**Telewellness Project 2021-2022**

**Project Plan (Detailed)**

1. **Project Summary**

The Telewellness Project has been a unique collaboration of senior-serving organizations to use technology-based tools to support the mental health and wellbeing needs of residents of affordable housing communities. The Project’s objectives are two-fold: 1) to provide mental wellness education and outreach to low income residents at affordable housing communities, and 2) to provide mental health support to residents by enrolling them in telemental health services.

Funded by the California Lutheran Homes Foundation by a 2-year (2020-2021, 2021-2022) grant and led by Front Porch and its Center for Innovation and Wellbeing (FPCIW), the partner collaborators include:

* **CARING Housing Ministries (CHM)**. The Telewellness Project is deploying the program to CHM communities.
* **Covia**. Covia’s resident service coordinators support the outreach and implementation of the program.
* **Special Services for Groups**. SSG is a nonprofit social service provider that offers multiple programs, and has an older adult division called Sustaining Independent Lives with Vital Empowering Resources (SILVER). SSG provides the clinicians for individual mental health sessions.
* **Front Porch Center for Innovation and Wellbeing (FPCIW)**. The Front Porch Center for Innovation and Wellbeing will provide general project management throughout the program duration.

The communities and Resident Service Coordinators (RSCs) involved are:

* Emerson Village – Chan Park
* Lutheran Towers – Wendy Melgar
* La Pintoresca – Emilio Merino
* Good Shepherd Homes – Stephanie Mimbs
* Good Shepherd Manor – Key Provinchain-Colvin & Ramses Gonzalez
* Vista Tower – Sara Choi, Chris Lee, & Joseph Rowe
* South Bay – Adrian Clark
* Seaview Lutheran – Mayra Najera
* Bethany Center – Crystal Li & Andy Wu

Before the official start of this program, FPCIW will help facilitate the two trainings needed: equipment training (by FPCIW) and training on how to identify and assess mental health needs for service referrals (SSG).

The success of this project will be measured using a few ways:

1. Two surveys created by FPCIW will be handed out and collected, one after a mental health workshop and another after each use of the mobile iPad cart
2. Data and information about the resident will be collected by SSG during one-on-one session that will later be deidentified, organized, and shared in a final report
3. An outside researcher may also collect some data and information for formal program evaluation.
4. **Project Plan**

There are three main components of this project: equipment, mental health education series, and individual mental health sessions.

1. **Equipment**

* An enhanced mobile cart will be deployed to each community to address the social connectedness and wellness needs of residents. Not only will residents be able to connect with family, they will also have an opportunity to stay up-to-date about the outside world through news and entertainment sources. The cart will also be used for individual tele-mental health sessions with SSG clinicians.
* 1 mobile cart for each community (2 carts at Emerson Village due to size)
  + iPad + cellular data
  + headphones
  + simple user guide
* A check-in/ check-out system will be used for RSCs to keep track of carts within their respective communities. Please use the form provided to keep track of where the cart is at any given time.
  + Please be sure to follow strict sanitation guidelines for infection control upon each return of the mobile cart.

1. **Mental health education series**

* An important objective of this program is mental health awareness. Allowing residents to learn about different topics of mental health, we create a baseline foundation of education and awareness. We’ve created resources to allow for residents to learn about mental health topics while allowing RSCs to promote and signup residents for individual sessions.
* Depending on social distancing guidelines and COVID circumstances, we will be hosting Zoom webinars on certain mental health topics.
  + Topics will be announced about 2-3 weeks prior to the webinar via flyers. Handouts will also be part of the marketing campaign to allow for those that do not feel comfortable joining in to still get the education.
* Possible webinar dates and topics (can move around depending on need)
  + July 2021 – “Health, Wellness, and Wholeness”
  + September 2021 – “Preserving Your Memory”
  + November 2021 – “Grief and Loss”
  + January 2021 – “Depression and Anxiety”
  + March 2022 – “Hoarding”
  + May 2022 – “Bullying”

1. **Individual mental health sessions**

* Goal: Refer at least 1 resident per month, per community (total – about 40 residents by June 2022)
* SSG languages available: English, Korean, Spanish, Tagalog, Mandarin, Cantonese, Vietnamese
* Sessions can be held over FaceTime, Google Duo, and/ or Zoom
  + SSG clinician manages which program to use for sessions based on resident preference and comfort level
* Paperwork to be filled out and sent to SSG checklist:

☐ “TeleMH\_Referral Form”

☐ “PHQ-9”

☐ “Telemental Health Confidentiality Policy”

☐ “Telemental Health PHI 2018”

1. **Project Roles and Responsibilities**

* FPCIW
  + General project management
    - Keep track of goals/ metrics
    - Schedule check-in calls
  + Create and present education series, handouts, and flyers for communities
  + Create surveys for community
* RSC
  + Hand out and/ or post flyers about education series/ project
  + House mobile carts and manage check-in/ check-out system
  + Hand out and collect surveys from residents:
    - 1. Workshop participation survey
    - 2. iPad mobile cart use survey
  + Recruit residents for individual sessions
    - Fill out initial paperwork and send to SSG (Jasmine)
  + Make sure residents are attending their scheduled sessions and are happy with the service
* SSG
  + Train RSCs and other necessary community staff on identifying mental health needs and supporting the referral process
  + Provides mental health clinicians
  + Schedules sessions with residents after handoff from RSC

1. **Other**

* Check in calls between FPCIW, SSG, and the RSCs will occur every other week and will be scheduled by FPCIW.