Working and Meeting Remotely
Using Technology

March 27, 2020
Webinar Items

Zoom Essential tools

- All incoming attendees are automatically muted upon entry into the webinar
- Please submit your questions to the panelists by clicking the icon Q & A icon located in your zoom tool bar
- Upvote submitted questions for answer by clicking the thumbs up below each question asked
- Polls will appear on your screen for voting. Use the chat icon to give the responses for the “other” option.

Thank you and enjoy today’s webinar!
# Webinar Agenda

## Working and Meeting Remotely

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<td>Dayonel Mejia, Managing Director, DNF Solutions</td>
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Moving Infrastructure to the Cloud

Poll #1 – Getting to Know You

1. Is your organization currently using VPN technology?
   a) Yes
   b) No
   c) What is VPN?

2. What email system is your organization currently using?
   a) Google G Suite/Gmail
   b) Microsoft Office 365
   c) Internal Email server
   d) I don’t know
Moving Infrastructure to the Cloud
“The Needs”

What do employees need to work from home?

• Access to files on a server
• Ability to communicate with internal staff
• Ability to communicate with clients and external contacts
• Access to applications and/or databases
Moving Infrastructure to the Cloud

How do you provide access to:

- Files on a Server
  - Employ a VPN
- Or move your data to the Cloud
## Moving Infrastructure to the Cloud
### Office 365 vs G Suite

<table>
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<td><strong>Office 365</strong></td>
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<td>$4.50/user/month</td>
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<td><strong>G Suite</strong></td>
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<td>Free basic plan for nonprofits</td>
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Moving Infrastructure to the Cloud
How Does It Allow You To

Access Server Files

**Office 365**
- $4.50/user/month
- Migrate Data to SharePoint or OneDrive

**G Suite**
- Free basic plan for nonprofits
- Migrate Data to Google Drive
Moving Infrastructure to the Cloud
How does it allow you to

Communicate Internally

**Office 365**
- $4.50/user/month
- Migrate Data to SharePoint or OneDrive
- Chat, call, and video conference via Teams

**G Suite**
- Free basic plan for nonprofits
- Migrate Data to Google Drive
- Chat, call, and video conference via Hangouts
Moving Infrastructure to the Cloud
How Does It Allow You To

Communicate Externally

**Office 365**
- $4.50/user/month
- Migrate Data to SharePoint or OneDrive
- Chat, call, and video conference via Teams
- Make and receive calls via Microphone Teams Phone System

**G Suite**
- Free basic plan for nonprofits
- Migrate Data to Google Drive
- Chat, call, and video conference via Hangouts
- Make and receive calls via G-Suite Voice
Moving Infrastructure to the Cloud

Phone Systems

• **Current Phone Systems:**
  - Forward calls to staff numbers

• **Cloud-based Phone System**
  - Plenty of options, e.g., NetFortris, Ring Central, Grasshopper, etc.

• **Microsoft Teams or G Suite Voice**
  - App friendly and will work on laptops and cell phones

• **Hybrid Combination**
Moving Infrastructure to the Cloud

Applications and Databases

- Internal Applications and Databases
  - Financial Databases – MIP, Sage, QuickBooks Server, etc.
  - Data entry – AIRS

- Options to connect
  - VPN
  - Migrating to a cloud server in AWS or Azure
Moving Learning to the Cloud
Things to take into consideration

• Security
  • With greater flexibility comes greater risks
  • Good passwords and MFA
  • BYOD or Company provided devices

• Remote but Connected
  • These solutions can help staff still feel a sense of community
  • They can also help keep you connected to the community you serve

• This is the start of a conversation
  • Plan, plan, plan and then execute
Moving Learning to the Cloud

Summary

• There are a lot of free or low-cost solutions
• Office 365 and G Suite offer convenient, flexible, and secure ways to work remotely
• Cloud-based phone systems are available and you have many options
• Internal Applications are accessible via VPN or on a cloud server
• Security needs to be thought through
• Measure twice, cut once
Moving Learning to the Cloud

Poll #2 – Organizational challenges

What are your organization's most significant challenges when shifting training to an online environment? *Check up to 3.*

a) Increase in organizational resources (cost, time, etc.)
b) Curriculum design & development
c) Training staff on new software and technology
d) Learning more about available resources
e) Student need of technical resources/completion rate
f) Other (Please use chat room to specify)
Moving Learning to the Cloud

Tech Tools

With Google Grow, Job Seekers and Students can learn the skills they need to get the jobs they want in today’s evolving economy. Educators can learn how to help their students get the skills they need to be prepared for today’s jobs.

Google Applied Digital Skills is a free online curriculum that can be accessed by individual learners or used in a classroom setting. Project-based units help students practice basic digital skills using Google's G Suite for Education applications (Gmail, Docs, Sheets, etc.).

Google classroom helps students and teachers organize assignments, boost collaboration, and foster better communication.

Zoom helps universities and schools improve student outcomes with secure video communication services for hybrid classrooms, office hours, administrative meetings, and more. Flexible plans starting at $150/month for 20 hosts package.

Slack is a communication and task management tool. Users can create specialized messaging groups, or “channels,” according to different projects, teams, and organizations.

Coursera is a free platform to learn online. Build skills with courses from top universities like Yale, Michigan, Stanford, and leading companies like Google and IBM. They also offer a variety of certifications that can lead to employment opportunities.
Tech Tools for Remote Service and Advocacy

Poll #3 – Remote Service and Advocacy Priorities

What service and advocacy priorities is your organization most interested in using remote tools for? Check up to 3.

a) Helping my clients and constituents get online
b) Communicating with clients and constituents
c) Conducting large online meetings, webinars and events
d) Organizing and mobilizing for the census and civic participation
e) Online advocacy on issues important to my community
f) Remote hotlines and video-based services
g) Other (Please use chat room to specify)
Helping my clients and constituents get online

Low-Cost Broadband Services

**Internet Essentials** Comcast’s broadband program for low income individuals. Free for 60 days and $9.95/month thereafter with speed increased to 25/3 Mbps.

**Spectrum Internet Assist** Charter’s broadband program for families on NSLP or seniors on SSI. Free for 60 days and $17.99/month thereafter with speeds of 30/4 Mbps.

**Verizon Fios** is offering a broadband discount program for new Lifeline customers. $19.99/month with speeds of 200/200 Mbps.

**Access from AT&T** is a low-cost broadband program for low income households. Free for two months, $10/month thereafter with speeds of 10/1 Mbps.

**Connect2Compete** Cox’s broadband program for families on public assistance. Free for 60 days, $9.95/month thereafter with speeds of 10/1 Mbps.

**T-Mobile** is providing unlimited data on all mobile plans for the next 60 days and an additional 20GB hotspot

**Verizon Wireless** is waiving data overage charges to support customers who may be financially affected by the COVID-19 crisis.

**AT&T** is waiving data overage fees to all customers and is offering a $15 prepaid wireless plan for 2GB of data with unlimited talk and text.
Communicating with clients and constituents
Conducting large online meetings, webinars & events

RingCentral is offering new nonprofit customers free access to RingCentral Office including unlimited calling, SMS and video meetings up to 100 participants during the crisis.

DialPad is offering any company free unlimited cloud-based communications for two months with video conferencing and a cancel at any time policy.

Mailchimp is offering free Standard accounts with up to 100,000 contacts and 1.2 million emails per month to eligible groups sending critical public health info about COVID-19

Microsoft is also offering a free version of their popular Teams chat and video app which allows nonprofits to conduct unlimited online video meetings up to 300 people.

Google is providing free access to the enterprise version of Hangouts Meet to all G Suite users for up to 250 participants and livestreaming for 100,000 viewers.

LogMeln is making "Emergency Remote Work Kits" available for free to nonprofits for three months. Kits include GoToMeeting, GoToWebinar (up to 3,000 attendees) & LogMeln.

Zoom offers a free version of its popular video and audio-conferencing platform that will host up to 100 participants for 30 minutes. Non-profits can get 50% discounts on Pro plans

Hop In is the first all-in-one live online events platform where attendees can learn, interact, and connect with people from anywhere in the world.

AirMeet – Host large online events with up to 1M live attendees and let them seamlessly interact with each other just like at a real venue.
Online Organizing, Mobilizing & Advocacy
Virtual tools to change the real world

**Hustle** is a peer to peer text messaging service that allows nonprofits to create one to one dialogues with their constituents, builds trust, encourages more interaction, and moves people to act. Texting has a 95% read rate and a 12-25% reply rate.

**Phone2Action** is a mobile-centric digital advocacy platform designed to help nonprofits increase engagement of their constituents, get out the vote, and increase legislative contacts. P2A combines texting, emailing and social media to get your message out.

**ThruTalk** helps you reach cell phones, and landlines, with unparalleled speed and precision with automatic VAN sync of canvass results and survey questions.

**CallHub** Phone banking software enabling volunteers and staff to talk to your community using predictive dialing. Volunteer accounts are free-you only pay for the call made.

**Telzio** is a cloud-based VoIP provider used by organizations to power virtual and business phone systems. User accounts are free-you pay only for minutes used.

**CiviCRM** is a free, open source contact, fundraising and constituent relationship management platform designed for advocacy, nonprofit and non-governmental groups.

**NationBuilder** CRM platform for organizations, movements, and campaigns to create impactful websites, raise funds, and send targeted email, text, and social outreach. Website, database, fundraising, email, text, and social in one fully-integrated platform.

**Salsa Labs** Nonprofit CRM for Donor Management, Nonprofit Marketing, Online Fundraising, and Multi-Channel Advocacy.
Working “Smart” and Maintaining Morale
Maintaining productivity & protecting the organization

1. Establish or refine remote work policies that address:
   • Work hours & overtime – especially for non-exempt employees
   • Employee availability: response time and boundaries
   • Expectations for communications by supervisors & staff
   • Equipment & tools – provide or reimburse costs
   • Performance expectations and measures
   • Security and confidentiality

2. Review, refine, or suspend some personnel policies:
   • Change sick leave and family leave policies to cover self-isolation or quarantine of staff or family members
   • Suspend requirements for a doctor’s note
   • Consider offering advanced leave

3. Recognize employer legal responsibility for a safe work environment – even if it is at home
Working “Smart” and Maintaining Morale
How supervisors can sustain morale, energy, & teamwork

1. Maximize face-to-face interactions
   - Check-in regularly with staff using video technology
   - Maximize work in teams
2. Encourage good mental health – use of a designated work area, regular breaks, exercise, someone to call
3. Celebrate remotely – finished tasks, birthdays
4. Be flexible
   - Recognize extra demands due to COVID-19
   - If you don’t provide a computer, expect limits on productivity
5. Focus on task completion to measure performance
6. Motivate and appreciate your team
Hints for Successful Virtual Staff & Board Meetings
Making remote meetings comfortable and productive

1. **Use video** – with an audio dial-in option – and be sure participants can see each other and watch whoever is speaking

2. **Make technology seamless**
   - Assign 1-2 people to learn and manage the technology
   - Do a run-through with the meeting chair
   - Establish procedures like muting and hand-raising

3. **Simplify processes where possible**
   - Clear agenda
   - Concise materials, sent ahead
   - Presentations kept short

4. **Use an icebreaker or “share time”** to reinforce relationships

5. **Don’t avoid difficult issues** – make needed decisions

6. **Engage quieter staff or members** – ask for their input
What are your priorities for working “smart” and maintaining morale during the COVID-19 virus? Check up to 3.

- **a)** Using some new tech tools for service delivery
- **b)** Using some new tech tools for advocacy
- **c)** Improving equipment and tools available to staff at home
- **d)** Increasing use of technology for communication with and among staff
- **e)** Reviewing, revising, or suspending some personnel policies
- **f)** Focusing more on employee morale and support
- **g)** Other (Use chat room to specify)