**Smart Technology Mentors Program
Project Logistics Plan**

**ISEIF Grant Project Activity #3**

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February 10, 2020 ****

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# 1. Project Schedule

The 12-month pilot project began in January and will end in December of 2020. It has
10 sequential/concurrent tasks that follow the approximate 12-month timeline displayed below.



# 2. Project Materials & Online Access

Commencing in February 2020, SILC will produce the necessary project briefing and operational materials necessary to engage both internal and external participants. These will include the following materials that will be attached to this document as they are completed.

1. CIL Pilot Overview
2. CIL Coordinator Position Description
3. CIL Coordinator Information Form
4. HS Administrators Pilot Overview
5. Student Promotional Flyer
6. CIL Coordinator PowerPoint for Students
7. Student Registration Form
8. Parental Consent Form
9. Consumer Promotional Mailing
10. CIL Coordinator Assistance Scheduling Form
11. CIL Coordinator Assistance Evaluation Form
12. STMP Home Visit Check List
13. Consumer Assistance Evaluation Form
14. Project Press Release Form
15. Collaborator Pilot Overview
16. Smart Device Links
17. Consumer Registration Form
18. CIL Invoice Form for Stipend Payment
19. Assistance Call Evaluation Form

All of these documents will be made available on the Smart Self Reliance Clearinghouse website as they are drafted.

<https://smartselfreliance.org/resources/collaborator-resources/>

# 3. CIL & Coordinator Recruitment

## A. CIL selection criteria

The STMP will be piloted in three geographic regions - upstate, downstate and central Illinois. Two CILs will be selected to participate in the program in each region for a total of 6 CILs that serve a diverse set of urban, suburban and rural communities. In addition to geography, the other selection criteria to be considered include, but are not limited, to the following:

1. Experience with students through the Youth Transitions Fast Track Program
2. Proximity to high schools that participated in the Fast Track Program
3. CILs that have had a track record of innovative programming efforts
4. CILs supported by major companies that could support the STMP in 2021
5. CILs that meet these equipment and space requirements

- Laptop or desktop computer equipped with a video camera
- Microsoft Word and PowerPoint software applications
- Internet connection
- Computer projector and screen or monitor
- External speakers for the projector
- Extension cord with a 5-plug power strip
- Still shot camera
- Conference or training space for 5-10 persons

The Progress Center for Independent Living will serve as the CIL for two upstate regions - specifically Chicago’s southwest and northwest suburban areas. As a consequence, four CILs need to be selected as of this publication date. These CILs need to be located in the downstate and central Illinois regions and ideally serving rural and smaller cities given that PCIL’s two regions are suburban. INCIL will facilitate the selection of the remaining four CILs.

## B. Coordinator sub-tasks & selection criteria

Once selected, each CIL will designate a Coordinator for the STMP project who will be responsible for the following sub-tasks:

* Recruiting high schools and students for the pilot
(Recruitment Target: 2 high schools/5-10 students per school)
* Delivering the STMP PowerPoint presentation at the schools
* Delivering the training to prospective student mentors
* Promoting the STMP services to area seniors and people with disabilities (consumers)
* Attending the assistance calls/appointments
* Participating in the evaluation of the pilot program at its completion

The following criteria should be considered in the selection of a CIL Coordinator:

1. Experience with students through the Youth Transitions Fast Track Program
or any other training program
2. Experience with computers, mobile devices and use of the Internet
3. Willingness to learn and to teach about smart home automation for independent living
4. Experience in delivering services out in the community/in-home services
5. Available 3pm to 6pm, five days a week, August to December for assistance calls
6. Considerable amount of patience

## C. Recruitment materials & support

SILC will provide CIL administrators the following materials to recruit its Coordinator for the STMP pilot project:

* CIL Pilot Overview
* CIL Coordinator Position Description
* CIL Coordinator Information Form

In addition to these materials, SILC will provide all CIL Coordinators support in the form direct guidance and assistance in the completion of their sub-tasks including:

* Telephone support during any business hour to discuss project logistics
* Guidance from SILC’s instructional designer on training delivery (by appointment)
* SILC teleconference participation to brief school administrators or parents of students
* SILC’s online video training materials and learning management system on Tovuti3

# 3. School & Student Recruitment

## A. School selection criteria & role

In addition to geography, the other selection criteria to be considered when selecting area high schools include but are not limited to the following:

1. Experience with the CIL’s Youth Transitions Fast Track Program
2. Proximity to the CIL coordinating the STMP pilot project
3. A community service program that could provide credit to STMP student mentors
4. Willingness to host an after-school information session for interested students
5. A summer program with space and equipment to accommodate the STMP student mentor training. This includes:

- Laptop or desktop computer
- Internet connection
- Computer projector and screen or monitor
- External speakers for the projector
- Extension cord with a 5-plug power strip
- Table for device demonstrations
- Classroom space for 5-10 persons

## C. Student eligibility requirements

In order to participate in the STMP pilot project, students must meet basic eligibility requirements. These include the following:

1. Be seniors during the fall 2020 academic year
2. Familiar with computers, mobile devices and social media
3. Interested in giving back to their communities
4. Able to work well with others
5. Possess strong verbal communication skills
6. Able to arrange their own transportation to and from assistance locations
7. Available 3pm to 6pm, two days a week, August to December for assistance calls

## D. Registration & Parental Consent Forms

Interested students attending the pilot project information presentations will be provided registration and parental consent forms that must be completed prior to participating in the STMP training program. The registration form will include their contact information, schedule of available after-school hours and days from August through December. This information will enable the Coordinator to schedule them with consumers in their communities needing their assistance. The registration form will also capture specific needs the students may have to fulfill their role as technology mentors so that the Coordinators can accommodate them to the degree practical.

In addition to the registration form, the students will be required to obtain their parent’s consent to participate in the pilot project and specifically to provide in-home assistance to older adults and people with disabilities. The form will include a statement that the CIL will provide an adult CIL staff member (ideally the CIL Coordinator) to attend each assistance call.

Once the student obtains parental consent and completes and submits the registration form, he/she will be placed on the list of approved students for the training that the CIL coordinator will provide the school administrator, along with the negotiated training dates and times.

# 4. Consumer Engagement

## A. Targeted Consumers

The targeted consumers for STMP assistance calls are older adults (65+) and people with physical or cognitive disabilities living within a 10-mile radius of the sponsoring CIL. The STMP assistance will be free of charge to these consumers and the only eligibility requirement they must meet prior to receiving same is their possession of one of the six listed smart home devices at the time of the assistance call and, if applicable, any batteries required for operation (see devices in Section-5 and links in Attachment-P). In some cases, care providers will be the targeted consumers for these assistance calls.

##  B. Engagement Channels & Tools

In order to reach these consumers, SILC will work with INCIL and PCIL to identify existing networks of aligned advocacy and direct service organizations and area rehabilitation clinics and hospitals serving the selected CIL service territories. Once identified, SILC will produce and use the following tools to reach out to prospective consumers in need of assistance.

* Direct print mailings via the US Postal Service (6,555)
* Notices in aligned organization websites and newsletters
* Bulletins posted at area senior centers and in the CILs
* Targeted outreach to area rehabilitation clinics and hospitals
* Targeted outreach through the University of Illinois Extension Service
* Social media announcements

# 5. Training Development & Delivery

## A. Purpose

The training program prepares CIL Coordinators and participating students to assist older adults and people with disabilities in installing, operating and troubleshooting smart devices in their homes. It is also intended to assist these consumers in creating online accounts with their utility provider and enrolling in smart pricing programs to enable them to track their energy usage and reduce their monthly cost of living.

## B. Recipients & Content

The training is being developed for two different audiences to be delivered during two separate training sessions. The first audience consists of CIL Coordinators whose training session will be held during the first week of June. The second audience are high school seniors whose training session will be conducted in mid-July. The 3-hour CIL Coordinator training is intended to empower them to deliver the second 4-hour training session to the students. Both training sessions will share the same core content including:

1. Introduction to the independent living needs of older adults & people with disabilities
2. Overview of smart devices that support independent living
3. Instruction on smart device programming & troubleshooting
4. Instruction on enrollment in utility online accounts & smart pricing programs
5. Instruction on the safe & effective conduct of a service call

However, the CIL Coordinator training session will include additional content on trainer best practices and the student training session will include administration of the exam described under sub-section E below.

## C. Learning Objectives

The primary learning objectives of the core content will enable both sets of trainees to:

1. Recognize the independent living needs of older adults and people with disabilities
2. Understand how smart devices support independent living and can meet these needs
3. Achieve competence in select smart device installation, operation and troubleshooting
4. Achieve competence in guiding consumers in enrolling in utility smart pricing programs
5. Achieve competence in the safe and effective conduct of an in-home assistance call

## D. Structure, Format & Topics

### **1. CIL Coordinator Training**

The 3-hour CIL Coordinator training will be structured as a live, interactive, online webinar conducted on the Tovuti Learning Management System platform ([www.tovutilms.com](http://www.tovutilms.com)) and will be delivered during the first week of June. Please follow this link for a 10-minute video describing the Tovuti user experience: <https://bit.ly/31EpgS4>

SILC will poll the CIL Coordinators in April for their availability to participate in the June webinar. Once the scheduled date arrives, the Coordinators will logon to the Tovuti training portal on their camera-equipped computers and participate in the webinar (web address to be provided). The delivery format will include: live video presentation with closed captioning and if necessary, sign language translation; recorded video demonstration of all devices; and narrated PowerPoint presentations. These same video recordings and PowerPoint presentations will be used by the CIL Coordinators for the Student Mentor training sessions. Transcripts of the video and PowerPoint presentations will be available on the Tovuti portal in digital form along with Word documents suitable for use with JAWS. inks to additional supporting web resources will also be available on the portal.

The preliminary agenda for the training is as follows:

**Introduction** [5 minutes] Course objectives, overview and reference to trainer best practice content in the Trainers Manual contained in Appendix A of this plan as a preliminary draft.

**Topic 1** – [5 minutes] Independent living needs of older adults and people with disabilities. Reference materials include SILC Consumer & Care Provider Guides.

**Topic 2** – [10 minutes] Smart devices supporting independent living and that meet needs.

**Topic 3** – [15-20 minutes per device] Demonstration of six smart devices including the following:

**Smart Plug**

**Smart Doorbell**

**Smart Light Bulbs**

**Smart Exterior Camera**

**Smart Smoke & CO Alarm**

**HUB With High Definition Display**

In addition to a live demonstration of each device, there will be an 8- to 10-minute video demonstration placed on the portal for use in supporting the CIL Coordinator presentations to students in July. The videos will include step-by-step instruction on device installation, operation and troubleshooting. Links to YouTube and manufacturers videos of devices will also be placed on the portal as additional resources for the trainers. See Attachment-P for links to branded devices that will be used in the pilot. Digital documentation of the step-by-step instruction will also be available on the portal in a format that can also be read with JAWS.

**NOTE:** In advance of the training, each CIL Coordinator will be sent one complete set of these devices to both use as reference during their training and to use in their own demonstrations during their training sessions with students. Each set of devices will be drop-shipped to the sponsoring CIL addresses in May so that CIL Coordinators may examine the devices and be prepared to ask any questions about their use during their webinar session.

 **Topic 4** – [5 minutes] Troubleshooting common problems/issues that may occur during smart device set-up and operation. This time will be spent directing CIL Coordinators to the set of troubleshooting videos placed on the portal that address specific error messages and that provide solutions and recommended actions. JAWS compatible documentation of troubleshooting video content will also be placed on the portal along with YouTube and manufacturer videos as additional resources for CIL Coordinators.

**Topic 5** – [5 minutes] Benefits of utility smart pricing programs and guidance on enrollment. This brief overview will introduce CIL Coordinators to the pricing programs and direct them to the associated pre-recorded video segment on the portal for further detail and future reference. As with topics 3 and 4, digital documentation and links to utility videos on these programs will be placed on the portal as additional resources.

To learn more about these programs, please follow these links:

**ComEd**
 <https://www.comed.com/WaysToSave/ForYourHome/Pages/Default.aspx>

**Ameren Illinois**

<https://www.ameren.com/illinois/residential/energy-assistance/>

<https://www.powersmartpricing.org/>

**Topic 6** – [5 minutes] Guidance on conducting a safe and effective assistance call. This will be a brief overview of the topic with references to further details contained in the Trainers Manual in draft form in Appendix A. Content for this topic will be derived from SILC research on best practices in supporting care recipients and care providers and on additional research that will be conducted during the month of March. Situational examples and scenarios on pre-recorded, videos of narrated slides will be used to support this topic. JAWS compatible documentation of the video content will also be placed on the portal along with any relevant YouTube videos as additional resources for CIL Coordinators.

### **2. Student Mentor Training**

The 4-hour student mentor training will be structured as a face-to-face, classroom training session conducted by the CIL Coordinator in the participating high school during its summer session in mid-July. The training session can be delivered in either two 2-hour sessions or as one
4-hour session. CIL Coordinator would work with the school administration to establish the training dates and times. Ideally, 5-10 students would participate in each STMP training session.

 In order to facilitate the training, the CIL Coordinator must also work with the school administration to ensure that the following equipment and space is available for the training.

- Laptop or desktop computer
- Internet connection
- Computer projector and screen or monitor
- External speakers for the projector
- Extension cord with a 5-plug power strip
- Table for device demonstrations
- Classroom space for 5-10 persons

- Desk lamp or simple light socket with plug

Should the school be unable to provide this equipment and space, the training would be conducted in the offices of the sponsoring CIL, or at another community resource such as a public library.

**Structure & Format Variance:**

Unlike the online, video teleconference training described above, the Student Mentor training will be delivered in a traditional face-to-face classroom by an instructor - the CIL Coordinator. However, that instructor will use the same Tovuti online portal to play the pre-recorded content videos described above in sequence, and to display and direct the student’s attention to the digital documents available there as well.

The only significant variance in training content is the exclusion of trainer best practices material and the inclusion of more time for the demonstration topic to allow students to break into small groups for hands-on experience with the smart devices.

## E. Examination, Certification & SSR Listing

**The Examination:**

At the conclusion of the training program, the CIL Coordinator will provide the students an instruction sheet and study guide on taking the final STMP exam and completing their evaluation of the training program. The exam and evaluation form will be located on the Tovuti platform. The exam will consist of 50-multiple choice, true-false and matching questions covering each of the training topics. The students will have one-week in which to take and pass the exam and to submit their evaluation form to become certified as Smart Technology Mentors and approved to participate in the consumer assistance call portion of the pilot project.

In order to pass the exam, students must achieve a passing score of at least 70% or 35 correct answers. The Tovuti LMS platform will automatically grade the exam and notify SILC of all exam results. One week after the training SILC will email each CIL Coordinator the test results for their students and a copy of the email that will be sent to the student indicting their pass/fail status. For students that pass, that email will inform them that their name, contact information and scheduled availability (solicited on their original registration form) will be provided to the CIL Coordinator for matching with consumer assistance requests in their community. Students that do not pass, will have one other opportunity to take and pass the exam.

**Certification:**

Students that pass the exam will receive an electronic, printable certificate of completion by email that identifies them as a Smart Technology Mentor under this Illinois pilot project. Only students with this certification may participate in the consumer assistance call portion of the pilot project described below.

**SSR Clearinghouse Listing:**

Smart Technology Mentors will be listed on the Smart Self Reliance Clearinghouse as such, along with their contact information should they wish to continue to assist older adults and people with disabilities beyond the pilot project period.

## E. Accommodation of Specific Needs

To ensure that the STMP pilot project is accessible to all interested participants, SILC and its collaborators will work to accommodate the specific needs of CIL Coordinators and Student Mentors whenever possible. This includes:

* Formatting all digital documents so that they can be read by JAWS
* Digital transcription and closed captioning of all videos
* Audio labeling of all images and graphics
* Use of document styles with simple, high contrast text
* Inclusion of kinesthetic activities during the classroom training
* Verbalizing page and slide numbers and images and graphics
* Keeping language clear and in the first person
* Asking for permission to provide assistance before providing it
* Providing advance distribution of materials requiring their review/comment

# 6. Consumer Assistance Calls

## A. Consumer Mailing & Registration

**Consumer Mailing**

As stated in Section-4 above, SILC will launch an extensive outreach campaign in April to notify consumers about the student mentor assistance that will be available to them during the months of August through December. The mailings will be targeted to each zip code in the service territories served by the participating CILs and to mailing lists obtained from area rehabilitation clinics and hospitals. The mailings will describe the available assistance and list the six devices that are covered by the program (see Attachment-O). [Note: These devices were specifically selected for their ease of installation as they are either battery operated and/or are energized with a provided plug. No direct wiring is required] The mailing will also indicate that the free assistance calls are available on a first come-first served basis, are of a limited number, and require the consumer to be in possession of the listed device prior to the scheduled assistance call.

**Consumer Registration**

The bottom of the mailing will instruct consumers to register their interest in receiving assistance by sending the project team an email specifying the listed device they wish to have installed and providing their name, zip code and telephone number. The email address will be:

device.assistance@smartselfreliance.org

A dedicated phone number will also be provided in the mailing for consumer inquiries about the program. SILC personnel will respond to these inquiries.

Upon receipt of a consumer’s registration, SILC will return an email to the consumer providing the name of the servicing CIL and CIL Coordinator that will contact them by phone in August to schedule the assistance call.

## B. Scheduling Assistance Calls

 **Assistance Scheduling**

SILC will send CIL Coordinators email notice of consumer registrations within their zip codes, as they are made. Once the student training is complete, and the student mentor’s after school availability is known, CIL Coordinators will phone the consumer to arrange a convenient time for the assistance call. During that call, CIL Coordinators will confirm:

* Consumer’s possession of the subject device
* Presence of a working Internet connection and know router security key/password
* Consumer’s street address and unit number if applicable
* Parking location and instruction on gaining access to the building (if a condo)

SILC also recommends that CIL Coordinator’s encourage the consumer to invite their care provider or interested family members to be present during the assistance call. Assistance calls should be scheduled weekdays between August and December and the hours of 3pm to 6pm, depending on the availability of the Student Mentor and CIL Coordinator.

 **Assistance Confirmation**

Once assistance has been scheduled, the CIL Coordinator will send SILC an email confirming same (please email doug.newman@silcrearch.org). SILC will return an email with confirmation of the scheduling and availability of funds for the Student Mentor and CIL Coordinator.

## C. Conducting Assistance Calls

**Advance Preparation**

The following preparation tasks are recommended prior to each assistance call.

1. Review the consumer registration file associated with the assistance call
2. Review the training video for the subject device to be installed\*
3. Prepare any material to be left behind (i.e. business card, CIL brochure, etc.)
4. Notify CIL secretary of the location and time of the assistance call
5. Pull up the appropriate utility’s online account enrollment page on a laptop or tablet
to use during the assistance call.
6. Take along the STMP Home Visit Checklist (Attachment – L)

NOTE: CIL Coordinators should take a laptop or tablet to each assistance call to enable the consumer to enroll in a selected smart pricing program.

\*SILC recommends that the CIL Coordinator and Student Mentor meet at the CIL office prior to the assistance call to review the 8-10 minute video segment for the device before the assistance call.

**Assistance Delivery**

Upon arrival at the consumer’s home, the following sequence of actions are recommended.

1. Set the tone (warm introductions and thank consumer for the assistance request)
2. Summarize assistance to be provided with the device and the 1-hour time limit
3. Find a well-lit table or counter surface with an outlet to conduct device set-up
4. Determine familiarity with smart devices and address concerns about their use
5. Conduct the device set-up and adjust accessibility settings to address consumer needs
6. Demonstrate device use and lead consumer through hands-on operation
7. Answer any questions the consumer may have about the device
8. Inquire about their interest in utility smart pricing programs and assist with enrollment
9. Answer any final questions and thank the consumer for the opportunity to serve them.

## C. Safety Precautions

To ensure a safe assistance call, SILC recommends that the attending CIL Coordinators consider the following precautions.

* Ask the consumer to secure all pets before your arrival
* Provide CIL secretary location and phone number of the call
* Leave jewelry at home and purses at the CIL office or in the car trunk
* Carry necessary cash, keys, and driver’s license on person
* Remove yourself from dangerous situations
* Don’t leave the student mentor unattended at any time
* Survey the neighborhood as you approach the residence
* Identify safe areas (i.e. restaurants, stores, gas stations)
* Wash hands before/after each visit
* Keep car in good repair
* Keep emergency supplies in car, include all-weather gear
* Trust your instincts

# 7. Participant Payments

INCIL, PCIL, CILs & SILC

Payments to INCIL, PCIL, CIL and SILC personnel will be made on a quarterly basis. Distribution of payments will be made by check and distributed via USPS first class mail to the address on record. Checks to INCIL, PCIL and CIL personnel will be made payable to the organizations by name, rather to than to the individual.

## Consumer Assistance Stipends

Payments to students and to CIL personnel attending STMP consumer assistance calls will be made on a monthly basis and made payable to the sponsoring CIL beginning in September. All payments for assistance calls will be in response to CIL invoices submitted to SILC by email the last week of each month. The invoices must indicate the name and email address of the consumer, student and CIL staff member involved in each service call billed. Compensation to students and CIL staff members will be in the form of a $15 stipend for each service call rendered. At the same time SILC sends payment to the CIL Coordinators, we will send the Assistance Call Evaluation Form to the consumer.

## Advance Notice of Assistance

CIL Coordinators will be responsible for notifying SILC, by email, of all scheduled assistance calls prior to the date of assistance. This will enable SILC to monitor the use of grant funds set aside for this purpose and to safeguard against exceeding the stipend budget. The stipend budget is sufficient to support up to 128 service calls during the pilot project. Prior notification should be made by email at least one week prior to the scheduled assistance call. Please submit notification to Doug Newman at: doug.newman@silcresearch.org

# 8. Pilot Evaluation

In early December, SILC will begin the product and process evaluations of the pilot project. Project advisors, CIL administrators, CIL Coordinators and consumers will be sent a link to a simple online survey to complete that will enable SILC to perform both sets of evaluations. These evaluations will facilitate needed product and process improvements and will be used to satisfy the requirements of the grants provided by the Christopher and Dana Reeve Foundation and the Illinois Science and Energy Innovation Foundation.

# 9. Attachments (To Be Added)

## A. CIL Pilot Overview

## B. CIL Coordinator Position Description

## C. CIL Coordinator Information Form

## D. HS Administrators Pilot Overview

## E. Student Promotional Flyer

## F. CIL Coordinator PowerPoint for Students

## G. Student Registration Form

## H. Parental Consent Form

## I. Consumer Promotional Mailing

## J. CIL Coordinator Assistance Scheduling Form

## K. CIL Coordinator Assistance Evaluation Form

## L. STMP Home Visit Check List

## M. Consumer Assistance Evaluation Form

## N. Project Press Release Form

## O. Collaborator Pilot Overview

## P. Smart Device Links

## Q. Consumer Registration Form

## R. CIL Invoice Form for Stipend Payment

## S. Assistance Call Evaluation Form

**ATTACHMENT – L**

**STMP Home Visit Check List**

**Student’s Name**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date of Visit**: \_\_\_\_\_\_\_\_\_

**CIL/HS**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Time of Visit**: \_\_\_\_\_\_\_\_\_

**Name of CIL Coordinator**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Name of Client**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Selected Devices**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Before the Visit**

\_\_ I met with the CIL Coordinator to review the client profile

ii.
\_\_ I practiced how to setup the selected device(s).
ii.

\_\_ I practiced how to operate the selected device(s).

\_\_ I practiced how to enroll the client for the appropriate energy cost savings program.

\_\_ I practiced my introduction to the client with the CIL Coordinator.

**During the Visit**

\_\_ I have notes about the client and/or devices ready for client visit.

\_\_ I met the CIL Coordinator prior to the designated time to ensure a timely arrival

\_\_ We arrived on time for the client home visit.

\_\_ I introduced myself and summarized the intent and length of the assistance visit.

\_\_ I explained the function of the device and then setup it up.

\_\_ I listened to the client’s accessibility preferences and provided feedback on what I heard.

\_\_ I adjusted accessibility and operating features to meet the client’s needs and preferences.

\_\_ I addressed any issues the client was having with the device prior to my arrival.

\_\_ I demonstrated how the device works and then helped the client operate it.

\_\_ I answered all questions the client had about the device.

\_\_ I thanked the client for the opportunity to meet and work with them.

**ATTACHMENT – O**

**Branded Smart Devices
Amazon Alexa Compatible ~ $410**

**Personal Assistant / HUB With High Definition Display**

**Echo Show 8 - HD 8" smart display with Alexa**

**$130**<https://www.amazon.com/Echo-Show-8/dp/B07PF1Y28C>

**Smart Light Bulbs**

**Sengled Smart Light Bulb A19 LED Daylight - 2 Pack**

**$20**[https://www.amazon.com/Sengled-Equivalent-Compatible-Assistant-SmartThings/dp/B07Y4ZNJTX/ref=sr\_1\_3?keywords=sengled+smart+bulb&qid=1581006318&s=amazon-devices&sr=1-3-catcorr](https://www.amazon.com/Sengled-Equivalent-Compatible-Assistant-SmartThings/dp/B07Y4ZNJTX/ref%3Dsr_1_3?keywords=sengled+smart+bulb&qid=1581006318&s=amazon-devices&sr=1-3-catcorr)

**Smart Plug**

[**Amazon Smart Plug**](https://www.amazon.com/Amazon-Smart-Plug-works-Alexa/dp/B01MZEEFNX/ref%3Dsr_1_1?almBrandId=QW1hem9uIEZyZXNo&fpw=alm&keywords=Amazon+Smart+Plug&qid=1581007045&s=amazonfresh&sr=1-1)

**$25**<https://www.amazon.com/s?k=Amazon+Smart+Plug&i=amazonfresh&ref=nb_sb_noss>

**Smart Doorbell**

**Ring Doorbell**

**$100**
[https://www.amazon.com/Ring-Wi-Fi-Enabled-Doorbell-Nickel/dp/B00N2ZDXW2/ref=asc\_df\_B00N2ZDXW2/?tag=hyprod-20&linkCode=df0&hvadid=167140365824&hvpos=&hvnetw=g&hvrand=14830420006862661476&hvpone=&hvptwo=&hvqmt=&hvdev=c&hvdvcmdl=&hvlocint=&hvlocphy=9021760&hvtargid=pla-500535831352&psc=1](https://www.amazon.com/Ring-Wi-Fi-Enabled-Doorbell-Nickel/dp/B00N2ZDXW2/ref%3Dasc_df_B00N2ZDXW2/?tag=hyprod-20&linkCode=df0&hvadid=167140365824&hvpos=&hvnetw=g&hvrand=14830420006862661476&hvpone=&hvptwo=&hvqmt=&hvdev=c&hvdvcmdl=&hvlocint=&hvlocphy=9021760&hvtargid=pla-500535831352&psc=1)

**Smart Smoke & Carbon Monoxide Monitors**

### **[Roost Wi-Fi battery for smoke and CO alarms](https://d.docs.live.net/d0787d194a3ca811/Desktop/2020%20Plan/Roost%20Wi-Fi%20battery%20for%20smoke%20and%20CO%20alarmshttps%3A/www.getrbattery)**

**$35**

<https://shop.getroost.com/collections/homepage/products/roost-smart-battery>

**Smart Exterior Camera**

[**Blink XT2 with 2-Way Audio**](https://www.amazon.com/All-new-Blink-Outdoor-Security-included/dp/B07M8DTHGL/ref%3Dsr_1_3?keywords=blink+xt2&qid=1581007787&s=amazon-devices&sr=1-3)

**$100 [Not included in the group price in title]**<https://www.amazon.com/s?k=blink+xt2&i=amazon-devices&ref=nb_sb_noss_1>

**ATTACHMENT – O**

**Branded Smart Devices
Google Home Compatible ~ $420**

**Personal Assistant
Google Nest Mini**

**$50**

<https://store.google.com/us/product/google_nest_mini>

**Smart Light Bulbs**

**Gosund Smart Light Bulb WiFi A19 E26 Dimmable 2700K Warm 8W Lights 75W Equivalent 2pk**

**$18**

[https://www.amazon.com/dp/B082X4QTKJ/ref=sspa\_dk\_detail\_2?psc=1&pd\_rd\_i=B082X4QTKJ&pd\_rd\_w=ZeOdj&pf\_rd\_p=c83c55b0-5d97-454a-a592-a891098a9709&pd\_rd\_wg=q6vFv&pf\_rd\_r=2B5SPXGF8452BAG596A8&pd\_rd\_r=aedf1a09-d57a-4c35-b6e5-b25be0a5f9d3&spLa=ZW5jcnlwdGVkUXVhbGlmaWVyPUExWkhTWkZEMkRXM1NXJmVuY3J5cHRlZElkPUEwNjUyMjkzMlpaRUxNVVpRNzg1WCZlbmNyeXB0ZWRBZElkPUEwOTQyNTE1MVNPNllGSDY2MllYVyZ3aWRnZXROYW1lPXNwX2RldGFpbF90aGVtYXRpYyZhY3Rpb249Y2xpY2tSZWRpcmVjdCZkb05vdExvZ0NsaWNrPXRydWU=](https://www.amazon.com/dp/B082X4QTKJ/ref%3Dsspa_dk_detail_2?psc=1&pd_rd_i=B082X4QTKJ&pd_rd_w=ZeOdj&pf_rd_p=c83c55b0-5d97-454a-a592-a891098a9709&pd_rd_wg=q6vFv&pf_rd_r=2B5SPXGF8452BAG596A8&pd_rd_r=aedf1a09-d57a-4c35-b6e5-b25be0a5f9d3&spLa=ZW5jcnlwdGVkUXVhbGlmaWVyPUExWkhTWkZEMkRXM1NXJmVuY3J5cHRlZElkPUEwNjUyMjkzMlpaRUxNVVpRNzg1WCZlbmNyeXB0ZWRBZElkPUEwOTQyNTE1MVNPNllGSDY2MllYVyZ3aWRnZXROYW1lPXNwX2RldGFpbF90aGVtYXRpYyZhY3Rpb249Y2xpY2tSZWRpcmVjdCZkb05vdExvZ0NsaWNrPXRydWU=)

**Smart Plug**

**TP-Link Kasa Smart WiFi Plug (HS100) White 1 Pack**

**$17**

<https://www.amazon.com/dp/B0178IC734?tag=digitren08-20&linkCode=ogi&th=1&psc=1&ascsubtag=1583857523291ffuh>

**Smart Doorbell**

**Ring Video Doorbell with HD Video, Motion Activated Alerts, Satin Nickel
$100**<https://www.amazon.com/Ring-Wi-Fi-Enabled-Doorbell-Nickel/dp/B00N2ZDXW2>

**Smart Smoke & Carbon Monoxide Monitors**

### **[Roost Wi-Fi battery for smoke and CO alarms](https://d.docs.live.net/d0787d194a3ca811/Desktop/2020%20Plan/Roost%20Wi-Fi%20battery%20for%20smoke%20and%20CO%20alarmshttps%3A/www.getrbattery)**

**$35**

<https://shop.getroost.com/collections/homepage/products/roost-smart-battery>’

## Indoor Air Quality Monitor & Air Purifier Outlet[Awair Glow C Air Quality Monitor + Integrated Smart Plug](https://www.amazon.com/Awair-Glow-Quality-Monitor-Smart/dp/B07WLVCCDM/ref%3Dsr_1_1?keywords=Awair+Glow+C&qid=1583870656&s=amazon-devices&sr=8-1)

## $90<https://www.amazon.com/s?k=Awair+Glow+C&i=amazon-devices&ref=nb_sb_noss_2>

# **Appendix A**

**TO BE ADDED**

##

## Smart Technology Mentors Program Trainer Manual

**Smart Technology Mentors Program
Trainer Manual**

**Lisa Dallas, Instructional Designer**

**Linda Simpson, PhD, Professor

2020**

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# **Appendix B**

**TO BE ADDED**

## Smart Technology Mentors Program Student Manual

**Smart Technology Mentors Program
Student Manual**

**Center for Independent Living**

**Coordinator

2020**

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