



Final Report

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Tech2Connect Data Overview

Sarsis collected quantitative data to assess the progress and effectiveness of the program. The data for this report is composed of responses from the PHQ-9 survey and a condensed version of the Loneliness Scale survey, both of which were approved for use. Although participants in Tech2Connect had the option to decline participation in these surveys, our team analyzed a group of 542 participants who completed both the pre- and post-test data sets. For the purpose of our analysis, we focused on the completed pre- and post-test surveys, but it's important to note that when including participants who dropped out, the total number of individuals involved was 1,543. The data analysis was conducted using IBM SPSS Statistics, with the specifics of the findings detailed in this report. This broader context provides a more comprehensive view of participant engagement and the overall effectiveness of the program.

Program Procedure

The objective of Tech2Connect is to evaluate and enhance the mental wellness and social support for IHSS (In-Home Supportive Services) providers and recipients through the use of technology.

Variables measured include age, gender, and ethnicity/race for both IHSS providers and recipients. For providers, data is collected on years of experience in IHSS, weekly hours worked, and training in caregiving or mental health support. Recipients' data includes the type and severity of disabilities or health conditions, duration of receiving IHSS services, and satisfaction with the current level of support received.

The participant agreement form serves to ensure that participants have a clear understanding of the terms and conditions of the program they are entering. It outlines the expectations, responsibilities, and potential benefits or risks involved in their participation. The PHQ-9 is utilized as a tool to assess levels of depression among participants, employing a nominal scale that categorizes responses into severity levels of depressive symptoms. Meanwhile, the Loneliness Survey Shortened Evaluation is used to evaluate participants' mental wellness and assess their social support networks. This survey explores feelings of loneliness, perceptions of social connections, and overall satisfaction with their support systems. Together, these evaluations provide a comprehensive approach to understanding participants' mental health status and social support needs within the context of the program.

Program participants are initially referred to us by IHSS through SharePoint. Within 48 hours of receiving the referral, our team contacts the individuals being referred. They are then scheduled for a class with an assigned instructor.

Participants were requested to complete evaluations, with the pre-test administered on the first day of the class and the post-test administered on the third class session. This data was then added to an excel sheet. Key codes for each evaluation were created to simplify the use of values and labels in SPSS.

Tech2Connect Outcomes

Tech2Connect had a positive impact on older adults and individuals with special needs who wished to learn about technology. Participants often expressed excitement about using iPads, as they found these devices more user-friendly than older alternatives. The program not only taught essential tech skills but also cultivated a sense of community, allowing those who were bed-bound or immobile to connect with their families through FaceTime and other media apps. By bridging the digital divide, Tech2Connect empowered participants to engage more meaningfully with the world around them.

Understanding the needs of older adults and individuals with special needs was important for participants because it helped create a supportive learning environment. When instructors recognized their unique challenges and preferences, it made the learning experience more engaging and relevant. Tailoring lessons to fit their interests and abilities increased motivation and confidence. Clear and accessible materials made it easier for participants to follow along and grasp new concepts. Overall, this understanding encouraged greater participation, leading to more positive learning outcomes.

There was a significant interest in advanced classes that focused on more sophisticated skill sets for participants who were already familiar with technology. These classes covered complex features of Apple devices, such as using Google Drive for cloud storage and collaboration, mastering advanced photo editing with apps like Photoshop or Lightroom, and learning how to use productivity tools or online resources. Offering tutorial videos in multiple languages allowed individuals to practice some advanced skills at their own pace, making the learning process more personalized and accessible. Additionally, providing virtual classes through platforms like Zoom or FaceTime accommodated those with busy schedules or health issues, ensuring they didn't miss out on these valuable learning opportunities.

Regular check-in calls and in-person visits were valuable for building trust and reassuring participants that they were not alone. The in-person visits were often more effective than phone calls, as they allowed for deeper connections and a better understanding of participants' needs. Many participants were pleasantly surprised to discover that tech instructors could assist them in their native languages, as Tech2Connect served individuals who spoke English, Spanish, Vietnamese, and five different dialects of Arabic.

All data was organized in Google Sheets, providing a centralized platform for both office staff and field personnel to access and update information. This real-time collaboration ensured that everyone had the most current data, regardless of their location. For those in the office, it facilitated efficient tracking of participant progress and resource distribution, while field staff could easily input data from their interactions with participants. This streamlined approach made it easier to analyze trends and make informed decisions, enhancing the overall effectiveness of the program.

Tech2Connect Lessons Learned

While most participants enjoyed hour-long sessions, some needed more time to grasp the material. Offering 1.5-hour sessions upon request could have helped those who learned at a slower pace. Additionally, it was important to update the resource packet with useful information on legal assistance, housing discounts, and other relevant contacts. These efforts contributed to a more supportive learning environment.

Creating a dedicated app for Tech2Connect could have brought everything together in one place, providing participants easy access to advanced tutorials and resources, a space to store important notes, and direct contact with tech support. This approach would have empowered participants to deepen their knowledge and skills in technology, making them even more proficient users. Having all these features in one app could have significantly improved the overall effectiveness of the program. Instead, all information was linked to the Sarsis website and social media platforms like Instagram and YouTube. While this approach provided access to resources and tutorials, it required participants to navigate between different platforms rather than having everything in one place. This fragmentation made it less convenient for users, as they had to switch between sites and apps to find the information they needed. A dedicated app could have streamlined access, making it easier for participants to engage with the program and enhance their learning experience.

Extending formulas to higher numbers later in the program helped avoid frequent changes and increased data capacity, but it would have been better to implement this earlier for future program development. By including specific sub-levels (like Level A with data and Level A etc.) in the "Sign-In Form" tab, counting for monthly reports could have been much easier. Highlighting participants who hadn't received an iPad in red made it simple to identify who needed follow-up calls to boost distribution, and this step could have been taken sooner.

Providing instructors with iPads allowed participants to visually follow along, enhancing their learning experience, but introducing this support earlier would have been beneficial. Including instructor names in the "Sign-In Form" sped up error resolution by showing who to contact for solutions, and doing this from the start would have improved efficiency.

Adding an "Extra (5+)" option in the form facilitated teaching multiple classes after "Class 4" without needing extra columns in the workbook, a change that should have been made earlier. Establishing a dedicated group chat for iPad data would have made information input more efficient and allowed for easy double-checking if implemented sooner. Assigning one person to manage the workbook reduced user errors, but doing this earlier could have further minimized mistakes. Differentiating Tech IDs for various levels clarified data input requirements, a step that would have been advantageous to initiate from the beginning. Finally, T2C folders kept paperwork organized and provided participants with a space for their program documents and notes, which would have been even more effective earlier on. Overall, implementing these improvements earlier could have greatly enhanced program development.

Satisfaction Survey Results

In the satisfaction survey, participants were asked whether they were IHSS Recipients or Providers. Out of 153 respondents, with one person choosing to skip the question, 64.47% identified as recipients of In-Home Supportive Services (IHSS), while 35.53% indicated they were providers. This distribution highlights the significant representation of recipients within the group, showcasing the program's impact on those directly receiving support.

Participants were also asked how comfortable they felt during the training sessions with their instructor. Responding on a scale of 1 to 5, where 5 indicated "extremely comfortable" and 1 represented "not at all comfortable," a significant 91.50% reported feeling extremely comfortable, and 7.84% indicated they were very comfortable. No respondents chose the lower comfort levels, with 0% reporting being somewhat comfortable, not so comfortable, or not at all comfortable. Additionally, 0.65% provided an open-ended response. This overwhelmingly positive feedback demonstrates the effectiveness of the training sessions and the instructors in fostering a comfortable learning environment.

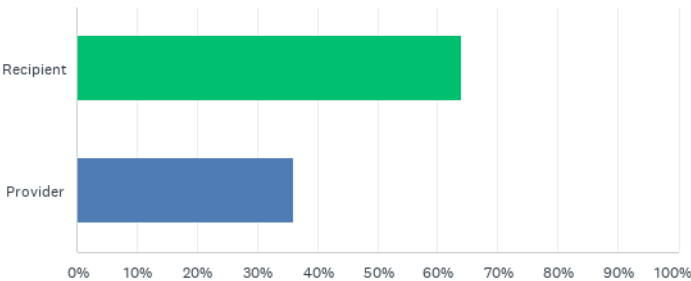
Participants were also asked how confident they felt about knowing how to find resources that would benefit their wellbeing and social connectedness. Using a similar scale of 1 to 5, with 5 being extremely confident and 1 being not at all confident, 152 respondents provided their answers. Notably, 76.97% reported feeling extremely confident, while 13.16% indicated they were very confident. Additionally, 7.89% of participants expressed that they were somewhat confident, and 1.97% reported being not so confident, with no respondents indicating they were not at all confident. This feedback highlights a strong sense of confidence among participants in their ability to access valuable resources for their wellbeing and social connectedness.

Furthermore, participants were asked if they had increased their technology skills, using the same 1 to 5 scale, where 5 represented significantly increased and 1 indicated not at all increased. Out of 152 respondents, 65.13% reported a significant increase in their technology skills, while 23.03% indicated an increase. Additionally, 9.87% felt they had somewhat increased their skills, and 1.32% reported a little increase. Only 0.66% stated that their skills had not at all increased. This feedback reflects a positive trend in participants' growth in technology skills as a result of the program and its resources.

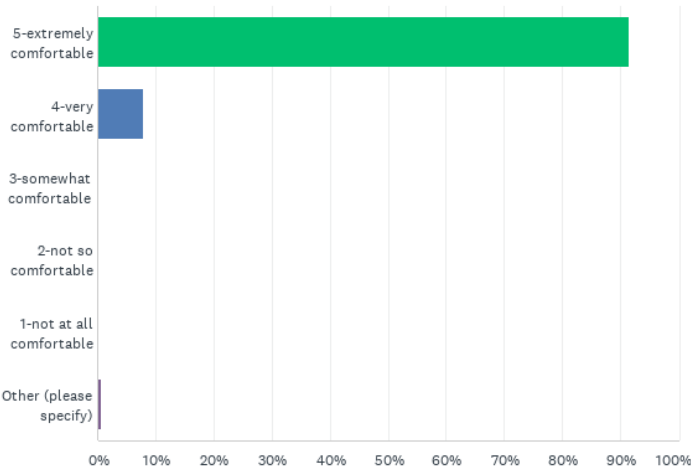
Lastly, participants were asked if the Tech2Connect program had helped them feel more connected to others or the community. Out of 153 respondents, 87.58% answered yes, indicating a strong positive impact on their sense of connection. Only 0.65% responded no, while 11.76% expressed uncertainty. This feedback underscores the program's effectiveness in fostering social connections and community engagement among participants. Additionally, 79 comments were provided, offering further insights into their experiences.

Data Generated by Survey Monkey

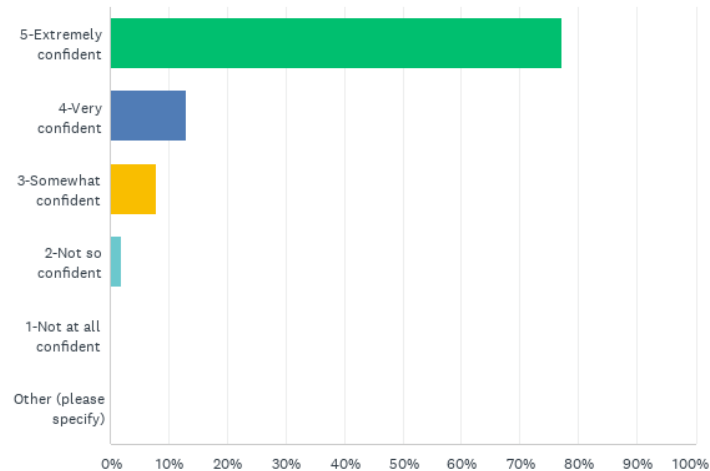
Q1 Are you a IHSS Recipient or Provider?



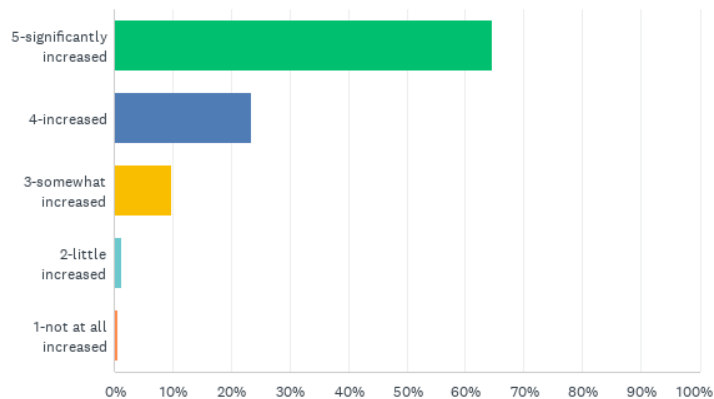
Q2 How comfortable did you feel during the training sessions with your instructor? On a scale of 1 to 5 with 5 being "extremely comfortable" and 1 being "not at all comfortable".



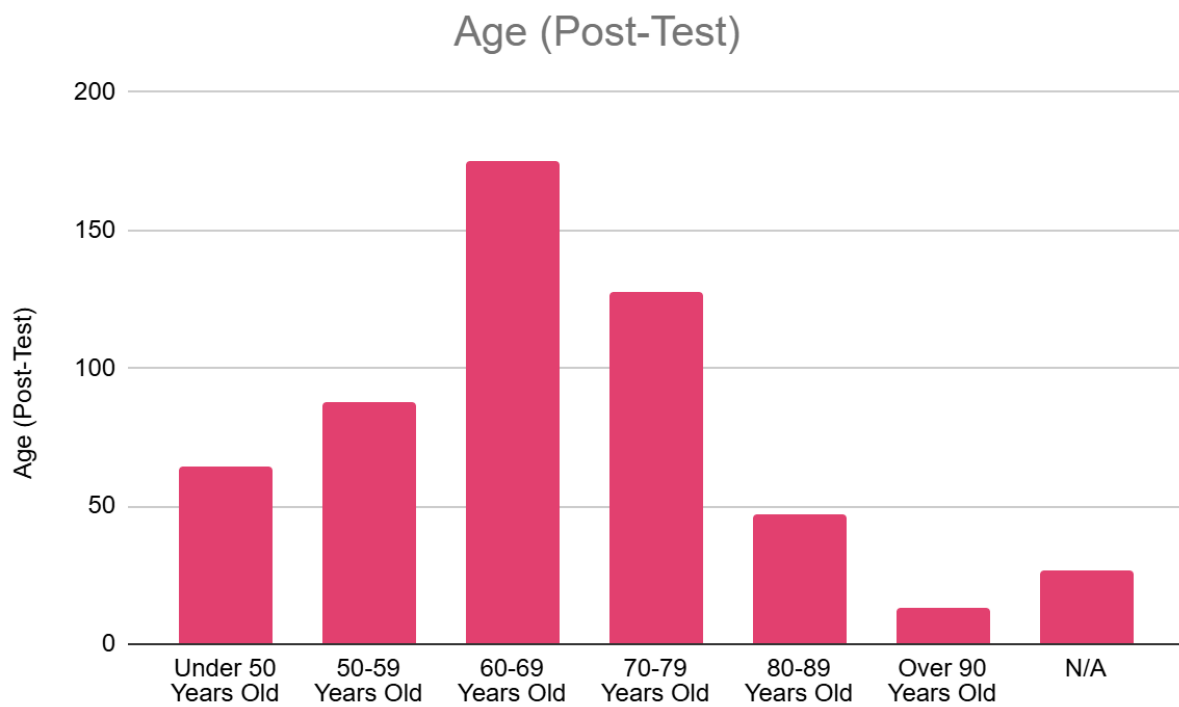
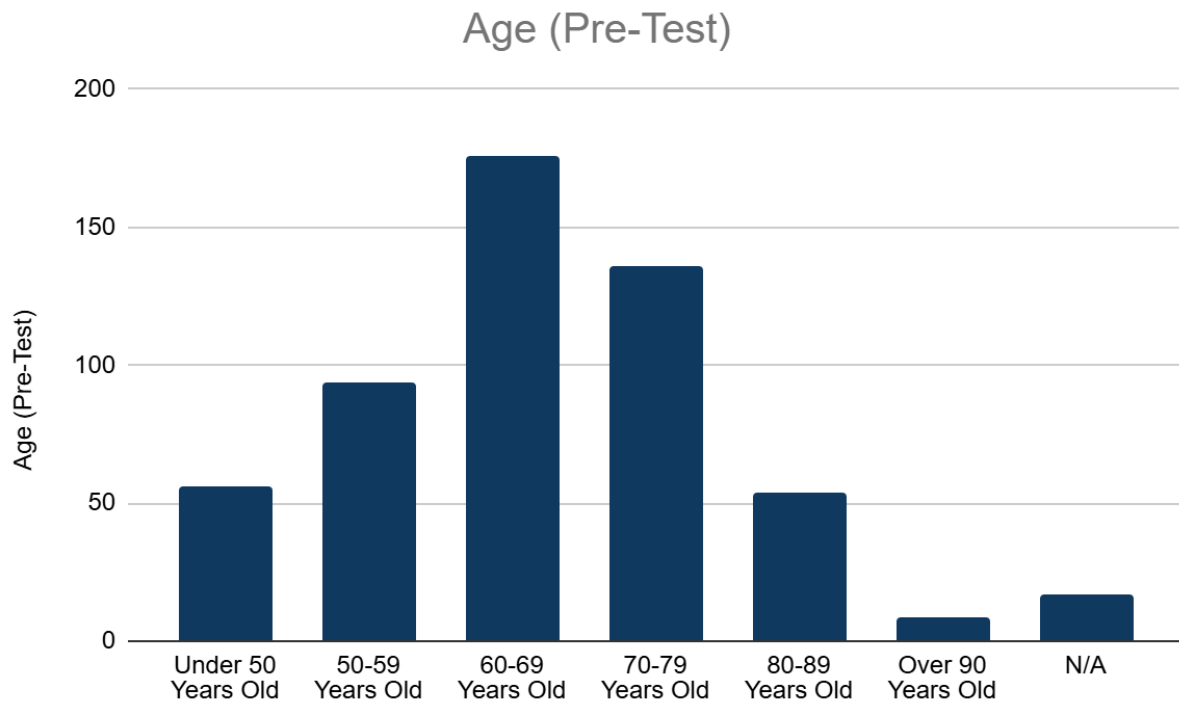
Q3 How confident are you with knowing how to find resources that will benefit your wellbeing and social connectedness? On a scale of 1 to 5 with 5 being "extremely confident" and 1 being "not at all confident".



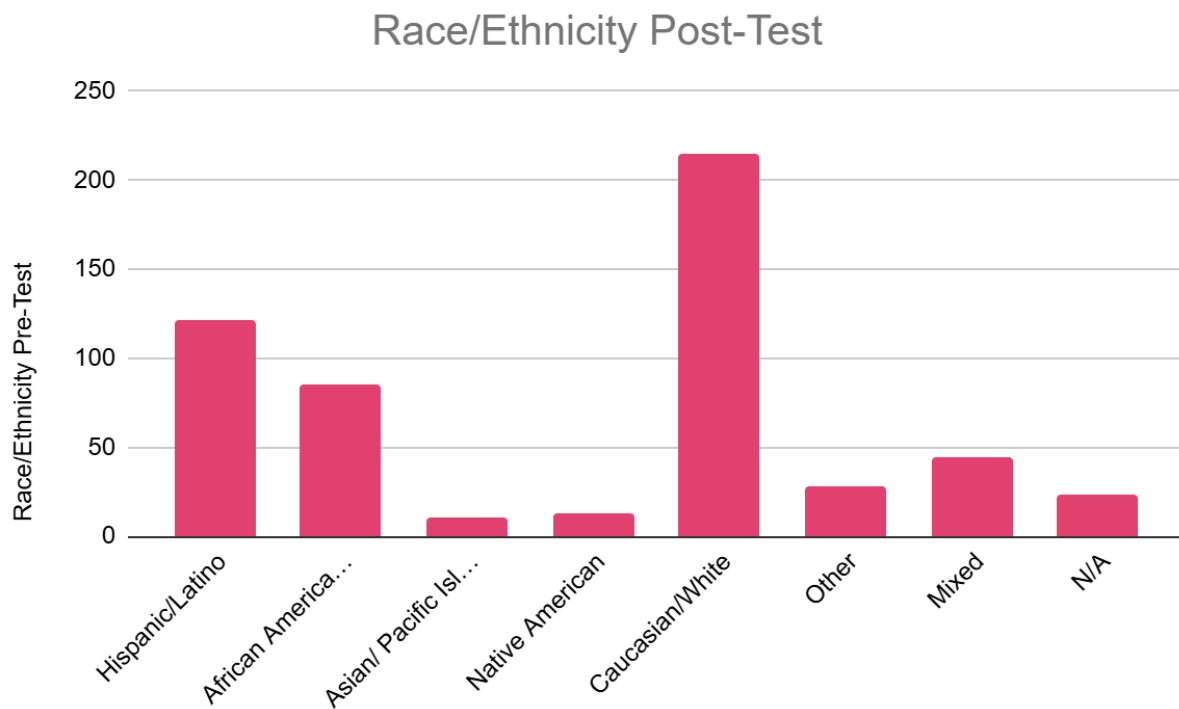
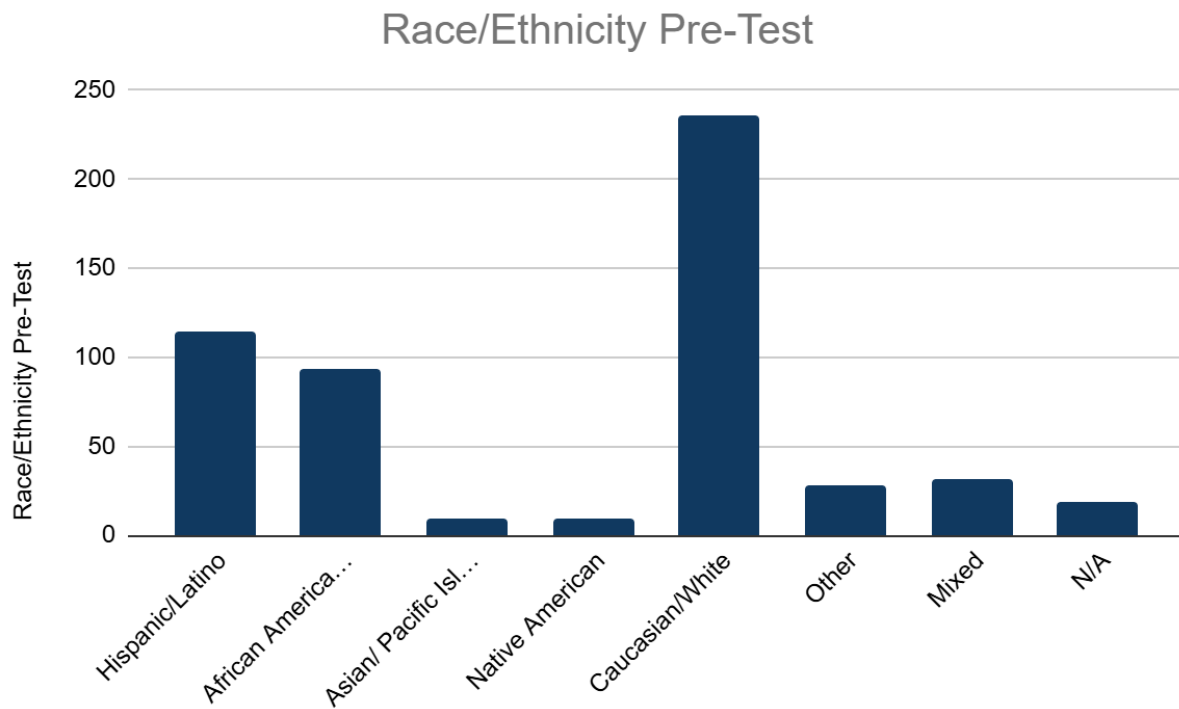
Q4 Have you increased your technology skills? On a 1 to 5 scale, with 5 being "Significantly Increased" and 1 being "not at all increased".



Tech2Connect Demographic

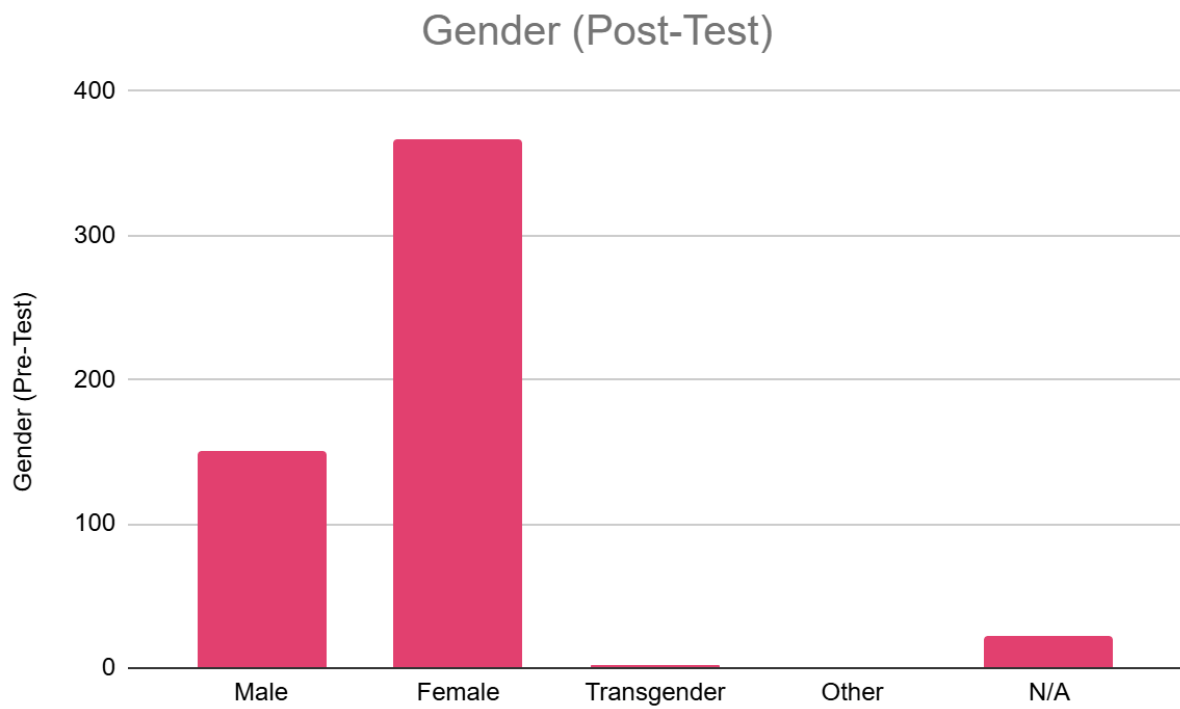
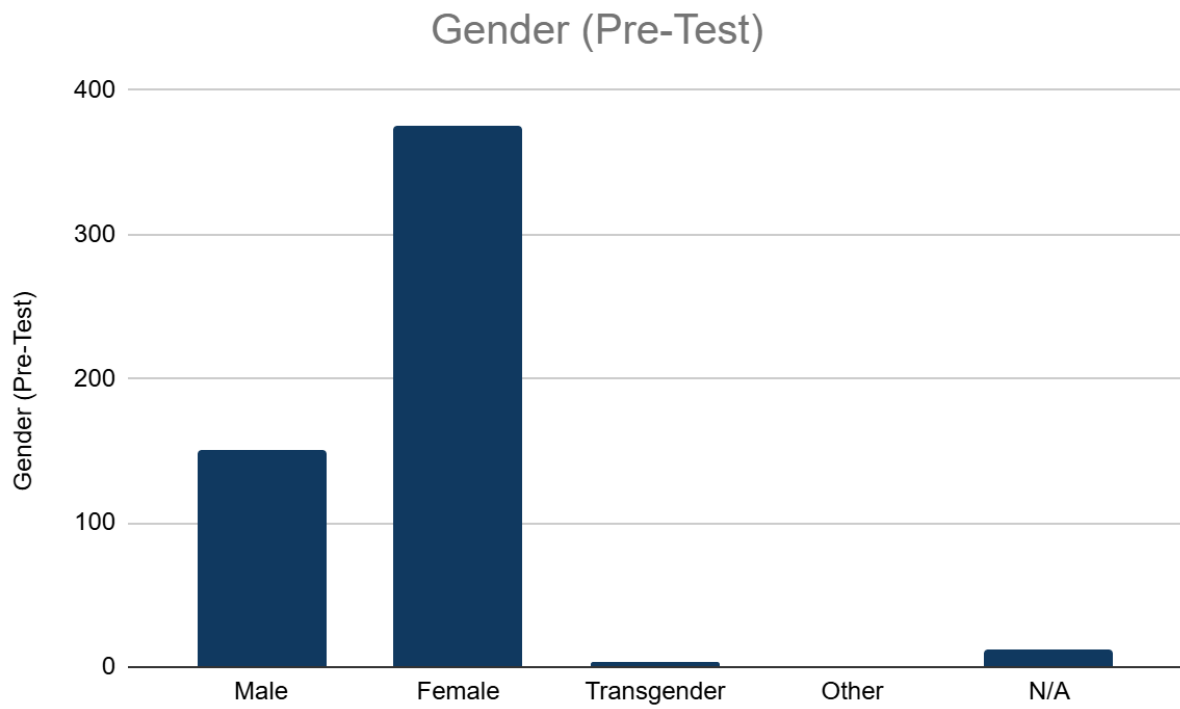


Age (Pre-Test)			Age (Post-Test)		
	N	%		N	%
Under 50 Years Old	56	10.3%	Under 50 Years Old	64	11.8%
50-59 Years Old	94	17.3%	50-59 Years Old	88	16.2%
60-69 Years Old	176	32.5%	60-69 Years Old	175	32.3%
70-79 Years Old	136	25.1%	70-79 Years Old	128	23.6%
80-89 Years Old	54	10.0%	80-89 Years Old	47	8.7%
Over 90 Years Old	9	1.7%	Over 90 Years Old	13	2.4%
N/A	17	3.1%	N/A	27	5.0%



Race/Ethnicity (Pre-test)		
	N	%
Hispanic/Latino	114	21.0%
African American/Black	93	17.2%
Asian/Pacific Islander	10	1.8%
Native American	10	1.8%
Caucasian/White	236	43.5%
Other	28	5.2%
Mixed	32	5.9%
N/A	19	3.5%

Race/Ethnicity (Post-test)		
	N	%
Hispanic/Latino	122	22.5%
African American/Black	85	15.7%
Asian/Pacific Islander	11	2.0%
Native American	13	2.4%
Caucasian/White	215	39.7%
Other	28	5.2%
Mixed	44	8.1%
N/A	24	4.4%



Gender (Pre-test)

	N	%
Male	150	27.7%
Female	375	69.2%
Transgender	4	0.7%
Other	1	0.2%
N/A	12	2.2%

Gender (Post-test)

	N	%
Male	150	27.7%
Female	367	67.7%
Transgender	2	0.4%
Other	1	0.2%
N/A	22	4.1%

Tech2Connect PHQ-9 Results

Pre-test PHQ-9 Score

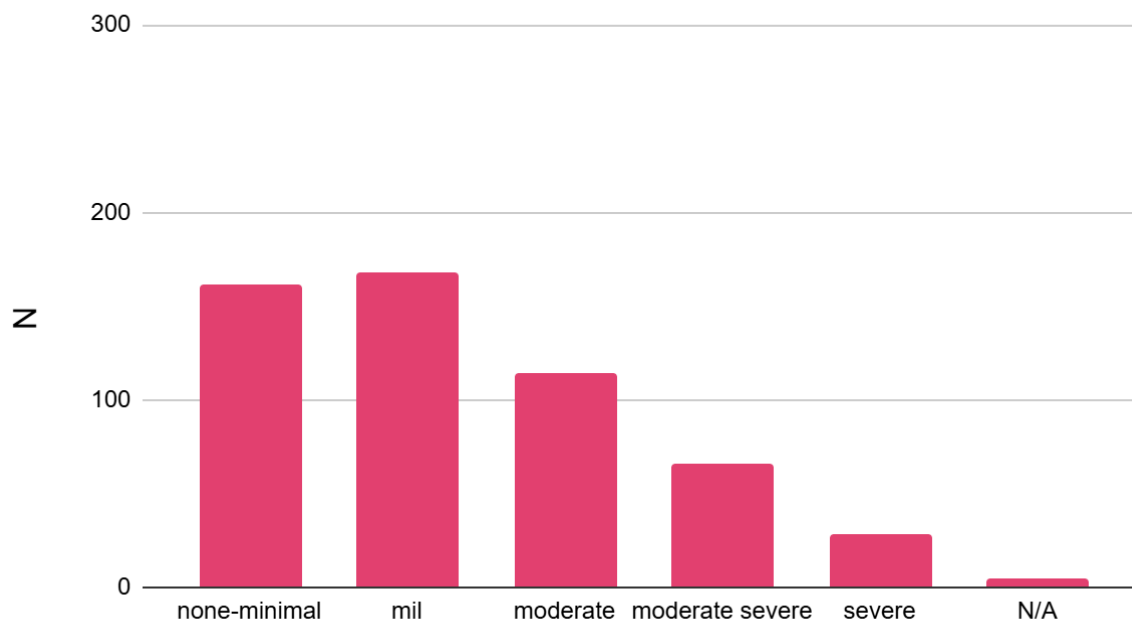


Figure 1.0. PHQ-9 Pre-test score

Post-test PHQ-9 Score

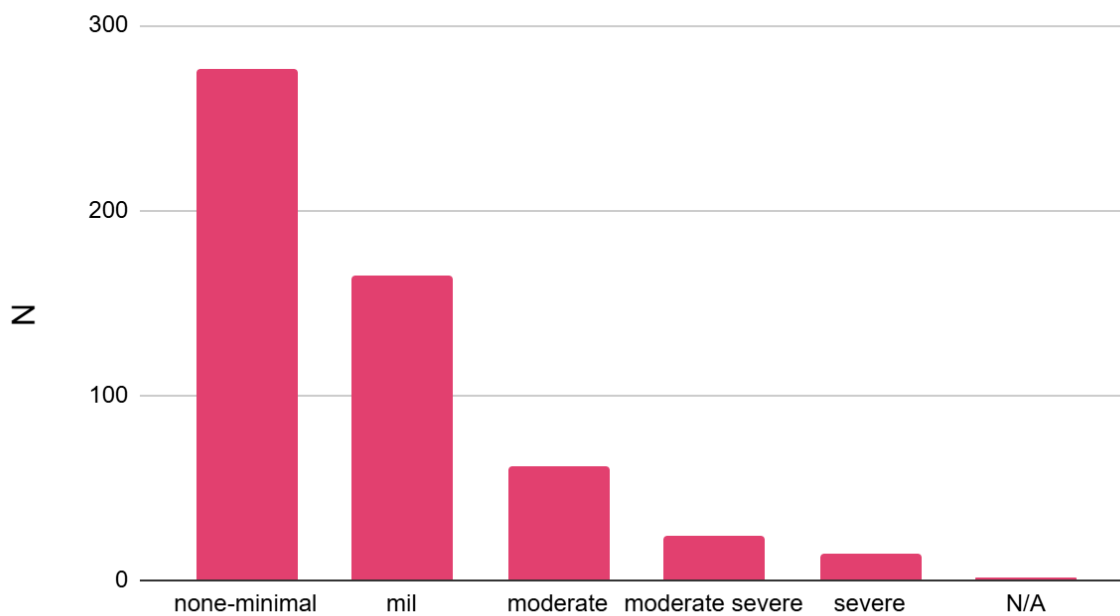


Figure 1.1. PHQ-9 Post-test score

The Tech2Connect PHQ-9 results display a comparison between pre-test and post-test scores for participants. In the pre-test (Figure 1.0), most individuals had scores indicating either none to minimal depression or mild depression, with these two categories accounting for the highest counts, followed by fewer participants in the moderate, moderately severe, and severe categories.

In the post-test (Figure 1.1), there is a noticeable improvement, as the none to minimal depression category increased significantly, while all other categories saw a decline in the number of participants, particularly in the moderate to severe and severe depression groups. This suggests that after participating in the Tech2Connect program, individuals experienced improvements in their depression symptoms, as reflected by the shift toward lower PHQ-9 scores.

Pretest PHQ-9 Score			Post-test PHQ-9 Score		
	N	%		N	%
none-minimal	161	29.7%	none-minimal	276	50.9%
mild	168	31.0%	mild	165	30.4%
moderate	114	21.0%	moderate	62	11.4%
moderate severe	66	12.2%	moderate severe	24	4.4%
severe	28	5.2%	severe	14	2.6%
N/A	5	0.9%	N/A	1	0.2%

Shortened Loneliness Scale Survey

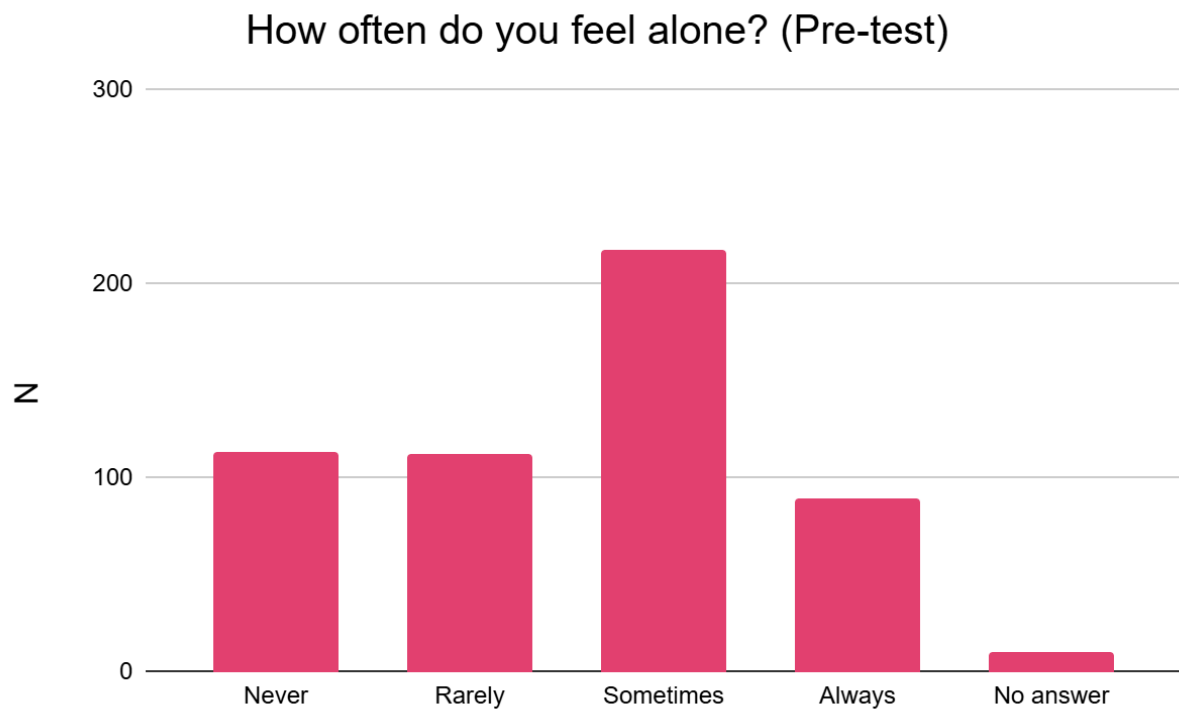


Figure 1.2. Shortened loneliness scale survey question 1 Pre-test.

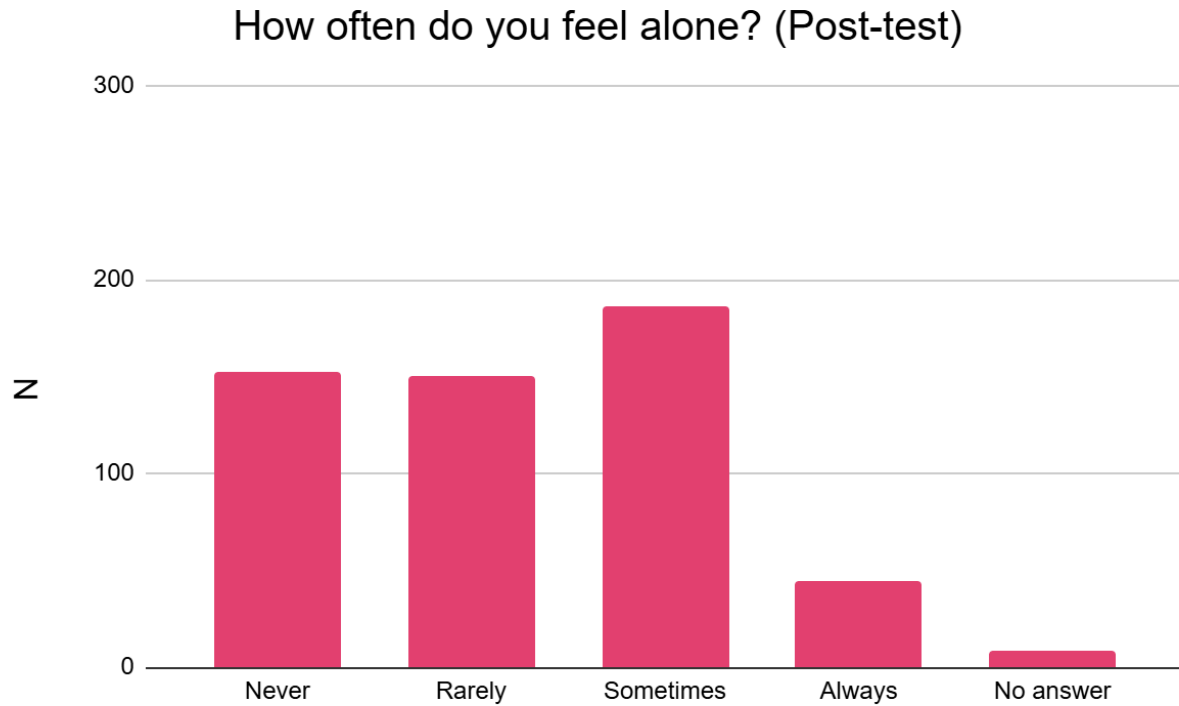


Figure 1.3. Shortened loneliness scale survey question 1 Post-test.

Results show a comparison between pre-test and post-test responses regarding how often participants feel alone. In the pre-test (Figure 1.2), the largest group of participants reported feeling alone sometimes, followed by a significant number selecting never and always, with a smaller portion choosing Rarely.

In the post-test (Figure 1.3), the number of participants reporting they feel alone sometimes decreased, while those selecting never increased notably. The always category also showed a reduction in participants. This suggests that after the intervention, individuals felt less alone, with a shift toward more frequent responses in the never and rarely categories, indicating improved feelings of connectedness or reduced loneliness.

How often do you feel alone? (Pre-test)			How often do you feel alone? (Post-test)		
	N	%		N	%
Never	113	20.8%	Never	152	28.0%
Rarely	112	20.7%	Rarely	150	27.7%
Sometimes	218	40.2%	Sometimes	186	34.3%
Always	89	16.4%	Always	45	8.3%
5.00	10	1.8%	5.00	9	1.7%

How often do you feel that your interests and ideas are not shared by those around you?
(Pre-test)

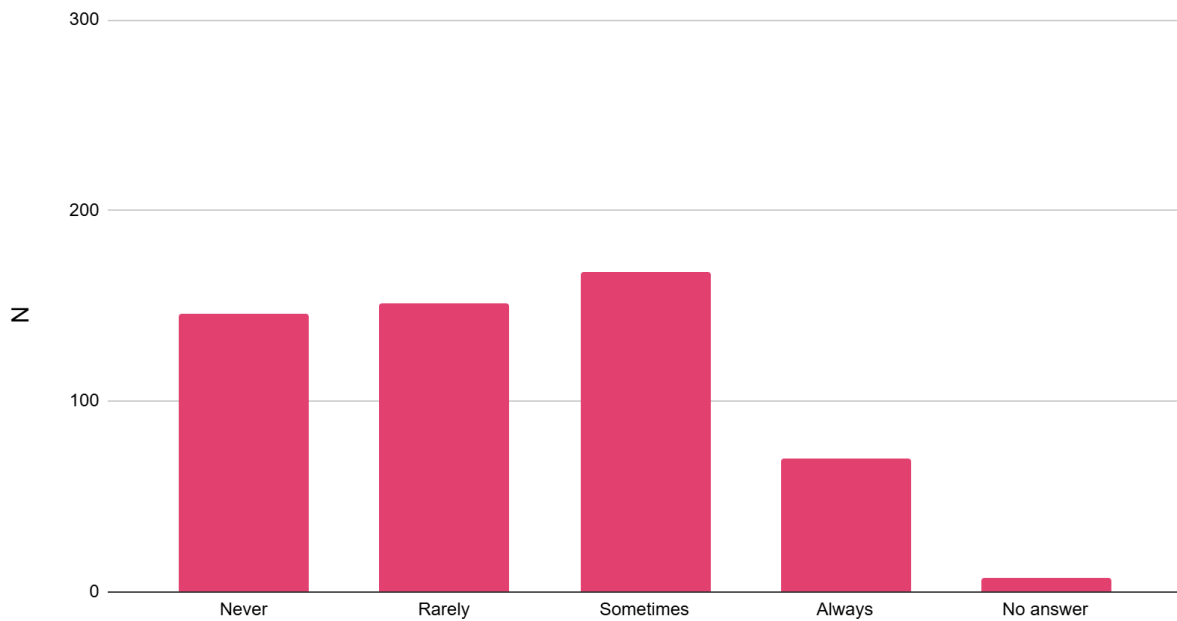


Figure 1.4. Shortened loneliness scale survey question 2 Pre-test.

How often do you feel that your interests and ideas are not shared by those around you? (Pre-test)

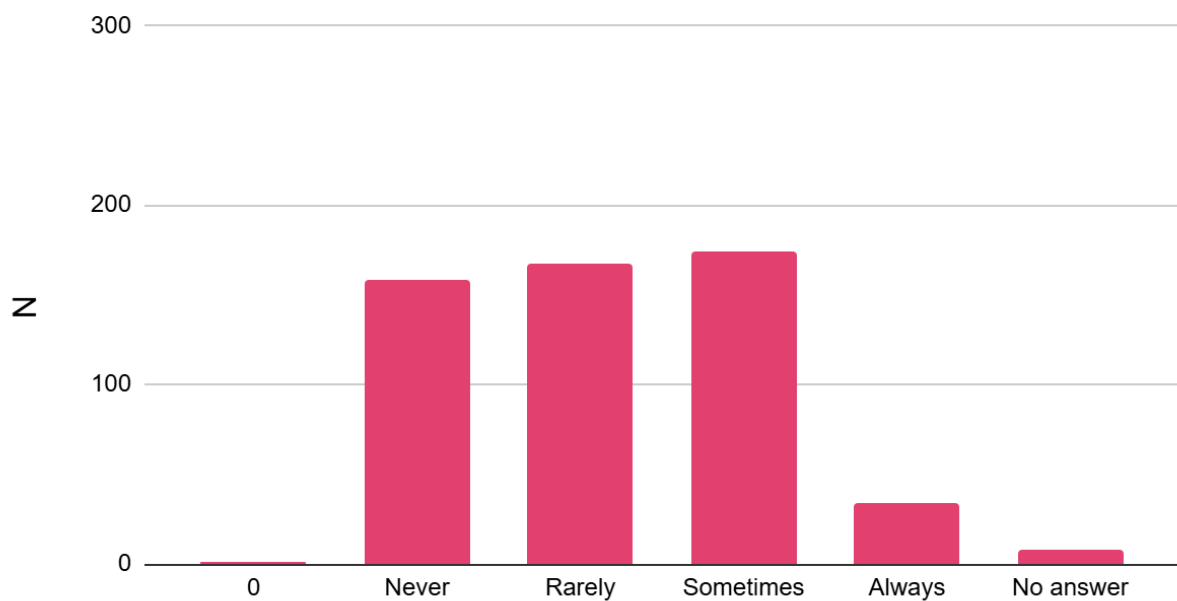


Figure 1.5. Shortened loneliness scale survey question 2 Post-test.

Results for question 2 compare pre-test and post-test responses about how often participants feel that their interests and ideas are not shared by those around them. In the pre-test (Figure 1.4), most participants reported feeling this sometimes, followed closely by those who answered never and rarely, with fewer individuals selecting always.

In the post-test (Figure 1.5), there is little change in the never and rarely categories, but the number of participants reporting sometimes feeling this way decreased. Additionally, the number of individuals selecting always also dropped. This suggests that after the Tech2Connect classes, participants felt a slight improvement in having their ideas and interests shared by those around them, as reflected by a reduction in the sometimes and always responses.

How often do you feel that your interests and ideas are not shared by those around you? (Pre-test)

	N	%
Never	146	26.9%
Rarely	151	27.9%
Sometimes	168	31.0%
Always	70	12.9%
5.00	7	1.3%

How often do you feel that your interests and ideas are not shared by those around you? (Post-test)

	N	%
.00	1	0.2%
Never	158	29.2%
Rarely	167	30.8%
Sometimes	174	32.1%
Always	34	6.3%
5.00	8	1.5%

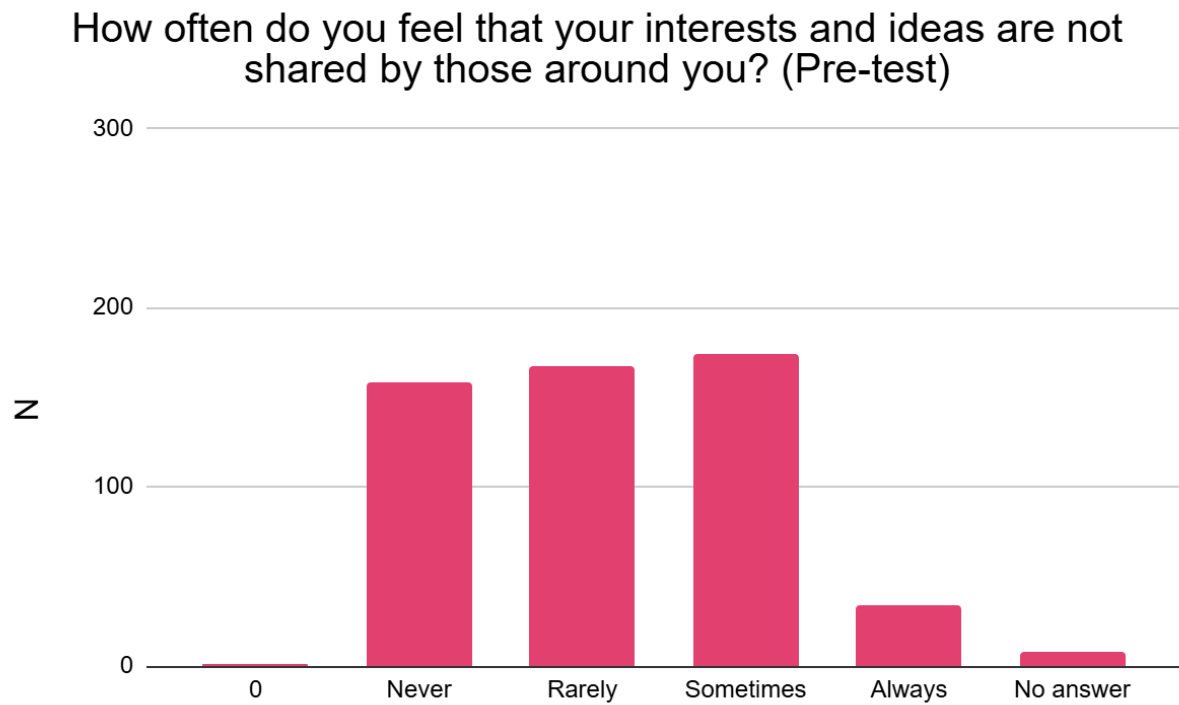


Figure 1.6. Shortened loneliness scale survey question 3 Pre-test.

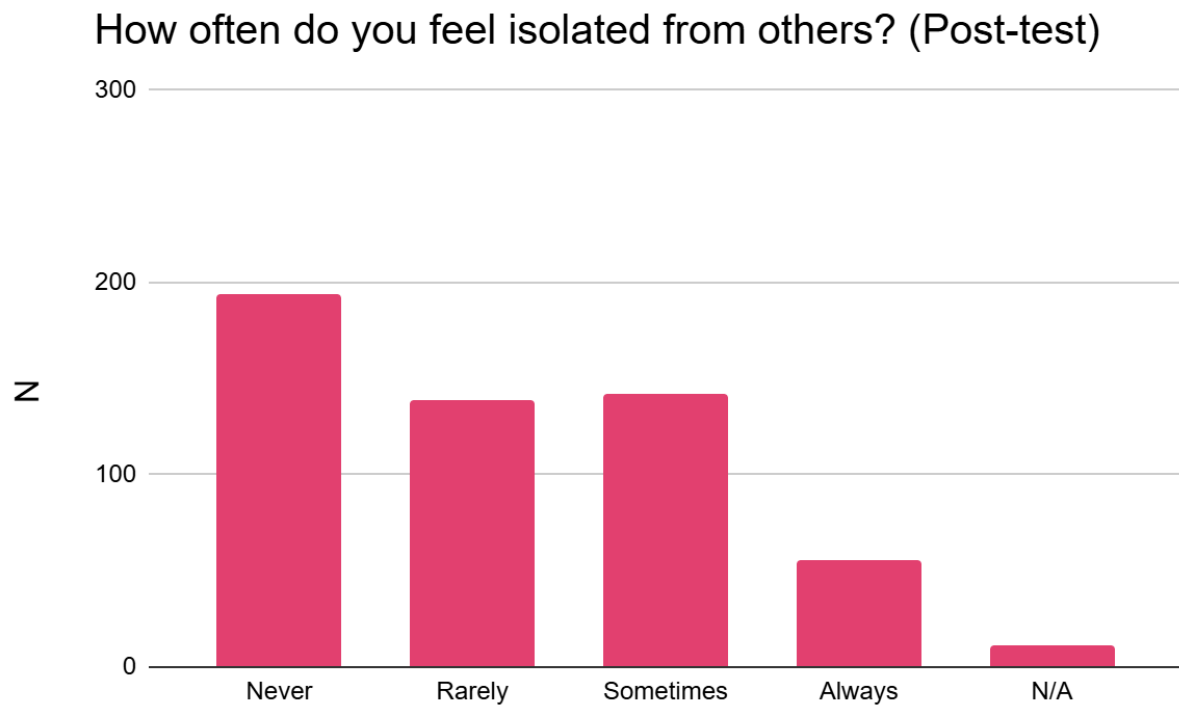


Figure 1.7. Shortened loneliness scale survey question 3 Post-test.

Results for question 3 compare pre-test and post-test responses about how often participants feel isolated from others. In the pre-test (Figure 1.6), most participants reported feeling this sometimes, followed closely by those who answered never and rarely, with fewer individuals selecting always.

In the post-test (Figure 1.7), there is improvement in the never and rarely categories, and the number of participants reporting sometimes feeling this way decreased. Additionally, the number of individuals selecting always also dropped. This suggests that after the Tech2Connect classes, participants felt a slight improvement in how often they feel isolated from others.

How often do you feel isolated from others? (Pre-test)			How often do you feel isolated from others? (Post-test)		
	N	%		N	%
Never	151	27.9%	Never	194	35.8%
Rarely	112	20.7%	Rarely	139	25.6%
Sometimes	181	33.4%	Sometimes	142	26.2%
Always	89	16.4%	Always	56	10.3%
5.00	9	1.7%	N/A	11	2.0%

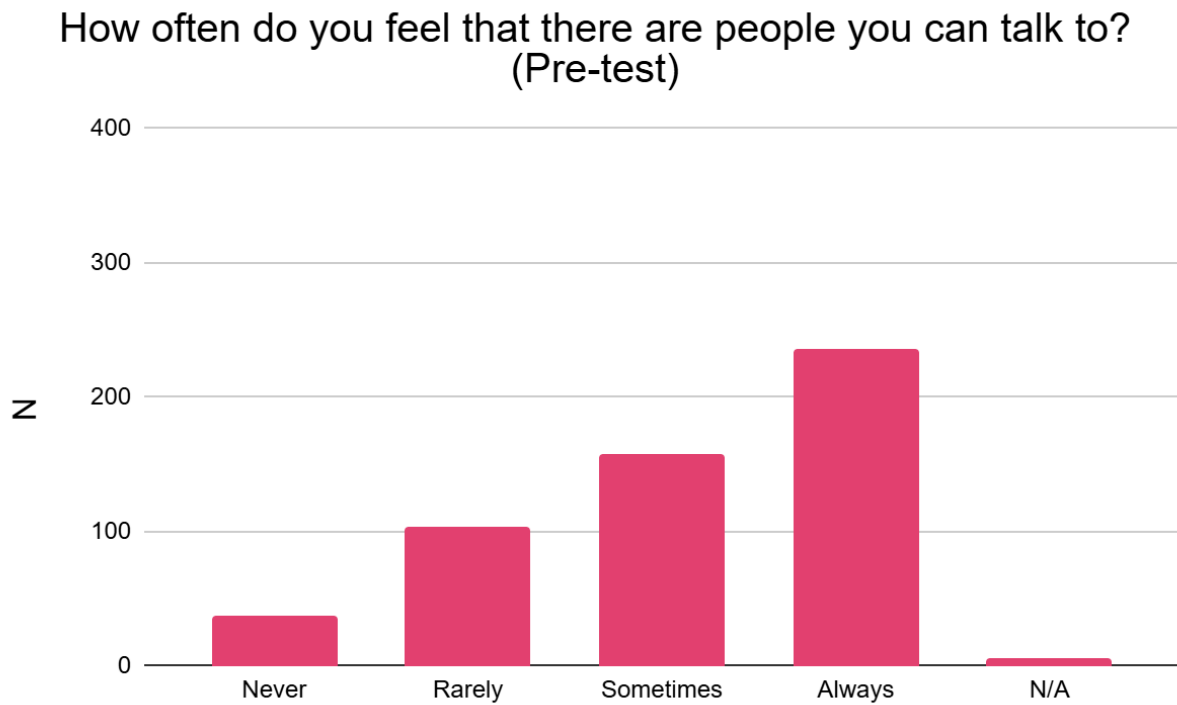


Figure 1.8. Shortened loneliness scale survey question 4 Pre-test.

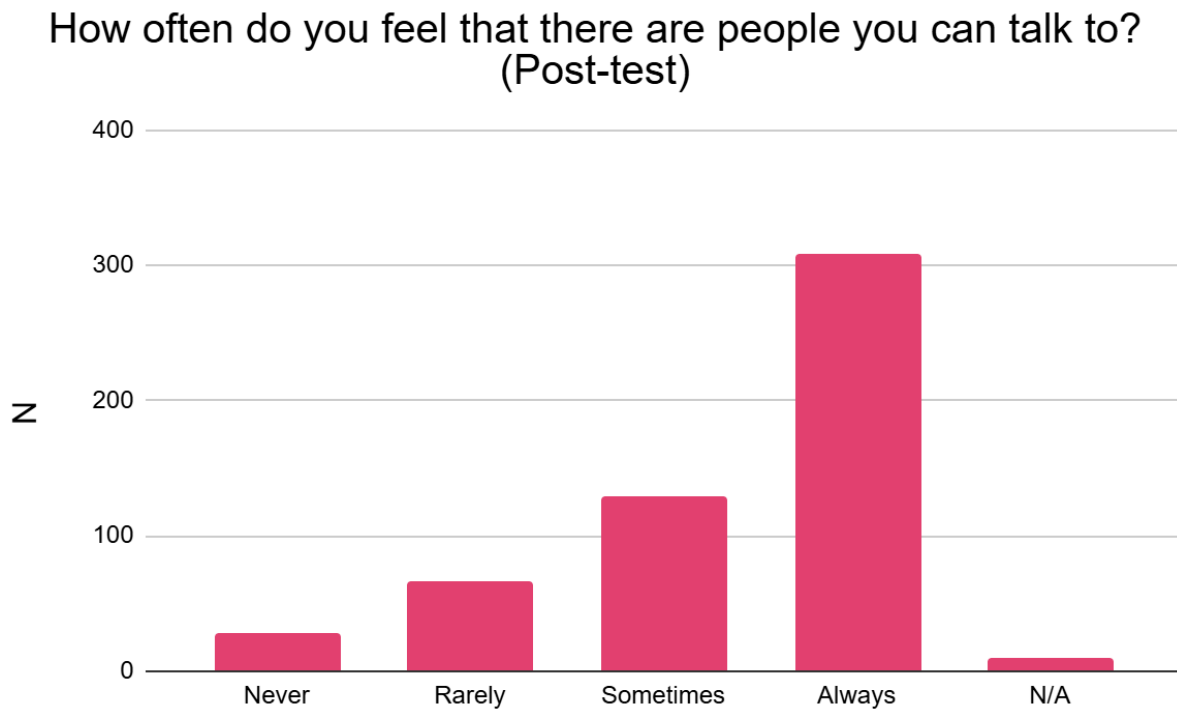


Figure 1.9. Shortened loneliness scale survey question 4 Post-test.

Results for question 3 compare pre-test and post-test responses about how often participants feel that there are people they can talk to. In the pre-test (Figure 1.8), most participants reported feeling this way always, followed closely sometimes and with fewer selecting never and rarely.

In the post-test (Figure 1.9), there is significant improvement with over 300 participants selecting always. in the never and rarely categories, and the number of participants reporting sometimes feeling this way decreased.

How often do you feel that there are people you can talk to? (Pre-test)			How often do you feel that there are people you can talk to? (Post-test)		
	N	%		N	%
Never	38	7.0%	Never	28	5.2%
Rarely	104	19.2%	Rarely	67	12.4%
Sometimes	158	29.2%	Sometimes	129	23.8%
Always	236	43.5%	Always	308	56.8%
N/A	6	1.1%	N/A	10	1.8%

How often do you feel like you can find companionship when you want it? (Pre-test)

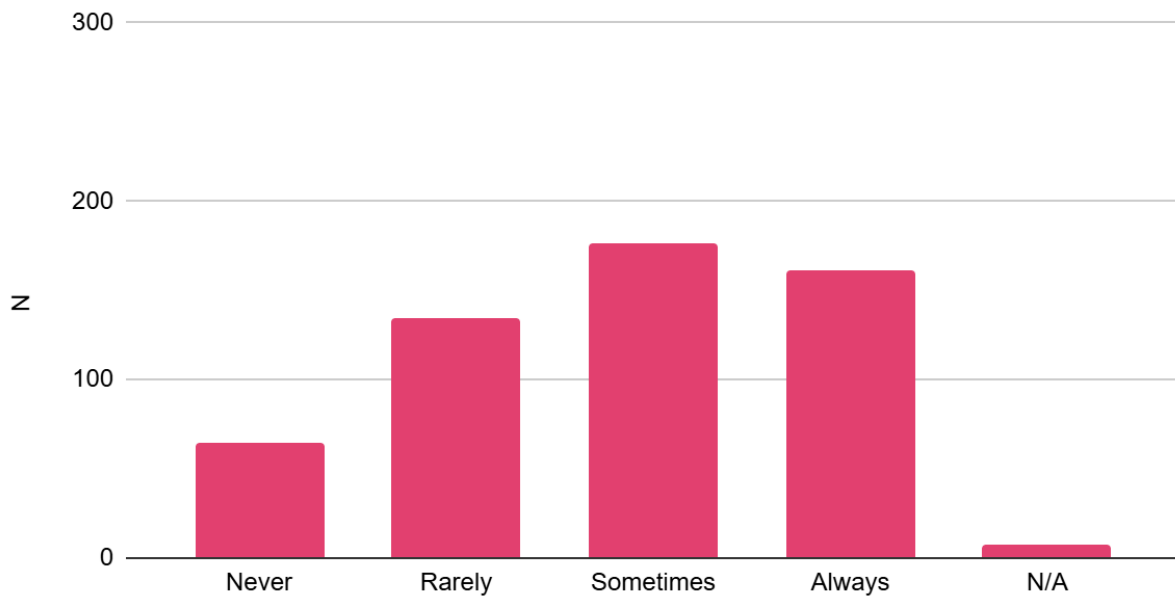


Figure 1.10. Shortened loneliness scale survey question 5 Pre-test.

How often do you feel like you can find companionship when you want it? (Post-test)

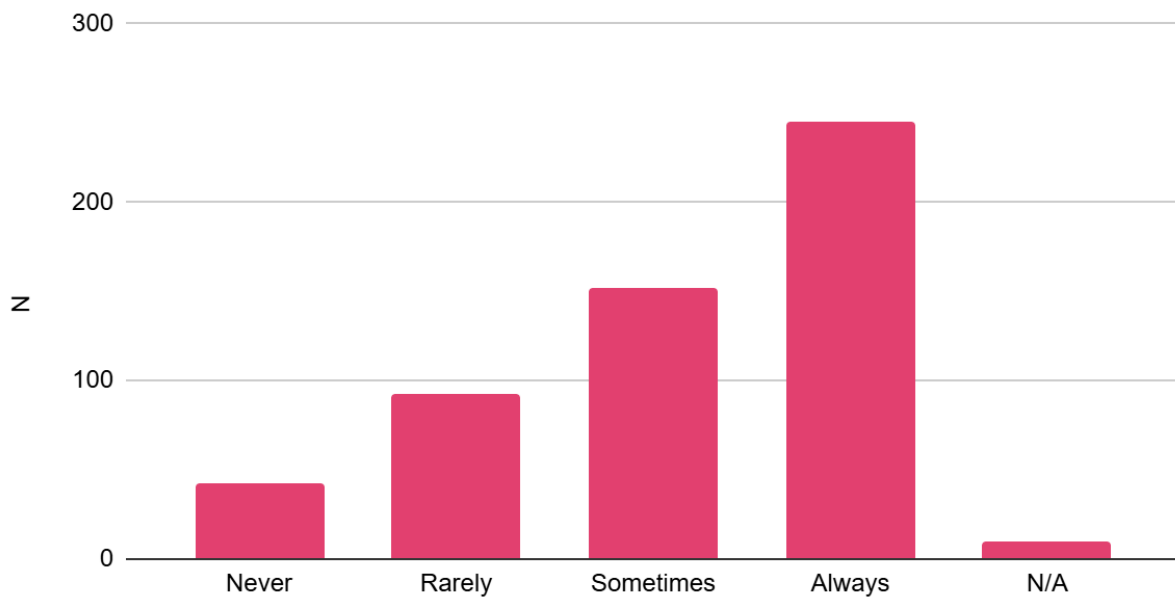


Figure 1.11. Shortened loneliness scale survey question 5 Post-test.

The Shortened Loneliness Scale Survey results for question 5 compare pre-test and post-test responses about how often participants feel they can find companionship when they want it. In the pre-test (Figure 1.10), most participants reported feeling they could “sometimes” find companionship, followed closely by those who answered “always” and “rarely,” with fewer individuals selecting “never.”

In the post-test (Figure 1.11), there is a notable shift, as the number of participants reporting “always” finding companionship increased significantly. Meanwhile, those selecting “sometimes” and “rarely” decreased, and the number of individuals selecting “never” also dropped. This suggests that after the Tech2Connect classes, participants felt an improvement in their ability to find companionship when desired, as reflected by the reduction in the “sometimes,” “rarely,” and “never” responses.

How often do you feel like you can find companionship when you want it? (Pre-test)

	N	%
Never	65	12.0%
Rarely	132	24.4%
Sometimes	177	32.7%
Always	161	29.7%
N/A	7	1.3%

How often do you feel like you can find companionship when you want it? (Post-test)

	N	%
Never	43	7.9%
Rarely	92	17.0%
Sometimes	152	28.0%
Always	245	45.2%
N/A	10	1.8%

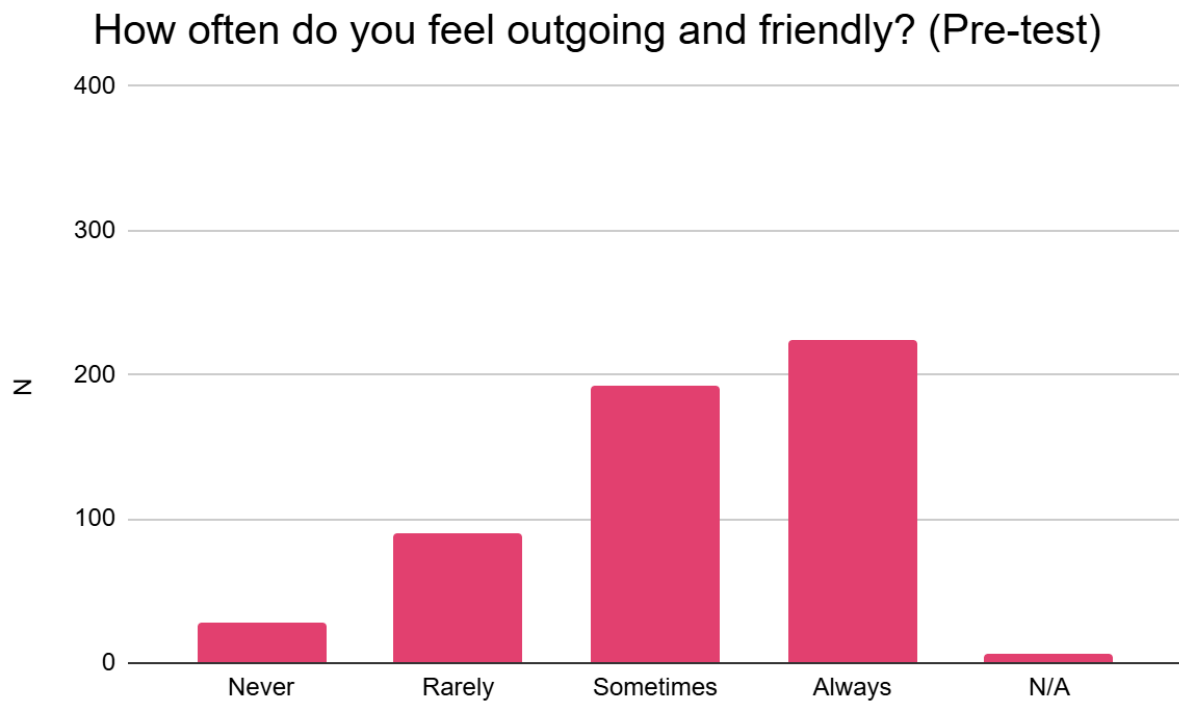


Figure 1.12. Shortened loneliness scale survey question 6 Pre-test.

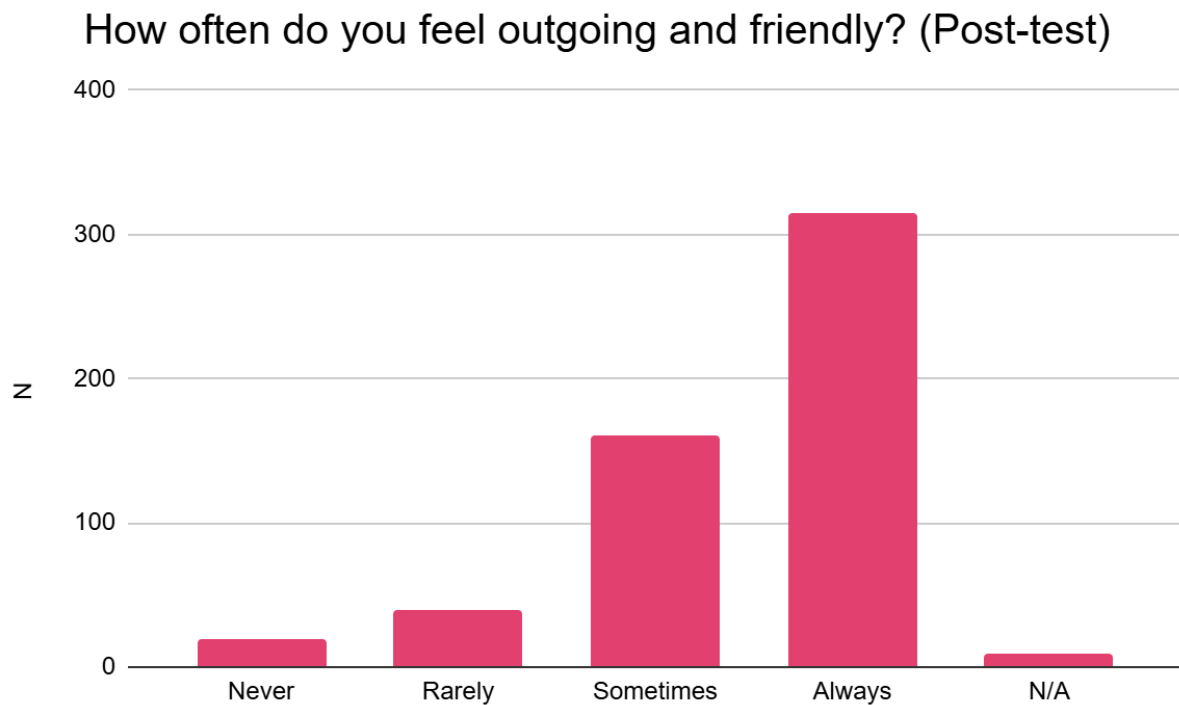


Figure 1.13. Shortened loneliness scale survey question 6 Post-test.

Results for question 6 compare pre-test and post-test responses about how often participants feel outgoing and friendly. In the pre-test (Figure 1.12), the majority of participants reported “always” feeling outgoing and friendly, followed by “sometimes,” with fewer individuals selecting “rarely” or “never.”

In the post-test (Figure 1.13), there is a significant increase in the number of participants reporting “always” feeling outgoing and friendly, with over 300 selecting this option. Meanwhile, the number of participants selecting “sometimes” decreased, and those choosing “rarely” or “never” remained relatively low. This suggests that after the Tech2Connect classes, participants experienced a boost in feeling outgoing and friendly, as evidenced by the increase in the “always” category and the reduction in “sometimes.”

How often do you feel outgoing and friendly? (Pre-test)			How often do you feel outgoing and friendly? (Post-test)		
	N	%		N	%
Never	28	5.2%	Never	19	3.5%
Rarely	90	16.6%	Rarely	39	7.2%
Sometimes	193	35.6%	Sometimes	160	29.5%
Always	224	41.3%	Always	315	58.1%
N/A	7	1.3%	N/A	9	1.7%

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Feedback

Feedback

Tech2Connect is a wonderful program to help people become more close to new technology.

Feedback from Sussy parker

Transcribed text: Tech2Connect is a wonderful program to help people become more close to new technology.

Feedback

Really enjoyed the Program. Very grateful for the resources. They are very helpful in our daily lives. My trainer was very Patient and helped with a lot of questions, and Showed me how to use my iPad beyond what I would have thought. Thank you.

Feedback from Joann Fouquette

Transcribed text: Really enjoyed the program. Very grateful for the resources. They are very helpful in our daily lives. My trainer was very patient and helped with a lot of questions and showed me how to use my iPad beyond what I would have thought. Thank you.

Feedback

I enjoy the iPad so I can learn English more proficiently, watch news & TV since I don't have one. I enjoy the program, resources, the people are nice people. Thank you for helping the community & God bless you all. Keep going forward in helping all of us.

Feedback from Lance Martinez

Transcribed text: I enjoy the iPad so I can learn English more proficiently, watch news, and TV since I don't have one. I enjoy the program resources. The people are nice people. Thank you for helping the community and God bless you all. Keep going forward helping all of us.

Feedback

Great program!

Great teacher!

Great iPad!

I'm happy to be in
the 21st Century!

Feedback from Naomi Bang

Transcribed text: Great program! Great teacher! Great iPad! I'm happy to be in the 21st century!