Alexa Program Process

When you get new participant referral:

1. Reach out to potential participant, introduce self and program
   1. If interested, conduct screening questions over the phone and assess whether they’d be a good fit for the program (access to wi-fi, comfortable with tech, experiencing loneliness etc)
   2. If eligible for program, conduct pre-test with participant over the phone, explain liability waiver and schedule time to set up device and sign waiver in person with appropriate staff member
2. Conduct device set up training over the phone with client if they’re comfortable with technology. If not comfortable doing set up/following directions over phone, setup can be conducted in home with participant and agency permission.
3. Once they’re set up, start training on how to use device and establish weekly/bi-weekly check in calls with clients to track progress and ask questions, make sure everything is running smoothly
   1. Track progress on client progress sheet
   2. Make notes in my senior center for every interaction from the very beginning
   3. Utilize YouTube videos to teach self/participant
4. Remind participant when time is almost up to return device
5. When device is returned, conduct post-test and assess for likelihood of purchasing own device and if assistance will be needed