

Beyond The Buzz: Taking Your AI Skills to the Next Level



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Before we begin...

Consider having one of these applications installed on your mobile device!



ChatGPT by OpenAI



perplexity

Perplexity.ai



Claude

Claude.ai

Who Am I and Why Am I Here?



ERIC MOLHO

FOUNDER & PRINCIPAL

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- Strategic planning/Marketing planning
- Not a programmer, not an early adopter, not a techie
- Curious and lifelong learner

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Interactive session

- I want to hear from YOU!
- A few quick WOWs
- Practical applications to inspire
- Mini case study: building an AI tool
- Q & A at the end and throughout!



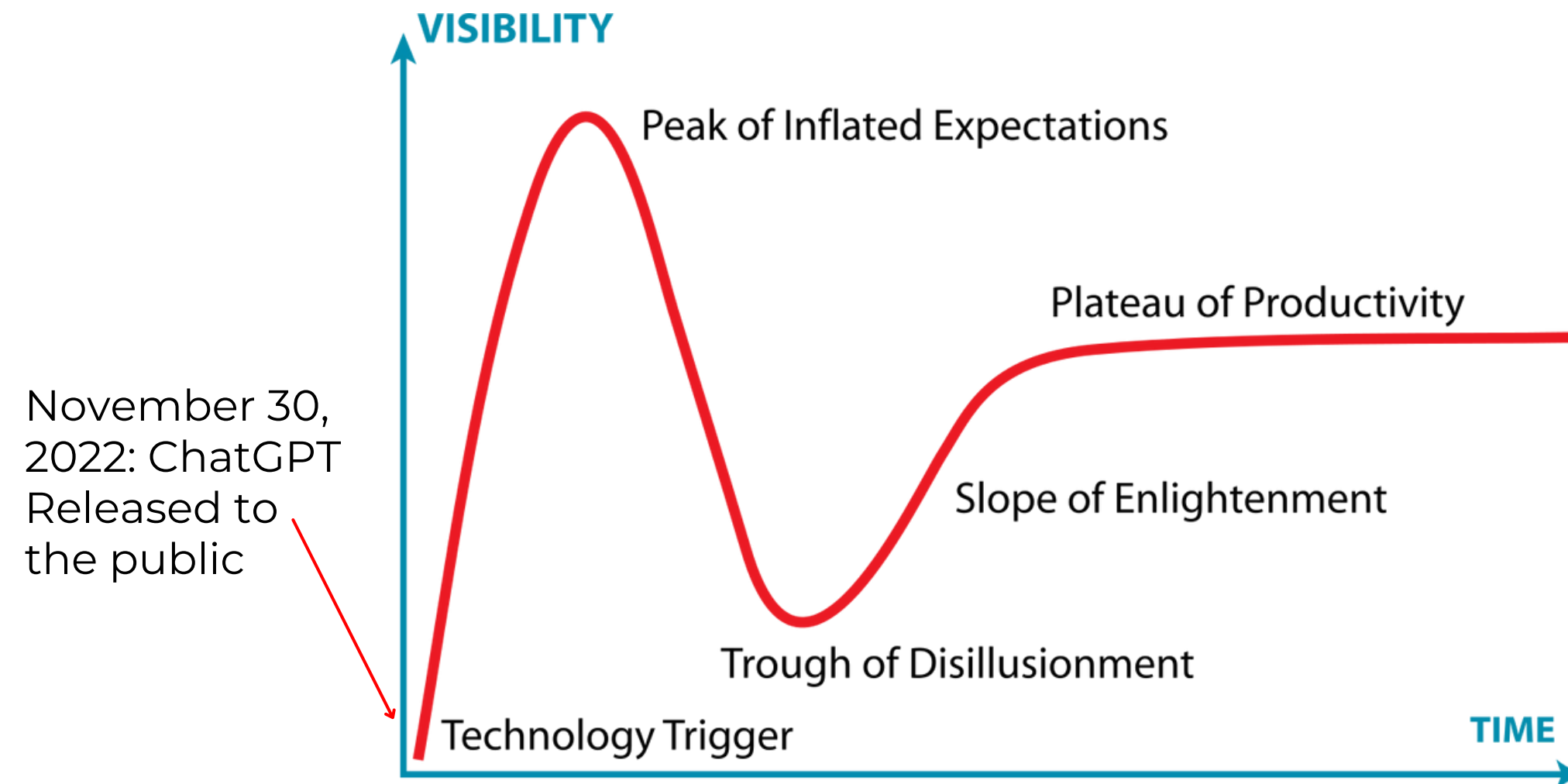
Goals for Today:

- Participants will know foundational concepts important for using AI tools effectively
- Participants will practice using AI for a current challenge facing their team/organization
- Participants will be confident in using AI tools immediately to help their organization become even more effective



Generative Artificial Intelligence (AI)

- **Generative:** creates new things
- **Predictive:** not programmed

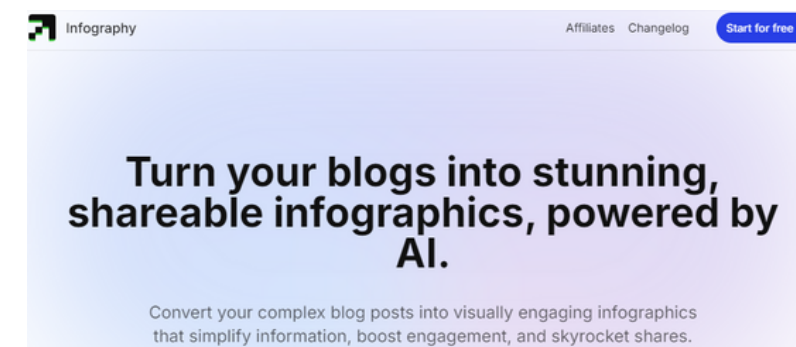
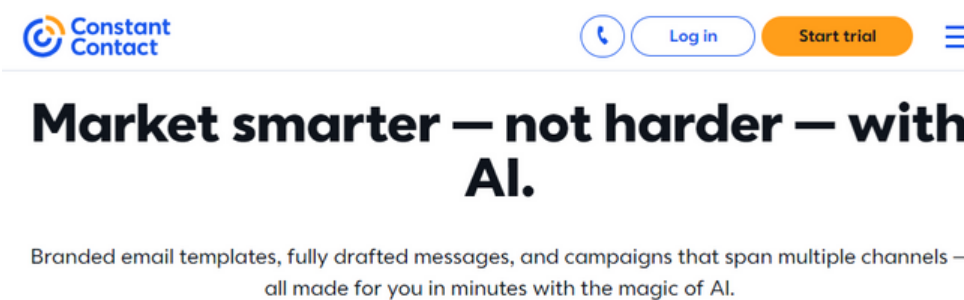


Three Ways of AI Interaction

- **Conversational Companions:** the tools free on the web right now!

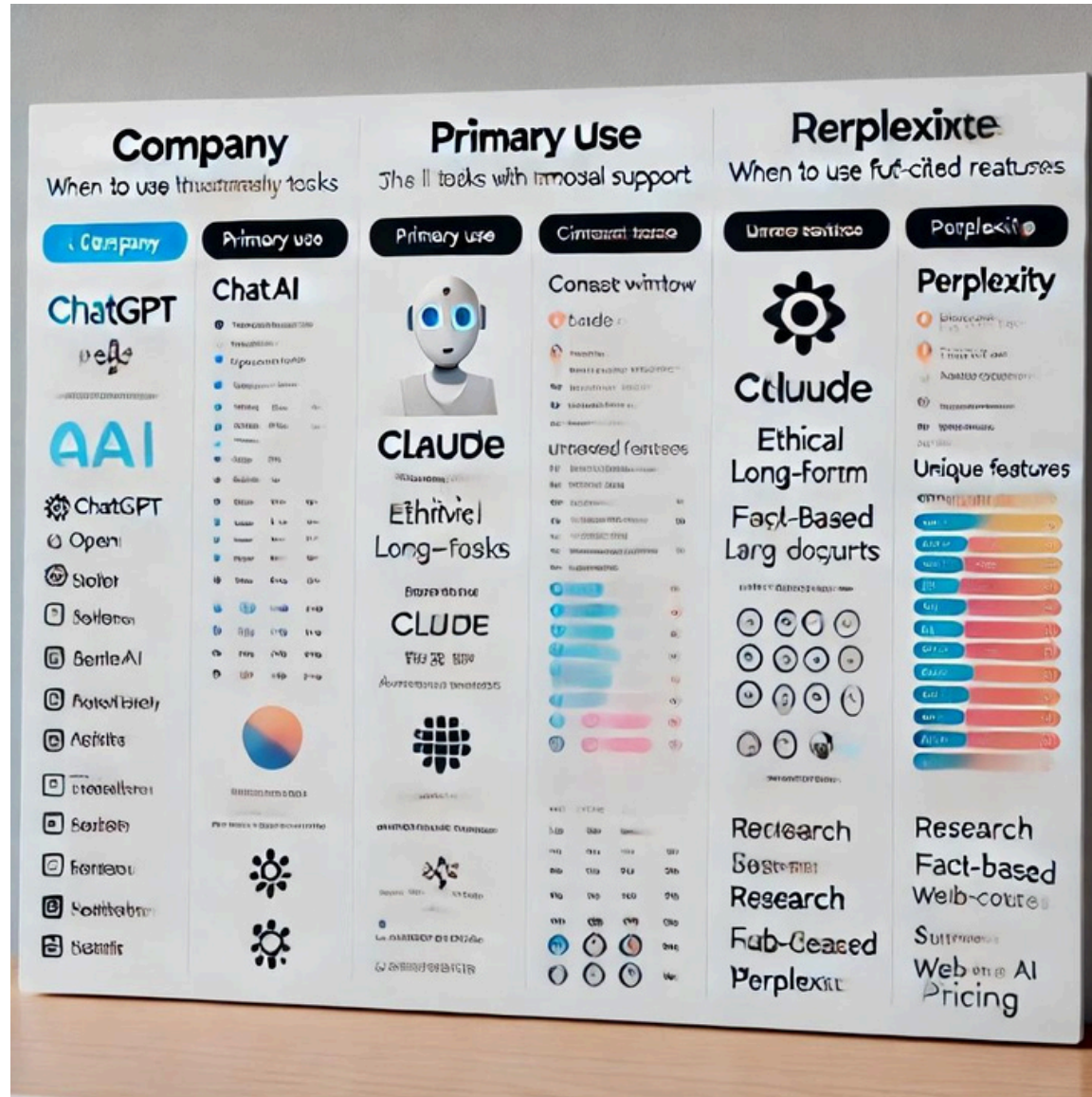


- **Tailor-Made Tech:** custom apps/tools that you can create to address your unique challenges (we'll show one of these later!)
- **Third-Party Tools:** purchased or embedded tools to leverage AI in ... everything.



Leveraging AI to update

ai_comparison_chart_updated



Feature	ChatGPT	Claude	Perplexity
Company	OpenAI	Anthropic	Perplexity AI
Primary Use	Everyday assistant for conversations, creative tasks, and generating images or text	Great for handling complex, long documents with a focus on ethical considerations	Research assistant that summarizes web content with sources
AI Model	GPT-4-o1	Claude 3	Various LLMs including GPT-4 and proprietary
Context Window	Up to 128,000 tokens	Up to 1,000,000 tokens	N/A
Internet Access	Yes	No	Yes
Image Generation	Yes (via DALL-E 3 with editing)	No	Yes
Supported Languages	95+ languages	Multiple (English, Japanese, Spanish, etc.)	Primarily English
Unique Features	Voice mode for chatting, Canvas for creating visuals, large context window	Handles large tasks, good for ethical reasoning	Gives reliable, web-sourced information quickly
Pricing	Free & \$20/month for Plus	Free & \$20/month for Pro	Free & \$\$ plans for advanced features
Recommended Use	Great for creative ideas, real-time conversations, and image editing	Best for detailed, thoughtful work or large text files	Perfect for research and fact-checking with links to sources



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A Recent Study:

The Rapid Adoption of Generative AI*

ALEXANDER BICK
Federal Reserve Bank of St. Louis & CEPR

ADAM BLANDIN
Vanderbilt University

DAVID J. DEMING
Harvard Kennedy School & NBER

September 18, 2024

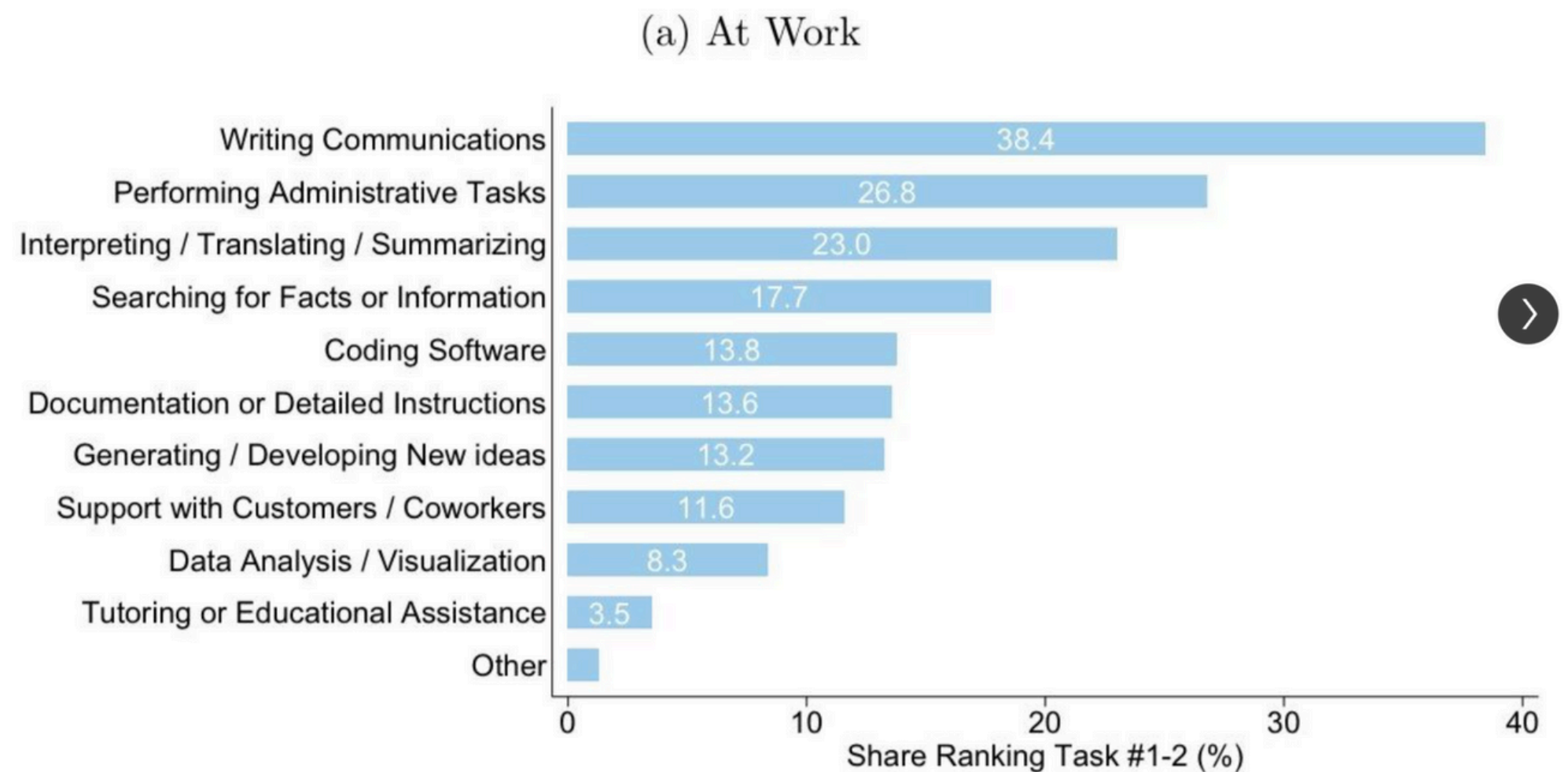
Abstract

Generative Artificial Intelligence (AI) is a potentially important new technology, but its impact on the economy depends on the speed and intensity of adoption. This paper reports results from the first nationally representative U.S. survey of generative AI adoption at work and at home. In August 2024, 39 percent of the U.S. population age 18-64 used generative AI. More than 24 percent of workers used it at least once in the week prior to being surveyed, and nearly one in nine used it every workday. Historical data on usage and mass-market product launches suggest that U.S. adoption of generative AI has been faster than adoption of the personal computer and the internet. Generative AI is a general purpose technology, in the sense that it is used in a wide range of occupations and job tasks at work and at home.

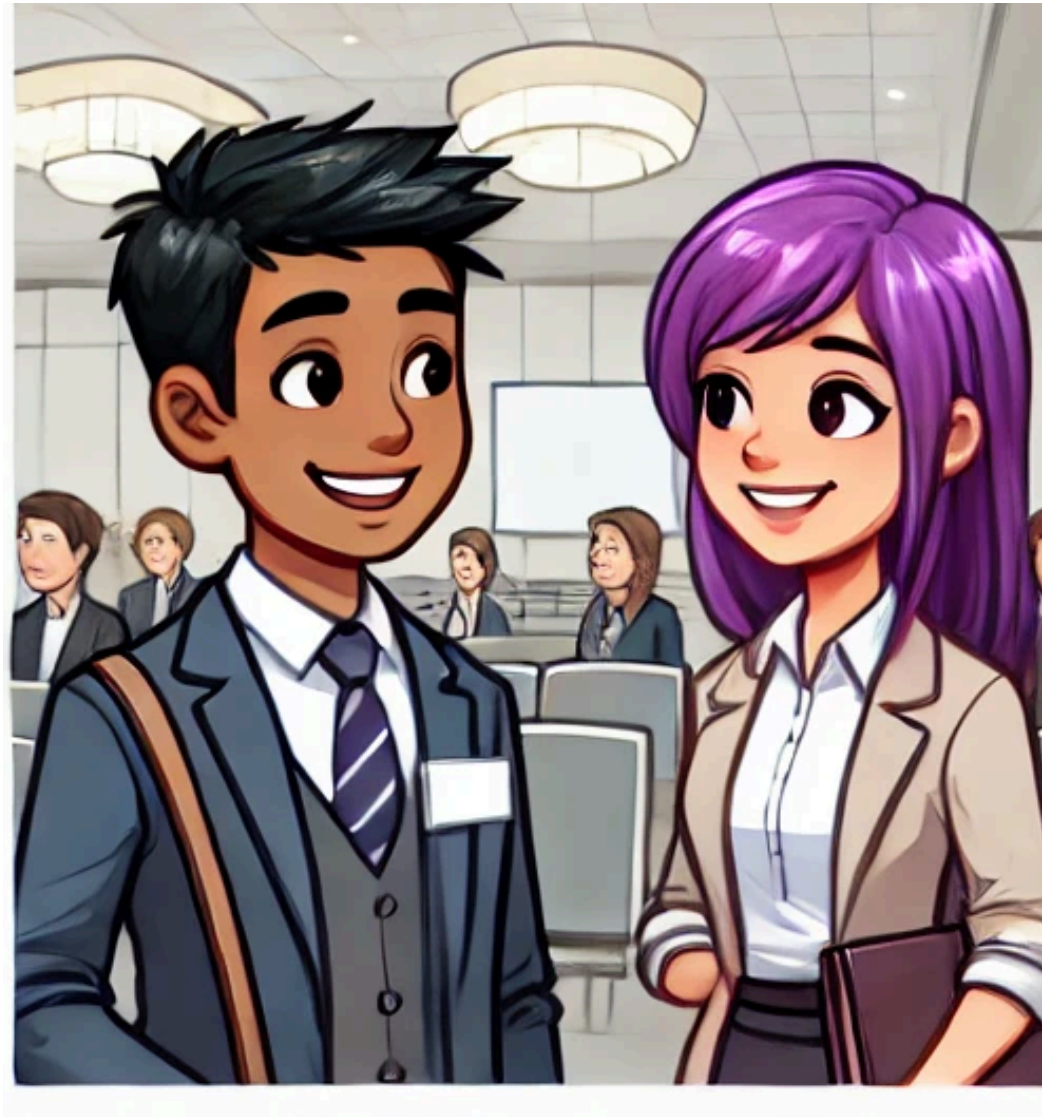


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Figure 6: In Which Specific Tasks Is AI Most Useful?



Super Wow: AI generated Podcasts



Upload information about your non-profit (publicly available). Tool will create a podcast for you!

<https://notebooklm.google.com/>



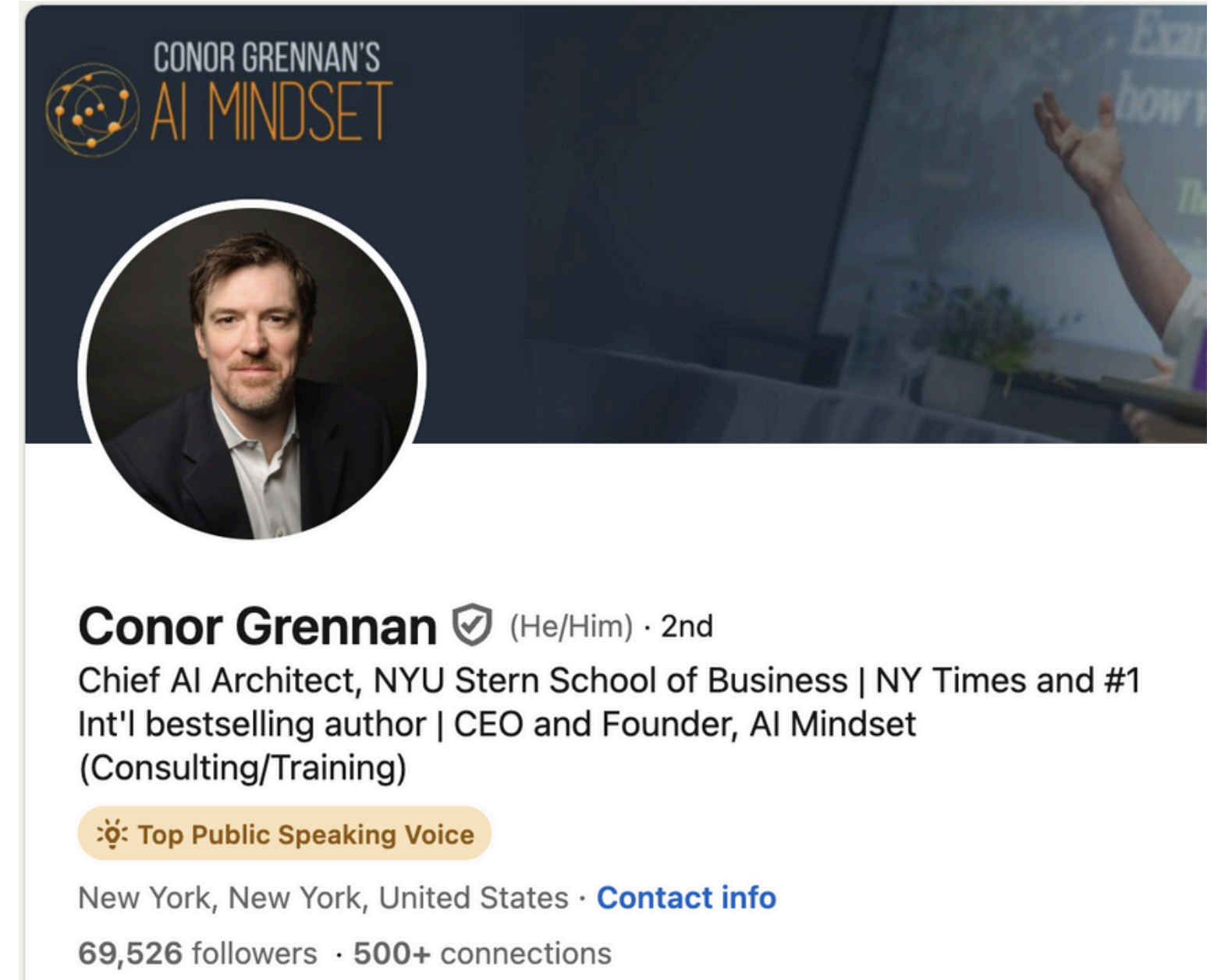
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April 22, 2024


Generative AI supercharges the most valuable thing in the organization - the **brains and abilities of your people.**

The companies that win will be the ones who change behavior inside their organization to an **AI-first mode of thinking.**

Differentiate your organization - by leveraging AI to get the most out of **YOUR brilliant people.**



CONOR GRENNAN'S
AI MINDSET



Conor Grennan ✓ (He/Him) · 2nd
Chief AI Architect, NYU Stern School of Business | NY Times and #1
Int'l bestselling author | CEO and Founder, AI Mindset
(Consulting/Training)

🗣️ Top Public Speaking Voice

New York, New York, United States · [Contact info](#)

69,526 followers · 500+ connections

One Way to Think About AI

- Knows some stuff ...
but not everything
- Work products are good...
but not ready for prime time
- Is eager to help ...
but makes mistakes
- Can be assigned basic/repetitive tasks ...
but the work needs to be checked



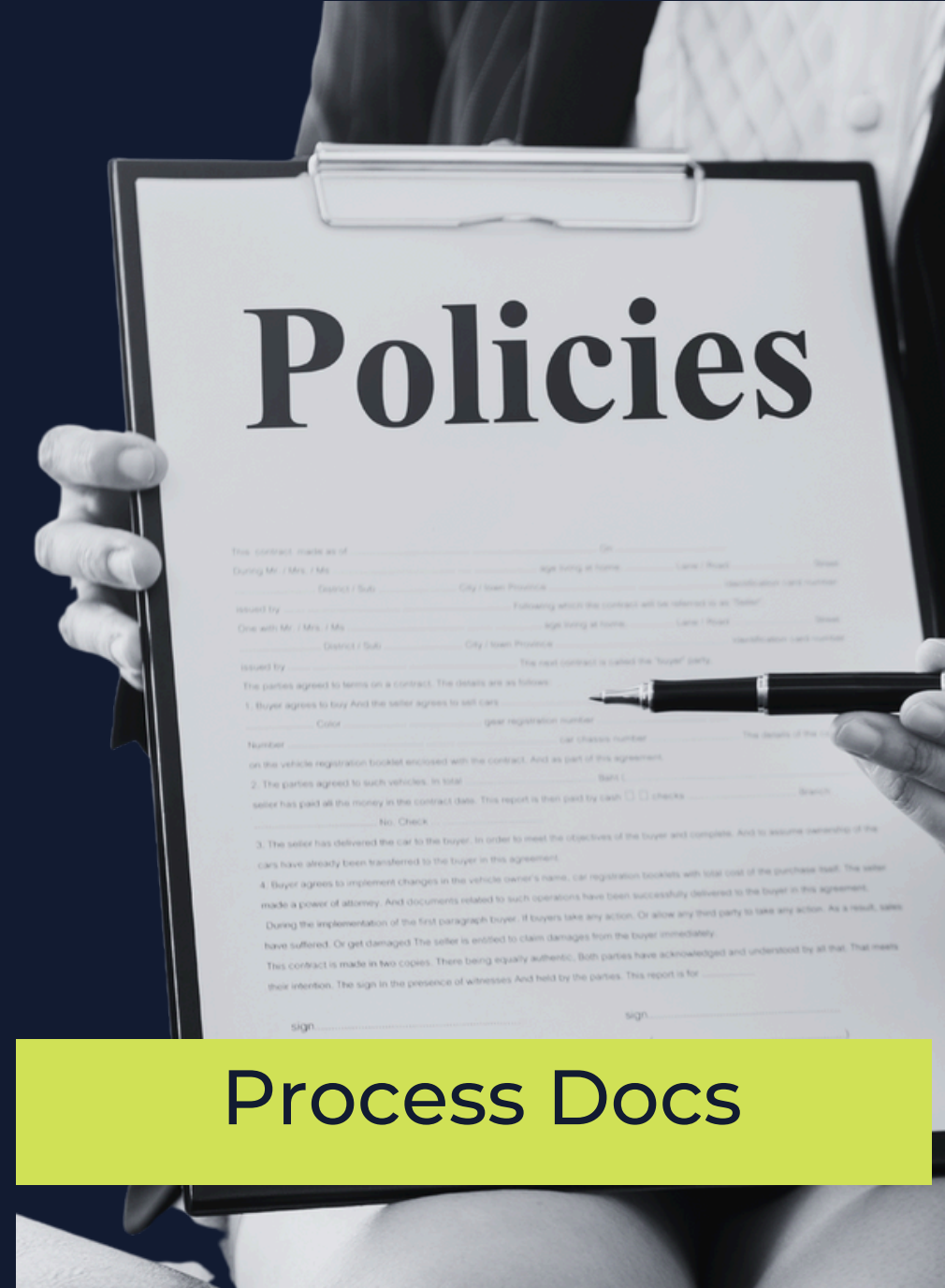
The eager intern



5

Handy Prompts

- 1 Explain to me as if I were a 6th grader
- 2 Write as if you were...
- 3 Give me 10 [blog ideas, social media posts]
- 4 Reduce the word count by 20%
- 5 Compare this [document/question] with this [document/response]



Process Docs



Marketing



Training Tool

AI use cases



Social Media Assistant



Content Drafter



Fundraising



Devil's Advocate

Grounding Our Work

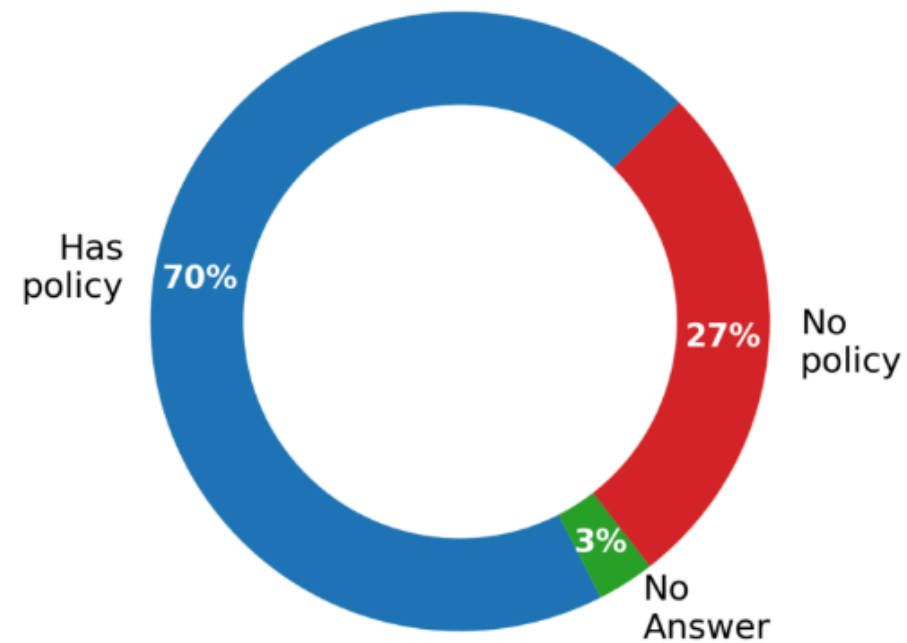
1. If you don't have one already, your organization needs an **AI policy** and ways to guide staff to know what is permitted and not permitted.
2. **Security** is concern: if you wouldn't post it on your website, you shouldn't share it in an AI tool.
3. AI makes **mistakes** (hallucinations).
4. AI demonstrates **bias** across multiple fronts.
5. Use AI if you are **comfortable** with it; don't use it if you are not!



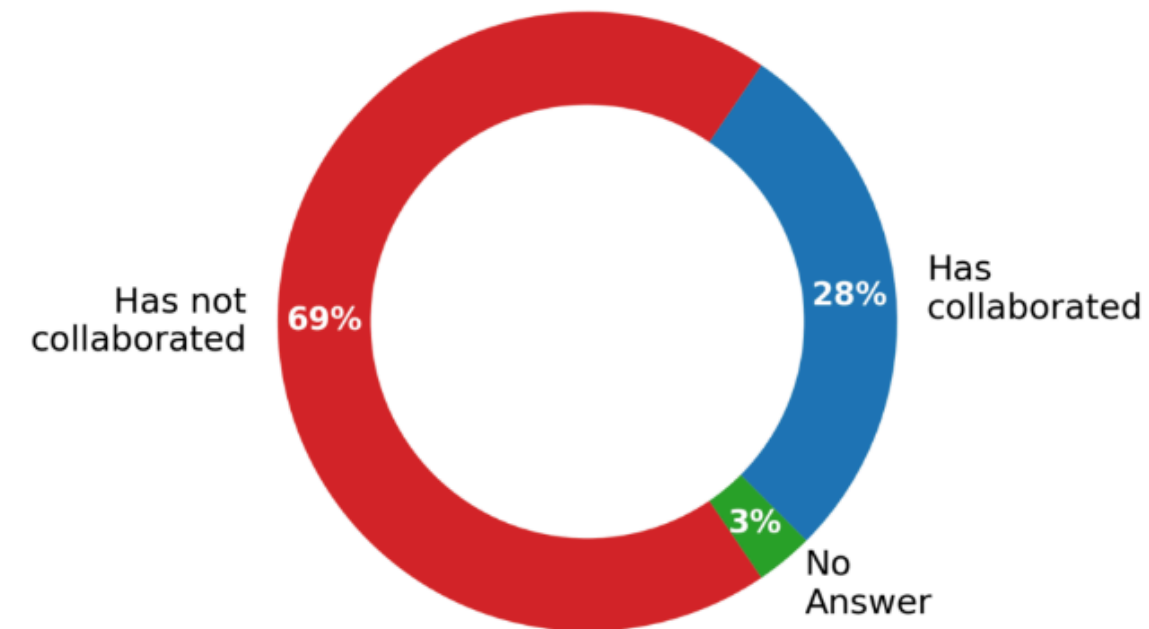
Governance/Policies (for AI)

Figure 4.6: Organizations have data policies but rarely collaborate on them

Does your organization have any policies around data use, privacy, and/or sharing?



Has your organization been involved in adopting any joint or collaborative data agreements or guidelines?



Other surveys of nonprofit organizations have similarly found that AI policies are practically non-existent in 2024. Charityexcellence.co.uk¹⁷ found that 60% of their sample lacked any policies and procedures concerning AI, and only 5% had a clear, satisfactory policy. A separate survey of nonprofit communications professionals in nonprofits found that only 4% had an AI policy, and only 14% were actively working on one¹⁸.

Generosity AI, Working Group
2024 Global study of nonprofits, 930 respondents

Use Case: Create a New Policy

We work for a ten person nonprofit in central Indiana. We haven't yet developed a policy around AI in our work. Can you provide a first draft and identify the critical items we need to consider. We work with a lot of confidential donor and client information so privacy and data protection are really important to us.

Here's a first draft for an AI policy, specifically tailored to a nonprofit organization like yours that handles confidential donor and client information. Following this draft is a list of critical considerations to ensure responsible and ethical use of AI.

Artificial Intelligence (AI) Usage Policy

Effective Date: [Insert Date]

Next Review: [Insert Date]

1. Purpose


The purpose of this policy is to establish guidelines for the ethical and responsible use of Artificial Intelligence (AI) in the operations of [Nonprofit Name]. This policy aims to protect the privacy and security of donor and client information, ensure compliance with relevant laws, and outline best practices for using AI tools and technologies in the organization's activities.

2. Scope

Critical Items to Consider:

- Data Privacy and Security:** Since you handle confidential donor and client information, ensure that any AI tool you use has robust security measures, including data encryption, access controls, and compliance with laws like GDPR or state-level privacy regulations.
- Vendor Vetting:** Vet third-party AI vendors thoroughly for their data protection practices. Ensure that they comply with privacy laws and provide transparency on how they handle and protect data.
- Human Oversight:** It is critical to ensure that AI tools do not fully replace human decision-making. There should always be human oversight, particularly when dealing with sensitive donor or client information.
- Bias and Non-Discrimination:** AI systems can inadvertently perpetuate biases. It's important to audit your AI tools regularly to ensure they are free from discriminatory practices, especially if they are used for decision-making.
- Consent:** Make sure you obtain explicit consent from individuals before processing their personal information using AI, particularly when using AI for tasks like data analysis or automated communication.
- Transparency:** Transparency is key when implementing AI in your operations. Be clear with donors, clients, and other stakeholders about how AI is used and how it impacts them.
- Incident Response:** Ensure you have a procedure in place for responding to AI-related incidents, such as data breaches or misuse of AI tools.

Use Case: Policy Review

 Volunteers-Policies-and-Procedures.pdf
PDF

Can you review this policy manual. Are there any critical gaps or missing policies? What are potential areas for improvement?



Here is an analysis of the **Mission of Love Charities (MOLC) Volunteer Policies and Procedures** manual, identifying critical gaps and areas for improvement based on best practices for volunteer management:

Critical Gaps and Missing Policies:

1. Background Checks:

- **Gap:** The manual does not mention background checks for volunteers. Best practice, especially in organizations serving vulnerable populations (e.g., low-income families, youth), is to require background checks for volunteers, particularly those in roles involving direct interaction with clients.
- **Recommendation:** Implement a background check policy for volunteers, particularly for those working with vulnerable groups. Define the types of checks (e.g., criminal history) and the frequency of rechecks.

2. Volunteer Grievance Policy:

- **Gap:** The manual does not provide a grievance or dispute resolution process for volunteers who may have issues with staff, fellow volunteers, or their assignments.
- **Recommendation:** Add a clear grievance policy that outlines the steps volunteers can take to resolve conflicts or raise concerns. This process should be transparent, fair, and ensure volunteers feel heard.

3. Volunteer Recognition:

- **Gap:** While the manual emphasizes the importance of volunteers, there is no section on

This is a well-structured background check policy, but there are several areas where it could be strengthened to align with best practices for background checks, especially within organizations that interact with vulnerable populations, such as youth.

Comparison to Best Practices:

1. Clear Definitions and Scope:

- **Best Practice:** Define key terms clearly. For example, who qualifies as an "MBI participant" or a person "in a position of authority"? This could avoid confusion and ensure consistent application.
- **Current Policy:** While it identifies key individuals, the language can be ambiguous (e.g., "staff and other MBI participants" or "positions of authority"). Clarifying who falls into these categories is important to ensure all necessary individuals are properly screened.

2. Frequency and Rechecks:

- **Best Practice:** Annual rechecks for individuals working with vulnerable populations are recommended.
- **Current Policy:** Background checks are renewed every 24 months. This could leave gaps if an individual's record changes between checks. Consider updating to annual background checks for individuals working with minors or vulnerable populations.

3. Disqualification Criteria:

- **Best Practice:** Clear, unambiguous disqualification criteria help maintain consistency and fairness. Additionally, many organizations include background checks for offenses like fraud, child abuse, or other serious crimes, even beyond the five-year window.
- **Current Policy:** It excludes individuals with specific convictions within five years (e.g., physical assault, battery, drug offenses). However, for positions involving minors, more

Use Case: Identify Objections



1. Objection: "This policy could be difficult to enforce."

- **Response:** Acknowledge that enforcement can be challenging but stress that having a clear policy sets the standard for acceptable behavior. You can explain that regular training, reporting mechanisms, and a zero-tolerance approach can help ensure that enforcement is practical. The policy also serves as a deterrent, sending a clear message that hazing and bullying are unacceptable.

2. Objection: "What if this policy discourages team-building activities?"

- **Response:** Reassure the board that the policy is not meant to stifle positive team-building activities. Instead, it aims to prevent harmful behaviors that put members at risk. Healthy, inclusive activities that build camaraderie and respect are still encouraged, but those that involve humiliation or harm will not be tolerated. The policy clarifies the distinction between positive team-building and harmful practices.

3. Objection: "Doesn't this overlap with other general conduct policies?"

- **Response:** You can explain that while it may overlap with other conduct policies, having a specific hazing and bullying policy allows the organization to address these behaviors directly. This specificity provides clarity for all members and ensures a focused approach to preventing and addressing hazing and bullying, rather than these behaviors being vaguely covered under broader conduct policies.

Turn and Talk!

- Does your organization have an AI policy yet? If so how has it been working? If not, why not?
- Have you used AI to help strengthen your governance or policies so far? What has worked/what hasn't worked for you?
- What might be a way AI could enhance your policy needs?



Use Case: Fundraising-Creative

- Appeal, campaign, gala titles
- Thank you notes
- Develop a script for volunteers
- Write an email to schedule a face-to-face meeting with a prospective major donor
- Draft an email campaign with five different emails sent sequentially.

Here are seven ideas for a nonprofit campaign focused on providing basic services like housing and food, running in the fall before cold weather hits:

1. "Warm Hearts, Warm Homes": A donation drive for winter essentials like blankets, coats, and heaters. Emphasize how these items can make a huge difference as temperatures drop.
2. "Fill the Pantry Challenge": Encourage local businesses and community groups to compete in collecting non-perishable food items. Create a leaderboard to spark friendly competition.
3. "Home for the Holidays": A fundraising campaign to provide temporary housing for individuals and families during the winter months. Share stories of how stable housing impacts lives.
4. "Soup's On!": Host a series of community soup kitchens where volunteers can serve meals and interact with those in need. Use these events to raise awareness and collect donations.
5. "Harvest for Hope": Partner with local farmers and grocers to collect excess produce and distribute it to those in need. This ties into the fall harvest season.
6. "30 Days of Giving": Create a month-long social media campaign where you share daily facts about homelessness and food insecurity, along with simple ways people can help.
7. "Weatherproof a Life": Focus on home weatherization projects for low-income households. Seek volunteers and donations to help make homes more energy-efficient and comfortable for winter.



Use Case: Fundraising-Process

- Guide you through testing protocol
- Optimize data processing steps
- Guide annual planning and timeline
- Develop a segmented stewardship plan

2. Potential Major Donors (15 Donors)

Goal: Cultivate relationships and engage them deeper in your mission, eventually moving them into the major donor category.

- Quarter 1:
 - **Welcome & Engagement Letter:** Send a personal letter from the executive director expressing appreciation for their support and inviting them to get more involved.
 - **Coffee or Virtual Meeting:** Set up casual one-on-one meetings to get to know them better and learn more about their philanthropic goals.
- Quarter 2:
 - **Program-Specific Updates:** Send an email or personalized letter about a specific program that might interest them, showing how increased support could help expand the initiative.
 - **Invitation to Special Event:** Invite them to a small event or private tour of your programs, where they can see your work firsthand.
- Quarter 3:
 - **Personal Check-In Call:** Reach out to check in on their interests and provide updates. Use the call to engage them in potential higher-level giving.
 - **Volunteer Opportunity:** Offer them a meaningful volunteer role that aligns with their interests, making them feel more connected to the mission.
- Quarter 4:
 - **Year-End Giving Appeal:** Send a personalized ask, highlighting a specific need they can address. Follow up with a call or handwritten note expressing appreciation for their past support and emphasizing their potential for greater impact.



Use Case: Fundraising-Analytics

Using AI to analyze our donor data requires we pay attention to privacy and anonymizing whatever we share! Leverage a test file first! Review with colleagues!

Protect	Donor Privacy: Essential for ethical and legal compliance
Remove	Personally Identifiable Information(PII) Names, addresses, contact details. Instead use ID numbers (key) and lookup offline
Generalize	Ages, giving amounts, relationships to your organization. Use ranges, rating (hi/medium/lo)
Code	Using codes or pseudonyms (A-level, B-level, etc.)



Use Case: Fundraising-Analytics

- Giving History: Recency, frequency, monetary value
- Engagement Levels: Event participation, volunteer hours
- Communication Preferences: Email engagement, social media activity
- Scoring donors based on engagement and donor history
- Coding/identifying themes from quantitative data
- Campaign analysis



Use Case: Fundraising-Grants

- Compare responses to RFP/instructions
 - “Did I address every aspect of this application?”
- Reduce word count
 - “Please reduce this word count by 20%”
 - or*
 - “Please rewrite this so it is 250 words.”
- Strengthen response
 - “How could I make this stronger?”
- Edit/proofread/strengthen text
- Targeted search for funding opportunities



Turn and Talk!



- Have you used AI in your fundraising work so far? What has worked/what hasn't worked for you?
- What might be a way AI could enhance your fundraising efforts?
- What are your fears about using AI in this space?



Use Case: Strategy Analysis

What's going well for the board:	Board is asking thoughtful questions of ensembles. I like that they are hands off on the creative aspects. I haven't heard any complaints. Everybody genuinely cares about the future of the organization.	Functions pretty well together. Great to get everyone fully engaged. Have good healthy discussions. Everyone cares for the organization.	We have a fairly engaged board, people care a lot about the organization and communicate fairly well, especially in comparison to where we were. Better structures set to get stuff done. We have transitioned from being an oversight board to being an operational board.
What needs improvement on the board:	The board is an advisory board and I wish it would be an operational aspect to it. For example at 728 cadets helps with logistics, trailer, props, Mike Wojtella(?). I wish there was a requirement to engage with the ensembles. I wish there was a requirement that board members show up. Emily and Bridger are the most hard working people on the board. No one else is because it's not required. The Northstar board takes on two shows every year.	We don't have a clear path--the board doesn't understand its role and the organization doesn't know where it's headed. And the board doesn't know how to get us there.	I think we have opportunities for board members to be more engaged. I would love to have a larger representation of what our organization is on the board. The board is YOUNG. It would be very valuable if we had more than just Dave and Gavin to add some history, alumni outreach and institutional knowledge. Get some people who have been involved in the past to see what the organization is like know to share their wisdom and re-engage people who haven't been around in a while. That would be very valuable.
What's the number priority for the organization now?	Facilities and Fund raising	Our biggest issue right now is... We are over spending season after season... ensemble directors are doing their best... we can't ask the ensemble directors to balance budgets on their own. It's next to impossible to do that solely on dues and meager fund raising. That's a board issue. The board has to figure out how to solve that.	Re-engage alumni in terms of communication, events and outreach. We also need some money and resources. The grants landscape has changed. Developing fundraising strategies and streams of revenue. And moving toward compensating people. It's a concern that we can't give people the compensation for the many hours they are putting in. Once we are out of a deficit is going to be the people who are making this happen.
		We keep doing the things that we're doing like hiring our friends whether they have the skills or not. Repeating the same mistakes over and over. How we let folks go for example	In the past reached out to April DeJarlis, maybe in the future. (That could be now). I have also talked to Katy Langer (Treasurer for her union?)

The three top themes I notice from these interview notes are:

- **Board Functionality** (How well the board works together)
- **Board Engagement** (How involved board members are)
- **Financial Health** (Financial situation of the organization)

Here's a table summarizing the evidence from the interview notes for these themes:

Theme	Evidence
Board Functionality	* Board is asking thoughtful questions of ensembles. * Functions pretty well together. * Great to get everyone fully engaged. * Have good healthy discussions. * Better structures set to get stuff done. * The board is starting to understand its role. * Emily is growing and doing a better job of managing the board, and more members are participating. * Most of the time the discussion is... active, sometimes a little off track.
Board Engagement	* We have a fairly engaged board, people care a lot about the organization and communicate fairly well, especially in comparison to where we were. * I think everyone wants the organization to be successful. * People's here for the right reasons. * In the last few months there's been renewed interest in open communication. People are definitely more responsive. * The next generation is here and that's definitely a good thing. * I think there is a lot of people who are passionate and want to see the best for Minnesota Brass. * We wish the board was bigger, more people involved. * There's a lack of interest in the color guard community in particular. * Participation. Especially outside of board work. * Need some additional board members.



Use Case: Strategy KPIs



To measure the impact and progress of Luminate's 2022-2027 Strategic Plan, here are the Key Performance Indicators (KPIs) that align with their mission and strategic goals, based on the content of the document:

1. Participation & Dissent Outcomes

- Increased Representation of Underrepresented Groups:
 - KPIs:
 - Number of underrepresented groups gaining leadership or political roles.
 - Percentage increase in participation from underrepresented groups in civic and political life.
 - Number of new systemic barriers removed that previously restricted access for these groups (e.g., discriminatory laws).
 - Safety and Effectiveness of Challenging Power:
 - KPIs:
 - Number of policies, laws, or government actions reversed or influenced by supported activists or journalists.
 - Instances of repression (e.g., surveillance, censorship) reduced due to Luminate-supported interventions.
 - Safety measures implemented to protect dissenters (e.g., legal protections, digital safety tools).

2. Information Ecosystems Outcomes

- Improved Accuracy and Inclusivity of Information:
 - KPIs:
 - Number of media outlets adopting or promoting accurate, independent, and inclusive reporting.
 - Percentage decrease in disinformation or misinformation in supported media



Use Case: Strategic Planning Process

I work for a ten person human services nonprofit in greater Minnesota. What tools would be most useful for our small organization in developing a strategic plan? Which of these tools could we effectively implement ourselves and where might we need external consulting to support us?

For a small nonprofit like yours, developing a strategic plan involves using tools that align with your capacity and resources. Here are the most useful tools, divided into those you can implement internally and where external consulting might be beneficial:

1. Internal Tools (DIY-Friendly)

These tools are straightforward, cost-effective, and can be managed internally with your team's collaboration:

SWOT Analysis (Strengths, Weaknesses, Opportunities, Threats)

- **What it does:** Helps assess internal and external factors that can impact your organization.
- **Why it's useful:** It's a simple, effective way to get a holistic view of where your nonprofit stands and what opportunities or risks exist.
- **How you can implement:** Facilitate a team brainstorming session, gathering input from staff and key stakeholders like board members. You can easily manage this internally with guided discussions.

Mission and Vision Statements

- **What it does:** Clarifies your organization's purpose and long-term direction.
- **Why it's useful:** A clear mission and vision will focus your strategic planning and keep everyone aligned.



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2. Tools Needing External Support

These tools require a higher level of expertise or objectivity, and external consultants can help ensure they're executed effectively:

Environmental Scan

- **What it does:** Analyzes external factors such as economic, political, demographic, and technological trends that may impact your organization.
- **Why you might need support:** External consultants can offer broader perspectives and have access to industry-specific data or trends that you may not have.
- **When to seek help:** If your team lacks the time or expertise to gather this information, hiring a consultant to conduct the scan and summarize key findings can save significant effort.

Theory of Change

- **What it does:** Lays out how your activities will lead to your desired impact, providing a roadmap for achieving your mission.
- **Why you might need support:** It's a more complex, strategic framework that requires a deep understanding of long-term outcomes and the factors influencing them.
- **When to seek help:** A consultant can guide you in refining your assumptions, mapping outcomes, and designing the right interventions to achieve your goals.

Facilitated Strategic Planning Retreats

- **What it does:** A structured session with leadership, staff, and key stakeholders to develop or refine your strategic plan.
- **Why you might need support:** An external facilitator brings objectivity and keeps the process focused, ensuring all voices are heard.



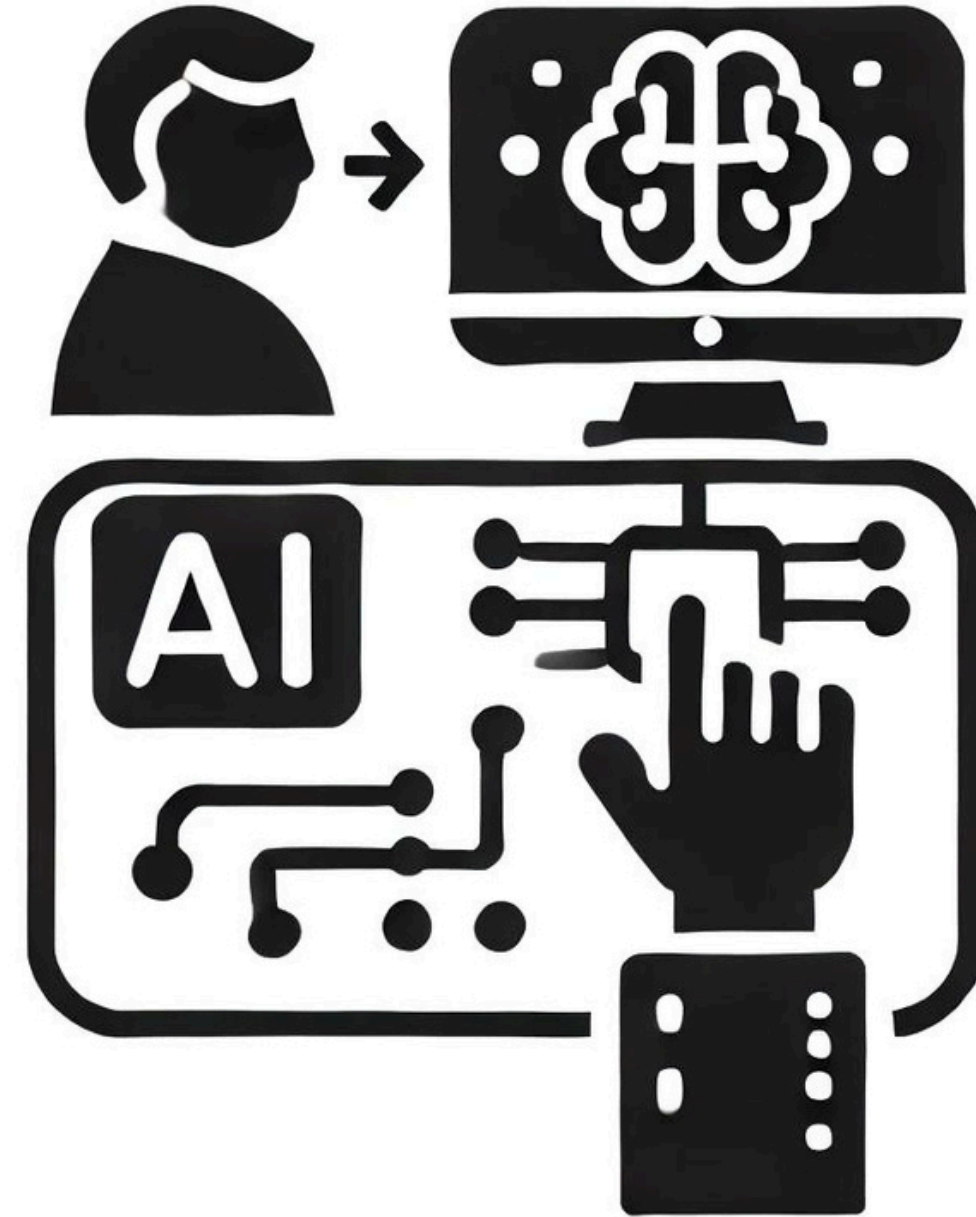
Use Case: Marketing-Creative

- Develop a cadence of social media post for 30 days leading up to an event
- Draft evergreen social media content
- Optimize an email campaign
- Special dates/calendar
- Gamification, engagement, call-and-response post ideas



Use Case: Marketing-Strategy

- Help identify key messages
- Develop annual marketing plan/calendar
- Analytics (email, social)



Use Case: Marketing-Key Messages

Here are the key messages gleaned from the provided web content:

- 1. Gratitude and Community Impact:** Bridges of Hope expresses deep appreciation for donors and supporters, emphasizing that their contributions are vital for linking neighbors in need to community resources.
- 2. Program Highlights:**
 1. Resource Connection Services:
 2. Operation Sandwich:
 3. The Bridge on 7th Warming Shelter:
- 3. 2024 Goals and Initiatives:**
 1. Thanksgiving Basket Program:
 2. Encouragement to Continue Support:
- 4. Mission and Vision:**
- 5. Ongoing and Future Needs:**
 1. Monetary Donations:
 2. Volunteers:
 3. Donation of Goods
- 6. Sustainability and Environmental**



Bridges of Hope (Brainerd)
web text

Turn and Talk!

Have you used AI to help strengthen your marketing? What has worked/what hasn't worked for you?

What might be a way AI could enhance your marketing needs?



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What if...?

We created something that removed the pain points... complexities?

- Simple for people to find the supports they need.
- Simple language, no industry-ese (Internal Language to a Industry)

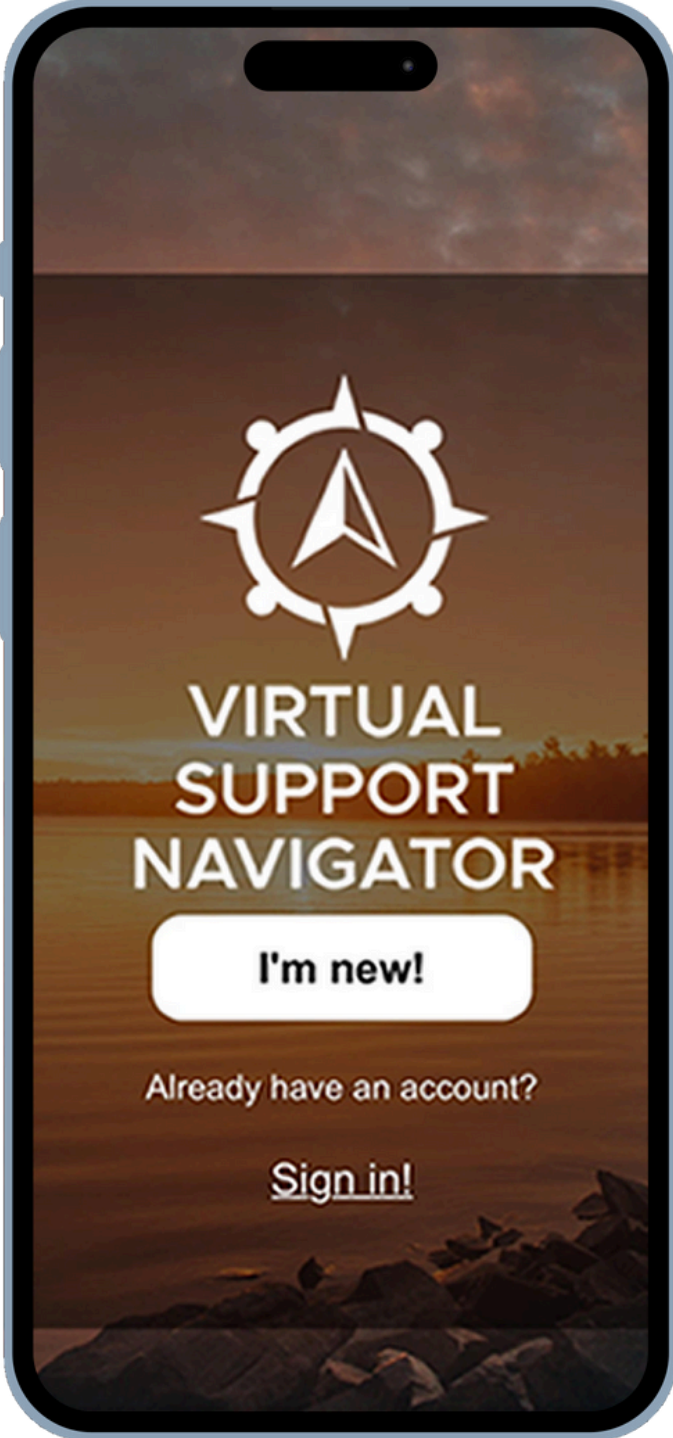


Virtual Support Navigator App

Simplifying and Empowering Self-Direction



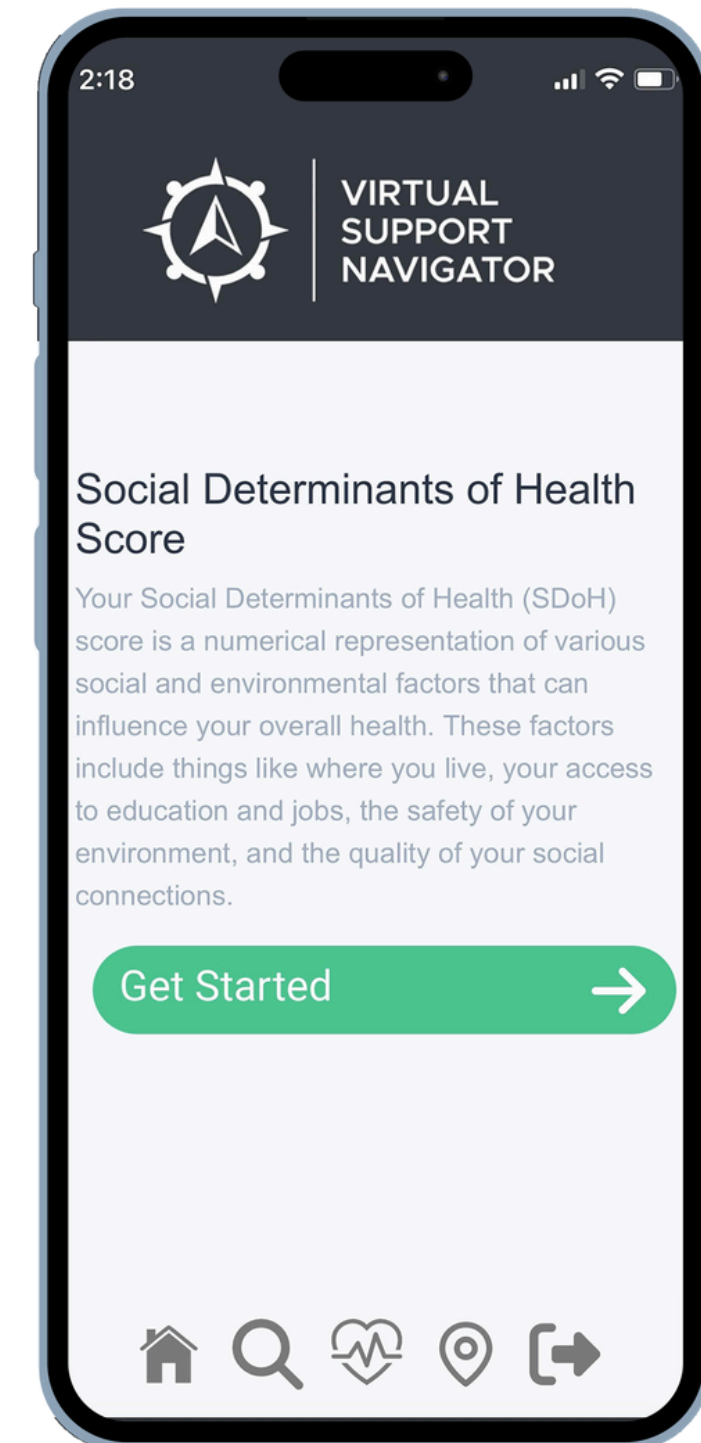
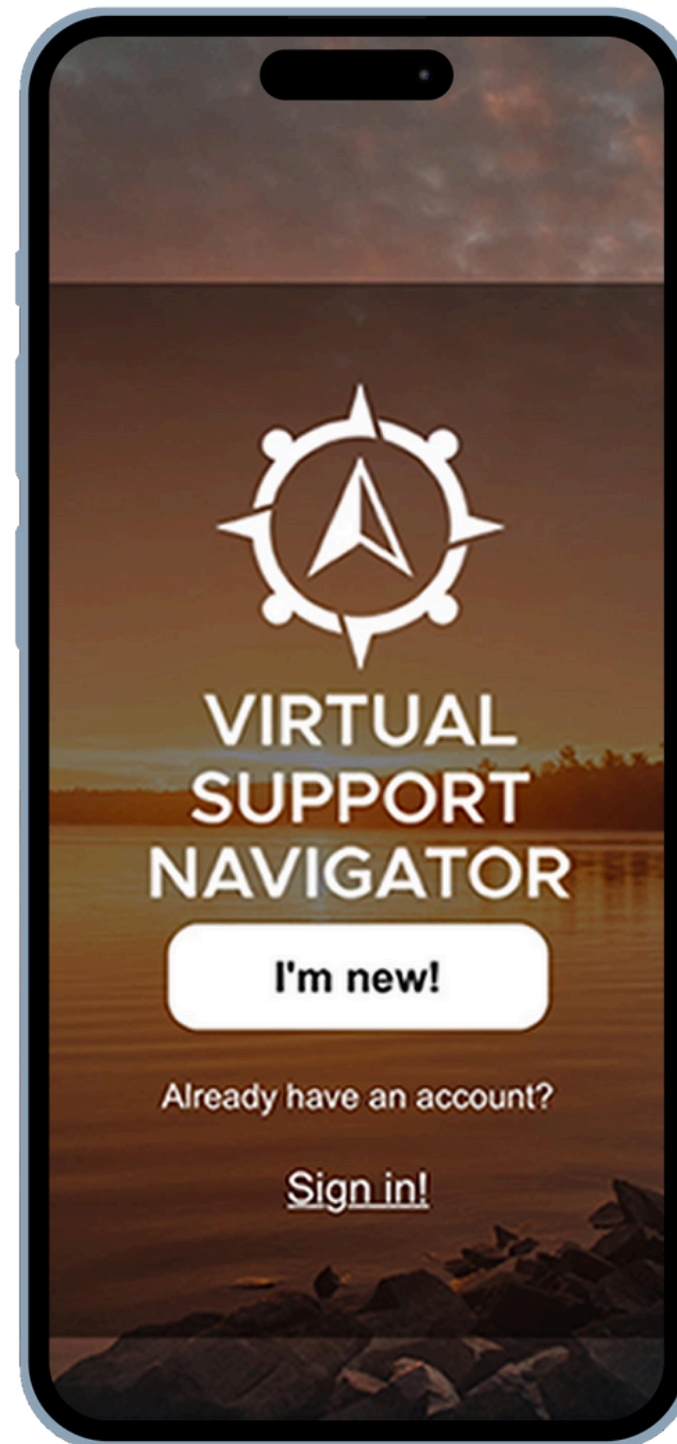
VIRTUAL
SUPPORT
NAVIGATOR



Virtual Support Navigator App

Simplifying and Empowering Self-Direction

- Simple to use Search
- Directed Search in Simple Language
- Social Determinants of Health Scoring Tool



So we went to ChatGPT

It was new, lets see what it can do.

Could you create a decision tree?



Certainly! Please provide me with the problem or decision you need to make, along with the relevant data or information. Then, I can create a decision tree for you.

How about navigating support services for an individual looking for HCBS but write the questions for a 12 year old.



ChatGPT for Ideation



Sure, I'd be happy to create a decision tree for navigating support services for an individual looking for HCBS (Home and Community-Based Services) that is easy to understand for a 12 year old. Here it is:

1. Do you or someone you know need help with daily activities, like bathing, dressing, or eating?
 - Yes: Go to question 2.
 - No: HCBS may not be necessary.
2. Are you or someone you know living with a disability or a chronic illness?
 - Yes: Go to question 3.
 - No: HCBS may not be necessary.
3. Are you or someone you know interested in receiving services in the comfort of your own home or in the community?
 - Yes: Go to question 4.
 - No: HCBS may not be necessary.
4. Are you or someone you know looking for services that can provide support with activities of daily living, such as bathing, dressing, and grooming?
 - Yes: Personal Care Services may be needed.
 - No: Go to question 5.



Message ChatGPT



SDoH Scoring

Can you describe SDoH in simple terms



Certainly! Social Determinants of Health (SDoH) refers to the conditions in which people are born, grow, live, work, and age, and how these conditions can affect their health outcomes. These determinants are shaped by a wide range of social, economic, and environmental factors.

In simpler terms, SDoH recognizes that health is not just about going to the doctor when you're sick. It's also influenced by things like where you live, your access to education and economic opportunities, the safety of your environment, and the quality of your relationships. Understanding and addressing these broader factors is crucial for promoting overall well-being and reducing health disparities in populations.



SDoH Scoring

Could you create a series of questions per category of Social Determinants of Health that then could generate an overall score?



Certainly, here are some questions organized by category of Social Determinants of Health that could generate an overall score:

1. Economic Stability:

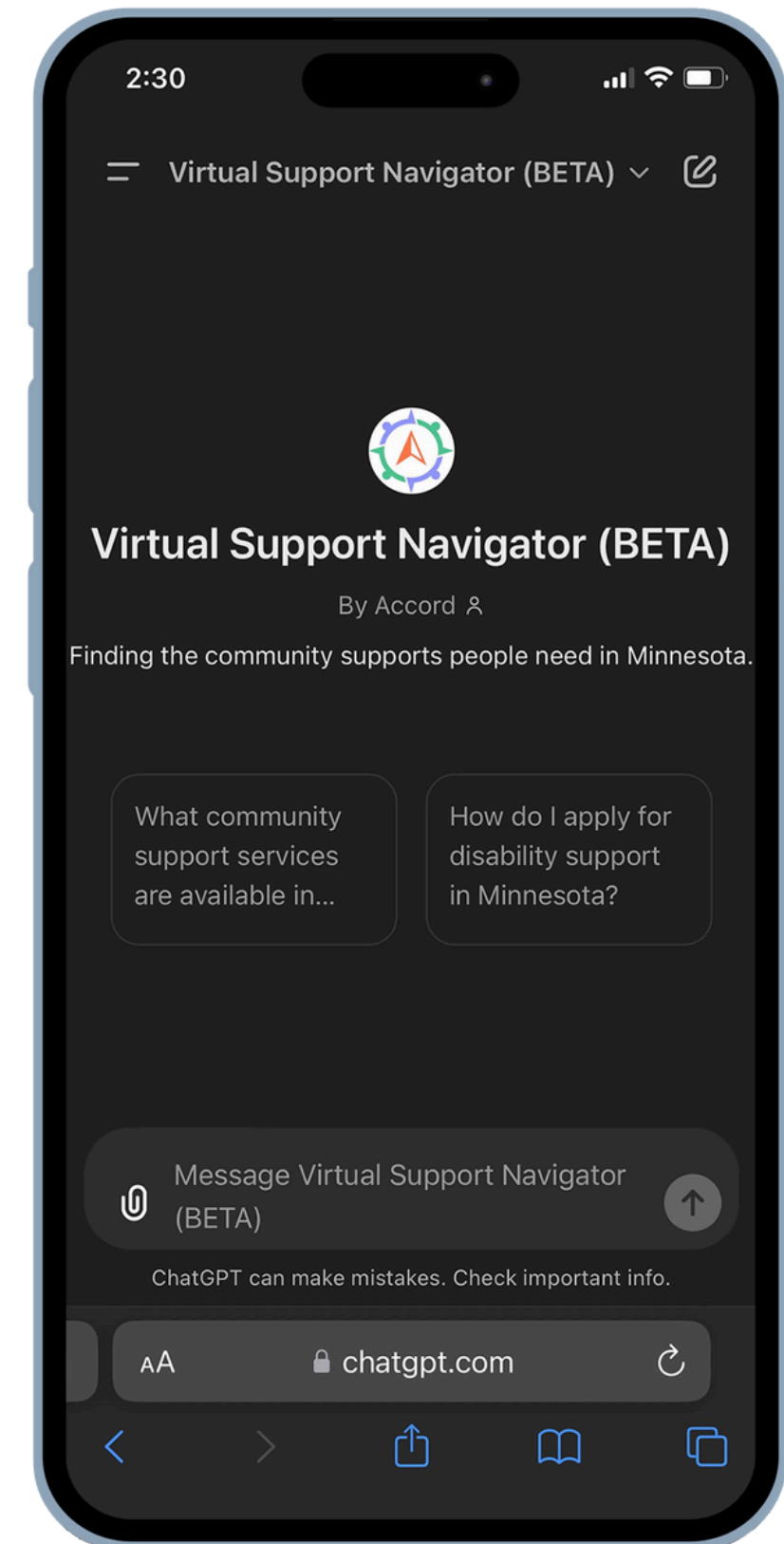
- What is your annual household income?
- Are you currently employed? If yes, do you have a stable job with benefits?
- Have you ever faced financial difficulties that prevented you from accessing healthcare?



Coming soon!

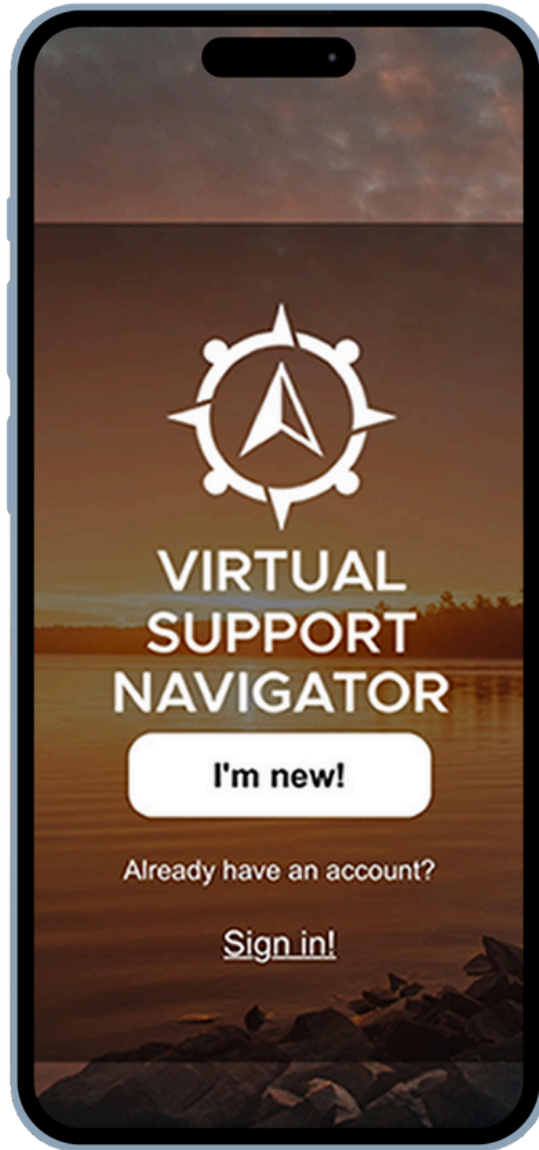
Pulling ChatGPT into the app for conversations

- Interactive in plain language
- Friendly and inviting and asking questions that make sense.
- Trained to understand HCBS Services and navigate potential providers.

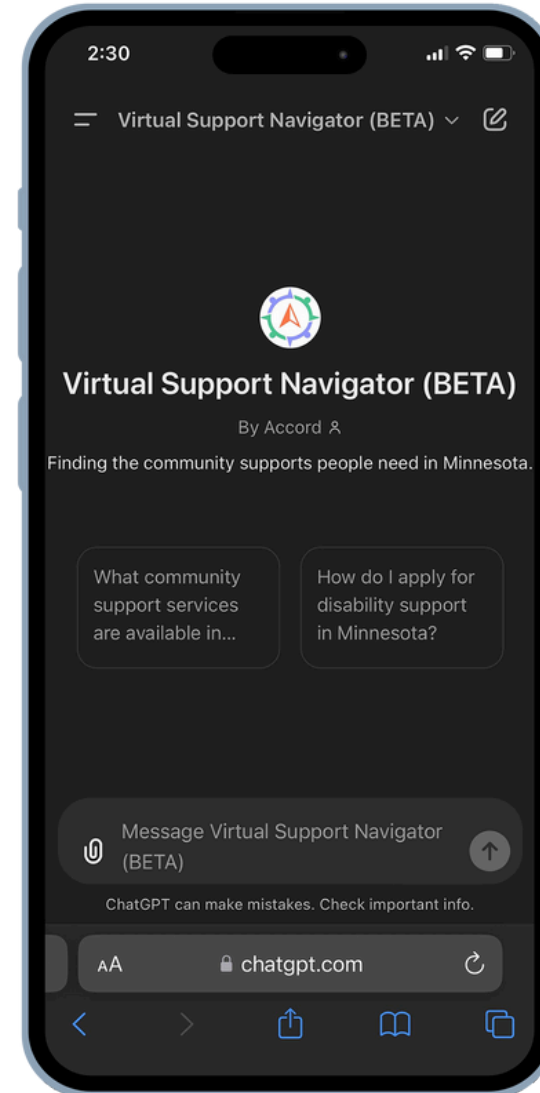


Test it out!

Web App



Virtual Support Navigator GPT



What's Your Next Step?

- Consider developing an AI usage policy for your organization
- Take your next step:
 - Move from editing to generating text
 - Explore simple data analysis (summarize this, group this data, identify a pattern)
- Determine what, if any processes, make your life easier and more efficient



Questions Comments



Feedback is a gift!

Did we do it?

- Participants will know foundational concepts important for using AI tools effectively
- Participants will practice using AI for a current challenge facing their team/organization
- Participants will be confident in using AI tools immediately to help their organization become even more effective



<https://tinyurl.com/AIATANC24>



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