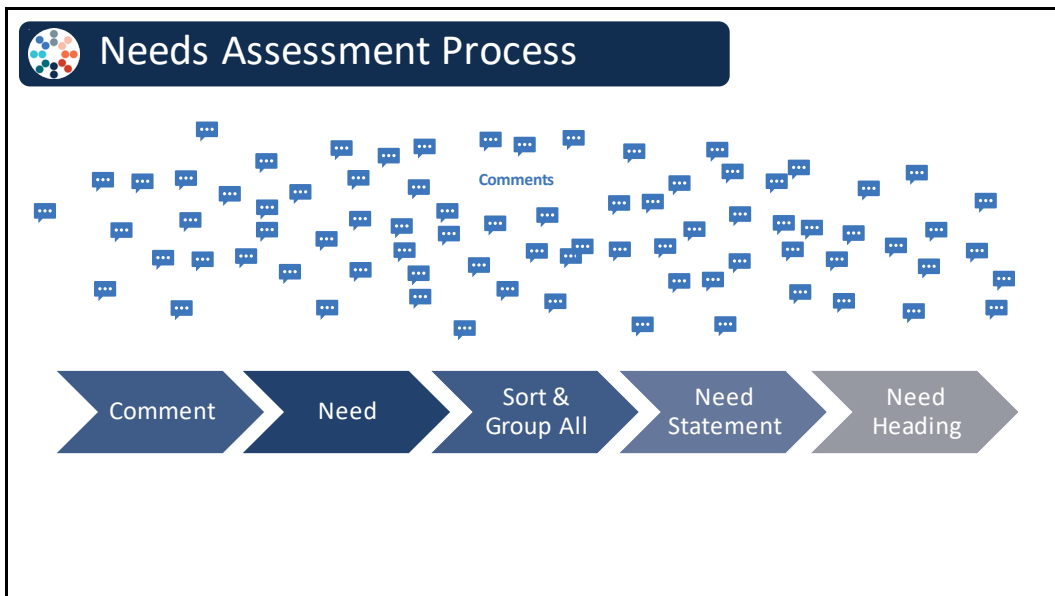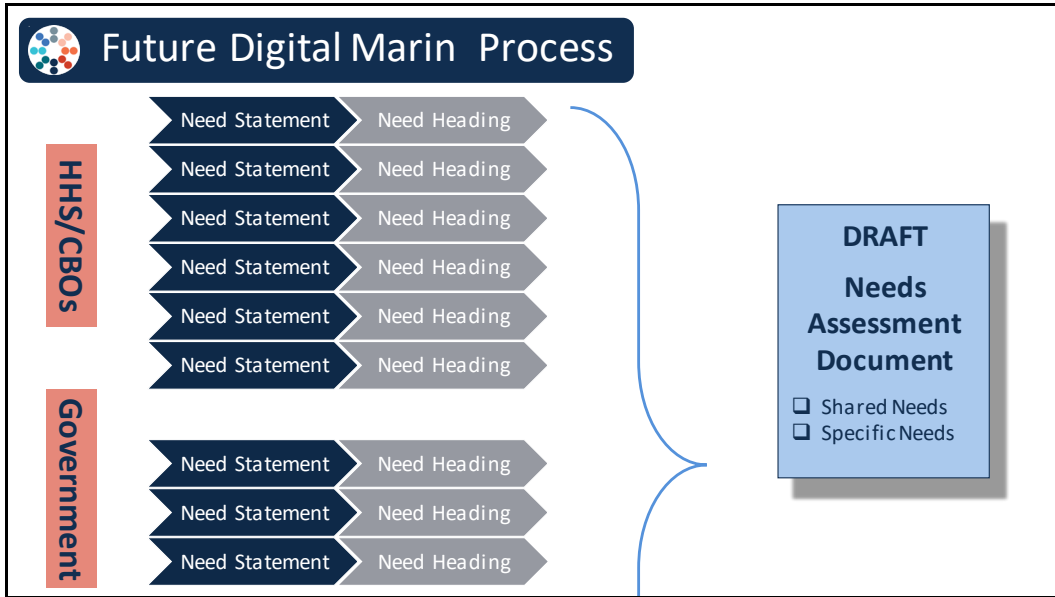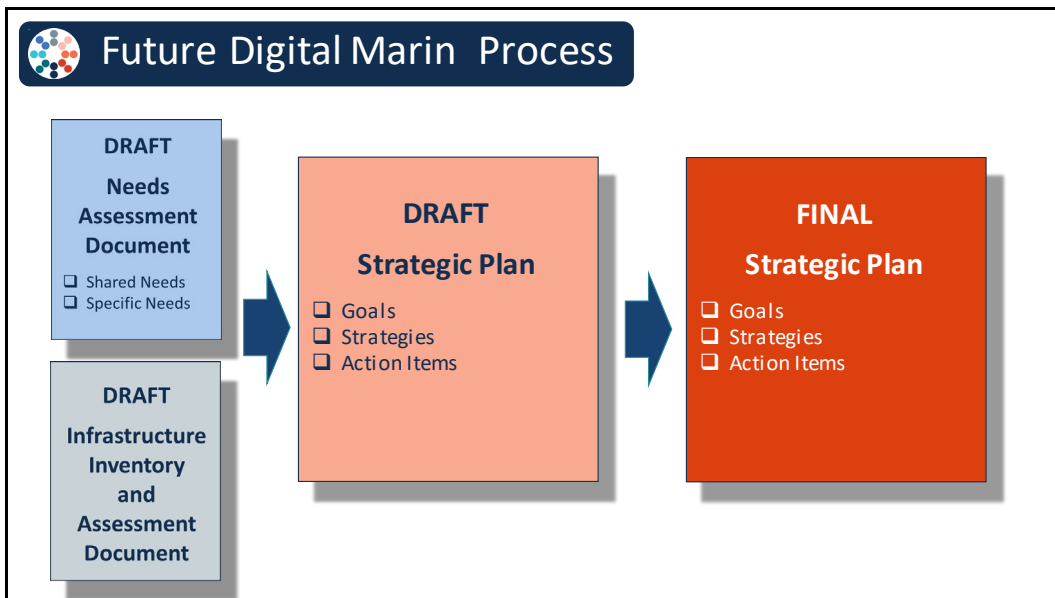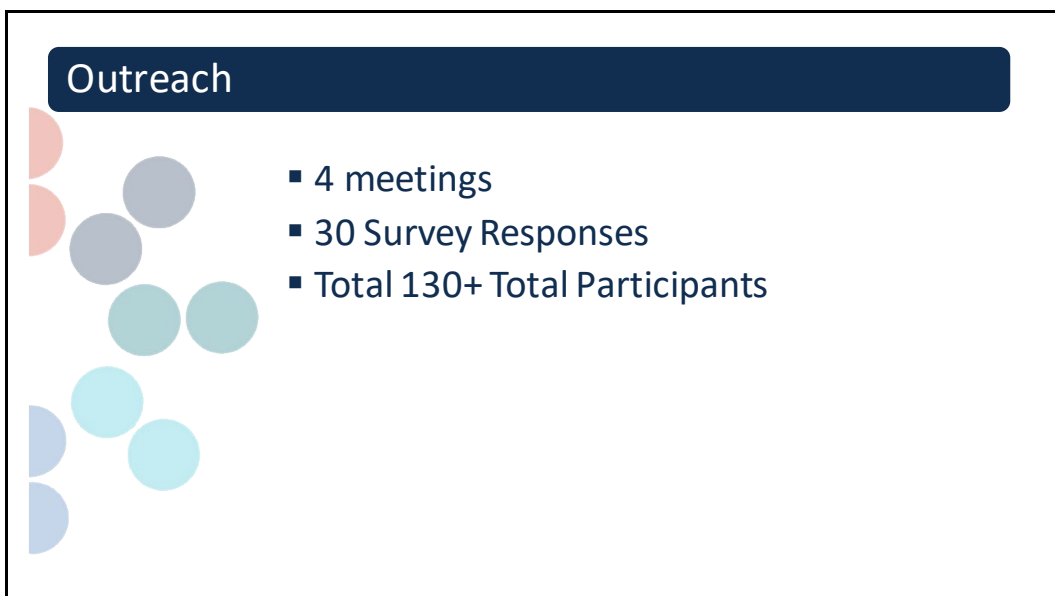
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Future Digital Marin Process

HHS/CBOs

Need Statement	Need Heading
Need Statement	Need Heading
Need Statement	Need Heading
Need Statement	Need Heading
Need Statement	Need Heading
Need Statement	Need Heading

Government

Need Statement	Need Heading
Need Statement	Need Heading
Need Statement	Need Heading

DRAFT

Needs Assessment Document

❑ Shared Needs
❑ Specific Needs

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Future Digital Marin Process

DRAFT

Needs Assessment Document

❑ Shared Needs
❑ Specific Needs

DRAFT

Infrastructure Inventory and Assessment Document

DRAFT

Strategic Plan

❑ Goals
❑ Strategies
❑ Action Items

FINAL

Strategic Plan

❑ Goals
❑ Strategies
❑ Action Items

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Healthcare & CBOs
Comments
Draft Needs Assessment

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Outreach

- 4 meetings
- 30 Survey Responses
- Total 130+ Total Participants

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Most significant needs

- Improve digital apps and supporting processes
- Increase digital literacy training
- Remove barriers to digital access
- Meet recipients' capabilities & comfort levels
- Address privacy and security concerns

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Improve Digital Apps & Supporting Processes

Providers need digital applications and supporting processes to successfully deliver online services

- Create an internal culture and business model that promotes client/worker communication while delivering services online
- Provide the ability for recipients to easily find program information and download/upload forms and documents
- Improve integration and data sharing to support online service delivery, including integration with EHR systems
- Finding - while 23% of respondents intend to decrease online services after COVID restrictions are lifted, the remainder will keep or increase online services

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Increase Digital Literacy Training

Both employees and recipients need more digital literacy training to be successful

- Strengthen the digital literacy of all staff members to deliver services online
- Increase employees' level of knowledge of tools and technologies to support remote work
- Improve recipients' basic computer skills
- Improve tech skills caregivers so they can support recipients
- Finding – Respondents most often rated recipients' digital literacy as Fair (51%) to Poor (31%)

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Quotable – Digital Literacy

We currently have a vast spectrum of literacy and capacity to learn new applications and systems.

HHS Survey Respondent

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Remove Barriers to Digital Access

Recipients need barriers to digital access removed

- Provide funds for licensing and systems to deliver online services
- Reduce language barriers and improve digital accessibility and ease of use
- Ensure most vulnerable recipients have devices and access to high-speed internet to use online services
- Finding – respondents report that 25% of recipients can't access online services
- Finding – respondents report that only 47% of recipients make good use of online services; while 25% only use them if they must

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Quotable – Digital Access

Lack of access and knowledge of using online sources of information is a barrier to equitable distribution of services and resources.

HHS Survey Respondent

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Meet Recipients Capabilities & Comfort Levels

Recipients need services delivered in a way that best meets their capabilities and comfort levels

- Determine the best method for digital service delivery - online is not always the answer; use other methods like phone or TV
- Create interactive experiences with community members instead of one-way interactions
- Provide in-person options even when services are moved online
- Increase trust and reduce confusion to encourage recipients to use online options
- Finding – The number of recipients asking for more online services is minimal

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Quotable – Digital Comfort

We are the human in health and human services.

HHS Survey Respondent

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Address Privacy and Security Concerns

Privacy and security concerns need to be addressed before many recipients will use online services

- Improve security and privacy so clients are confident in submitting personal information online
- Provide funding and resources for providers to improve and maintain cybersecurity
- Consider recipients' needs for privacy/safe spaces to conduct online sessions
- Update policies, regulations, and practices to meet HIPAA and other requirements for delivery of online services

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Quotable – Digital Privacy

Not all clients have access to private spaces to participate in telehealth.

HHS Survey Respondent

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Immediate Needs

- Improve data sharing to support wrap around services for all recipients
  - Healthcare, social services, CBOs, schools, and more
- Inventory, coordinate, and expand digital literacy programs for everyone
  - Providers, recipients, caregivers
- Support implementation of digital accessibility of providers
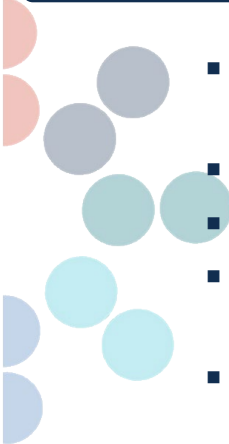
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Input and Discussion
Do the needs sound right to you?
Is anything missing?

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Most significant needs

- Improve digital apps and supporting processes
- Increase digital literacy training
- Remove barriers to digital access
- Meet recipients' capabilities & comfort levels
- Address privacy and security concerns

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Thank You

Your help and service to our community are greatly appreciated!

**GoDigitalMarin.org
@GoDigitalMarin**