

Pre-Proposal Web Conference:
Video Teleconferencing & Scheduling System
Linking Senior Centers & Homebound Older Adults

Present from Erie County: **Angela Marinucci, Esq.**
Commissioner - Erie County Department of Senior Services
Katherine Earl
Community Recreation Coordinator for the Aging - Erie County
Department of Senior Services
James Strusienski
Assistant Project Director - Nutrition - Erie County Department of
Senior Services
Patricia Patton
Assistant Research Analyst - Erie County Department of Senior Services
Charles Banas
Web Services Technical Liaison - Erie County
Greg Thornton
LAN Administrator - Erie County

Date: July 22, 2022

Time: 2:30 PM – 3:13 PM

Introduction

Commissioner Marinucci welcomed the participants and thanked them for their participation in the RFP process which is a joint venture between the Department of Senior Services represented by Katherine Earl (Host) and DISS represented by Charles Banas (Co-Host), Patricia will be our scribe today. Participants were invited to put their names and the organization they are affiliated with in the chat. The purpose of the meeting was to address questions arising after a review of the RFP. The objective of this Pilot Project is to bring connectivity between our Senior Centers, older adults, and homebound older adults across the County. Questions will be accepted via email until the end of business on Monday July 25, 2022. Questions from this session as well as those received via email will be posted to the RFP site on Wednesday July 27, 2022, and time will be provided for review.

Commissioner Marinucci thanked everyone for their time and handed the session over to the host and co-host.

Host

Ms. Earl thanked all for attending and advised that the session was being recorded for internal purposes only and Patricia Patton was referenced as the scribe. Ms. Earl gave a brief overview of the program and its vision while advising that our purpose today was to answer any questions related to the RFP. Participants were able to view the conceptual diagram that came from the RFP. Prior to the Pandemic there was no virtual programming. We pivoted with the pandemic and saw the value of virtual programming and was energized when we saw the amount of technology used by our population and partnering with our senior centers. Our vision is to develop a website that can be used to harness hybrid programming and expand our reach. We have senior centers that offer a lot of programming. Our goal is to make programming available those who do not have the resources to do so, as well as engage our older adults who are at home and may not be able to get out or may not want to get out but can still be part of a community. The website will be our hub for scheduling, we prefer integration with Webex but are open to other solutions if they are appropriate, but it will be controlled by Senior Services and accessed by the sites and available to people at home.

Co-Host

Mr. Banas emphasized that the Erie County is a Webex shop, the Webex room kit is used throughout the County, and we have a contract with them, so we would prefer Webex although we are not completely tied to it, if another solution is appropriate and justified it would be considered.

Block Diagrams

The website will be the hub for all the senior centers, their staff, and the instructors that they hire will all be able to log into it and schedule and modify content. Participants are going to be able to affiliate with their local senior center, see all the content including future content, tune in to current content, tune in to prerecorded content online. It's a one stop shop for everyone.

General User Hierarchy

User: Participants of the pyramid would have no administrative privileges. They will be limited to changing their own profile's, affiliate with senior centers, sign up for events and do basic user activities.

Local Administrator: Local to each senior center. Staff and instructors can schedule events, change events, assign instructors and do everything that the basic user can. Instructors are not necessarily affiliated with a single senior center, so they are not tied together.

System Administrator: Erie County Senior Services that has full administrative privileges for everything. Erie County will be able to manage events, advertisements and generate reports for all events. Bullet points are not exhaustive of all the permissions that the county will have.

Website Block Diagram

Describes the basic architecture of the website that we would want. Other ideas and functionalities are welcome.

Homepage dashboard: Users are first presented with videos, graphics, ads, schedule of upcoming events, ability to filter the list by locations, subject, instructor, date, and past events. Login may be a password less authentication.

Feature Home Feed: County administrators can add/manage county-wide content. User's affiliated senior center content appears here.

Personalization: Offers a personalized feed tailored to that user. Lists upcoming events and recommendations based on the user's profile preferences.

Calendar & Events List: Online events, what events are happening and how the user can get to them.

Questions & Answers

Question: How are the room kits set up and are they already customized specifically for Erie County?

Answer: The Cisco room kits are essentially a tablet and some type of camera microphone speaker set up and a display usually a smart TV. Single or multi camera and microphones can be used depending on the size of the room. Webex is very customizable, but they are currently not customized specifically for Erie County. If Webex is selected then the kits are going to be customized for each senior center based on the functionality that they need.

<https://www.cisco.com/c/en/us/products/collaboration-endpoints/webex-room-series/index.html#~room-kits>

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/spark-room-kit/model.html>

<https://www.cisco.com/c/en/us/products/collaboration-endpoints/webex-room-series/at-a-glance-listing.html>

<https://www.cisco.com/c/dam/en/us/products/collateral/collaboration-endpoints/spark-room-kit-series/at-a-glance-c45-738730.pdf>

Question: Are the Webex room kits implemented in most of the senior centers or some of the senior centers right now?

Answer: None of the senior centers have the room kits right now. Senior Centers are not run by Erie County, they are individually operated. We've gone with Webex is a baseline, because that's what we know as a county, but we are very open to kind of adjusting and moving forward if there's a different product or if another product makes more sense. Cisco has a robust API and allows for customization.

Question: Section 4B – Audit Controls states that the application should maintain an audit history of record changes. Can you provide examples of the types of controls Erie County is looking for?

Answer: The systems should maintain a log of any changes to any record in the database so we can go through and figure out how the database has changed.

Question: What is the nomenclature for the word website?

Answer: The content must be posted online and accessible by a browser.

Question: What are the three communities being used for the pilot?

Answer: 1 community is rural, 1 is more city focused and 1 is urban/rural.

Question: How is the Wi-Fi at the rural location?

Answer: The Wi-Fi at that location was fine. Erie County is committed to ensuring that every senior center set up is going to be equipped with adequate internet service, including Wi-Fi and there may be the instance where the center will be hard wired.

Question: Would individual older adults be able to access the programming outside of the centers as well as outside of the center hours?

Answer: Yes. The idea is that anyone that has any device with an internet connection can access the site 24/7, especially homebound adults. Older adults will be able to join and participate in live streaming events and also access anything that is recorded.

Question: Is there a plan to integrate the 211 services into this program, like to advise of snow closing etc.?

Answer: While we have not thought about that integration, we have considered advertisements that are on the website where people could say, senior center closed tomorrow don't go for lunch or things of that nature. The County already has a system in place for emergency messaging called "Ready Erie" in addition to an app for this purpose, perhaps that asset could be integrated at some point.