



**Manchester Human Services
Technology Access
&
Education Program**

CDBG CV PROPOSAL

April 2024 Board of Directors Meeting

Overview of CDBG-CV Funding

- **CDBG-CV (CARES Act) funding:** distributed by HUD to communities receiving annual CDBG grants.
- Manchester's allocation: **\$812,580 total** (two rounds)
 - ★Funded projects must:
 1. Address a priority community need
 2. Primarily benefit low- and moderate-income residents
 3. Not duplicate any other Covid-related recovery efforts

CDBG-CV Funding Buckets

Allocation “buckets” approved by the Board of Directors in June 2021

★ Public Services

- Food Insecurity
2nd Congregational Church
Food Pantry, Senior Center
Meals Van
- Housing Stability
SAFS, Interval House
- Health and Wellness
Rec on the Run, Mobile
Health Van, MELC Early
Education Programs.
- Technology Access (new)
Senior Center and SAFS

★ Park Improvements

- Northwest Park 3-season
screen

★ Administration

Project Overview:

During the course of the COVID-19 pandemic, The Manchester Human Services Department saw firsthand how limited understanding of/access to technology caused a negative impact to households. Households without the knowledge or access to technology faced difficulty accessing pertinent information, scheduling appointments, accessing prescriptions, accessing food, and staying up to date with the latest guidance. Technology access and education will continue to be an important determining factor in the well-being of Manchester's households as we continue to emerge from the pandemic and prepare for potential future crises. As a result, the Human Service Department seeks to utilize remaining CDBG-CV funding to create a program that provides eligible Manchester households with access to education and technology that:

- **Enhances their ability to connect with their peers, community supports, medical providers.**
- **Enhances their understanding of modern and emerging technologies.**
- **Enhances their ability to access timely and important information about their community, local events and emergencies.**
- **Enhances their ability to prepare for and respond to future emergencies, pandemics or other crises.**

This program will consist of 2 primary components: Technology Education and Technology Access

Technology Education:

This component will **focus on providing educational opportunities for older adults** at the Manchester Senior Center through a mix of instructor led educational opportunities as well as increased access to self-guided use of technology in the Senior Center computer lab. For this component, the Senior Center will modernize the computer lab, incorporating 7 new machines and other computer room enhancements. Additionally, the Senior Center will engage with a qualified individual to provide staff the Computer Lab on a part time basis for 19.5 hours/per week. This "Tech Coach" would provide specialized educational opportunities on a variety of topics, limited "open hours" for people who drop into the computer lab and education on/set up of the devices noted in the other components of the program.

Technology Access, Part One:

This component will **provide older residents with the ability to access technology** through the use of loaned out iPad tablets. The Human Services Department will procure 30 new Ipad tablets which will be available for use by residents. These devices will be for use while engaged in Senior Center activities and/or lent out to households for a period of time. Users of the program will consult with the Technology Coach on the use of the devices and the general program guidelines. In the event of an emergency/crisis, devices will be loaned out to residents in need in order to assist in ensuring their well being.



Technology Access, Part Two:

This component will **provide 220 eligible Manchester households with access to internet connected devices** such as an Amazon Echo. The intent of this program is to provide households with access to services and supports that will enhance their overall health, wellbeing, connectedness and ability to access important information. Potential uses of these devices in homes include: setting up automated medication reminders, weather/emergency alert notifications, home automation, emergency communications, easy access to searches/information and access to hands free communication. Additionally, the Human Services Department will procure 220 portable cellphone/device battery chargers for distribution to eligible residents. According to some of the latest emergency management guidance, older adults are comforted and better prepared for an emergency with the ability to maintain use of their cellphones and other portable electronic devices.



Technology Access, Part Three:

Human Services will procure 3 new computers that will be stationed at Senior, Adult and Family Services in the lobby of the Weiss building. Computers will be used by residents for things such as: **job searches, printing important documents, housing searches, job applications, applying for benefits, etc.**



Overview, Continued

- All components of this **project will be designed, implemented and administered through the lens of equity**, ensuring that a broad range of eligible residents are able to participate.
- Manchester's **IT Department will be consulted in all aspects of program design**, implementation and procurement.
- **Human Services has history of successfully managing CDBG funded programs** and understands data reporting and record keeping requirements.

Technology Education

\$53,844

2 Year part-time durational position to be housed at the Senior Center Computer Lab.

Technology Access

\$21,000

30 Ipad for Lending and use at Senior Center.
Replacement computers for SAFS and Senior Center and other computer lab enhancements.

Technology Access

\$22,000

220 Smart Home Devices.
220 Rechargeable Cell Phone/Device Chargers.

Total Project Cost: \$96,844

Changes to Submit to HUD

- **Park Improvements COMPLETE – N/A**
\$29,968
- **Public Services**
\$734,216 (increase from \$660,183.89)
- **Administration**
\$48,396 (decrease from \$126,396.11)

“The number one benefit of information technology is that it empowers people to do what they want to do. It lets people be creative. It lets people be productive. It lets people learn things they didn't think they could learn before”..”

—Steve Ballmer



Thank You!

Joel Cox, Director of Human Services
with the assistance of:

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