

Workshop Wednesday: Using Technology to Build the Workforce of Tomorrow

Laurie Dale

November 16, 2022



Mountain Plains (HHS Region 8)

MHTTC

Mental Health Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration

Disclaimer and Funding Statement

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The Mountain Plains Mental Health Technology Transfer Center

The Mountain Plains Mental Health Technology Transfer Center (Mountain Plains MHTTC) provides training and technical assistance to individuals who serve persons with mental health concerns throughout Region 8 (Colorado, Montana, North Dakota, South Dakota, Utah, and Wyoming).

We belong to the Technology Transfer Center (TTC) Network, a national network of training and technical assistance centers serving the needs of mental health, substance use, and prevention providers. The work of the TTC Network is under a cooperative agreement by the Substance Abuse and Mental Health Service Administration (SAMHSA).



Land Acknowledgement Statement

Today, the University of North Dakota rests on the ancestral lands of the Pembina and Red Lake Bands of Ojibwe and the Dakota Oyate - presently existing as composite parts of the Red Lake, Turtle Mountain, White Earth Bands, and the Dakota Tribes of Minnesota and North Dakota. We acknowledge the people who resided here for generations and recognize that the spirit of the Ojibwe and Oyate people permeates this land. As a university community, we will continue to build upon our relations with the First Nations of the State of North Dakota - the Mandan, Hidatsa, and Arikara Nation, Sisseton-Wahpeton Oyate Nation, Spirit Lake Nation, Standing Rock Sioux Tribe, and Turtle Mountain Band of Chippewa Indians.



The MHTTC Network uses affirming, respectful and recovery-oriented language in all activities. That language is:

STRENGTHS-BASED
AND HOPEFUL

INCLUSIVE AND
ACCEPTING OF
DIVERSE CULTURES,
GENDERS,
PERSPECTIVES,
AND EXPERIENCES

HEALING-CENTERED AND
TRAUMA-RESPONSIVE

INVITING TO INDIVIDUALS
PARTICIPATING IN THEIR
OWN JOURNEYS

PERSON-FIRST AND
FREE OF LABELS

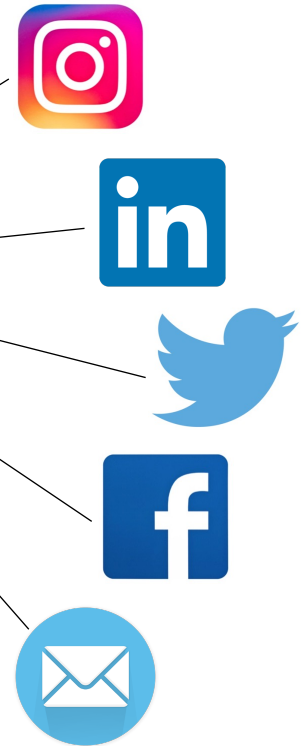
NON-JUDGMENTAL AND
AVOIDING ASSUMPTIONS

RESPECTFUL, CLEAR
AND UNDERSTANDABLE

CONSISTENT WITH
OUR ACTIONS,
POLICIES, AND PRODUCTS

Stay Connected

Scan this QR code to follow us on Instagram, LinkedIn, Twitter, and Facebook. You can also join our e-mail newsletter!



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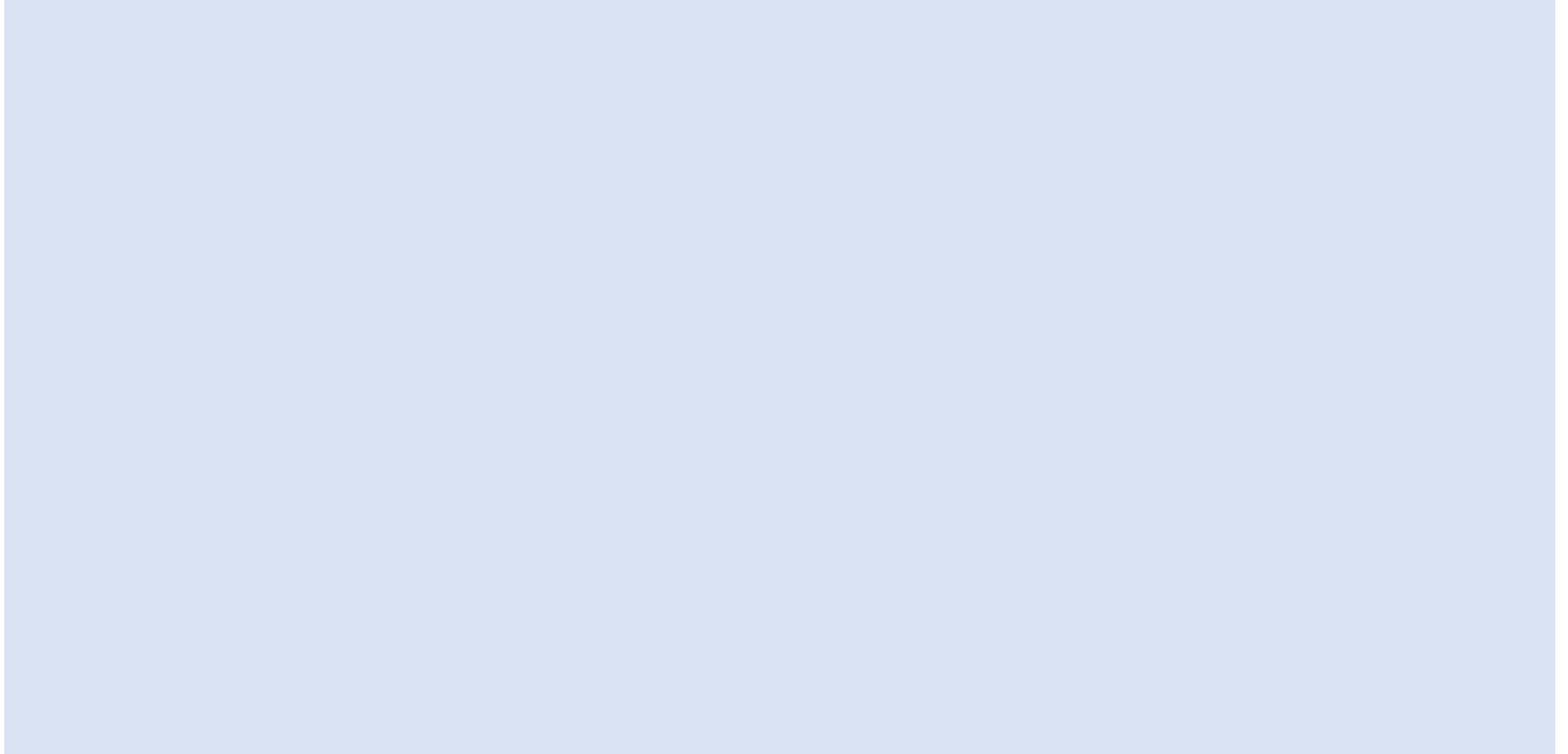
Mental Health Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration

REMOTE SUPPORT

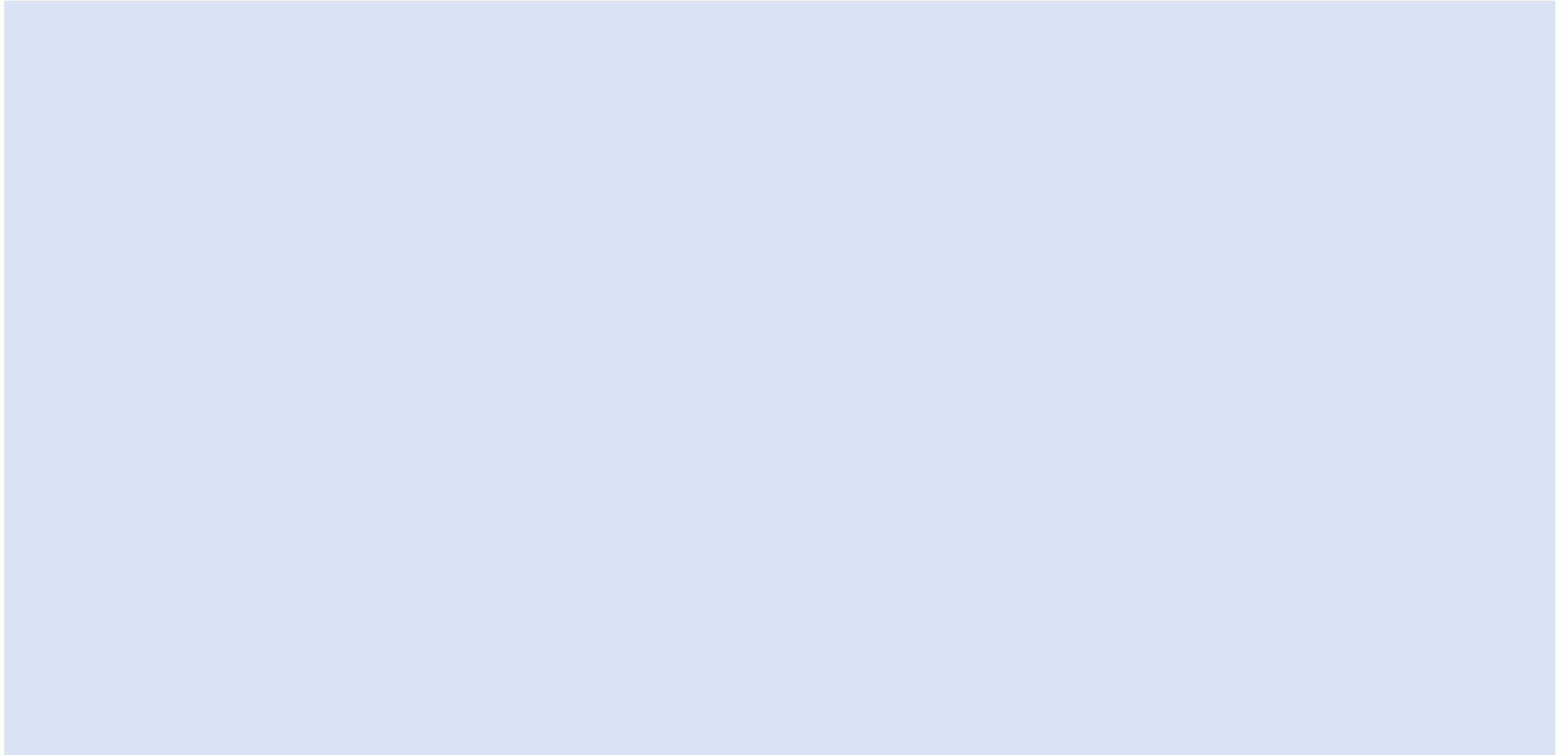
Laurie Dale

Personal Technology Solutions

Microsoft 365



Microsoft Teams



Microsoft 365 Apps



Word - Create impressive documents and improve your writing with built-in intelligent features.



Excel - Simplify complex data and create easy-to-read spreadsheets.



PowerPoint - Easily create polished presentations that stand out.



Teams - Bring everyone together in one place to meet, chat, call, and collaborate.



Outlook - Manage your email, calendar, tasks, and contacts together in one place.



OneDrive - Save, access, edit, and share files and photos wherever you are.

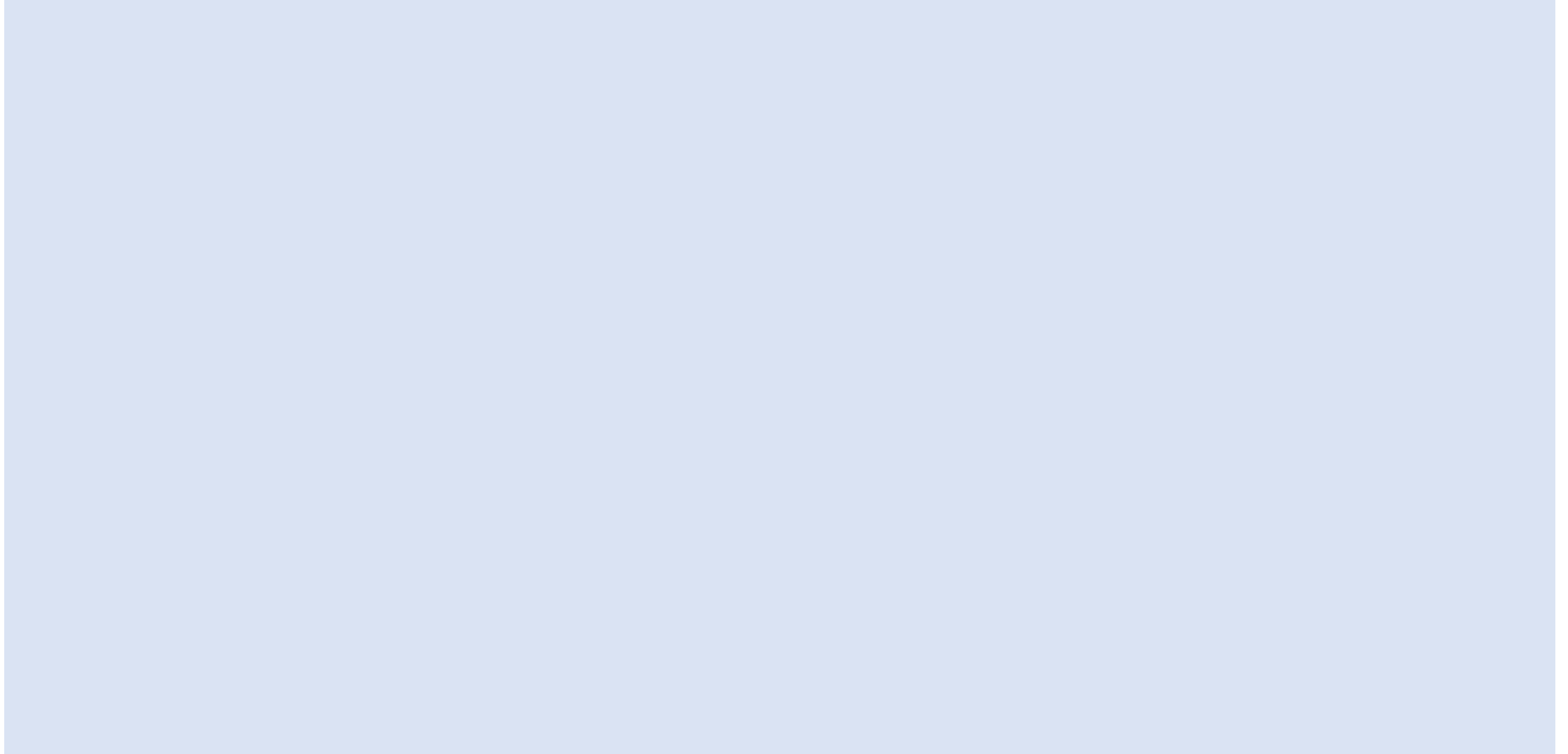


Exchange – Work smarter with business-class email and calendaring.



SharePoint – Create team sites to share information, files, and resources.

Microsoft – Managing Users



Microsoft – Managing Users

The screenshot displays the Microsoft 365 Admin Center interface. The left sidebar contains navigation options: Home, Users, Groups, Devices, Billing, Support, Settings, Setup, Reports, Health, Admin centers, Security, Device Management, Azure Active Directory, Exchange, SharePoint, and Teams & Skype. The main content area is titled 'Active users' and features a table of users. The user 'Claudette Ford' is highlighted. Above the table are action buttons: Reset password, Assign to group, Manage roles, Manage product licenses, and Manage e-mail aliases. The right-hand pane shows the profile for Claudette Ford, including account details, aliases, groups, contact information, and office activations.

Display name ↑	Username	Assigned licenses
Anton Mundy	AntonMundy@contoso.com	Microsoft 365 ES
Bennie Hardee	BennieHardee@contoso.com	Microsoft 365 ES
Carey Dunn	CareyDunn@contoso.com	Microsoft 365 Business
Christi Drake	ChristiDrake@contoso.com	Microsoft 365 Business
Christy Arnold	ChristyArnold@contoso.com	Microsoft 365 ES
Claudette Ford	ClaudetteFord@contoso.com	Microsoft 365 ES
Darius Borela	DariusBorela@contoso.com	Microsoft 365 ES
Debra Fleming	DebraFleming@contoso.com	Microsoft 365 Business
Dorothea Sharpe	DorotheaSharpe@contoso.com	Microsoft 365 ES
Dwight Saxon	DwightSaxon@contoso.com	Microsoft 365 ES
Everett Sebastian	EverettSebastian@contoso.com	Microsoft 365 Business
Gabriel Borela	GabrielBorela@contoso.com	Microsoft 365 Business
Grady Snook	GradySnook@contoso.com	Microsoft 365 ES
Jillian Meadows	JillianMeadows@contoso.com	Microsoft 365 ES
Jo Wilder	JoWilder@contoso.com	Microsoft 365 ES
Josefa Cunningham	JosefaCunningham@contoso.com	Microsoft 365 Business
Karen Lindsey	KarenLindsey@contoso.com	Microsoft 365 Business

Active users

Reset password Assign to group Manage roles Manage product licenses Manage e-mail aliases

Claudette Ford
Sign-in allowed

Account Devices Licenses & Apps Mail OneDrive

Username and email
ClaudetteFord@contoso.com
Manage username and email

Aliases
ClaudetteF@contoso.com
Manage email forwarding

Group
Engineering
User management
Manage groups

Admin roles
Compliance administrator
Manage roles

Contact information

Display name
Claudette Ford

First name
Claudette

Phone number
+1 (202) 567-5555
Manage contact information

Last name
Ford

Office activations
Manage Office activation

Microsoft 365 - Small-Mid Size Organizations

Microsoft 365 Business Basic (Nonprofit Staff Pricing)

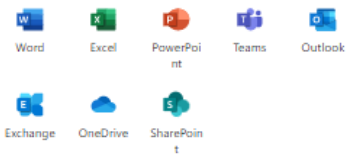
Grant
Free for up to 300 users

Get started

Learn more

- ✓ Chat, call, meet up to 300 attendees with Microsoft Teams
- ✓ Web and mobile versions of Office apps
- ✓ 1 TB of cloud file storage
- ✓ Business-class email
- ✓ Standard security
- ✓ Anytime phone and web support

Apps and services included ^{4,5}



Microsoft 365 Business Standard (Nonprofit Staff Pricing)

\$3.00 user/month
(annual commitment)

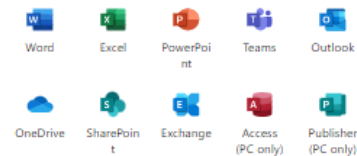
Get started

Learn more

Everything in Business Basic, plus:

- ✓ Desktop versions of Office apps with premium features
- ✓ Webinar hosting in Teams
- ✓ Attendee registration and reporting tools
- ✓ Manage customer appointments

Apps and services included



Best value

Microsoft 365 Business Premium (Nonprofit Staff Pricing)

Grant
Free for up to 10 users

\$5.50 user/month
(annual commitment)

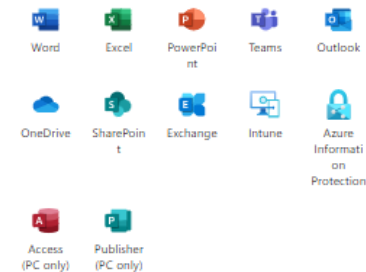
Get started

Learn more

Everything in Business Standard, plus:

- ✓ Advanced security
- ✓ Cyberthreat protection
- ✓ Advanced device management

Apps and services included



Large Non-Profits

Microsoft 365 E3 (Nonprofit Staff Pricing)

\$9.00

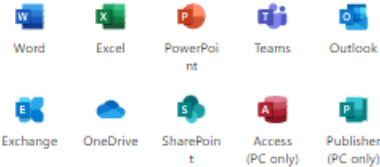
user/month
(annual commitment)

Get started

Learn more

- ✓ Desktop versions of Office apps
- ✓ Webinar hosting for up to 1,000 attendees
- ✓ Device and identity management
- ✓ Data protection with DLP

Apps and services included



Microsoft 365 E5 (Nonprofit Staff Pricing)

\$22.50

user/month
(annual commitment)

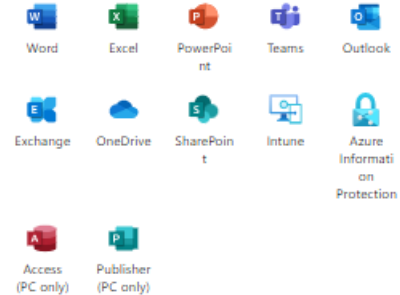
Get started

Learn more

Everything in Microsoft 365 E3, plus:

- ✓ Advanced security
- ✓ Advanced eDiscovery tools
- ✓ Analytics with Power BI
- ✓ Microsoft Teams Phone

Apps and services included



Microsoft 365 – Eligibility

Organizations must be a:

- Nonprofit or non-governmental organization with status 501(c)(3) status under the United States Internal Revenue Code

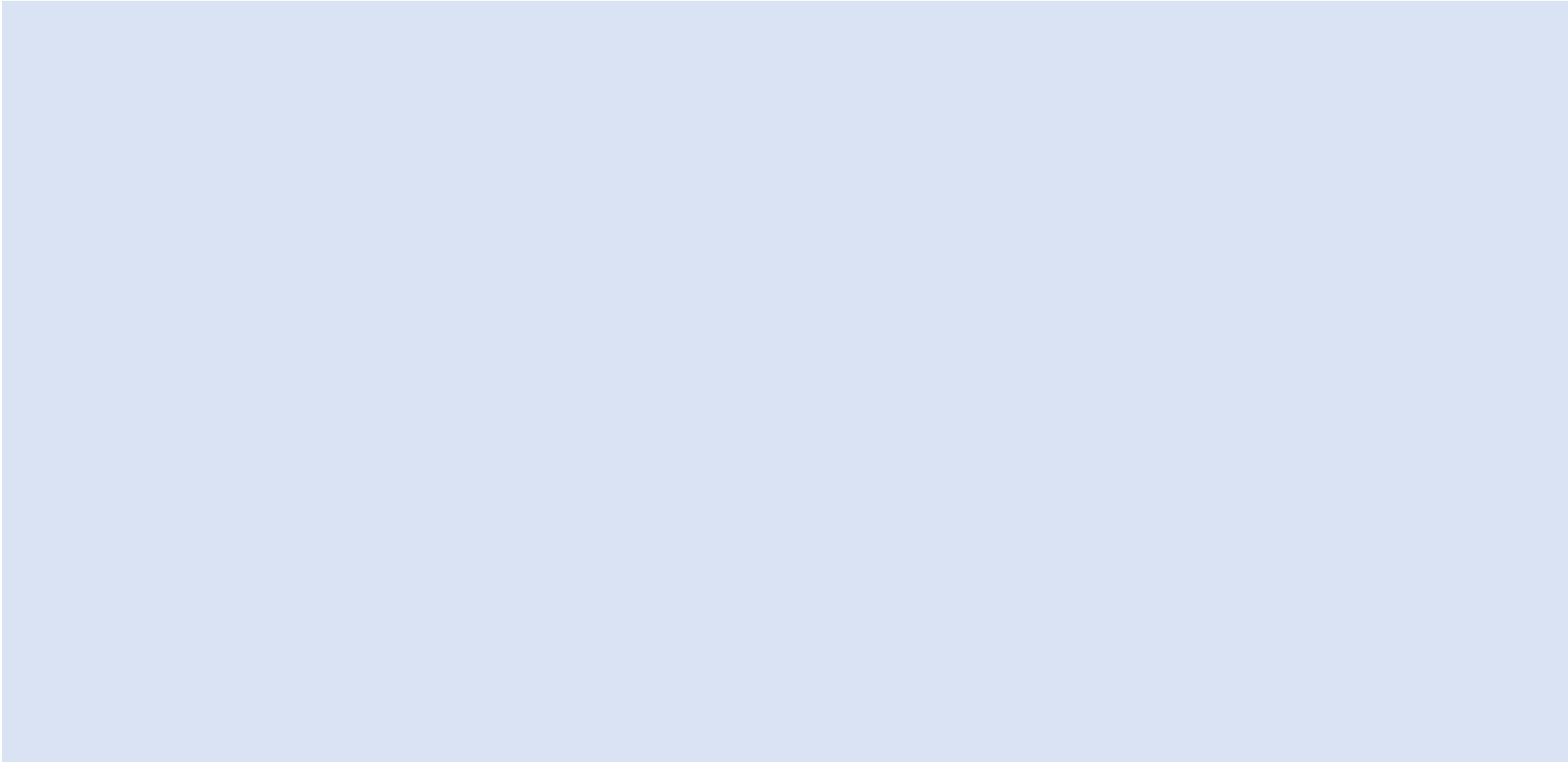
Registering your organization

- The person completing the nonprofit registration must be an employee or strategic volunteer of the nonprofit. If you are a third-party IT provider or other entity working for a nonprofit, you may not complete registration on its behalf.

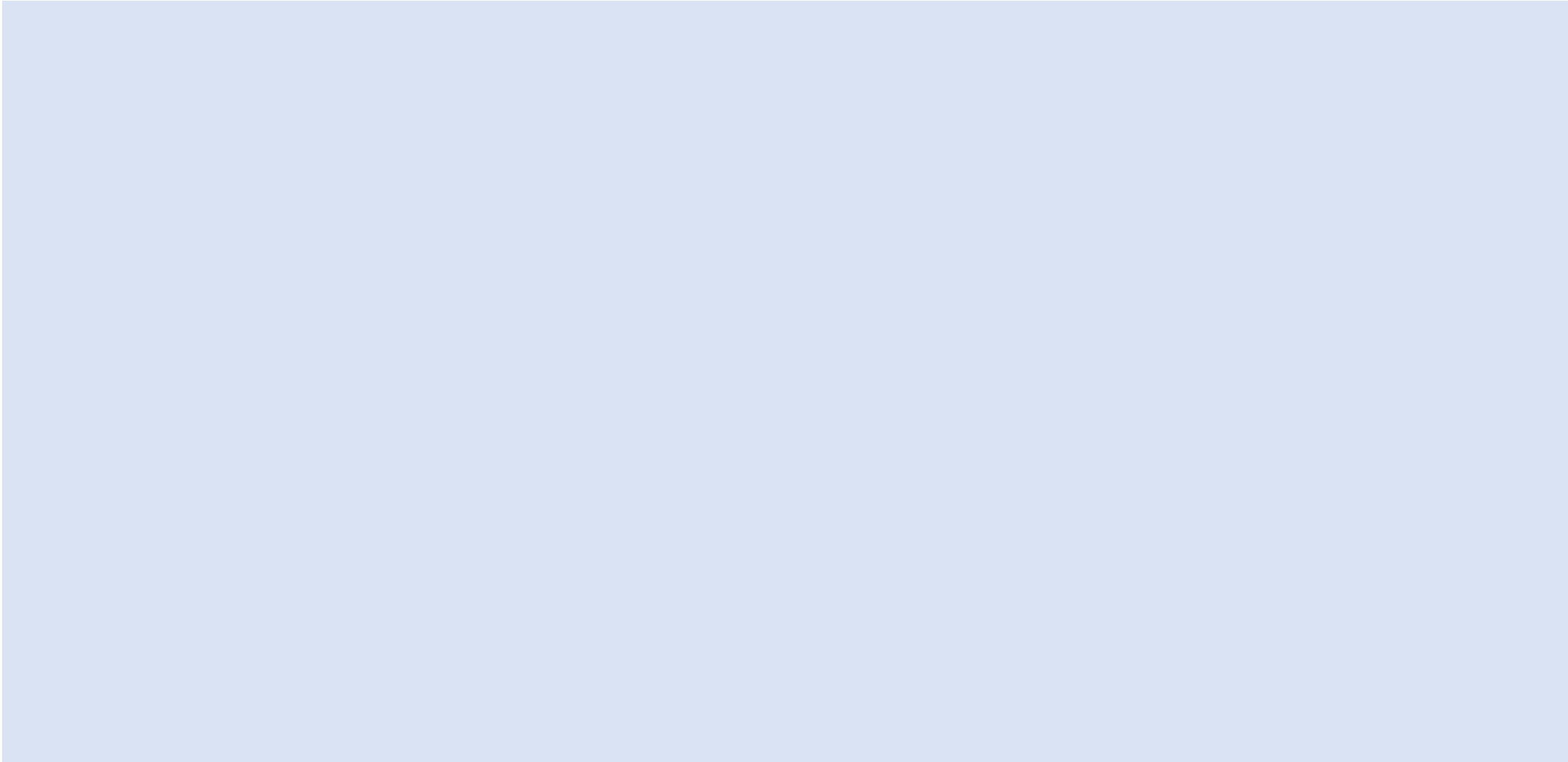
Who can use the license?

- Nonprofit discounts and grants are permitted for specific employees and volunteers. Nonprofit beneficiaries, donors, and members (such as members of a church, club, or sports team) are not eligible for nonprofit offers.

Google Workspace



Google Workspace



Google Apps



Gmail - Secure email, Easy to use, you can chat, make voice or video calls, and stay on top of work with shared files



Drive - Store any and every file. Access files anytime, anywhere from your desktop and mobile devices. Control how files are shared.



Calendar - Spend less time planning and more time doing with a shareable calendar that works across Google Workspace



Google Meet - Secure video meetings for teams and businesses.



Google Chat – Securely connect with anyone you work with and take group work to the next level with shared chat, files and tasks.



Google Docs - Create and edit text documents right in your browser. Multiple people can work at the same time.



Google Sheets - Collaborative, smart, secure spreadsheets. Compatible with external systems, including Microsoft Office.



Google Keep - Collaborate on notes with teammates and set reminders to stay on track. Everything syncs across your devices



Slides - Create and edit polished presentations in your browser

Additional Options

- **Google Ad Grants –**

- Ad Grants provides access to \$10,000 USD of in-kind advertising every month for text ads.
- Raise awareness
- Drive more website views and activity
- Track your nonprofit marketing efforts
- Reach the people that need your help
- You'll receive \$10,000 USD of in-kind advertising from Google each month to create text-based ads, and get access to tools to help you build effective campaigns that can display on Google Search when people look for information related to your nonprofit.

- **YouTube Nonprofit Program**

- Link anywhere cards let you link supporters to any external URL
- YouTube Giving features can help with fundraising and rallying supporters
- Creator Academy offers lessons tailored to nonprofits

- **Google Earth and Maps**

- Develop compelling data visualizations to track and share your organization's impact. Plus, use Google Maps Platform to help people locate community programs and resources closest to them.
- Google for Nonprofits provides Google Maps Platform credits to nonprofits.

Google Workspace Admin

The screenshot displays the Google Workspace Admin console. At the top left, there is a navigation menu with options: Home, Dashboard, Directory, Devices, Apps, Security, Reporting, Billing, Account, Rules, and Storage. The main content area is divided into several sections:

- Users:** Includes links for 'Add a user', 'Delete a user', 'Update a user's name or email', and 'Create an alternate email address (email alias)'. A 'Manage' link is also present.
- Billing:** Includes links for 'Manage subscriptions', 'Payment accounts', and 'Get more services'. A 'Manage' link is also present.
- Product updates:** Lists updates such as 'Use Access Approvals to control data access during support or maintenance' (06:22 AM), 'Concentrate or disconnect with scheduled Do Not Disturb on Google Chat' (06:17 AM), 'Google Workspace Updates Weekly Recap - November 11, 2022' (Nov 11), and 'Use Key Migration to change or add key services for Client-side encryption' (Nov 10). A 'View all' link is also present.
- Domains:** Shows the primary domain 'abilitytipsquad.org' with links for 'Manage domains', 'Add a domain', and 'Change your primary domain'. An 'Overview' link is also present.
- Alerts:** Shows alerts such as 'Google Operations Security update for Drive' (6/23/21) and 'Phishing message detected post-delivery' (2/19/21).
- Groups:** Includes the text 'Create groups for mailing lists and applying policies'.
- Account settings:** Includes the text 'Manage your organization's profile and preferences'.
- Reports:** Includes the text 'Monitor your organization's user and admin activity'.
- Rules:** Includes the text 'Manage rules to set alerts and actions'.

On the right side, there is a 'Tools' section with links to 'Google Workspace Status Dashboard', 'Data Export', 'Transfer tool for unmanaged users', 'Google Meet video setup', 'Google Workspace Marketplace', 'Get help from a partner', and 'The Google Workspace Referral Program'. At the bottom left, there is a 'Send feedback' link and copyright information: '© 2022 Google Inc. Terms of service - Billing terms - Privacy Policy'.

Google - Managing Users

The screenshot displays the Google Admin console interface. At the top left, there is a hamburger menu icon followed by the word "Admin" and the Google logo. To the right of this is a search bar with the placeholder text "Search for users, groups or settings". In the top right corner, there are icons for notifications, a timer, help, a grid of settings, and a user profile icon with the letter "L".

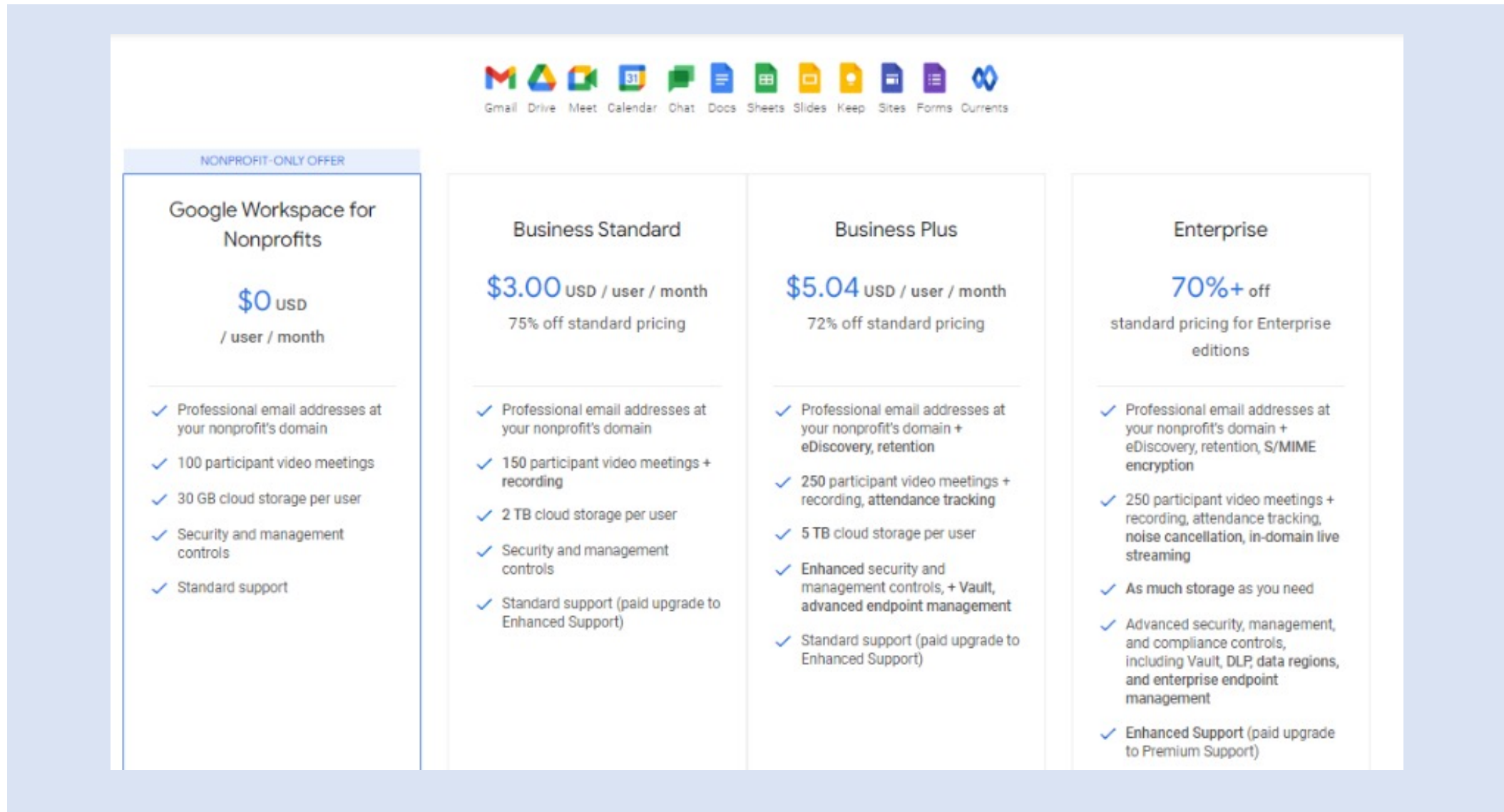
The left sidebar contains a navigation menu with the following items: Home (highlighted), Dashboard, Directory, Devices, Apps, Security, Reporting, Billing, Account, Rules, and Storage. At the bottom of the sidebar is a "Send feedback" button.

The main content area is divided into four panels:

- Users**: Includes a "Manage" link and an upward arrow. Below it are links for "Add a user", "Delete a user", "Update a user's name or email", and "Create an alternate email address (email alias)".
- Billing**: Includes a "Manage" link and an upward arrow. Below it are links for "Manage subscriptions", "Payment accounts", and "Get more services".
- Product updates**: Includes a "View all" link and an upward arrow. Below it is a notification for "Google Workspace Updates Weekly Recap - Sep 30".
- Domains**: Includes an "Overview" link and an upward arrow. Below it is the text "Primary domain".

On the right side, there is a "Tools" section with a list of utility links: Google Workspace Status Dashboard, Data Export, Transfer tool for unmanaged users, Google Meet video setup, Google Workspace Marketplace, Get help from a partner, and The Google Workspace Referral Program.

Google for Nonprofits -



The image shows a screenshot of the Google Workspace for Nonprofits pricing page. At the top, there is a row of application icons: Gmail, Drive, Meet, Calendar, Chat, Docs, Sheets, Slides, Keep, Sites, Forms, and Currents. Below the icons, the page is divided into four columns representing different pricing tiers. The first column is for Google Workspace for Nonprofits, which is a nonprofit-only offer. The other three columns are for Business Standard, Business Plus, and Enterprise. Each column lists the price per user per month and a list of features. The Business Standard tier offers 75% off standard pricing, Business Plus offers 72% off, and Enterprise offers 70%+ off standard pricing. The Enterprise tier also includes advanced security and compliance controls, and enhanced support options.

Google Workspace for Nonprofits	Business Standard	Business Plus	Enterprise
NONPROFIT-ONLY OFFER			
Google Workspace for Nonprofits	Business Standard	Business Plus	Enterprise
\$0 USD / user / month	\$3.00 USD / user / month 75% off standard pricing	\$5.04 USD / user / month 72% off standard pricing	70%+ off standard pricing for Enterprise editions
<ul style="list-style-type: none">✓ Professional email addresses at your nonprofit's domain✓ 100 participant video meetings✓ 30 GB cloud storage per user✓ Security and management controls✓ Standard support	<ul style="list-style-type: none">✓ Professional email addresses at your nonprofit's domain✓ 150 participant video meetings + recording✓ 2 TB cloud storage per user✓ Security and management controls✓ Standard support (paid upgrade to Enhanced Support)	<ul style="list-style-type: none">✓ Professional email addresses at your nonprofit's domain + eDiscovery, retention✓ 250 participant video meetings + recording, attendance tracking✓ 5 TB cloud storage per user✓ Enhanced security and management controls, + Vault, advanced endpoint management✓ Standard support (paid upgrade to Enhanced Support)	<ul style="list-style-type: none">✓ Professional email addresses at your nonprofit's domain + eDiscovery, retention, S/MIME encryption✓ 250 participant video meetings + recording, attendance tracking, noise cancellation, in-domain live streaming✓ As much storage as you need✓ Advanced security, management, and compliance controls, including Vault, DLP, data regions, and enterprise endpoint management✓ Enhanced Support (paid upgrade to Premium Support)

Google - Eligibility guidelines

To be eligible for a Google for Nonprofits account, an organization must:

1. Be registered as a charitable organization. All organizations must be verified as a nonprofit organization by TechSoup or the local TechSoup partner
2. Agree to the Google for Nonprofits Additional Terms of Service.

You are not eligible for Google for Nonprofits if your organization is:

- A governmental entity or organization
- A hospital or health care organization (charitable arms or foundations associated with healthcare organizations are eligible).
- A school, academic institution, or university (philanthropic arms of educational organizations are eligible).

Microsoft vs. Google

Email – Gmail allows users to customize the look and feel of their inbox, Outlook has a more traditional look that can be harder for some users.

Calendar – Google Calendar has the edge in collaboration with others. Google Calendar also allows users to overlap with other calendars, including Outlook.

Word or Google Docs – Location. Word Online can't handle large or more complex documents. Google Docs works entirely online.

Excel vs. Sheets - Excel was created to be a desktop-based, Sheets was specifically designed to be a cloud-based, user-friendly. 365 = Statistics

Slides vs. PowerPoint - Slides is a fast, easy basic app. PowerPoint is a lot more robust.

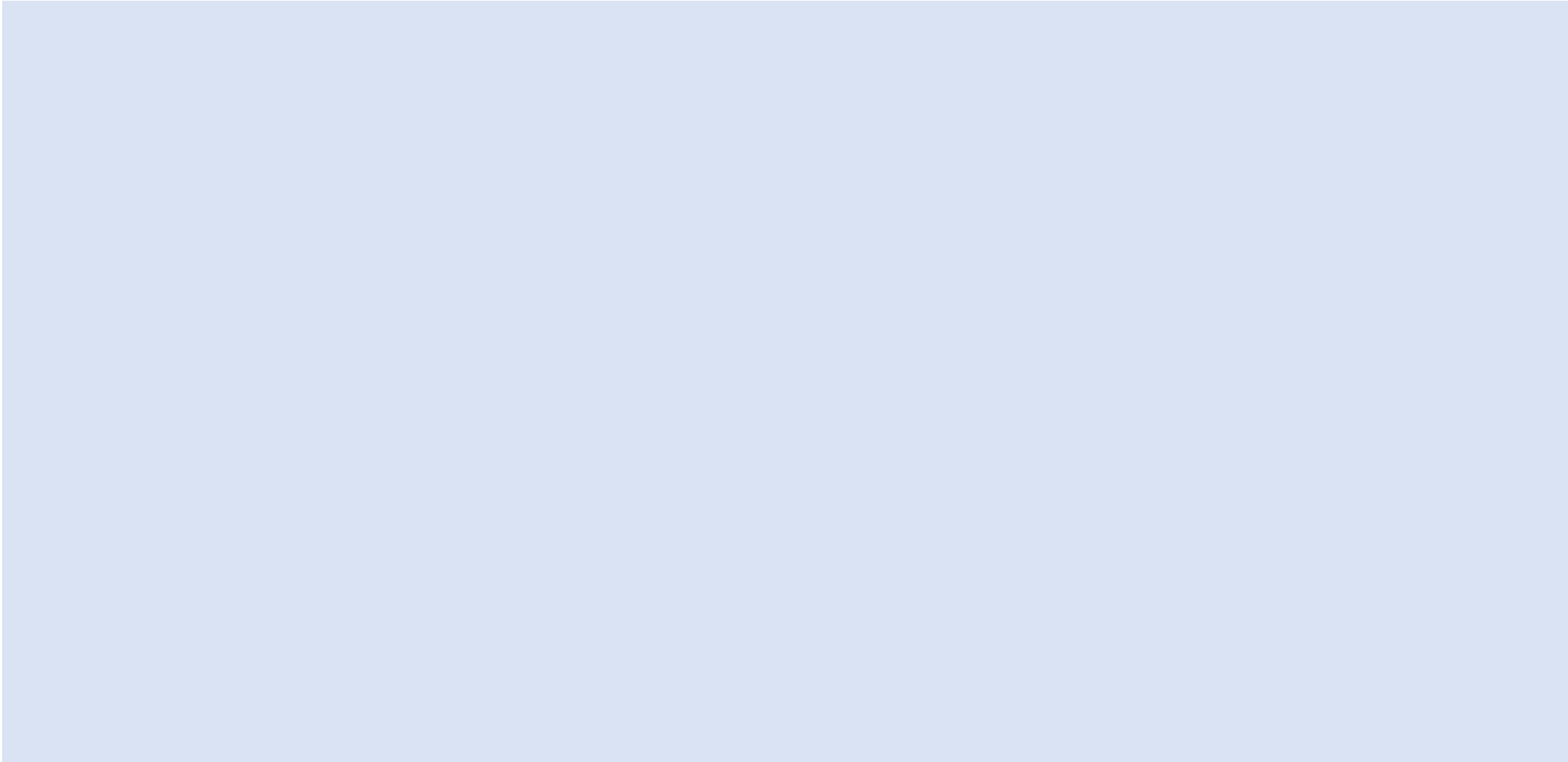
Google Drive vs. OneDrive - Both promote collaboration, can be synced across devices. Users often find Google Drive more familiar.

Security - Google's security structures were put in place with the cloud in mind. Microsoft's was originally created to be a static experience.

Google Workspace vs. Microsoft Teams

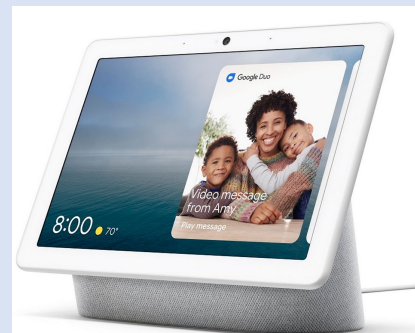
- ✓ Main differences - Interfaces and ease of use
- ✓ Workspace is often easier to use and more intuitive than Microsoft 365
- ✓ Workspace was built for collaboration, 365 had it added on
- ✓ Microsoft 365 is more sophisticated and involved
- ✓ Workspace is much easier to setup and manage
- ✓ *Cost – Google is more affordable*

Samsung SmartThings



ST - Example

- ✓ Chad - Own apartment, needed additional supports
- ✓ Door lock
- ✓ Door sensor
- ✓ Floor mat –
 - ✓ Front door
 - ✓ Bathroom
- ✓ Button –
 - ✓ Bathroom
 - ✓ Kitchen
- ✓ Speakers
- ✓ Google Hub Max
- ✓ Smart Watch



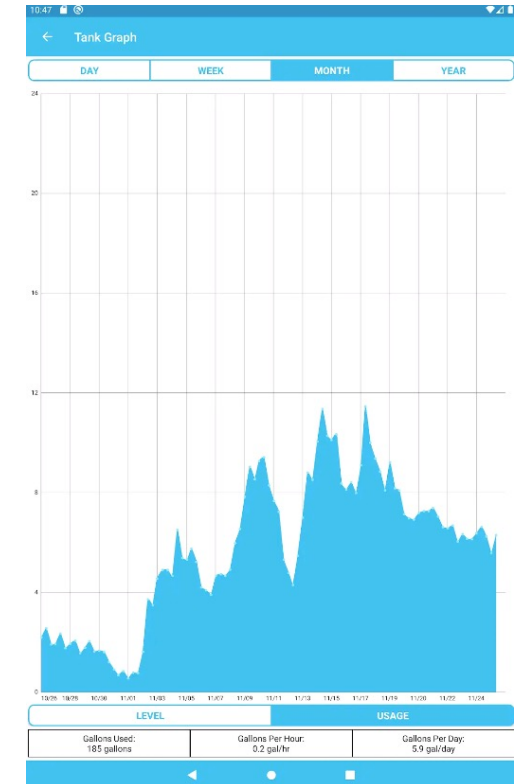
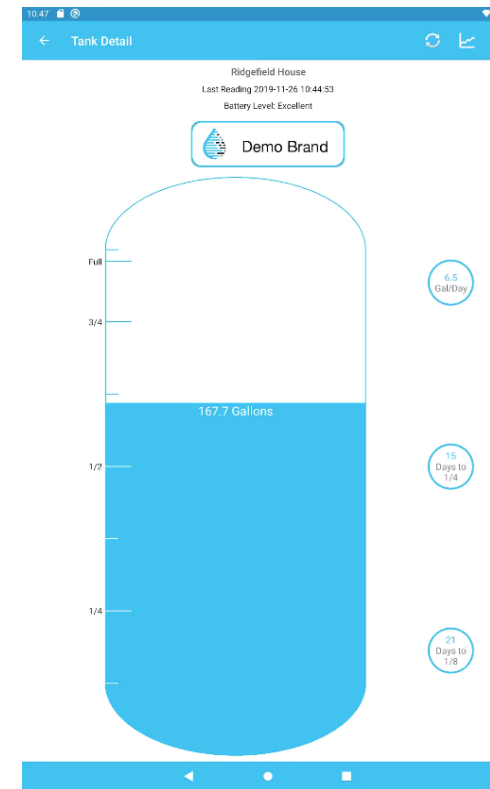
Smart Tech for Staff

- Reminders
 - Email
 - Audible
 - Text
- Alerts
 - Door opening
 - Lock
 - Help button
 - Bed sensors
- Overall
 - Lights
 - Thermostats
 - Locks
 - Freezer\Refridgerator Temperature Sensor
 - Doorbells
- Routines
 - If a window stays open for more than 5 minutes turn off the AC
 - Safety



Smart Oil Gauge

- Check your tank from your phone anywhere or anytime
- Receive text and email alerts when the tank is low, needs to be filled
- See how long your tank lasts and budget accordingly



StationMD

Helpful Sites

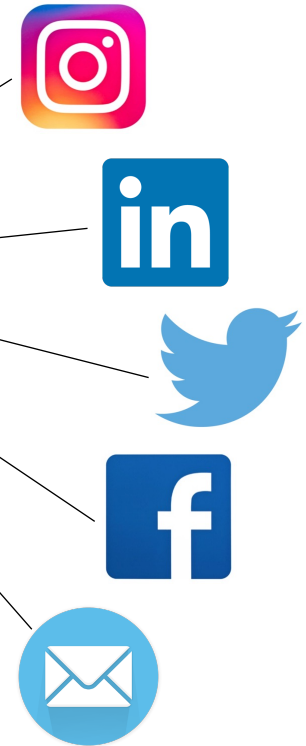
- *Tech Soup* - <https://www.techsoup.org/> - a nonprofit international network of non-governmental organizations that provides technical support and technological tools to other nonprofits
- *NASPO ValuePoint* - www.naspovaluepoint.org - a cooperative purchasing program facilitating public procurement solicitations and agreements using a lead-state model.
- *Tech Act Centers* - <https://at3center.net/state-at-programs/> - The mission of the Assistive Technology Act Technical Assistance and Training Center (AT3) is to increase access to and acquisition of assistive technologies by individuals with disabilities across the lifespan.

Questions & Answers

Contact – Laurie Dale - personaltechsol@gmail.com

Stay Connected

Scan this QR code to follow us on Instagram, LinkedIn, Twitter, and Facebook. You can also join our e-mail newsletter!



Thank You!

Laurie Dale

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