DN SERVICE WALKTHROUGH

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STEP 1: CONTACT REFERRAL
- Do you have a referral for the DN Project, but aren't planning on helping them?
  - Fill out INTAKE FORM
  - Justin will assign referral to a Digital Navigator
- Are you "first contact" or do you already have a referral you plan to help?
  - Fill out INTAKE FORM
  - Add your name to this field on the form:
    - *"(Optional) If Digital Navigator and organization have already been assigned, please put that info below"*
  - Contact the referral, if you haven't already done so
  - Go to STEP 2: DETERMINE NEEDS
- Have you been assigned a referral?
  - Review info from the Intake Form on Monday.com
  - Contact the person
  - Go to STEP 2: DETERMINE NEEDS

STEP 2: DETERMINE NEEDS
- **Basic Tech Help**
  - If it's quick try your best to help them
  - Refer them to the tech helpline
  - Refer them to our online resources
    - Work Skills: https://skillbase.hks.harvard.edu/landing
    - Basic Computer Skills: DigitalLearn.org
    - Advance Computer Skills: Lynda.com (free with a City Library card)
    - More available on the Digital Navigator Best Practices doc
  - Go to STEP 8: EXIT SURVEY
- Do they need a **Device and/or Internet**?
  - Is it for K-12 students?
    - Refer them to these resources
  - Are they looking for low-cost devices/internet?
    - Refer them to these resources
  - Do they want to participate in our program for a device/internet?

- ■ Go to STEP 3: OBTAINING A FREE DEVICE &/OR INTERNET

STEP 3: **OBTAINING A FREE DEVICE &/OR INTERNET**
- Begin DIGITAL NAVIGATOR AGREEMENT FORM to see if they are a good fit for the program
- Do they agree to the conditions of the form?
  - YES
    - ■ Fill out the SKILLS ASSESSMENT FORM
    - ■ Determine digital literacy goal
    - ■ Go to STEP 4: CHOOSING A DEVICE / INTERNET OPTION
  - NO
    - ■ Refer them to low-cost device/internet resources and digital literacy resources
    - ■ Go to STEP 8: EXIT SURVEY

STEP 4: CHOOSING A DEVICE / INTERNET OPTION
- ***Disclaimer:*** *For Hotspots/Tablets, Participants must live in a T-Mobile service area. Check link to see. Also, please put participants on a wait list for unavailable devices. They will be marked below as* unavailable
- Do they have a SS# (must still meet income restrictions)?
  - YES. Here is what you can offer:
    - ■ Computer
      - ● Chromebook
    - ■ Internet - 6 months free w/code - unavailable
      - ● Comcast Internet Essentials
    - ■ Hotspots
      - ● T-mobile device - up to 6 months free internet
      - ● Library has some for checkout
    - ■ Tablet w/wifi
      - ● T-mobile - up to 6 months free internet
    - ■ Computer & Internet combo
      - ● Chromebook
      - ● Comcast Internet Essentials
        - ○ 6 month free w/code unavailable
        - ○ 2 month free upon signing up
    - ■ Computer & Hotspot combo
      - ● Chromebook
      - ● T-mobile Hotspot - up to 6 months free internet
      - ● Library has some hotspots for checkout
  - NO. Here is what you can offer:
    - ■ Computer
      - ● Chromebook
    - ■ Hotspots
      - ● T-mobile device - up to 6 months free internet

- Library has some for checkout
  - Tablet w/wifi
    - T-mobile device - up to 6 months free
  - Computer & Hotspot combo
    - Chromebook
    - T-mobile Hotspot - up to 6 months free
    - Library has some hotspots for checkout
- Go to STEP 5: ARRANGE DEVICE PICK-UP

STEP 5: ARRANGE DEVICE PICK-UP
- SLCPL pick-up with Holds-to-go
  - Wed & Thurs
  - Must schedule a time with DN
- Suazo - Tuesdays and Thursdays
- UNP - Can coordinate for pick up

STEP 6: SCHEDULE ONE-ON-ONE FOR SKILLS ASSESSMENT GOAL
- This can be done in person, over the phone, or though Google Meet or Zoom
- Once a one-on-one has been completed
  - Do they need more help then the one-on-one provided?
    - Go to STEP 7: CHECK-IN
  - If they feel like they accomplished their goal
    - Go to STEP 8: EXIT SURVEY

STEP 7: CHECK-IN
- Have they accomplished their goal?
  - YES
    - Go to STEP 8: EXIT SURVEY
  - NO
    - Determine if participants need extra help.
    - If so repeat STEP 6: SCHEDULE ONE-ON-ONE FOR SKILLS ASSESSMENT GOAL
    - If you exhausted all help go to STEP 8: EXIT SURVEY

STEP 8: EXIT SURVEY
- Fill out EXIT SURVEY FORM
- Congrats! You did it!

K-12 Student Resources

- K-12 Student Resources (devices, tutoring) [United Way Stay Safe, Stay Connected](#). Visit website or call 2-1-1
- SLCSD Student - refer to school for a device, hotspot, and/or internet essentials sponsorship
- SLCSD Remote Learning Tutorials
  - https://www.slcschools.org/schools/remote-learning-resources/
  - https://www.slcschools.org/schools/remote-learning-resources/studentfamily-technical-support-information

Low-Cost Resources

- ***New*** EBB Program
  - [Companies Near Me](#) - This link will help you find out who is offering EBB in a specific area
  - [How to Apply](#)
- Low cost internet options by zip code: https://www.everyoneon.org/find-offers
- Comcast Internet Essentials Program for reduced home internet https://internetessentials.com/ ($9.95 a month + tax for qualified individuals)
- Low cost devices and hotspots for restricted income [PCs for People](#)