
STAFF TRAINING HANDOUT

ADOPT Grant – Free Laptop Program For Office Staff Assisting Elders & Households

PROGRAM PURPOSE (What This Is)

This program provides **FREE laptops (loaned devices)** to eligible tribal members who **do not currently have a working computer**.

Funded by: State of Kansas ADOPT Grant (Capital Projects Fund)

Goal: Support access to healthcare, education, work, and essential online services.

⚠ This is **not a giveaway**. Devices remain the property of the Tribe.

KEY RULES YOU MUST FOLLOW

Ownership & Cost

- Laptops are **loaned**, not owned by recipients
 - Tribe **retains ownership** of all devices
 - Devices are provided **at no cost**
 - Recipients should never be charged for:
 - The laptop
 - Repairs
 - Support
 - Warranty or accidental damage coverage
-

ELIGIBILITY CHECK (Confirm Before Helping)

- ✓ Enrolled member of the Iowa Tribe of Kansas & Nebraska
- ✓ Household **does not have a working computer or laptop**
- ✓ Applicant understands:
 - Supply is limited
 - Approval is not guaranteed
 - One laptop per household (unless approved otherwise)

PRIORITY GROUPS (If Demand Is High)

- Elders
 - Households with **no device at all**
 - Members not receiving devices from other programs (school, employer, etc.)
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WHAT YOU MAY — AND MAY NOT — SAY

✓ OK TO SAY

- “This program provides free laptops to eligible members.”
- “The laptop is loaned and belongs to the Tribe.”
- “Support and warranty coverage are included.”
- “Applications are reviewed based on eligibility and availability.”

✗ DO NOT SAY

- “Everyone who applies will get a laptop.”
- “You can keep it forever.”
- “We can give more than one per household without approval.”
- “This replaces school-issued devices.”

HELPING ELDERS WITH THE FORM

BEST PRACTICES

- Read questions aloud if needed
- Explain questions clearly
- Let the applicant answer for themselves
- Confirm contact information
- Be patient and respectful

IMPORTANT

- Do **not** guess answers
- Do **not** fill in information without consent
- Ensure they understand the **loan terms**

DEVICE SUPPORT – WHAT TO TELL RECIPIENTS

Laptops include:

- Manufacturer warranty
- Accidental damage coverage
- Technical support

If a laptop is broken or not working:

- ➔ Do **not** attempt repairs
- ➔ Follow the support instructions provided

ASSET TRACKING (Staff Awareness)

- All laptops are:
 - Asset tagged
 - Tracked by serial number
- Distribution records must be accurate
- Lost or damaged devices must be reported

Accuracy matters — this program **may be audited**.

COMMON QUESTIONS & QUICK ANSWERS

“Is it really free?”

Yes, there is no cost.

“Do I have to return it?”

Yes, it is a loaned device.

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“What if it breaks?”

Warranty and damage coverage are included.

“Can my child use it?”

Yes, for appropriate household use.

“When will I know?”

You will be contacted after review.

WHEN TO ESCALATE

Escalate to program leadership if:

- A household requests multiple laptops
- Eligibility is unclear
- There is a complaint or exception request
- You are unsure how to answer a question

Do not guess. Ask.

FINAL REMINDER

Your role is to:

- Support elders and households
- Communicate clearly and consistently
- Protect the Tribe’s grant compliance

Thank you for helping ensure this program is fair, respectful, and successful.