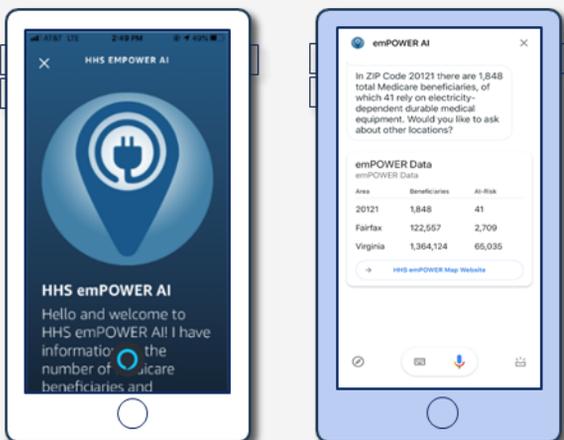# HHS emPOWER Program
JOB AID | ACCESS AND USE EMPOWER AI ON MOBILE DEVICES

emPOWER AI is a voice-activated tool that can be added to your mobile device through Amazon Alexa and Google Assistant* within minutes. First responders, public health authorities, emergency managers, health care providers, and other community partners can use emPOWER AI prior to, during, and after an incident, emergency, or disaster to anticipate, plan for, and respond to the access and functional needs of at-risk populations in their communities.

Introduction to emPOWER AI

emPOWER AI gives you data on the number of electricity-dependent Medicare beneficiaries at the national, state, territory, county, and ZIP Code levels. It also provides information on other HHS emPOWER Program tools and resources that collectively support emergency preparedness, response, recovery, mitigation, and resilience activities.

You can use emPOWER AI to access timely, accurate HHS emPOWER Program data to:

✓ Inform emergency **planning for shelter locations** and **critical resource needs**.

✓ Anticipate and address **emergency medical service and hospital health care surge.**

✓ Rapidly **obtain situational awareness** on electricity-dependent populations to support potential **evacuation needs**.

✓ **Estimate power needs** in a given location and prioritize power restoration.

Review the emPOWER AI Fact Sheet, available on the HHS emPOWER Map webpage, for more information on the purpose and use of emPOWER AI. For information on how to add emPOWER AI to your home device, see the emPOWER AI Supplemental Job Aid for Home Devices.

How to Add Google Assistant and Amazon Alexa to Your Mobile Device

1. **Download the Google Assistant and/or Amazon Alexa apps**: Before you can find and use emPOWER AI, first download the Google Assistant and/or Amazon Alexa apps on your mobile device.*

   - *If you have an iPhone/iPad:*
     - Go to the Apple App Store and search for "Google Assistant" or "Amazon Alexa," or scan the QR codes at right →
     - Then, select the **"GET"** button to download "Google Assistant" or "Amazon Alexa."

   Google Assistant on iPhone/iPad   *Amazon Alexa on iPhone/iPad*

   - *If you have an Android Device:*
     - Go to the Google Play Store and search for "Google Assistant" or "Amazon Alexa," or scan the QR codes at right →
     - Then, select the **"Install"** button to download the Google Assistant or Amazon Alexa app.

   Google Assistant on Android   *Amazon Alexa on Android*

*emPOWER AI is publicly accessible and may be added to any mobile device. If you are downloading these apps on an official government device, you may require special permissions from your organization.

Updated: 3/4/2020

How to Use emPOWER AI on Your Google Assistant App

2. Enable location services and give your Google Assistant app access to the microphone on your mobile device:
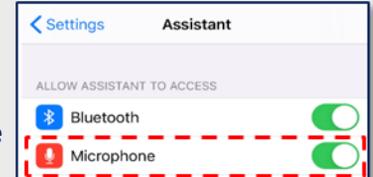
A. Location Services: This allows emPOWER AI to give you data on your current location.

Go to **Settings > Privacy > Location Services** and set it to "**ON**."

B. Microphone Access: This allows you to ask emPOWER AI verbal questions.

Go to **Settings >** select the **Google Assistant app**, and set the **Microphone** to "**ON**."

3. Search for the emPOWER AI Action in your Google Assistant app:

Option 1: QR Code

A. Scan the QR Code. Open the camera on your mobile device and point it at **this QR Code**

B. Select the link that appears at the top of your mobile device. This will open the emPOWER AI Google Assistant store page in your browser.

Note: If you are already signed in to your Google Account, select "Send to Device" on this page and open emPOWER using Option 2 below. If not, sign in and the emPOWER AI page will automatically open on your Google Assistant app.

C. Try it! Select the **"TRY IT"** button on the Google Assistant app's emPOWER AI page to get started!
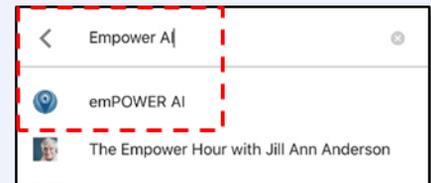
emPOWER AI
Communications Training and Anal...

The HHS emPOWER Program provides dynamic data, training and mapping tools to help communities protect
more

Option 2: Search Your Google Assistant App

A. Open the Google Assistant app, and **select the navigation icon** in the bottom left corner

B. Search for emPOWER AI using the search bar at the top, and **select emPOWER AI to open it.**

C. Try it! Select the **"TRY IT"** button on the emPOWER AI page to get started!

Empower AI

emPOWER AI

The Empower Hour with Jill Ann Anderson

4. Learn how to use emPOWER AI on Google Assistant: Read the directions on the emPOWER AI Action page to learn how to use emPOWER AI on your Google Assistant app.

5. Get Started! Open your Google Assistant app, and say "Open emPOWER AI" or "Talk to emPOWER AI." Then, ask a question or use a command. Here are some suggestions to get started:

Request data on a single location. Examples: "How many electricity-dependent at-risk individuals are in Florida?" or "Tell me the number of electricity-dependent Medicare beneficiaries in Maricopa County."

Request data on multiple locations using the phrases "START WITH" or "BEGIN WITH." Example: "Give me data on multiple states. Start with South Carolina."

Ask a question about the HHS emPOWER Program or emPOWER data and tools. Examples: "What kind of data is in the HHS emPOWER Map?" and "How can I use emPOWER data for emergency response?"
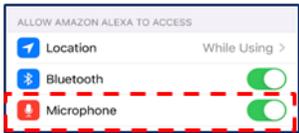
Updated: 3/4/2020

How to Use emPOWER AI on Your Amazon Alexa App

2. Enable location services and give your Amazon Alexa app access to the microphone on your mobile device:

A. Location Services: This allows emPOWER AI to give you data on your current location.

Go to **Settings > Privacy > Location Services** and set it to "**ON**."

B. Microphone Access: This allows you to ask emPOWER AI verbal questions.

Go to **Settings >** select the **Amazon Alexa** app, and then set the **Microphone** to "**ON**."

3. Search for the emPOWER AI Skill in Amazon Alexa:

Option 1: QR Code

A. Scan the QR Code. Open the camera on your mobile device and point it at **this QR Code**

B. Select the link that appears at the top of your mobile device. This will open the emPOWER AI Amazon store page in your browser.

Note: You may need to sign in to your Amazon account.

C. Review "About this item" for information on emPOWER AI.

D. Select "Enable" to add emPOWER AI to your Alexa Skills.

Option 2: Search Your Amazon Alexa App

A. Open your Amazon Alexa app, and **select the menu** icon in the top left corner

B. Select "Skills & Games" from the menu.

C. Select the Search icon in the upper right corner, and type "**emPOWER AI**" in the search bar.

D. Review the information on emPOWER AI.

E. Select "Enable to Use" to add emPOWER AI to your Alexa Skills.

4. Learn how to use emPOWER AI on Amazon Alexa: Read the directions on the emPOWER AI Skill page to learn how to use emPOWER AI on your Amazon Alexa app.

5. Get Started! Open your Amazon Alexa app, and say "Open emPOWER AI" to start the Skill. Then, ask a question or use a command. Here are some suggestions to get started:

Request data on a single location. Examples: "How many electricity-dependent at-risk individuals are in my county?" or "Tell me how many electricity-dependent Medicare beneficiaries are in North Carolina."

Request data on multiple locations using the phrases "START WITH" or "BEGIN WITH." Example: "I want data on multiple ZIP Codes. Begin with 13901...."

Ask a question about the HHS emPOWER Program or emPOWER data and tools. Examples: "What is the HHS emPOWER Program?" and "How can I use emPOWER AI for emergency preparedness?"

Updated: 3/4/2020

JOB AID | emPOWER AI APPLICATION AND PRACTICE

Use emPOWER AI's de-identified data to understand, anticipate, and respond to the needs of electricity-dependent populations and implement targeted activities across the emergency management cycle.

Partner with State, Regional, and Local Partners (as appropriate)

CMS & ASPR

State, territory, county, and ZIP Code specific de-identified data^

Communities

How many at-risk individuals are in south Chicago, by ZIP Code? Start with 60453...

"In ZIP Codes 60453, 60803, and 60655 there are 17,599 total Medicare Beneficiaries..."

emPOWER AI

In ZIP Codes 60453, 60803 and 60655 there are 17,599 total Medicare beneficiaries, of which 825 rely on electricity-dependent durable medical equipment. Would you like to ask about other locations?

emPOWER Data
emPOWER Data

Area	Beneficiaries	At-Risk
Total	17,599	825
60453	10,196	465
60803	3,583	188
60655	3,820	172

Preparedness: Assess and establish plans, contracts, capabilities, and communications for durable medical equipment (DME) needs in shelters, charging stations, and pre-event power restoration planning.

Response: Activate plans, capabilities, and contracts to support population needs; assess supplier capacity for continuity of care of DME and community-based health care services; and inform power restoration prioritization during the emergency.

Recovery: Prioritize DME and health care suppliers' access to shelters and/or community for DME service (e.g., supplies, repair, replacement services) to expedite care and safe return to home or other location.

Mitigation: Integrate power needs into shelters; develop potential recharging stations; and potentially expedite other resources and transportation to support continuity of DME and other health care services in future emergencies.

^emPOWER AI provides de-identified Medicare claims data, which does not contain any protected personal information.

Exercise: Access Data for Multiple Locations

Example Scenario: Bexar County, Texas, is facing severe windstorms that threaten to damage critical powerlines, leaving thousands without electricity. The county is looking to position emergency resources as the situation rapidly evolves, so you will assess the potential county-wide needs for medical assistance, including power needs for electricity-dependent DME.

Step 1: Open emPOWER AI on your mobile device.

Step 2: Ask emPOWER AI, "How many electricity-dependent Medicare beneficiaries are in Bexar County?" or say, "Tell me the number of electricity-dependent Medicare beneficiaries in Bexar County."

Step 3: Ask emPOWER AI only for the affected ZIP Codes (see box below) in Bexar County to prioritize response:

Affected ZIP Codes
- 78259 • 78232
- 78247 • 78259
- 78233 • 78261

A. Tell emPOWER AI that you need data for multiple locations and use the key phrases "Start with" or "Begin with." **For example: "Give me data on ZIP Codes. START WITH 78259..."**

B. After the first ZIP Code, emPOWER AI will ask you for the next ZIP Code in your list. Say all of the ZIP Codes in the list at left. When you are done say, "Finished." emPOWER AI will give you data on each ZIP Code, as well as a total for all ZIP Codes, similar to the image at right.

emPOWER AI

In ZIP Codes 78259, 78247, 78233, 78232 and 78261 there are 26,890 total Medicare beneficiaries, of which 901 rely on electricity-dependent durable medical equipment. Would you like to ask about other locations?

emPOWER Data
emPOWER Data

Area	Beneficiaries	At-Risk
Total	26,890	901
78259	3,663	117
78247	6,885	244
78233	7,092	280
78232	6,954	194
78261	2,296	66

Step 4: Consider how you might use the data provided by emPOWER AI to:

A. Determine where to **position DME battery recharging stations** by cross referencing this data with information on blocks with power outages.

B. Anticipate and mitigate **a surge in first responder (e.g., EMS, fire, law enforcement) and hospital assistance requests** in areas with high densities of electricity-dependent populations by informing local agency decision-making on **shelter locations and potential DME battery charging stations.**

C. Inform emergency management decision-making with utilities on **power restoration prioritization in an emergency.**

Updated: 3/4/2020