

Delaware Libraries



Find



Connect



Learn



Inspire



Transform

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Delaware Libraries TeleService Program Timeline

Started with

Certified Advanced

Telehealth Training-

University of Delaware (15-week course)

**Started Planning with a
Telebehavioral focus
because of Covid then
expanded to teleservices**

- 2019 – Library Road Show- Libraries pick Telehealth as AmeriCorps focus project
- 2020 – Grant writing & research
- 2021- TeleService Kiosks/Booths Launch
- 2022-2023- Expansion-13 Libraries-Statewide
- 2024- online booking - self-service as well as wraparound services with specialists hours

Choosing Delaware Libraries Makes Sense

In Delaware,

- Increase in depression (33%) and drug overdose deaths (109%)¹
- Lack of professionals especially mental health specialists & physicians in rural areas
- Health Literacy and transportation gaps
- Lack of access to Internet (16%) and devices (~10%)

Does it Work for your Library?

DelawareLibraries.org



Teleservices

TeleServices at Delaware Libraries

Reserve a Private Space

Borrow a Chromebook or Wi-Fi

Speak with a Specialist

Services available at the Library:

- DHSS Social Workers
- ASSIST application process
- Applying for food benefits
- Medicaid
- Long-term nursing care
- Childcare
- Home energy assistance
- Learning about other DHSS agencies
- Referrals to partner organizations
- Help with resumes, job applications & Delaware JobLink
- Resources on expungement
- Connections with homeless shelters & rehab assistance
- Unemployment assistance
- Job/Career Assistance

What is a Specialist?

A Specialist helps you make a reservation & to get settled for your telehealth, online job interviews or legal appointments.

Make an appointment online!
delawarelibraries.org/appointments

delawarelibraries.org/getconnected

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Booths have UV sterilization, HEPA filtration, hand sanitizer dispensers, locking, sound proof, lighting, & necessary technology.

Teleservices Promotion



Delaware Libraries TeleService Program

Diving into policy and logistics

- Billing- Reimbursement- No-unless charge for hours for specific providers
- Scheduling with Service Providers and Patrons
- Remote Patient Monitoring-who is responsible for the data?



Conclusion: Leave this part to the experts

DDL Social Innovation Team

- Statewide Social Innovator
- Teleservice Administrator and 6 Specialists
- AmeriCorps Vistas 1 lead and 8 full time VISTAs: Telehealth, Health, Social Sustainability, Literacy, Digital Literacy, and Emerging Tech
- Digital Navigators expanding to 22 libraries
- Licensed Social Services Coordinator- Supervise Basic Needs Interns (Master's and Undergraduate level from regional colleges in Human Services, # varies) and Make Appointments (virtual job and social service)
- Grants Project Manager and Data Scientist
- DHSS Social Workers (11 libraries; pre-COVID 22 libraries)
- DOL Employment Specialist (Make Appointments)

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Delaware Partners
Better
Together



Dover Public Library

Make an appointment with an advisor!

Receive personal service with a 30 minute virtual meeting with a Job/Career Advisor or DHSS Social Worker.

delawarelibraries.org/appointments



Fill out form online!



Schedule appointment!



Speak with Advisor!

DelawareLibraries.org



DelawareLibraries.org



Need assistance?
Make a Free appointment with a Social Worker (DHSS)

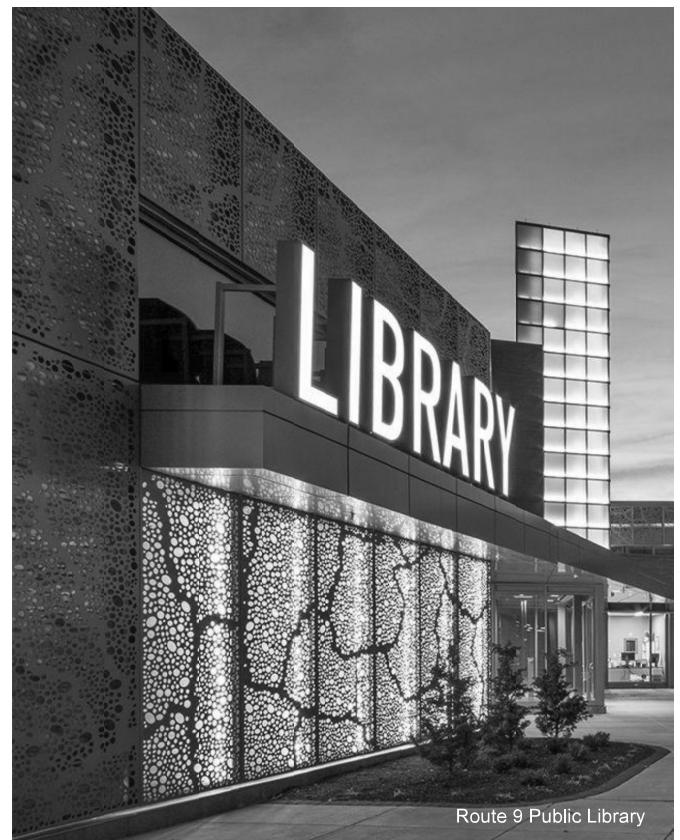
delawarelibraries.org/appointments

Job Seeker?
Career Change?
Make a Free appointment with a Career Advisor

delawarelibraries.org/appointments

Own a business?
Starting a business?
Make a Free appointment with a Business Advisor

delawarelibraries.org/businesshelp



Route 9 Public Library

Telehealth in Public Libraries

The Future of Healthcare

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Our Why...

In Delaware

- Depression rates increase by 33% ^{1,2}
- Drug overdose deaths increase by 109% ^{3,4}
- Number of primary care physicians decreased over 5% ⁵
- The Kaiser Family Foundation (KFF) reported only 10% of mental health needs are met, 18% lower than national average. ⁶

(Stats from 2012-2017)

In 2021

Over 11% of Delawareans reported they had not seen a doctor in the due to cost. ^{7,8} for Medicaid & uninsured, long wait times.

Health & Digital Accessibility, During the Pandemic

- In Delaware, 7% of households lack computer access.
- 13% lack a broadband Internet subscription & majority of this affects Sussex County residents. ⁹
- Those with access to technology & can engage in a telehealth visit but may not understand how to interpret their health data. Nearly 36% of adults in the U.S. have low health literacy. ¹⁰

Health literacy rates in the U.S.

"...nearly 36% of adults in the U.S. have low health literacy, with disproportionate rates found among lower-income Americans eligible for Medicaid."

Delaware Libraries partner with organizations to provide health & social service needs to patrons

- Following the 2008 financial crisis, employment centers were launched in several Delaware Libraries to get people back to work.
- In partnership with Delaware Department of Health and Social Services (DHSS), social workers were deployed to libraries.
- In 2021, Access to Telehealth and other social services via proxy health and device provide support to patrons.

170+ partner organizations with libraries, strengthening services for Delawareans

Thank You!

Delaware Libraries partner with organizations to provide health & social service needs to patrons

W&M Health, Delaware Division of Libraries, mch.marshall.edu

The Program...

Delaware Libraries Pilot Telehealth & Device Lending Initiative - Spring 2021

Milford, Laurel, Seaford (Sussex County Libraries)

- Patrons are using the Telehealth booths for social services including legal matters, immigration help, job interviews, and much more.
- Designed to fit 2-3 people, soundproof, and equipped with UV sanitation and HEPA filtration.
- Each booth is staffed with a "Navigator" to help patrons schedule appointments, assist with technology, provide health literacy & health insurance assistance.
- Partnered with local healthcare organizations such as ChristianaCare, Beebe Healthcare, other nonprofits and Federally Qualified Health Centers (FQHCs).
- Surveys were collected from patrons before & after they used the booth collecting demographic data, intended use, and net promoter score.
- Deployed in conjunction with a Chromebooks & Wi-Fi hotspots device lending initiative at Delaware Libraries.
- Patrons can borrow devices for up to one month at a time with no late fees.
- Information on access to telehealth is provided.
- Surveys were collected each time a patron borrowed a device from Delaware Libraries.

Borrow a Chromebook, Wi-Fi Hotspot or both, from Delaware Libraries!

delawarelibraries.org/getconnected

#GetConnectedDE

Results...

Increase access to remote health and human services:

- 500 patrons have engaged in some form of telehealth, legal, or employment service through the telehealth booths & devices.
- 33% of device borrowers are using them for healthcare purposes.
- 100 Sussex County residents have been signed up with health insurance.

Access to tech devices and Wi-Fi:

- 1,300+ patrons that have loaned out a device since this program inception.
- 340 did not currently have Internet access in their homes.
- 175 of those patrons only had Internet access through their phones.

Decreased lead time to see a healthcare provider:

- 100% of booth users reported that the library booth made it easier than usual for them to visit with a doctor or mental health professional.
- 99% rated 7 or higher when asked, "How likely are you to use the booth again".
- 99% rated 7 or higher when asked, "How likely are you to recommend the booth to a friend or family member".

Increase in the impact of the library to the community during COVID-19:

- 220 patrons have signed up for a library card because of this initiative.

Demographics of Telehealth booth & device lending users:

- 65% are men who identify English as their primary language.
- 45% are Black or African American respondents, second highest.
- There is an even split between participants seeking counselor, therapist appointment, legal appointment, or job interview.
- 62% of patrons loaning out the devices are women.
- The majority of patrons are hearing about this program via word of mouth (friends, family, library workers) followed by social media.

82% respondents to a 2015 Pew Research poll...affirmed that libraries are useful in seeking healthcare information. ¹¹

Libraries are regarded as safe, stigma-free places commonly located within 5 miles of 100% of Americans. ¹²

What's Next...

- Patrons are using the Telehealth booths & devices for more than just telehealth but it legal, immigration, employment and more.
- To better serve the Spanish & Creole communities in Delaware, we are working with community leaders, market at community events, places or worship, grocery stores, and more.
- Delaware Libraries recently partnered with Northstar Digital Literacy, a digital assessment and learning tool, to provide and enhance digital skills statewide.
- The device lending program has been very successful aligns with trends of healthcare "moving to the home".
- We will continue to acquire more devices to bolster this initiative.
- Continue to grow our partnerships with local healthcare institutions.
- Expansion of Telehealth services to 9 additional public libraries (urban and rural) throughout the state.

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The "Secret Sauce" Systems Thinking

- Strategic persistence over time, Baldrige (COE), Lean, Balanced Scorecard
- Statewide Consortium infrastructure
- Partners listserv (since 2008)
- DDL Social Innovation Team (extroverts, experts) as partnership brokers statewide
- DDL Social Innovation Team embedded in libraries, weekly stories (qualitative data)
- Just in time needs, handholding, funding streams
- Pilots, experimentation, action research

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Lewes Public Library

Where are you in *your* teleservice journey?



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Questions?

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For more information:

<https://guides.lib.de.us/TeleServices>

Patron Information:

DelawareLibraries.org/GetConnected



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