



COMMIT TO
Connect

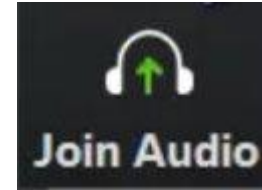
No Wrong Door Virginia's Social Health Connector Platform

December 13, 2023

Housekeeping

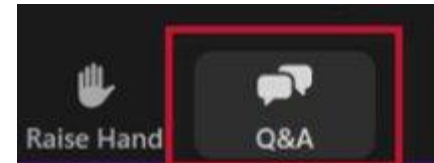
- **Audio Options**

- Use your computer speakers, OR dial in using the phone number in your registration email.
- All participants are muted.



- **Questions and Answers (Q&A)**

- On the Zoom module on the bottom of your screen, click the I&A icon, type your question in the box and submit.
- For any questions that we aren't able to respond to, you may follow-up at info@committoconnect.org.



- **Chat Feature**

- The Chat feature allows webinar attendees, the host, co-hosts and panelists to communicate for the duration of the webinar.



Accessibility and Support

- **ASL services are being provided today and will be pinned**
- **Screen Reader Users: Reduce unwanted chatter**
 - Request speech on demand: Insert, Spacebar, “S”
- **Webinar participants can view closed caption subtitles, watch a live transcript of the meeting or adjust the size of subtitle text**
 - To control closed captions, click on the Closed Captions button in the control bar at the bottom of the Zoom window
- **To get our attention if you need tech assistance:**
 - Raise or Lower Hand: Alt + Y



Presenters



Sara Link, Director of No Wrong Door, Virginia Department for Aging and Rehabilitative Services (DARS)

Erika Okonsky, No Wrong Door Expansion Specialist, DARS



Tracey Gendron, Professor and Chair, Department of Gerontology, Virginia Commonwealth University and Executive Director of Virginia Center on Aging



Kathy Spangler, Director of 211 Virginia, Virginia Department of Social Services



Mary Miller, Director of 211 Data Projects, United Way Worldwide



COMMIT TO
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COMMIT TO
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Commit to Connect Overview

Katie Clark

Administration for Community Living

Commit to Connect

- Aim is to connect people living with isolation and loneliness with programs and resources to build the social connections they need to thrive.
- Commit to Connect is funded primarily by the U.S. Administration for Community Living
- USAging serves as the Coordinating Center
- Visit www.committotconnect.org



Strategy

- Increase awareness and availability of programs and strategies that address social isolation and loneliness and grow social connections
- Build and strengthen collaboration with current and potential partners to leverage our collective efforts, resources, innovations and activities to increase social connection in the U.S.



Key efforts include:

- Increase adoption of social connection programs throughout the United States
- Cultivate a Nationwide Network of Champions, an online networking hub, for passionate leaders and innovators dedicated to ending social isolation and loneliness
- Hold specialized events, such as the National Summit to Increase Social Connections
- Strengthen partnerships across national, state and local agencies addressing social isolation
- Develop and provide technical assistance resources that promote greater social connection and reduce social isolation and loneliness





Welcome to a Nationwide Network of Champions

Dedicated to Ending Social Isolation and Loneliness

Become a champion!



Connect

Connect with peers, expand your network, and make a difference.

Expand your network



Collaborate

Join in discussions, voice your opinion, and further your knowledge.

Tell your story



Explore

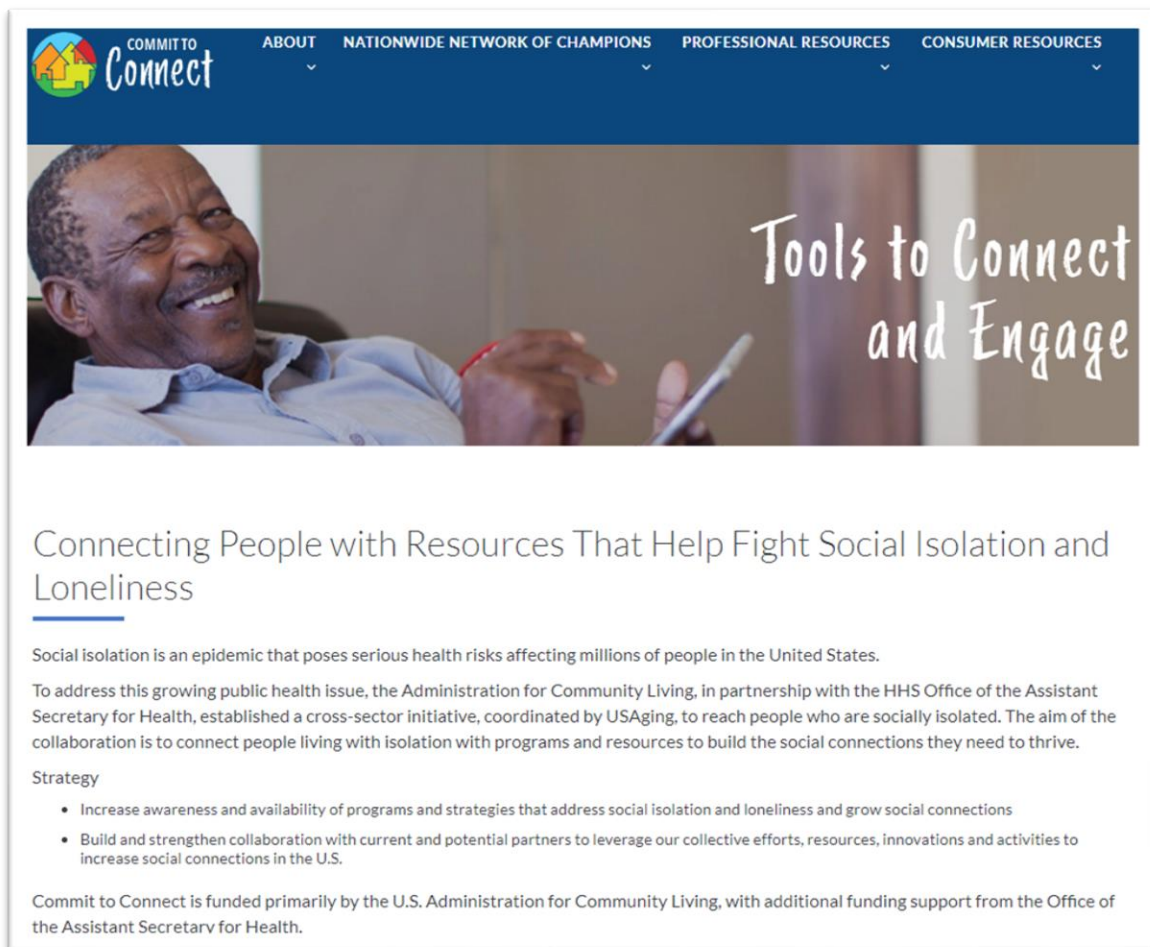
Explore, share resources, and inspire the work in your community.

Feed your inspiration



COMMIT TO
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Commit to Connect Resources



COMMIT TO Connect

ABOUT NATIONWIDE NETWORK OF CHAMPIONS PROFESSIONAL RESOURCES CONSUMER RESOURCES

Tools to Connect and Engage

Connecting People with Resources That Help Fight Social Isolation and Loneliness

Social isolation is an epidemic that poses serious health risks affecting millions of people in the United States.

To address this growing public health issue, the Administration for Community Living, in partnership with the HHS Office of the Assistant Secretary for Health, established a cross-sector initiative, coordinated by USAging, to reach people who are socially isolated. The aim of the collaboration is to connect people living with isolation with programs and resources to build the social connections they need to thrive.

Strategy

- Increase awareness and availability of programs and strategies that address social isolation and loneliness and grow social connections
- Build and strengthen collaboration with current and potential partners to leverage our collective efforts, resources, innovations and activities to increase social connections in the U.S.

Commit to Connect is funded primarily by the U.S. Administration for Community Living, with additional funding support from the Office of the Assistant Secretary for Health.

- Visit the website and sign up for the newsletter at: <https://committtoconnect.org/>
- Learn about upcoming events and resources:
 - Webinars
 - Office Hours
 - Communities of Practice
 - Topical Guides
 - And more!



Mobilizing and Empowering the Nation and Technology to Address Loneliness (MENTAL) Health Innovation Challenge

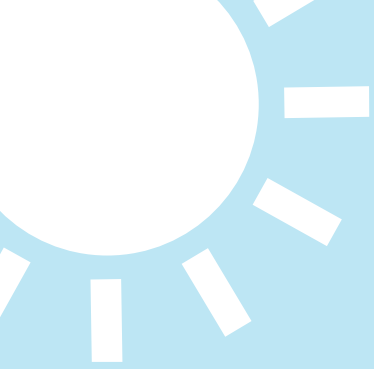
Announced in June 2020

Prize Purse of \$750,000

MENTAL Health Innovation Challenge

- Goal:
 - Increase consumer awareness and use of technology tools that help older adults and people with disabilities stay socially engaged
 - Development of a software platform to increase awareness and use of technologies and programs to address social isolation and loneliness
- Partners
 - Administration for Community Living (ACL)
 - Office for the Assistant Secretary for Health (OASH)
 - U.S. Department of Veterans Affairs (VA)
 - Federal Communications Commission (FCC)
 - Consumer Technology Association Foundation





The Social Health Connector

No Wrong Door Virginia

Commit to Connect Webinar

December 13, 2023



VIRGINIA
No Wrong Door
ACCESS. OPTIONS. ANSWERS.



EasyAccess.Virginia.Gov





Agenda



1. Social Health Connector Overview & Vision
2. Virginia Easy Access platform
3. Social Health Connector walk-through
4. Partnerships (VCU, 211 Virginia, UWW)
5. Lessons Learned
6. Considerations for replication



Why Build the Social Health Connector?





Core Partnerships



- No Wrong Door infrastructure
- LTSS network
- Community-based interventions
- Person-centered principles
- Usability testing



- Applied research
- Question validation
- Community-based interventions
- Usability testing

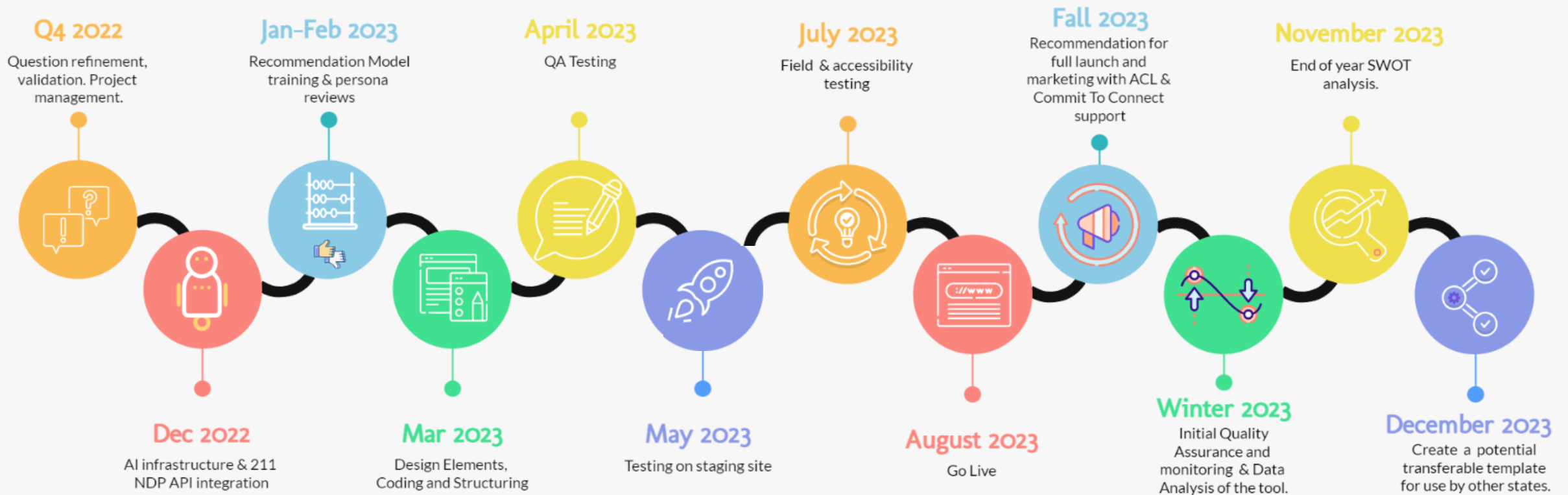


- Resource database of 18,000+ listings
- Service Navigation through conversation with a real person
- Online chat
- 24/7 Phone support



- National Data Platform API access
- Technical support
- Scalability to other 211s

The Social Health Connector Path



Virginia Easy Access

Award winning site



Virginia Department for Aging and Rehabilitative Services

An official website of the Commonwealth of Virginia [Here's how you know](#) ▾



Find a Commonwealth Resource



Service Finder

888-992-0959

Search...



Sign In

[Create a Profile](#)

[Forgot Password](#)

Email*

Password*

Sign In

Success Stories

What's New

Focus Areas

SERVICE FINDER

Get help with housing, in-home services, transportation programs and more.

Service Finder

SOCIAL HEALTH CONNECTOR

This tool encourages you to consider social connections in your life right now. You'll receive your own Social Connection Plan based on your responses to a short questionnaire.



Lets Go!



EasyAccess.Virginia.Gov



Virginia Easy Access

Award winning site



Virginia Department for Aging and Rehabilitative Services
An official website of the Commonwealth of Virginia [Here's how you know](#) ▾

Find a Commonwealth Resource



Service Finder

888-992-0959

Search...

Sign In

[Create a Profile](#)

[Forgot Password](#)

Success Stories

What's New

Focus Areas

Email*

Password*

Sign In

NWD DIRECT CONNECT

No Wrong Door Direct Connect is an easy and efficient way to connect Virginians who need services with the organizations that can help. Older adults, people with disabilities, veterans, and their families and caregivers can directly request services online and get an answer quickly. Are you looking to directly connect with providers?

Learn more about NWD Direct Connect



LIVE CHAT

2-1-1

What is it?

The **Social Health Connector** engages you in a person-centered reflection about the benefits of social connections and provides resources that can support healthy social habits.



The Plan offers 4 sections of support:

1. What is social Connection and why does it matter?

Quality relationships supports healthy social connections.

2. What are my unique considerations?

Breaks down the risk and protective factors at play based on the responses to the questionnaire.

3. Where can I find support near me?

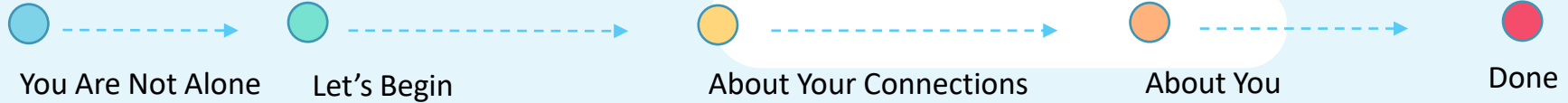
Provide the services in the community near the individual.

This as a result from the model's recommendations.

4. Where can I find further information

Additional links to helpful resources.

Social Health Connector



- I am filling this survey out on behalf of myself / someone else
- What is your ZIP Code

- Tell us some activities you enjoy doing
- Are there things that keep you from doing the things that you enjoy?
- If you answered Yes, what are they?
- What are some new things you would like to start doing
- What are things you would like to stop doing?
- What makes you feel relaxed?

- Do you have someone to call when you need help?
- Think about the people you are closest to. Do you feel supported by them?
- What would make you feel more supported?
- Do any of the following make it harder to socialize with others?
- Do you provide care so someone that needs help with everyday tasks?
- Does anyone live with you?

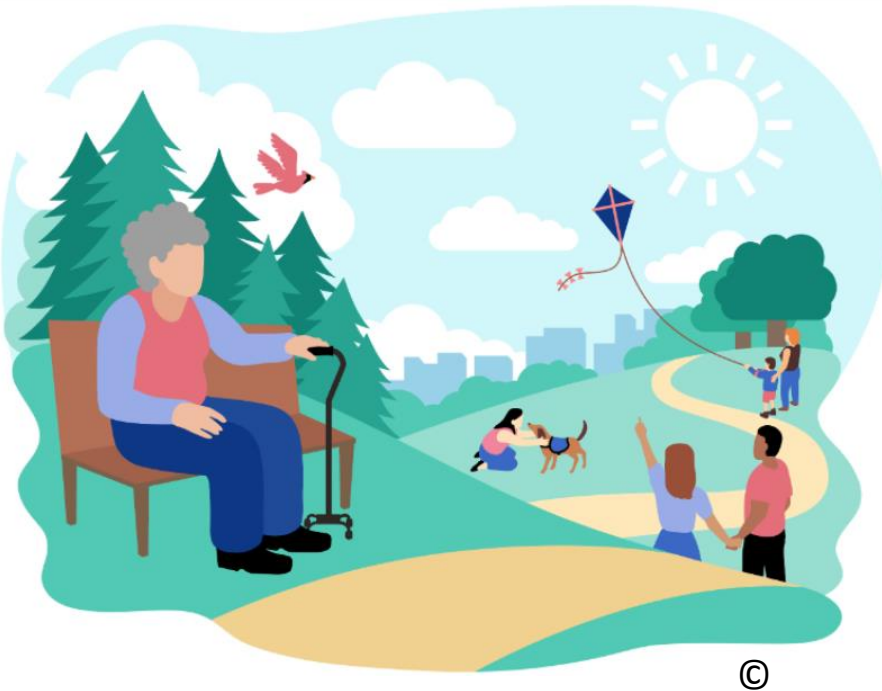
- What is your email address?
- Do you want to save your personalized plan in a secure personal profile?
- What is your age?
- Are you a veteran?
- What is your gender?
- What is your race?

Multiple-select and Open-ended questions allowing freeform responses



Respondents answer a series of questions

Graphics support the user experience while stepping though the questionnaire.



Thinking about things you enjoy:

- What are some activities you enjoy doing?
- Are there things that keep you from doing the things that you enjoy?
- What are some new things you would like to start doing?
- What are things you would like to stop doing?
- What makes you feel relaxed?



About Your Connections



Considering your relationships:

- Do you have someone to call when you need help?
 - Think about the people you are closest to. Do you feel supported by them?
 - Do any of the following make it harder to socialize with others?
- Do you provide care to someone that needs help with everyday tasks?
 - Does anyone live with you?
 - When you think about your closest relationships, do you feel safe?
 - Have you been impacted by any of these life events in the last year?
 - Are you currently employed or volunteering outside of your home?

MY SOCIAL CONNECTION PLAN

HERE ARE SOME ANSWERS YOU'LL FIND IN THIS PLAN:

1. What is social connection and why does it matter?
2. What are my unique considerations?
3. Where can I find help near me? (Virginia Residents Only)
4. Where can I find further information?

WHAT IS SOCIAL CONNECTION AND WHY DOES IT MATTER?

What do you think is the greatest predictor of happiness in life? Is it money? Perfect health? A fabulous appearance? Actually, **researchers have found that the greatest predictor of happiness is the quality of our relationships.** Good relationships help us celebrate good times and get through tough times. They even impact our physical health.

While all of us need at least some high-quality relationships to thrive, social wellbeing does NOT mean you need to have lots of friends or hobbies. Instead, social health is about the quality of the relationships you do have, not the quantity. What do you think YOUR needs are? Let's look at the things in your life that are affecting your social connection.



WHAT ARE MY UNIQUE CONSIDERATIONS?

As with our physical health, many different factors play a role in telling the complete story of your social health. Your responses to the survey can help predict whether you are at risk of social isolation and loneliness.



SUPPORTING WELLBEING

These responses have been shown to decrease your likelihood of social isolation or loneliness. Try to maintain and grow these social safety nets.

- Well done! Completing this survey and reviewing this Plan are positive steps toward your wellbeing.
- You have someone to call when you need help.
- Your employment or volunteering may provide a convenient location and routine to interact with other people.

These responses have been shown to decrease your likelihood of social isolation or loneliness. Try to maintain and grow these social safety nets.



FOR CONSIDERATION

Research has found mixed results on the impact of some of your responses. It will depend on how you experience them.

- While caring for someone who needs help with everyday tasks may provide social time and a sense of purpose, it can also make it harder for you to find time or energy to socialize with others.
- While living alone does not necessarily mean you are lonely, it may lead to isolation if you do not have social connections outside your home.

Research has found mixed results on the impact of some of your responses. It will depend on how you experience them.



HANDLE WITH CARE

You may need additional support to deal with responses that have been shown to increase social isolation and loneliness

- You said that there are things that keep you from doing things you enjoy.
- There is at least one barrier in your life that makes it harder for you to socialize with others.
- In case you feel that you could benefit from additional support, or would like to talk to someone, please consider these help lines: <https://easyaccess.virginia.gov/helplines-hotlines>
- You have experienced a major life event in the last year. Don't forget to ask for help when you need it and refuel with the people you care about!

You may need additional support to deal with responses that have been shown to increase social isolation and loneliness.

WHERE CAN I FIND HELP NEAR ME?

Your responses have highlighted some services that may help you take care of yourself and grow your social connection. If you're 60 or older or disabled, you may start with a call to your nearest No Wrong Door office. They can continue to point you in the right direction for a variety of needs with the most local results.

SERVICES:

Provided by No Wrong Door Virginia and 211



211

NO WRONG DOOR (100%)

RICHMOND, SENIOR CONNECTIONS, CAPITAL AREA AGENCY ON AGING, THE

📍 24 East Cary Street, Richmond, VA 23219
📞 (804) 343-3000
🌐 <http://www.seniorconnections-va.org>

MOBILITY MANAGEMENT/TRANSPORTATION (100%)

RICHMOND, RIDE CONNECTION, SENIOR CONNECTIONS, CAPITAL AREA AGENCY ON AGING, THE

📍 24 East Cary Street, Richmond, VA 23219
📞 (804) 672-4495
🌐 <http://www.seniorconnections-va.org>

RECREATION/PARKS (100%)

RICHMOND, RICHMOND DEPARTMENT OF PARKS, RECREATION AND COMMUNITY FACILITIES

📍 1209 Admiral Street, Richmond, VA 23220
📞 (804) 646-5733
🌐 <http://www.richmondgov.com/content/Parks/index.aspx>

FALL PREVENTION (60%)

RICHMOND, A MATTER OF BALANCE, SENIOR CONNECTIONS, THE CAPITAL AREA AGENCY ON...

📍 1300 Semmes Avenue, Richmond, VA 23224-
📞 (804) 343-3004
🌐 <http://www.seniorconnections-va.org>

INSURANCE COUNSELING AND ASSISTANCE (54%)

RICHMOND, VIRGINIA INSURANCE COUNSELING AND ASSISTANCE PROGRAM (VICAP), SENIO...

📍 24 East Cary Street, Richmond, VA 23219
📞 (804) 343-3014
🌐 <http://www.seniorconnections-va.org>

LIBRARY (100%)

RICHMOND, BELMONT LIBRARY, RICHMOND PUBLIC LIBRARY

📍 3100 Ellwood Avenue, Richmond, VA 23221
📞 (804) 646-1139
🌐 <http://rvalibrary.org/>

ASSISTIVE TECHNOLOGY CONSULTATION (100%)

VIRGINIA ASSISTIVE TECHNOLOGY SYSTEM

📍 2001 May will St, Suite 202 Richmond, VA
23230
📞 (804) 662-9990
🌐 <http://vats.com>

TRANSPORTATION RELATED RESOURCES (100%)

RICHMOND, RICHMOND METROPOLITAN TRANSPORTATION AUTHORITY (RMATA)

📍 919 East Main Street Suite 600, Richmond, VA 23219
📞 (804) 523-3300
🌐 <http://www.rmaonline.org>

INFORMATION AND REFERRAL (54%)

RICHMOND, SENIOR CONNECTIONS, CAPITAL AREA AGENCY ON AGING, THE

📍 24 East Cary Street, Richmond, VA 23219
📞 (804) 343-3000
🌐 <http://www.seniorconnections-va.org>

LIBRARY (100%)

RICHMOND, BELMONT LIBRARY, RICHMOND PUBLIC LIBRARY

📍 3100 Ellwood Avenue, Richmond, VA 23221
📞 (804) 646-1139
🌐 <http://rvalibrary.org/>

Address

Phone #

Website



WHERE CAN I FIND FURTHER INFORMATION?

Read on for more tips and tools to improve your social wellbeing. Plus, learn about the research and data behind the survey.



FURTHER READING:

[Stay socially connected with tips from Virginia Easy Access](#)

[Find a confidential helpline or hotline to meet your needs](#)

[Stay engaged with Commit to Connect resources](#)

[Learn to use technology to enjoy the things you want to do](#)

[Join a group or find an event at Meetup.com](#)

[Find community and companionship for anyone over 50 with Stitch.net](#)

[Preserve and share your unique journey at StoryCorps](#)

[Explore Person-Centered Options Counseling for Long-Term Care](#)



My Profile

My Links | **My Plans**

Social Health Plan Fri 12/01/23 Myself

Social Health Plan Tue 12/05/23 Client



Funding for this initiative was made possible by contract no. HHSP2332015000881 from ACL. The views expressed do not necessarily reflect the official policies of the Department of Health and Human Services; nor does mention of trade names, commercial practices, or organizations imply endorsement by the U.S. Government.

FOR MORE INFORMATION:

Hold your phone camera over this image for a few seconds and tap the notification that appears. You will be taken to Virginia Easy Access for FAQ, contact information, and sharing options.



QR Code to
FAQ Page

No Wrong Door & VCU Partnership



VCU College of Health
Professions
Gerontology

- We start by asking questions
- Intentional language
- The gerontological perspective
- Usability

No Wrong Door & 211 Virginia Partnership



- State Administered through Virginia Department of Social Services
- Contracted through Council of Community Services in Roanoke
- Resource Directory with over 19,000 listings
- Information and referrals offered through live call center 24/7/365
- Chat & Text access
- Language access (200 languages) through website
- Social Health Connector Project- first of its kind pulling data directly from 211 resource directory.

No Wrong Door & United Way Worldwide Partnership

- Increasing demand from private, public, and non-profit organizations for social and human services data
- Data previously existed in multiple directories, vendors, and proprietary formats
- The 211 National Data Platform became a single, authoritative, and trusted source of community social and human service resource data
- Access enabled via an API developer portal for third-party tools, vendors, and partners to embed 211 data in other applications/systems



| 211 National Data Platform

The first cohesive national repository of health and human services resources curated at a local level according to professional accreditation standards.

Brings together more than 1.5 million human services and programs across the US



Allows for seamless sharing and updating of resource information with partners



Enables identification and tracking of national and local needs outcomes and gaps

Lessons Learned



Efficient & flexible interfaces

UWW & 211 - seamless integration to the backend of the solution.

Partnerships matter.

Quality of the Data

Recommendations generated by a service are only as good as the underlying data. It is very important to have consistent and complete information provided under each of the data points.

Governance

Consider privacy and other security measures.

Adhere to state standards for information privacy.



Outreach and marketing

Before marketing outreach commence, ensure proper functioning of tool

Timing for phased marketing effort.

Strong test cohort

Make sure local partners and self advocates are part of the build.

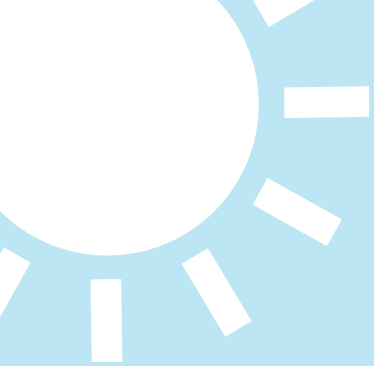
Build in adequate time for iterative testing.



Considerations for Replication

- Determine partners that need to be at table. Build strong communication channels
 - University partner supporting research
 - responsive technology partner with solid AI experience
 - large group of testers to draw on during iterative testing
 - quality resource database(s) with ease of updating
- Identify site where the tool will be housed
 - visible and accessible
 - model maintenance (specific to the technology and resource directory feeds)
- Develop sustainability plan for ongoing operation.
- Maintenance of the tool, including data analysis ensuring continued improvement of search results.
- Marketing and outreach.





Thank You



NoWrongDoor@dars.virginia.gov



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ACCESS. OPTIONS. ANSWERS.



EasyAccess.Virginia.Gov





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Questions and Discussion

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- For further questions, contact us at:
info@committtoconnect.org

Join us for more discussion in the Office Hours!

