

Promising Practices for Implementing Hybrid Programs

Webinar Instructions

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)

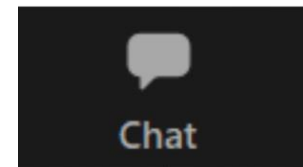
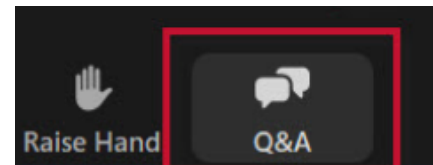
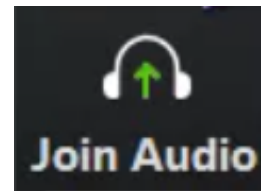
- You can submit questions for the panelists at any time during this presentation. On the Zoom module on the bottom of your screen, click the Q&A icon, type your question in the box and submit.

Chat Feature

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

Recording

- The recording will be available on www.engagingolderadults.org.



CLICK HERE TO START CHAT

Accessibility and Support

- **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 CC Live Transcript 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

USAging

- USAging represents and supports the national network of Area Agencies on Aging and advocates for the Title VI Native American Aging Programs that help older adults and people with disabilities live with optimal health, well-being, independence and dignity in their homes and communities.
- <https://www.usaging.org/>

Overview of engAGED

- National effort to increase social engagement among older adults, people with disabilities and their caregivers
- Administered by USAging
- Funded by the U.S. Administration on Aging, which is part of the Administration for Community Living
- Broad-based Project Advisory Committee
- www.engagingolderadults.org

Hybrid Manual



engAGED
The National Resource Center
for Engaging Older Adults

OATS
FROM AARP
OLDER ADULTS
TECHNOLOGY
SERVICES

**IMPLEMENTING
HYBRID PROGRAMS**
*Considerations and Best Practices
for Aging Network Organizations*



- Developed a hybrid programs manual in partnership with OATS
- Intended to support organizations that are considering or implementing hybrid programs

Hybrid Manual Components

- Examples of common types of hybrid models
- What to consider before implementing hybrid programs
- Best practices for presenters and facilitators

Connect With Us!

- www.engagingolderadults.org
- Facebook: @engAGEDCenter
- Twitter: @engAGEDCenter
- info@engagingolderadults.org

Presenters



Alex Glazebrook

Vice President of Program Operations, Older Adults Technology Services and Senior Planet from AARP

Sherlyn Freeman

Training Lead, Older Adults Technology Services and Senior Planet from AARP



Kathleen Young

Programming Manager of Senior Centers and Community Services, Baltimore County Department of Aging



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STRATEGIES TO MAINTAIN AND IMPLEMENT HYBRID PROGRAMMING

Alexander Glazebrook, PhD, MSW
Vice President, Operations
Older Adults Technology Services (OATS) from
AARP

OATS Timeline

Tom Kamber and a group of volunteers launch OATS in NYC to help seniors learn and use technology to live better in the digital age



2004

2013



Launch of the Senior Planet Exploration Center in Manhattan—America's first technology-themed community center for older adults.

2014



OATS teaches 10,000 class sessions at over 70 partner sites + 30 new computer labs in NYC

2015



Expands programs outside of NYC to Plattsburgh, New York, and partners with local sponsors in Maryland, Florida and California.



OATS Timeline

Foundation grants of more than \$3M help expand Senior Planet to Texas and Colorado.



2018

2020



2020: \$3M grant from the Humana Foundation helps launch Aging Connected, a national campaign to bridge the digital divide.

2021



2021: OATS became a charitable affiliate of AARP, leading to increased reach and impact of partnerships and training

2022



Great things to come this year!



How We Think

social entrepreneurs
aging optimists
design data-driven
thinking AgeTech
social impact solutions **innovation**
systems builders



Senior Planet Presence

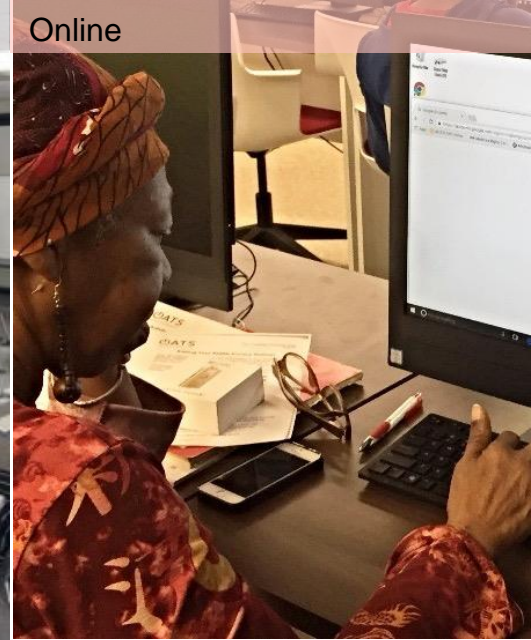
Centers



Partner Sites



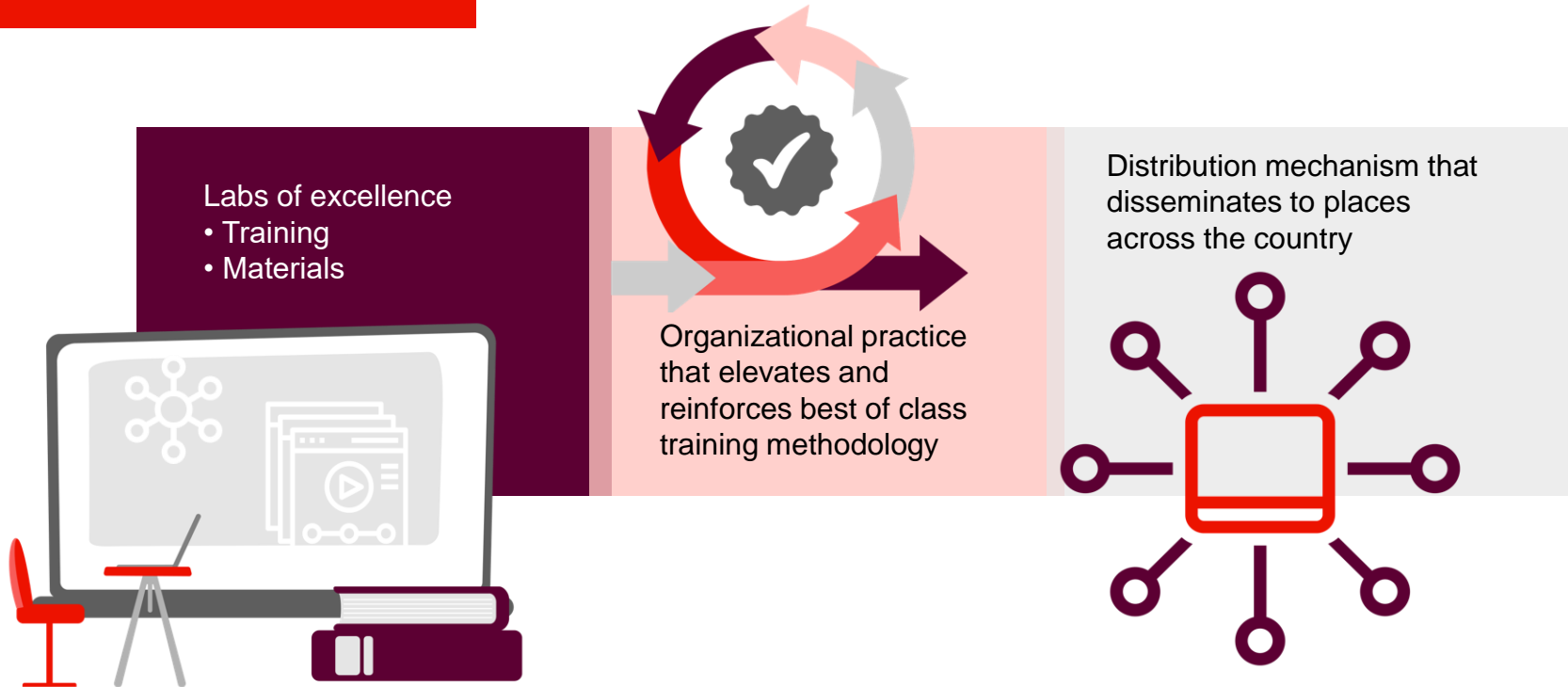
Online



Impact Areas



Training Model





Hybrid Programming

What is hybrid programming? Defining the model.



Structure and characteristics



Using the hybrid model to decrease expenses and scale impact



Connecting virtual and in-person participants to one another in meaningful ways

Humana
Foundation

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AGINGconnected

Exposing the Hidden Connectivity Crisis for Older Adults

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Considerations for Hybrid Programming

- Capacity
- Staffing and resources
- Meaningfully accounting for the accessibility needs of both audience sets
- How to supplement hands-on interaction for those that are participating remotely
- Materials



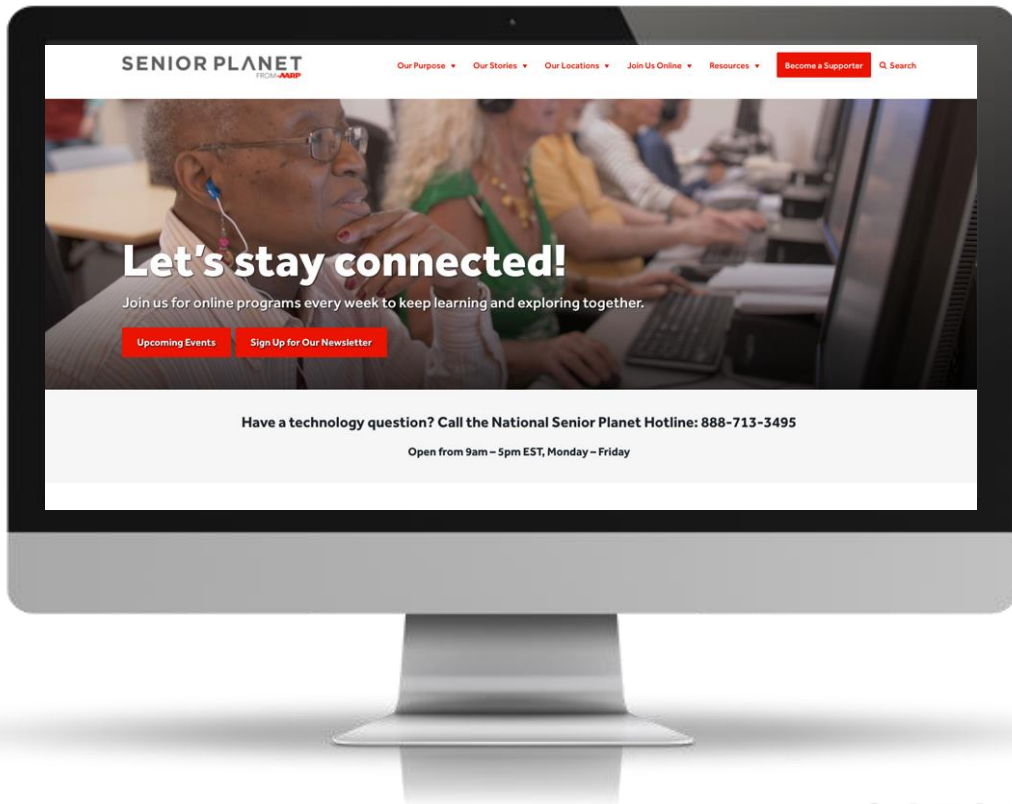


Best Practices



- Encourage active engagement from both audience sets
- Consider the technology, including audio, video, and other collaboration tools
- Angles and room dynamics matter – think of it as a production!
- Incorporate lessons learned from fully virtual programs to ease the transition to hybrid
- Volunteers can save the day!

Q & A





Thank you

www.oats.org

info@oats.org

@OlderAdultsTech



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Kathleen Young

Programming Manager

Senior Centers and Community Services

Baltimore County Department of Aging

611 Central Ave, Room 326

Towson, MD 21204

410-887-3654

kyoung@baltimorecountymd.gov

Types of Hybrid Programming

- Live at your facility with in person participants and a virtual audience tuning in
- Live at another facility or at a presenter's home and you have a live audience and/or a virtual audience at your facility

Current Hybrid Classes through OPAL

- Line Dance
- Enhance Fitness (Evidence Based)
- Tai Chi (Evidence Based)
- Strength Training & Core de Force
- Beginner & Advanced Spanish
- Drawing and Watercolor Classes
- Memory Enhancement
- Knitting Class
- Meditation

Frequently Offered Hybrid Programs

- Financial, Legal, Long Term Care, Real Estate, LTC Planning, Mental Health, Museums, Health & Nutrition



Benefits & Challenges of Hybrid Programming

- You can reach a much broader audience than just in person when you eliminate the barriers of driving, driving to an unfamiliar location, getting up early, scheduling conflicts, etc.
 - You open the door to many more opportunities for older adults.
 - Your program attendance increases when you offer programs as hybrid.
 - It can be time consuming to set up, test, trouble shoot, etc.
 - Technology issues! No sound, no video, poor internet connection.
-



Setting up for a successful Hybrid Program

- Select the right room for the program
- Sound system, speakers, microphones
- Camera Position & Screen – What does the audience need to see and hear?
- Speaker/Presenter – Best position in the room



Conference Webcam w/Microphone & Speaker for HD1080P Video Call, Portable All-in-1 Wide-Angle 90° Camera, 10ft Voice Pickup, AI Noise-Cancel, USB Plug&Play&Power, Speakerphone&Cam Meeting System \$99 on Amazon



4K Video Conference Camera, Video and Audio Conferencing System All-in-One Webcam with Microphone for Small Meeting Rooms Wide Angle \$600 on Amazon.



Tips & Lessons Learned

- Do a dry run in advance
 - Know your computer's settings and device names (microphone, speaker, camera)
 - Have someone assist with technical issues during the program. Have them monitor chat, background noise, talking, unmuting themselves, etc.
 - Train a staff or a volunteer to set up hybrid programs
 - Teach your instructors how to set up hybrid programs
 - Make sure participants know how to use your platform and how to "pin" the presenter.
 - Most if not all programs can be hybrid!
-

engAGED Resources

- New! A manual on Implementing Hybrid Programs
- Updated! A re-launched and updated Community Awareness Toolkit
- Other resources:
 - Social Engagement Innovations Hub continues to grow
 - Tips for holding Virtual Events manual
 - Best Practices publications
 - Videos
 - Consumer brochures
- Monthly newsletter and blog
- www.engagingolderadults.org



Commit to Connect

- Fostering a nationwide network of champions who are committed to addressing social isolation and loneliness
 - Online discussions
 - Communities of Practice
 - Engaging webinars
 - Peer Networking opportunities
 - Newsletter and resources
- Funded by ACL
- USAging serves as the Coordinating Center
- <https://committoconnect.org/>



Commit to Connect – Upcoming Webinar

- Date: Thursday, January 26
- Explore the Nationwide Network of Champions where participants can learn how to benefit from “The Hub” and tips and tools for engaging in this online forum!
- Find out more information about the event and how to register on our website: www.committtoconnect.org



COMMIT TO
Connect

Questions and Discussion

Please submit your questions or comments
through the Q&A.

Join Us For More Discussion in the Office Hours!

Follow the Zoom link provided in the chat to join us now for Office Hours!

Thank you!