

# Smart Technology Mentors Project Implementation Plan

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## Project Overview

The Smart Technology Mentors Project (STMP) is a 6-month pilot to test the efficacy of a community-based model for the installation of smart devices for seniors and persons with disabilities. The pilot entails the deployment of teams of high school students and adult supervisors to assist these consumers with the installation of a free Google digital assistant device and enrollment in their utility's energy savings programs. From September 2021 to January 2022, these teams will aid up to 30 residents across 3 geographically distinct regions of Illinois.

The pilot is being conducted by the Seniors Independent Living Collaborative (SILC), the Illinois Network of Centers for Independent Living (INCIL) and the Progress Center for Independent Living (PCIL). The pilot is funded by the Illinois Science & Energy Innovation Foundation (ISEIF), Google, and the Christopher & Dana Reeve Foundation. Additional in-kind support is also provided by the Illinois Assistive Technology Program (IATP) and Ameren Illinois.

This document serves as the implementation plan for the pilot project and is written for its principal participants and collaborators. For more information, contact Doug Newman, Project Director at [doug.newman@silcresearch.org](mailto:doug.newman@silcresearch.org) or at 773-899-0801.

## COVID-19 Protections

To maximize protection against the COVID-19 virus, all students, adult supervisors, and residents are encouraged to be fully vaccinated. Further, all students, supervisors and residents must wear protective masks and use hand sanitizer before and after the installation visits.

## Project Schedule

The pilot project will run from August 2<sup>nd</sup> to January 31<sup>st</sup>, 2021 and will consist of 9 tasks to be completed in accordance with the timeline displayed below.

	August	September	October	November	December	January
1. CIL & Coord. Recruitment*	2 - 9					
2. CIL Coordinator Training	9					
3. School & Student Recruitment	9 - 31	1 - 14				
4. Mentor Training		15				
5. Consumer Outreach	2 - 31		15 - 22			
6. Incentive Distribution	16 - 31					
7. Installation Scheduling		16 - 30	1 - 31	1 - 30		
8. In-Home Installation			1 - 31	1 - 30	1 - 23	1 - 28
9. Pilot Evaluation						28 - 31

\* CIL – Center for Independent Living

The CIL Coordinator Training and the Mentor Training sessions will be conducted on August 9<sup>th</sup> and September 15, 2021, respectively. Both sessions will begin at 1:00pm Central time. Details

are provided in the task descriptions below. These dates and start times can be rescheduled to accommodate Coordinator availability.

## CIL Level-of-Effort

The estimated time commitment for each of the three Centers for Independent Living (CIL) participating in the pilot is 51-hours. The table below indicates the allocation of these hours across the 9 tasks.

Tasks	Estimated CIL Coordinator Hours Per Month					
	August	September	October	November	December	January
1. CIL & Coord. Recruitment	5*					
2. CIL Coordinator Training	2					
3. School & Student Recruitment	15	5				
4. Mentor Training		-				
5. Consumer Outreach		1				
6. Incentive Distribution		-				
7. Installation Scheduling		5	5	5		
8. In-Home Installation			3	3	3	3
9. Pilot Evaluation						1
Total Hours/Month	17	11	8	8	3	4

\* INCIL Staff

During the month of July, staff from the Illinois Network of Centers for Independent Living (INCIL) will spend an estimated 5-hours recruiting one downstate and one central Illinois CIL for the pilot. Once commitments from two CILs are secured, the designated Coordinator for the pilot project in each would join one Coordinator from the Progress Center for Independent Living (PCIL) for a 2-hour training webinar conducted by SILC on the Zoom platform.

During August, each of the three CIL Coordinators would spend approximately 17-hours recruiting two high schools and up to 10 students for the pilot (ideally five at each school). They would also assist SILC in providing consumer addresses for the direct mail campaign to promote awareness of the in-home installation offer in the CIL's service territory.

During September, each CIL Coordinator would spend approximately 11-hours completing the recruitment task, participating in the Mentors training webinar and scheduling in-home installation visits.

During October and November, each CIL coordinator would spend approximately 8-hours scheduling and supervising in-home installation visits.

During the months of December and January, each Coordinator would spend an additional 3-hours supervising installation visits. During January, Coordinators would also spend 1-hour completing the pilot project evaluation forms.

# Task Descriptions

## 1. CIL & Coordinator Recruitment

### CIL Selection Criteria

As stated, the STMP will be piloted in three geographic regions - upstate, downstate and central Illinois. One CIL will be selected to participate in each region for a total of 3 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:

- Experience with students through the Youth Transitions Fast Track Program
- Proximity to high schools that participated in the Fast Track Program
- CILs that meet these equipment and space requirements
  - A laptop or desktop computer equipped with a video camera
  - Microsoft Office installed on the laptop or desktop
  - An Internet connection
  - A computer projector, screen or monitor
  - External speakers for the projector
  - Training space for 5-10 persons

The Progress Center for Independent Living will serve as the CIL for the upstate region - specifically Chicago's southwest and northwest suburban areas. Consequently, two CILs will need to be selected, one located downstate and the other in central Illinois and ideally serving smaller cities and rural communities. INCIL will facilitate the selection of the remaining two CILs under this task.

### Coordinator Selection Criteria

Once a CIL agrees to participate, it will designate a Coordinator for the pilot project. The following criteria should be considered in the selection of the CIL Coordinator:

- Experience with students through the Youth Transitions Fast Track Program or any other training program
- Experience with computers, mobile devices and use of the Internet
- Willingness to learn and to teach about smart home automation for independent living
- Experience delivering services in the community
- Available 3pm to 6pm, five to six days a week, September to January for installation visits

## Coordinator Sub-Tasks

The CIL Coordinators will be responsible for the following sub-tasks:

- A. Participation in the CIL Coordinator training session on August 9<sup>th</sup> 2021.
- B. Assist SILC in compiling a list of resident addresses in the area to include in the direct mail campaign offering free installation visits.
- C. Assist SILC in identifying allied organizations to contact to promote the pilot.
- D. Recruit 2 high schools and 5 students at each for the pilot (a total of 10)
  - Arrange & participate in a 1-hour Zoom briefing for HS Administrators,
  - Arrange & participate in a 1-hour Zoom briefing for interested students,  
[Note: SILC will conduct both to-be-scheduled Zoom briefings].
- E. Attend, supervise, and document in-home installation visits.
- F. Complete a post-pilot project evaluation.

## Recruitment Resources & SILC Support

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

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

In addition to these materials, SILC will provide all CIL Coordinators guidance and assistance in completing their sub-tasks including:

- Telephone support during any business hour to discuss project logistics
- Teleconference participation to brief school administrators or parents of students
- Online video training materials available at: <https://smartselfreliance.org/installation/>
- Online resources available at: <https://smartselfreliance.org/resources/collaborator-resources/>

## 2. CIL Coordinator Training

On August 9<sup>th</sup>, 2021 at 1:00pm (CST) , SILC will conduct a 2-hour training meeting for the three designated CIL Coordinators. The training will entail a detailed review of each of Coordinator's nine tasks and the suggested approaches and resources available to complete them. In addition, the training will provide a demonstration of the Google Home Mini digital assistant device and an overview of the Ameren Illinois and ComEd smart energy savings programs available to customers. Animated PowerPoint and video presentations will be used to deliver the training content and ample opportunities will be provided for participant questions, airing of concerns and problem-solving.

### **3. School & Student Recruitment**

During August and September, SILC will work with the three CIL Coordinators to recruit two high schools in each of their service areas and up to 10 students each for the pilot. The recruitment process will be a major focus of the CIL Coordinator training on August 9 when the suggested approach will be described in detail. In brief, the process will entail successively more detailed briefings, first by phone, followed by email follow-up and then by a set of 1-hour briefings for school Administrators and interested students conducted by SILC. Additional school selection criteria and student eligibility requirements will also be discussed during the training webinar and are summarized below.

#### **School Selection Criteria**

The criteria to consider when selecting area high schools include but are not limited to the following:

- Experience with the CIL's Youth Transitions Fast Track Program
- Proximity to the CIL coordinating the pilot project
- A community service program that could provide credit to student mentors
- Willingness to host an after-school information session for interested students
- Equipment and space to include:
  - A laptop or desktop computer equipped with a video camera
  - Microsoft Office installed on the laptop or desktop
  - An Internet connection
  - Computer projector, screen or monitor
  - External speakers for the projector
  - Classroom space for 5-10 persons

#### **Student Eligibility Requirements**

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

- Be seniors during the fall 2021 academic year
- Familiar with computers, mobile devices and social media
- Interested in giving back to their communities
- Ability to work well with others
- Strong verbal communication skills
- Ability to arrange their own transportation to and from installation visit locations

- Available between 3pm to 6pm, two-days a week from September to January for installation visits

### **Registration & Parental Consent Forms**

Interested students attending the pilot project briefing 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 September 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 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 installation call.

Once the student obtains parental consent and submits the registration form, he/she will be placed on the list of approved students for the training that SILC will provide.

## **4. Mentor Training**

### **Purpose & Content**

On September 15<sup>th</sup>, 2021 SILC's will conduct a 3-hour training session for prospective student mentors. The objective of the training is to enable them to assist older adults and people with disabilities with the installation and operation of the Google Home Mini digital assistant device and in their enrollment in utility smart energy saving programs. The training session will be delivered on the Zoom platform and structured in five segments including:

1. An introduction to independent living needs of older adults & people with disabilities
2. An overview of the most important smart devices for independent living
3. Instruction on the installation, programming & operation of the Google Home Mini
4. Instruction on enrollment in utility online accounts & smart pricing programs
5. Instruction on the conduct of a safe & effective installation service visit

### **Examination, Certification & SSR Listing**

At the conclusion of the training, SILC will provide the students instruction on taking the STMP exam and completing their evaluation of the training program. The exam and evaluation form will be located on the Smart Self Reliance website. The exam will consist of 50-multiple choice,



true-false and matching questions covering the content of each of the segments listed above. 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 in-home installation visits.

In order to pass the exam, students must achieve a passing score of at least 70% or 35 correct answers. After training, SILC will email the CIL Coordinator located in the student's region the test results and a copy of the email that will be sent to the student indicating 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 additional week to retake 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 in-home installation visits.

### **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 students 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
- 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

## **5. Consumer Outreach**

### **Targeted Consumers**

The targeted consumers for STMP installation visits are older adults (65+) and people with physical or cognitive disabilities living within a 10-mile radius of the participating CIL. Family or outside care providers of these individuals are also eligible to register for the free STMP assistance.

## **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 addressees)
- 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

## **Consumer Mailing**

During mid-August, SILC will launch an outreach campaign to notify area consumers about the smart technology mentor assistance that will be available to them from September through January of 2022. The mailings will be targeted to each zip code in the service territories served by the participating CILs and to mailing lists obtained from those Centers and from area rehabilitation clinics and hospitals. The mailings will consist of an over-sized, color postcard (see Appendix A) describing the free installation and programming of a Google Home Mini digital assistant device and enrollment assistance in their local utility's smart energy savings programs. The postcard will also offer a free Google Home Mini to the first 30 consumers that schedule an installation visit under the pilot program.

Interested consumers will follow the link provided on the postcard to the Smart Self Reliance website to register for the free assistance service. SILC will forward that registration information on to the corresponding CIL for installation visit scheduling described below. A dedicated phone number will also be provided in the mailing for consumer inquiries about the pilot project. 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 September to schedule the assistance call.

## **6. Incentive Distribution**

To incentivize the targeted consumers, SILC will provide one free Google Home Mini digital assistant device to each of the 30 residents that register for the free, in-home installation service. Ten of these devices will be sent to each of the participating CILs during mid-August for

their distribution to residents during their in-home installation visits. An additional device will also be included in the shipments for demonstration purposes at the CIL.

## **7. Installation 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:

- Presence of a working Internet connection and a known 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 Coordinators encourage the consumer to invite their care provider or interested family members to be present during the installation visit. Visits should be scheduled weekdays between September and January and the hours of 3pm to 6pm, depending on the availability of the Student Mentor and CIL Coordinator.

### **Advance Notice of Installation Visit**

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 30 installation visits 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](mailto:doug.newman@silcresearch.org)

## **8. Installation Visits**

The following preparation tasks are recommended prior to each installation visit.

- Review the consumer registration associated with the installation visit
- Review the Google Home Mini video on the Smart Self Reliance (SSR) website
- Review the Utility Smart Energy Savings Programs video on the SSR website
- Prepare any material to be left behind (i.e. business card, CIL brochure, etc.)
- Notify CIL secretary of the location and time of the assistance call
- Pull up the appropriate utility's online account enrollment page on a laptop or tablet to use during the assistance call.
- Take along the STMP Home Visit Checklist (see Attachments)

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 installation visit to review the videos referenced above.

### **Service Delivery**

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

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

### **Safety Precautions**

To ensure a safe installation visit, 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 visit
- 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 and sanitize hands before/after each visit
- Wear a mask during entire visit
- Keep car in good repair
- Keep emergency supplies in car, include all-weather gear
- Trust your instincts

## **9. Pilot Evaluation**

In early January 2022, SILC will begin the product and process evaluations of the pilot project. 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.

## **Participant Payments**

### **INCIL, PCIL, & CILs**

Payments to INCIL, PCIL, and CILs personnel will be made at the end of each month after SILC is in receipt of an invoice for services provided during the month (see Attachments for the invoice template). Distribution of payments will be made by check and distributed via USPS first class mail to the address on record. Checks will be made payable to the organizations, rather than to the individual. CIL Coordinators will be paid at a rate of \$25 per hour.

### **Mentor Stipends**

Payments to students attending installation visits will be made monthly to the sponsoring CIL beginning in September. All payments for installation visits will be in response to the aforementioned 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 student mentors will be in the form of a \$20 stipend for each installation visit completed.

## Attachments

**Attachments are also available online at:**

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

### **Attached:**

CIL Overview  
CIL Overview PowerPoint Presentation  
CIL Coordinator Position Description  
CIL Coordinator Information Form  
HS Administrators Overview  
Student Promotional Flyer  
Student Application Form  
Parental Consent Form  
Photo & Video Release Form  
Consumer Promotional Postcard  
Installation Visit Check List

### **To Be Provided:**

CIL Coordinator Installation Scheduling Form  
CIL Coordinator Installation Evaluation Form  
Consumer Installation Evaluation Form  
Project Press Release Form  
Collaborator Pilot Overview  
Consumer Online Registration Form  
CIL Invoice Form





## Smart Technology Mentors Project

### Overview for Participating CILs

**Description:** The Smart Technology Mentors Project (STMP) matches seniors and people with disabilities with local students ready to assist them in installing, operating and troubleshooting smart home devices, and enrolling in cost-saving utility programs.

During 2021, this innovative model of service delivery will be pilot tested across a diverse set of Illinois communities through Centers for Independent Living (CILs) and area high schools. Students with and without disabilities that participate in the project will receive training to serve as technology mentors and a stipend for every 1-hour in-home installation visit they conduct. The visits are free of charge to the recipients.

**Participants & Funders:** The project is being conducted by the Seniors Independent Living Collaborative (SILC) in conjunction with the Illinois Network of Centers for Independent Living (INCIL), and the Progress Center for Independent Living (PCIL). Technical support is provided by the Illinois Assistive Technology Program (IATP). Funding for the project is provided by the Illinois Science & Energy Innovation Foundation, Google and the Christopher & Dana Reeve Foundation. Upon successful completion, the project will be scaled-up for operation as an ongoing program in communities across Illinois.

**CIL Role:** Three CILs will participate in the project through a designated Coordinator responsible for:

1. Recruiting high school students (10 students total from 2 schools in the CIL service area);
2. Scheduling and supervising afternoon installation visits from September to December;
3. Participating in an end-of-project evaluation led by SILC.

SILC will provide all of the information materials and registration forms necessary for all three tasks and will be available to brief school administrators by phone should that be desirable. SILC will also train the CIL Coordinators and the students to perform their roles and all Coordinators will be paid for each hour they support the project. The approximate time commitment for a CIL Coordinator is estimated to be 54-hours.

#### Pilot Project Timing:

- |                          |                              |
|--------------------------|------------------------------|
| 1. August & September    | School & student recruitment |
| 2. September             | Student training via Zoom    |
| 3. September to December | In-home installation visits  |

**For More Information,** contact: Doug Newman, Project Director at: 773-899-0801

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[smartsselfreliance.org](http://smartsselfreliance.org)





## **Smart Technology Mentors Project**

### **CIL Coordinator Position Description**

#### **Role:**

The Center for Independent Living (CIL) Coordinator serves as the key STMP team member responsible for recruiting high school students, for scheduling and supervising their in-home installation visits and for evaluating their experience serving in that role at the end of the project.

#### **Required Knowledge, Skill/Ability & Experience:**

- General knowledge about smart phone operation and mobile applications
- Skill/Ability to teach others to operate a smart phone and mobile application
- Experience working with students through the Youth Transitions Fast Track Program or any other training program
- Experience delivering services to seniors and/or people with disabilities
- Interest in learning how smart devices can enhance independent living
- Willingness to supervise up to 10 installation visits weekdays, between the hours of 3:00 and 6:00 pm, from September to December 2021. Each visit is 1-hour

#### **Specific Tasks:**

- Participate in the CIL Coordinator training session on July 30<sup>th</sup>
- Assist SILC in compiling a list of resident addresses in the CIL service area to include in the direct mail campaign offering the free installation visits
- Assist SILC in identifying allied organizations to contact to promote the pilot
- Recruit 2 high schools and 5 students at each for the pilot (a total of 10)
  - Arrange & participate in a 1-hour Zoom briefing for HS Administrators
  - Arrange & participate in a 1-hour Zoom briefing for interested students, [Note: SILC will conduct both to-be-scheduled Zoom briefings]
- Participate in a 3-hour mentor training webinar on September 15<sup>th</sup>
- Attend, supervise, and document in-home installation visits
- Complete a post-pilot project evaluation

#### **For More Information:**

Contact: Doug Newman, Project Director at: 773-899-0801

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## **Smart Technology Mentors Project**

### **CIL Coordinator Information Form**

**Name:** \_\_\_\_\_

**CIL Position/Title:** \_\_\_\_\_

**Office Phone Number:** \_\_\_\_\_

**Office Email Address:** \_\_\_\_\_

**Office Hours/Days:** \_\_\_\_\_

**Please return this completed form to Doug Newman, STMP Project Director at:**

**[Doug.newman@silcresearch.org](mailto:Doug.newman@silcresearch.org)**

**Thank You!**



## **Smart Technology Mentors Project**

### **Overview for School Administrators**

The Smart Technology Mentors Project matches seniors and people with disabilities with local students ready to assist them in installing, operating, and troubleshooting smart home devices, and enrolling in cost-saving utility smart pricing programs.

During the fall of 2021, the project will test this new model for direct service delivery in 3 diverse Illinois communities through local Centers for Independent Living (CILs) and area high schools. Students with and without disabilities that participate in the project will receive training to serve as Smart Technology Mentors and a \$15 stipend for every in-home installation visit they conduct. The home visits are free of charge to recipients.

#### **Participants & Funders**

The pilot project is being conducted by the Seniors Independent Living Collaborative (SILC) in consort with the Illinois Network of Centers for Independent Living (INCIL), and the Progress Center for Independent Living (PCIL). Technical support is also provided by the Illinois Assistive Technology Program (IATP). Funding for the pilot program is provided by the Illinois Science & Energy Innovation Foundation, Google, and the Christopher & Dana Reeve Foundation. Upon completion, the project will be scaled-up for operation as an ongoing program and expanded to communities across Illinois.

#### **Role of Participating Schools & Students**

During 2021, six Illinois high schools in three geographic regions, and up to 30 high school seniors will be provided an opportunity to participate in the project. Interested school administrators will be asked to allow the project coordinator from the local Center for Independent Living to post fliers on school billboards and otherwise share notice of a 45-minute information seminar on the Zoom platform that will describe the opportunity and solicit student interest to participate. The seminar will take place during the first or second week of September. Interested students will then complete and return an application and a parent/guardian consent form and participate in a 3-hour Zoom training session on September 15<sup>th</sup>. At the conclusion of the training, an online exam will be administered and passing students will then be certified as Smart Technology Mentors and approved to conduct in-home installation visits supervised by their CIL Coordinator. In-home installation visits will be scheduled around the student's availability between the weekday hours of 3:00 and 6:00pm from September to December 2021.

STMP grant funds are sufficient to support up to 30 installation visits this coming fall.

**For More Information**, please contact: Doug Newman, Pilot Program Director at: 773-899-0801

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## Smart Technology Mentors Project

### Zoom Informational Meeting



**When:** [Insert date & time: 0:00 to 0:00]

**Where:** [Insert school location]

**What:** A statewide pilot program providing high school seniors opportunities to:

- ❖ Receive training to assist older consumers and people with disabilities to live more independently through the use of smart home devices and services
- ❖ Provide the assistance on your schedule and be paid for each home visit
- ❖ Earn recognition as one of Illinois' first certified *Smart Technology Mentors* and be listed on the Smart Self Reliance Clearinghouse:  
[www.smartselfreliance.org](http://www.smartselfreliance.org)

**Join Us to Learn More!**

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## SMART TECHNOLOGY MENTORS PROJECT

### Student Application

School Name: \_\_\_\_\_

School Address: \_\_\_\_\_

Center for Independent Living (CIL): \_\_\_\_\_

CIL Street Address: \_\_\_\_\_

**Eligibility:** Students must be at least 17-years of age, familiar with the use of the Internet, and in possession of their own transportation to and from residential service locations (within 10-miles of the high school).

#### **Core Requirements:**

- Attend a three-hour Zoom training session in September of 2021 on the use of smart devices to aid older adults and people with disabilities (consumers) to live more independently.
- Provide the sponsoring STMP Coordinator, your schedule of available after-school hours from September until December to mentor consumers on the use of smart devices and to aid them in enrolling in cost savings programs through their local utility provider.
- Arrive at the CIL 1-hour before the scheduled consumer home visit to review the operating instructions for the device to be installed.
- Dress in business casual attire for the installation visit (no torn jeans, t-shirts, gym shoes or sandals).
- Complete a post-visit evaluation form and submit same to the STMP Coordinator.

Student Name: \_\_\_\_\_

Student Address: \_\_\_\_\_

Student Phone Number: \_\_\_\_\_

Student Email Address: \_\_\_\_\_

Please list any special needs to accommodate your participation in the STMP:

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Smart Self Reliance Collaborative [www.smartselfreliance.org](http://www.smartselfreliance.org)  
5733 N. Sheridan Road, Suite 21B, Chicago, IL 60660 773-899-0801



## SMART TECHNOLOGY MENTORS PROJECT

### Parental/Guardian Consent & Waiver

#### STUDENT MENTOR ACTIVITIES

All students participating in the Smart Technology Mentors Project (STMP) will be engaged in the following activities:

- Attend one three-hour training session in September of 2021 on the use of smart devices to aid older adults and people with disabilities (consumers) to live more independently in their homes. The training will be conducted online using the Zoom platform.
- Provide the sponsoring Center for Independent Living (CIL) listed below, a schedule of after-school hours from September until December that he/she will be available to mentor consumers on the use of smart devices.
- Arrive at the CIL 1-hour before the scheduled consumer home visit to review the device operating instructions and to follow the CIL staff member to the consumer's home in his/her own vehicle to provide the mentor service.

#### CONSENT

I \_\_\_\_\_ (parent or legal guardian) hereby state that \_\_\_\_\_  
(name of minor) is qualified and physically capable of accomplishing the activities for which I have consented they volunteer, and that they will perform them as directed by an authorized Center for Independent Living supervisor.

#### WAIVER

I (parent or legal guardian) hereby release the Smart Self Reliance collaborators and the sponsoring Center for Independent Living listed below, from all claims, loss, damage, expenses and/or injuries, whether to person or to property, which may result from my son/daughter/legal dependent participating in the Smart Technology Mentors Project. I further agree to indemnify, defend, and hold harmless the Seniors Independent Living Collaborative, Smart Self Reliance collaborators and the Center for Independent Living, their employees, and agents from liability for any damage or injuries resulting from the minor's actions while participating in these activities. This Consent and Waiver Form is valid 7/1/2021 to 12/31/2021.

\_\_\_\_\_  
Signature of Student Volunteer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Parent/Legal Guardian

\_\_\_\_\_  
Date

The sponsoring Center for Independent Living of the STMP is: \_\_\_\_\_

CIL Address & Phone Number: \_\_\_\_\_

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## SMART TECHNOLOGY MENTORS PROJECT

### Photo & Video Release Form

The undersigned gives the Seniors Independent Living Collaborative and the Smart Self Reliance Collaborative permission to use photographs or videos taken of the undersigned student in any of its print or electronic materials, including the annual reports, newsletters, brochures, internet web sites, or other promotional or informational pieces of its collaborating nonprofit organizations and university research centers. Ownership of all photos and videos belong to the Seniors Independent Living Collaborative and the Smart Self Reliance Collaborative.

The stories may be shared throughout media with all names and identification obscured.

Student Name \_\_\_\_\_  
(Print) (Signature)

Parent or Legal  
Guardian Name \_\_\_\_\_  
(Print) (Signature)

Address \_\_\_\_\_ City, State, Zip \_\_\_\_\_

Date: \_\_\_\_\_

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## Need free assistance installing a smart home device?

Leading Illinois nonprofit service organizations are testing a program to provide older adults and people with disabilities free in-home assistance to install and operate smart devices and to enroll in money-saving utility programs.

From August to December 2020, the **Smart Technology Mentors Program** will send out trained students with adult supervisors to install any one of six popular smart home devices a homeowner has purchased in order to live more independently. These include:

PERSONAL ASSISTANT • SMART LIGHT BULBS • SMART PLUGS • SMART DOORBELL • SMART SMOKE & CARBON MONOXIDE MONITORS • SMART INDOOR AIR QUALITY MONITOR & PURIFIER OUTLET



The first 50 people that schedule a home installation visit will receive a **FREE Google Home Mini Personal Assistant** - Compliments of Google!

To learn more visit [smartselfreliance.org/stmp](https://smartselfreliance.org/stmp) • To schedule an installation call: 866-123-4567

### Smart Self Reliance Collaborative

5733 N. Sheridan Road  
Suite 21B  
Chicago, IL 60660



#### Pilot Test Collaborators:

- Illinois Network of Centers for Independent Living
- Progress Center for Independent Living
- Illinois Assistive Technology Program
- Seniors Independent Living Collaborative

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Funded & supported by the Christopher & Dana Reeve Foundation,  
Google and the Illinois Science & Energy Innovation Foundation





## Smart Technology Mentors Project

### Installation Visit Check List

Student's Name: \_\_\_\_\_ Date of Visit: \_\_\_\_\_

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

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

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

#### Before the Visit

- ☐ I met with the CIL Coordinator to review the client profile
- ☐ I practiced how to setup the selected device(s)
- ☐ 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 installation visit
- ☐ COVID-19 safety precautions followed: Mask and hand sanitizer used
- ☐ I introduced myself and summarized the intent and length of the assistance visit
- ☐ I explained the function of the device and then set 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