

Conversation Continuity

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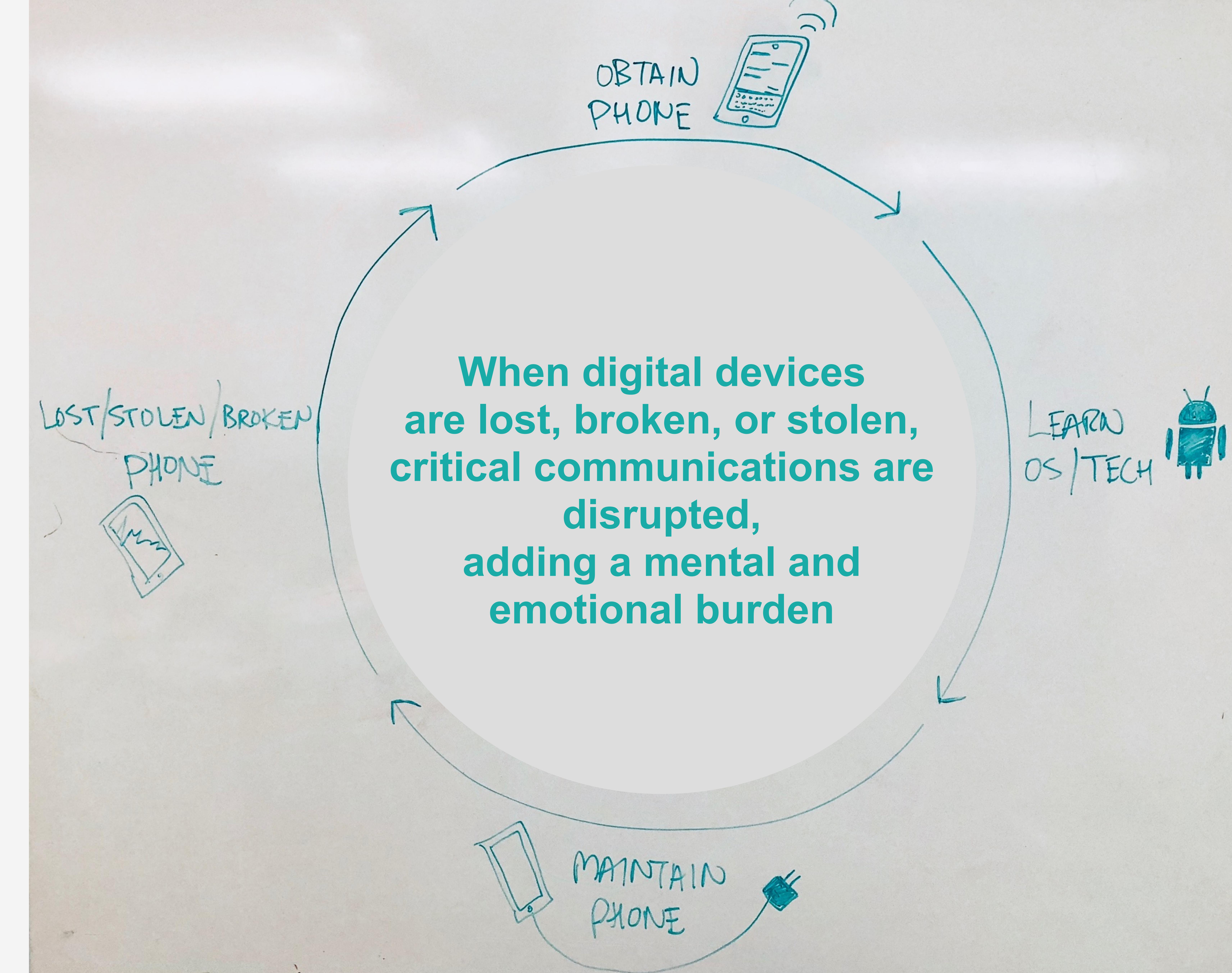
BACKGROUND

**94% PEH
own a mobile
phone**

In only 3 months:

- 56% phone turnover**
- 55% phone number turnover**

PROBLEM



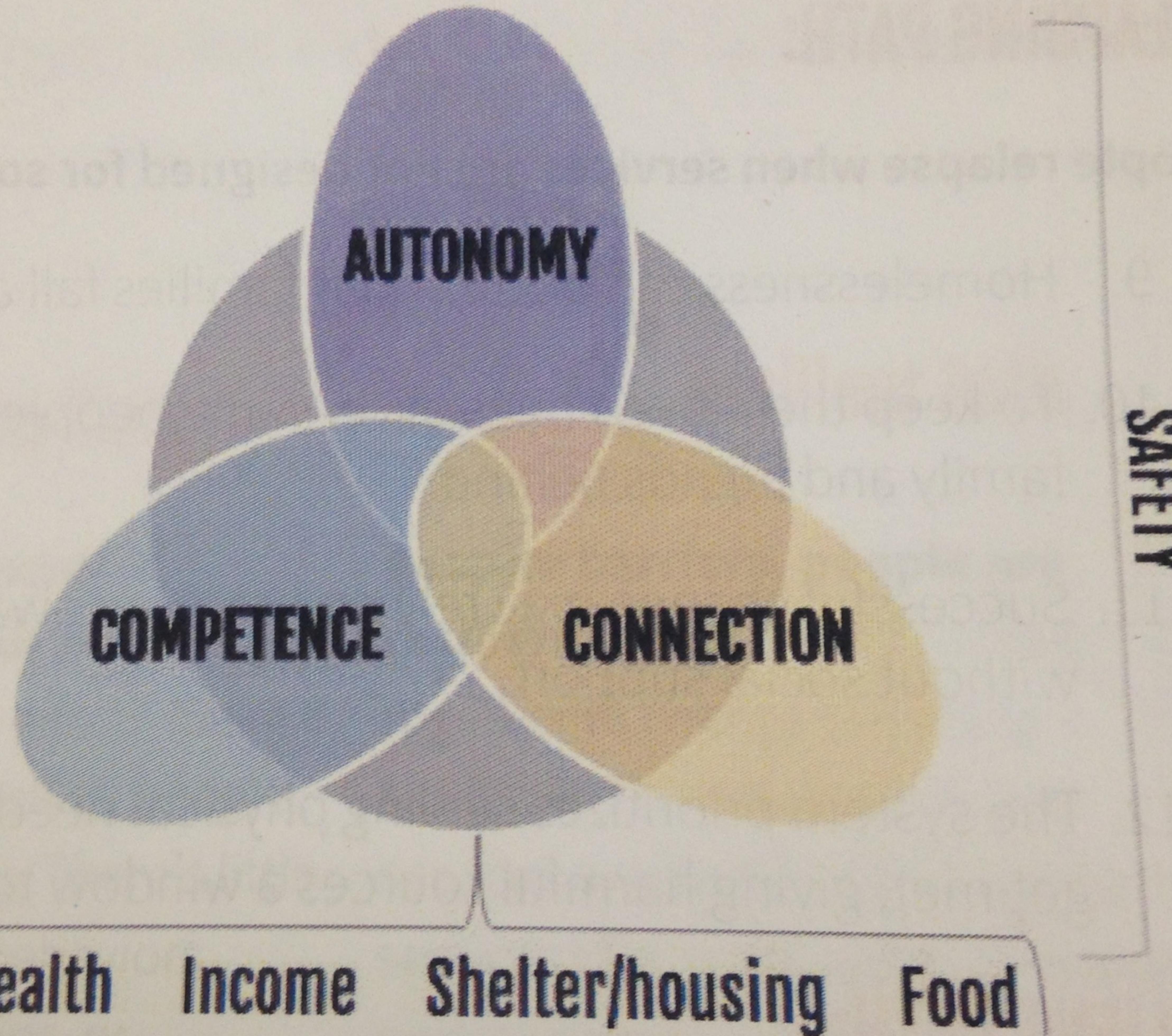
SOLUTION

Communication continuity hubs

(technology agnostic,
accessible, and free)

QUALITY OF LIFE FRAMEWORK

(Self Determination Theory Adapted)



BENEFIT

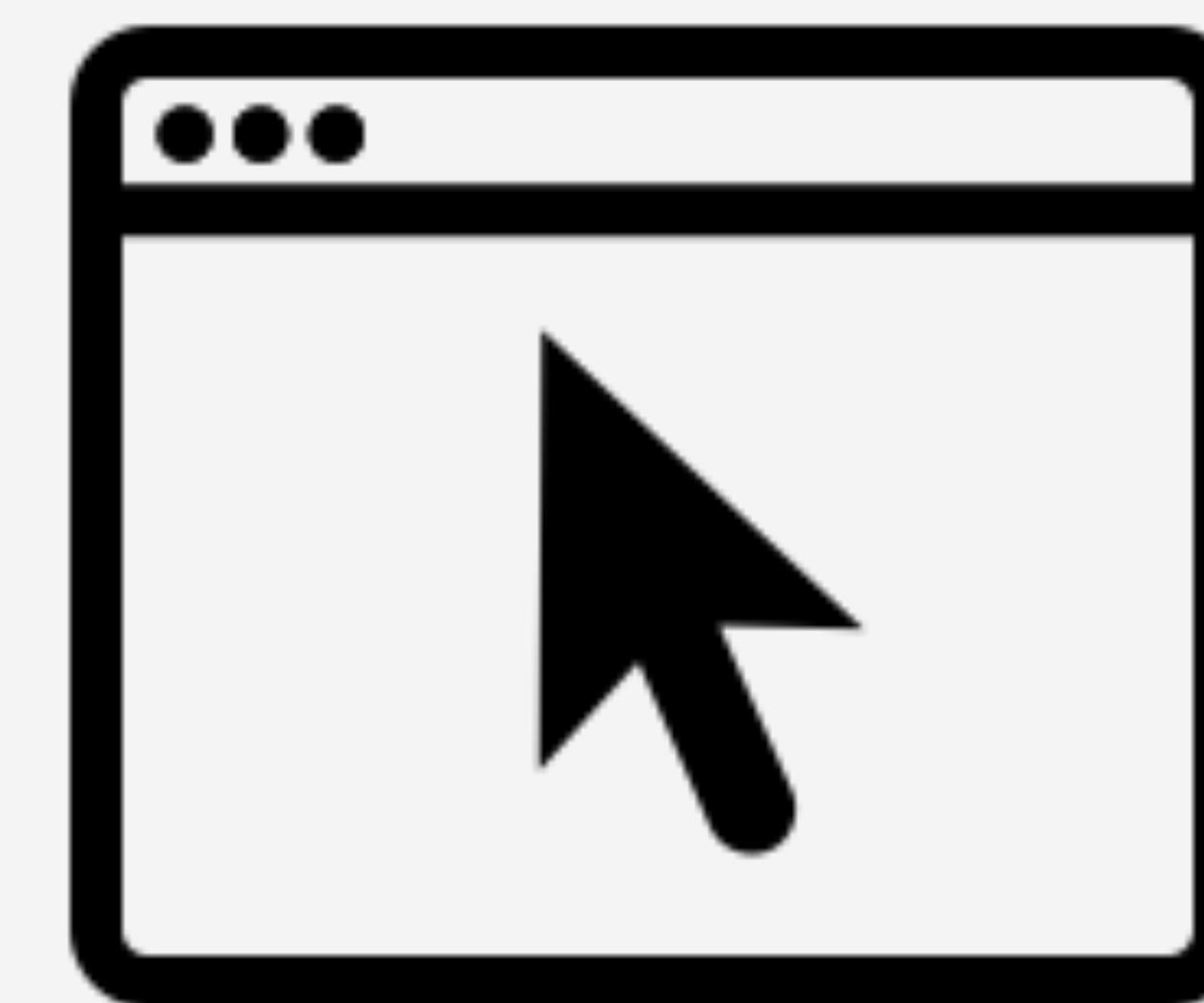
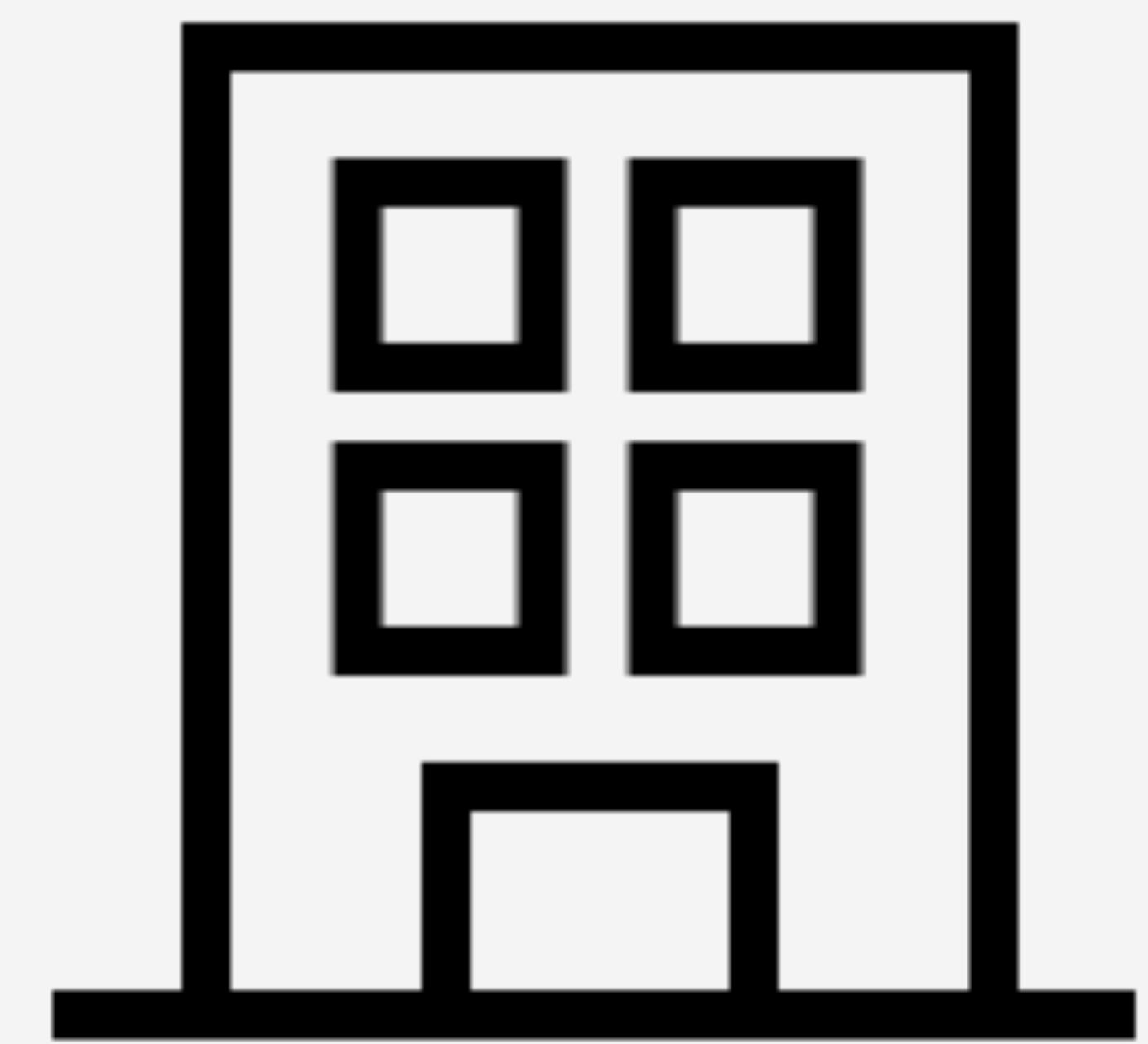
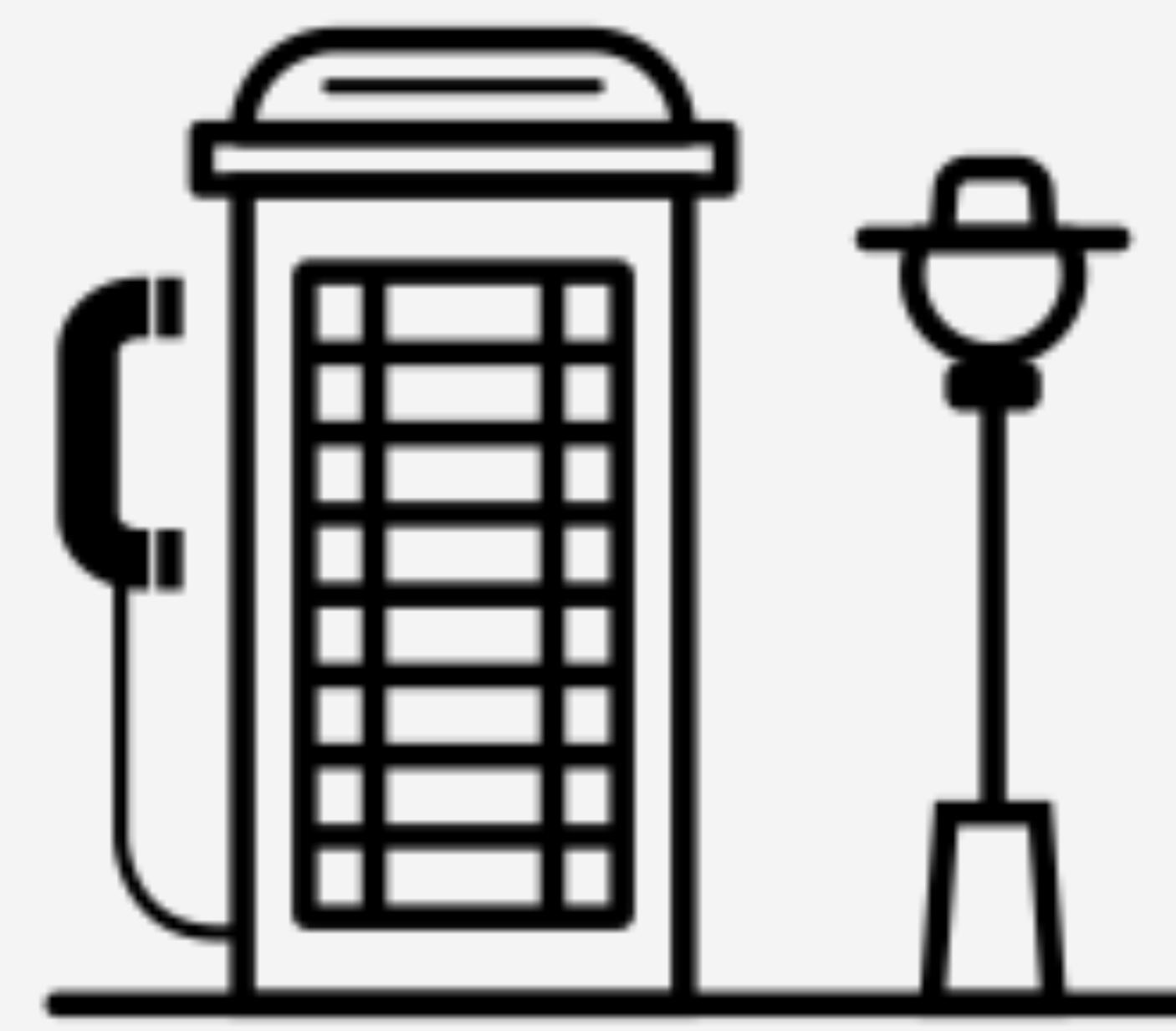
Promotes self-determination

(competence,
autonomy, and
connection)



**Mobile Connectivity
Watering Hole**

Modes of Engagement



MULTI-MODAL SOLUTION

SETUP

LEARN

EARN

CONNECT

**MOBILE
CONNECTIVITY
TRUCK**



RESOURCE CENTERS



**PHONE BOOTHS /
WEBSITE**





LEARN | EDUCATE

Who PEH or Recently PEH

Where service dependent

How

- Website
- Peer 2 Peer
- Tech Ambassador

What



Using Service



Tech Literacy



Tech Repair



Customer
Service



EARN | Reward system

Who PEH or Recently PEH

Where any of our sites or website

- How**
- Refer a friend
 - Help setup a friend
 - Attend tech literacy class
 - Attend tech repair class
 - Teach a class
 - Serve as a tech ambassador

What



Handheld device



Battery Charger



Access to cell phone charging storage locker



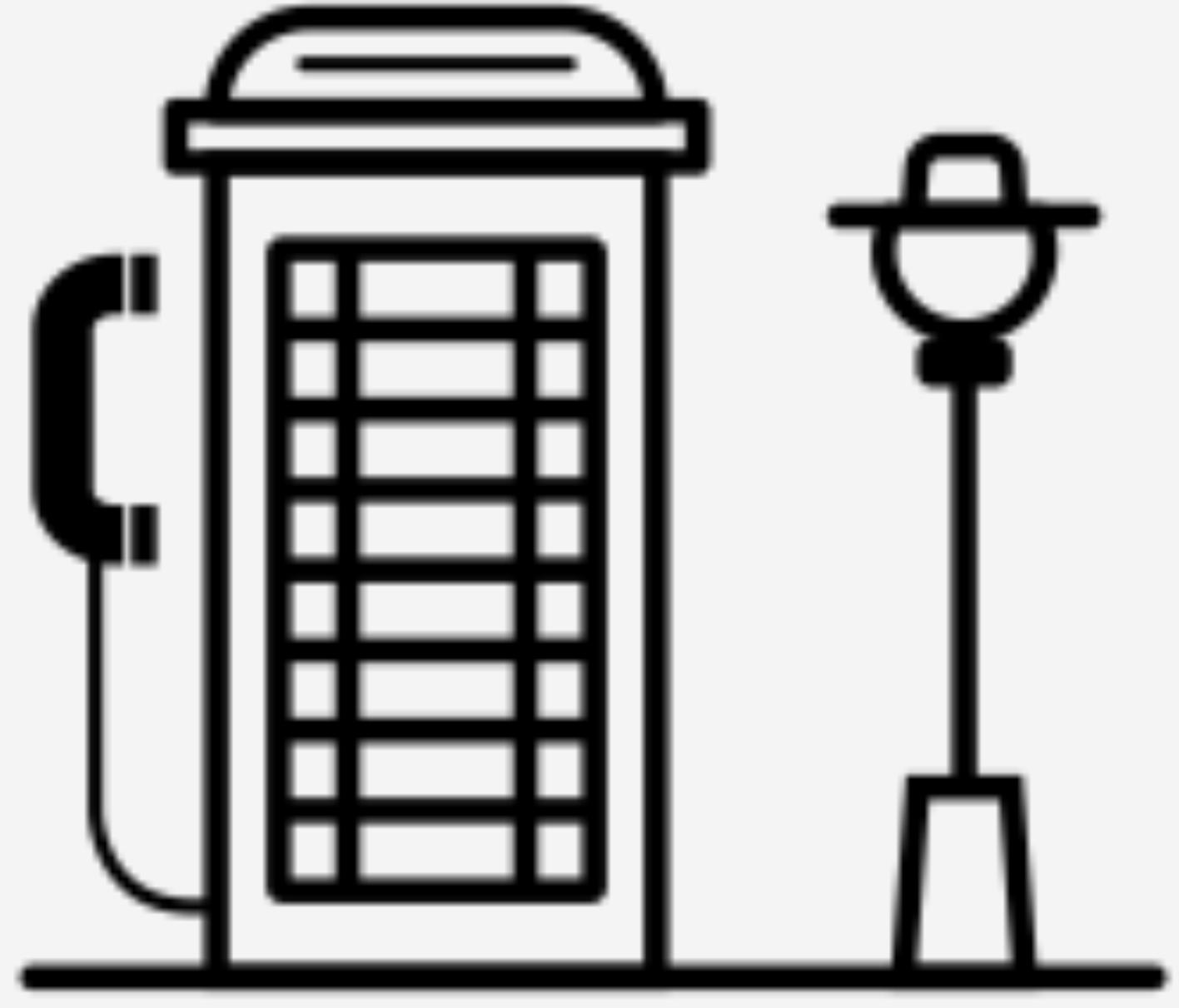
Mobile Truck

Features

- Wifi Access
- Coffee & Water Station
- Charging Stations
- Pop-up Tech Literacy Classes
- Tech troubleshooting
- Apply for Device
- Phone Charging Storage
- Check / redeem rewards
- Connect via technology

Benefits

- Chance social interaction
- Community & Connection
- Nourishment
- Tech Resource
- Relaxing atmosphere



Phone Booth

Who

the Public

Where

- Underserved areas of PEH Concentration
- Co-located at resource partner sites

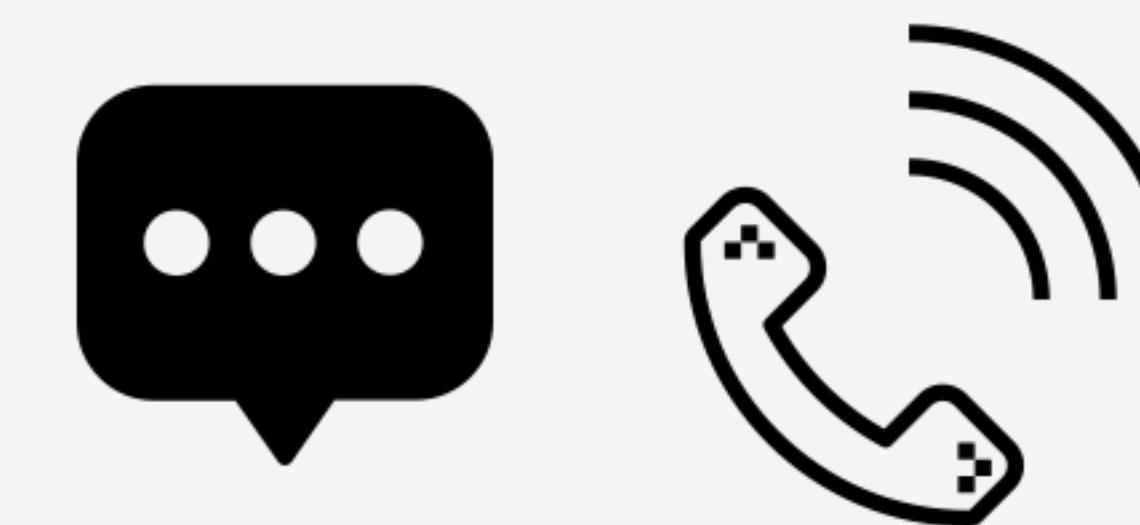
How

Booth Kiosk

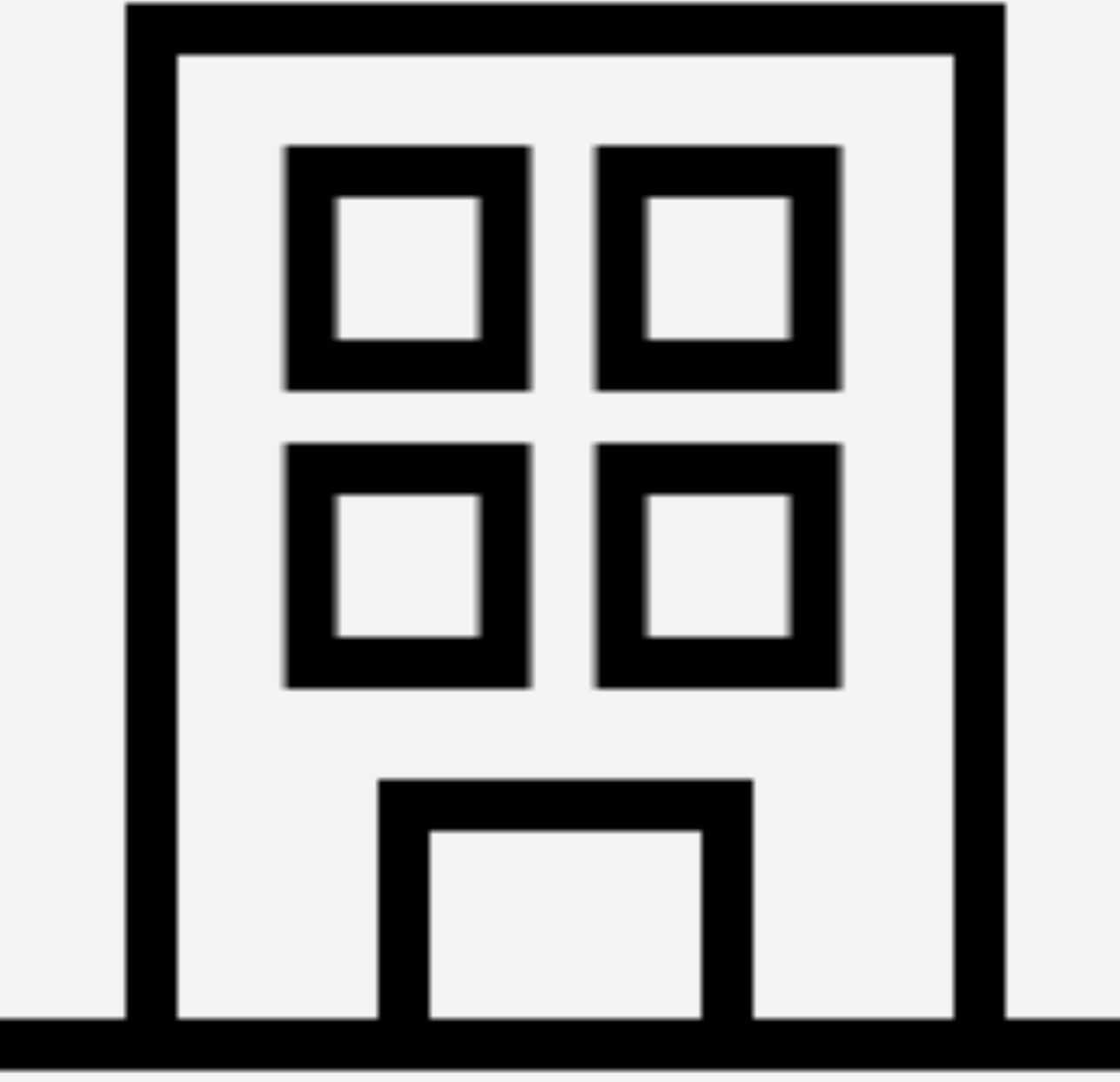
Setup

- Self-serve
- Peer 2 Peer

What



- Setup & register
- Make calls/texts
- Receive calls / texts



RESOURCE PARTNERS |

Who Institutions & Individuals

Where Libraries, ARCH, SHAC, Case Mgrs, etc.

How

- Kiosk setup
- Brochure/Biz card referrals
- Physical kiosk space
- Space for tech pop-up classes
- Tech ambassador site

What

- Assist with Setup
- Refer to services
- Provide physical space