



## COMMUNITY-ENGAGED LEARNING

# Telehealth Access for All (TAFa)

### PATHWAY: HEALTH EQUITY

#### Facilitators

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#### The Need

- Residents of NRHA distrust the sources on COVID-19 coming from local PHAs, associating it with their housing benefits.
- Most residents of African-American background have additional trust barriers with PHAs and medical community.
- Necessary to identify existing beliefs regarding COVID-19 guidance and testing recommendations and then build trusted sources of information with the target population.

#### Project Description

- Students will assist and lead efforts with public housing community residents to establish telehealth capacity and further educate and build trust surrounding COVID-19 guidance.
- A pilot project will be completed in Norfolk Redevelopment and Housing Authority (NRHA) in 2020 – 2021 with additional public housing authorities (PHAs) added to TAFa project scope at a later date.
- Students will focus on working with PHAs and community partners to improve three areas: broadband internet connectivity, access to appropriate devices, and digital literacy.

#### Annual Student Activities

- 10 students per cohort.
- Students will work with public housing authorities and community partners to improve three areas: broadband internet connectivity, access to appropriate devices, and digital literacy.
- Students will increase comfort in discussing telehealth process, digital literacy and COVID-19 information with the residents.
- They will carry out the research and outline meaningful recommendations for tailoring trusted COVID-19 public health guidance to increase compliance and the uptake of testing among under resourced communities.

#### Community Outcomes/Results

- ↑ Increase in availability of broadband internet connectivity, access to appropriate devices, and digital literacy for PHAs.
- ↑ Increase in awareness of COVID-19 and its risk factors among under resourced communities.
- ↑ Increase in understanding of existing beliefs regarding COVID-19 guidance and testing recommendations among PHA residents.
- ↑ Increase in understanding of appropriate messaging and channels to build trusted sources of information with under resourced populations.