

We know that setting up new caregiver programs can be a daunting task - especially when the programs are virtual. You need to feel comfortable that you have a reliable, accessible technology partner, and that you can integrate the program into your current operations. After working with numerous organizations building remote caregiver programs for the first time, we created Tualta's Client Success Program.

1 Training

Our team leads dedicated, interactive training sessions for the staff at your organization. We don't just share how to use the platform, but we discuss best practices for identifying eligible families, and "activating" caregivers with our program. Typical training sessions are 60-90 minutes of training - with all training material provided for future reference. Training sessions are recorded, and we provide additional "refresh" training for new team members.

2 Implementation

Every organization is different, so our team works with you to develop a process for identifying caregivers and onboarding them to the platform. If you work with subcontractors or referral partners, we help with outreach to those organizations as well. We set up regular check-in meetings to make sure you are achieving your goals with the platform.

"It's easy to enroll caregivers and doesn't require a major time commitment. I can easily send caregivers specific modules and information about local resources."

- Aging Specialist, NC



3 Marketing

While you are spending your time supporting your clients and their families, we are developing co-branded marketing material that you can use to promote the program. This includes postcards, banners, flyers, and social media posts - even blurbs for your newsletters and community outreach.

5 Community

There is no better way to improve than to learn from others, so we've built an engaged community of staff users. We share best practices and news in an email newsletter as well as exclusive webinars for our partner organizations to help you maximize your impact with caregivers.

4 Engagement

We know that your caregivers are often overwhelmed and tight for time. Our team is available to support your caregiver engagement. We analyze data and make recommendations to help you drive more engagement with the program, and make sure your organization is achieving your strategic objectives.

6 Technical Support

We support a range of communities, and know that technical literacy and connectivity can vary. You will have assigned team members to contact with questions. Our technical support line is also available via phone, email or a "Contact Us" form on the bottom of every webpage - so caregivers can save the tech questions for us. We respond within 24 hours.

"I use Trualta as a complement to my approach. I can send them to Trualta, then follow up and have better, more informed conversations."

- Case Manager, KS

MEET THE TEAM



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