



Putting Technology to Work for your Village

Free, easy-to-implement tech strategies to save time, improve communication, and reduce overwhelm

WAVE Conference 10/14/25





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Daily life can sure have its challenges!

Have you felt like you are:

- buried in email,
- constantly searching for the latest version of a document,
- spending too much time on phone calls or making flyers,
- stuck trying to get started writing a grant proposal, or
- concerned about members struggling and wonder if technology can help them improve quality of life?



(Images other than logos were created with [Canva](#), [Gemini](#), or [ChatGPT](#))

There's a better way- and it doesn't require being a tech expert

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New Tech Mindset

"How can readily available and free or low cost technologies help me run this Village?"


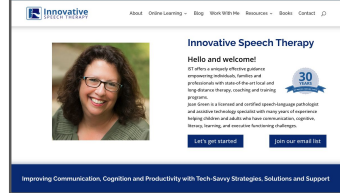
Let's look for the "lowest hanging fruit" first!

Start with features and tools that offer the **greatest impact**, cause the **least resistance**, are **readily available**, and require the **least expense**.




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Joan Green- Your Tech Advisor

- Speech-Language Pathologist
- Assistive Tech Specialist
- Founder of [Innovative Speech Therapy](#)
- Founder of [Tech Life Inner Circle](#) Membership
- Manage [Free IST Tech Savvy Solutions Facebook Group](#)
- Immersed in eldercare
- It makes my day to help others improve life with tech!

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6 Scenarios when Tech can make life so much easier!!

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Today's Topics

1. Using **Google Drive** to organize **digital files** and **collaborate** seamlessly with board members and volunteers.
2. **Managing email** more efficiently.
3. Using **Google Voice** to set up a professional Village phone number with call routing, voicemail transcription, and text messaging.



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Today's Topics Continued

4. Leveraging genAI (ie chatGPT) and NotebookLM to help draft grant proposals, brainstorm ideas, and polish communications.



5. Create professional-quality marketing materials in minutes using Canva and templates.



6. Support aging members who may have communication, cognitive, reading, writing and memory challenges.



Scenario 1- "Where is that file?"



Cloud- Based File management Solution

Google Drive

- Access files anywhere
- Share and collaborate
- Organize your digital life

(Other options for cloud based digital organization- OneDrive, icloud, Dropbox)



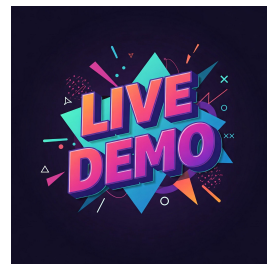
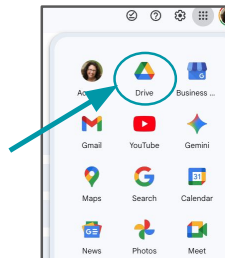
Where to find it

Any browser- [Drive.google.com](https://drive.google.com)

Mobile app

Each Google account has its own Google Drive

It can be confusing if you have multiple Google Accounts and Drives



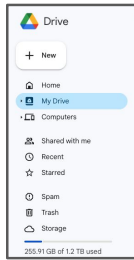
Home vs Mydrive

My Drive

- I find it easiest to start here.

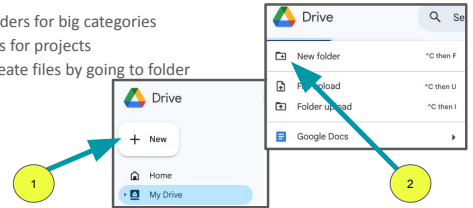
Home

- Suggested folders and files



Folders

- Create folders for big categories
- Subfolders for projects
- Always create files by going to folder first



Layout- Grid vs List

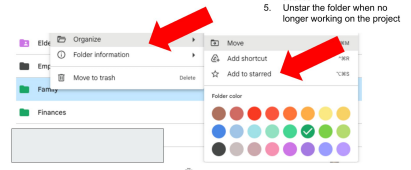
Pick your preferred layout



Color Code and Stars

Explore the right click/ two finger tap/ long press

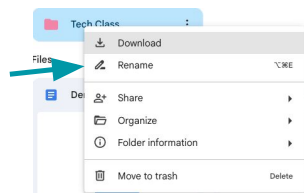
1. Right click on the folder
2. Click Organize
3. Select colour
4. Add to starred for quick access
5. Unstar the folder when no longer working on the project



Name your Files

- Name or rename right away
- Use short, clear titles
- Add dates if helpful

Right click> Rename



Lots of outdated files and folders?

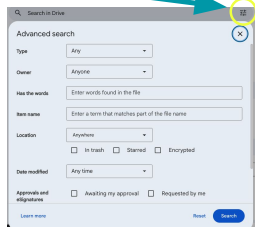
- For now, just create and move them into an "archive" folder
- Drag or right click to move
- Still searchable
- Right click on the closed folder> organize > move > "archive"



Robust Search Features

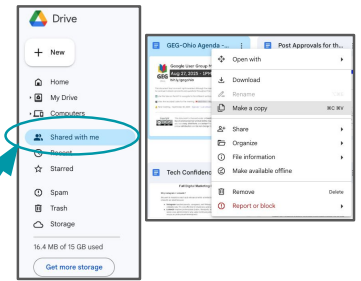
Filters are helpful

- File type (Docs, PDF, Sheets)
- Owner
- Words
- Date modified



Shared Files

- "Shared with me" = unorganized list
- Right click on the unopened document and move it, copy it or add shortcut to **My Drive**
- Check permissions: viewer/ commenter/ editor

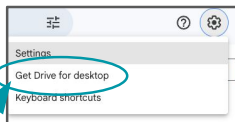


Drive for Desktop

Want to move files stored locally to Drive or sync them?

Use [Drive for Desktop](#)

Go to Drive's Settings and click on the link



Digitize your important papers

- Great way to reduce paper and have access to important documents
- Mobile device > Google Drive > Click **Scan image** > Capture image > move to desired folder



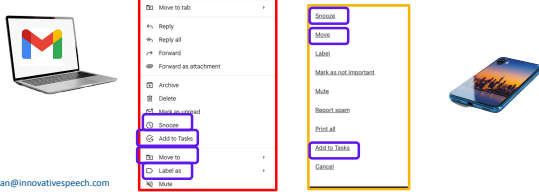
Scenario 2



Time Saving Email Tips

Explore the “right click” and “more” menus

On **computer**- Right click prior to opening the email
 On **mobile**- long press then tap the “more” icon (three vertical dots)
 Outlook and other email systems have many of the same features



Snoozing an email

On computer

- Right click or two finger tap on an email and select when to have it appear “as new.”

On mobile

- Tap “More” (three dots), then tap “Snooze”



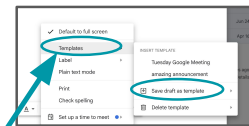
Turn emails into tasks

- Use “add to tasks” feature- with an open email, create a task directly from the email. For mobile, use the “more options” menu’
- This option creates a task in Google Tasks, with a link back to the original email for easy reference.
- If using Web version, you can open the Task panel on the right side and drag and drop an email directly into the task panel to create a new task



Use Templates to respond

- Identify common questions
- Draft standard replies
- Save as template
 - Compose message > click three dots> templates> save draft as template- name it
- How to insert template into response
 - New message > templates> Choose template



Shared email account for general inquiries

- I.e. info@YourVillage.com
- Set up labels/ folders for common topics
- Use filters and rules to automatically sort of flag messages
- Draft standard response templates for common questions

Scenario 3



Share One Phone Number with Multiple People

Google Voice

- Free phone number from Google for calls, texts and voicemail
- Works on smartphones, tablets and any web browser
- Keeps personal number private- use one shared number for your Village
- Voicemail transcriptions sent to email
- Call forwarding: route calls to the on-duty volunteer's phone
- There are more features with the paid/ Business tiers.



Getting Started- Setup Steps

- [Voice.google.com](https://voice.google.com) or download the app- sign in with Village's Google account.
- Select a phone number
- Link the volunteer forwarding phones Settings> LinkedNumbers > New Linked Number- enter volunteer's cell or landline #.
- Google will call or text that number with a code. Enter the code to verify
- Enable call forwarding- toggle on next to the linked number
- All texts and voicemails go into one box- volunteers will need to check

Scenario 4



Using Generative AI as a Thought Partner

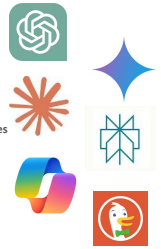
What is Generative AI?

- Tools that generate content such as text, images, music, and even code.
- You give a prompt (question, request or idea), it responds and supplies the requested output.
- Most now can “understand” images.
- Think of it like a super-powered assistant that learns from vast amounts of information.
- **Use with caution**- just like an assistant- you need to check the work when completed.



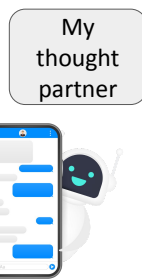
Most common generative AI tools

- ChatGPT-<https://chatgpt.com>- Click “sign up” in top right
- Gemini (Google)- <https://gemini.google.com/> - Use your Google account
- Claude (Anthropic)- <https://claude.ai/> Sign up with email
- Perplexity- <https://www.perplexity.ai/> - no account required for basic features
- Copilot (Microsoft)- <https://copilot.microsoft.com/> Use microsoft account
- Duck.ai - <https://duck.ai> (more private but limited in what it can do)
- Grok- I don't use it or teach it- Elon Musk



A time saving partner for Village Leaders

- Drafting emails
- Brainstorm ideas for events and solutions
- Summarize meeting notes or policies into key points
- Write Grant Drafts
- Create content for flyers
- Generate event descriptions
- Summarize surveys



Tips

- **Never type private details**
- Always **Check for Bias and Accuracy**
- Have a “conversation” with the Chatbot
- The more detailed you are about how the chatbot can help and what you want it to do and how you want it to provide assistance, the better the outcome.
- Most can “understand” images and may be able to help with reports, summaries, step-by-step instructions.



NotebookLM

<https://notebooklm.google/>

- Free Google tool powered by AI
- Get help understanding and interacting with your own documents
- Ask questions, get summaries, listen to podcast, see mindmap of your content



Use Cases of NotebookLM

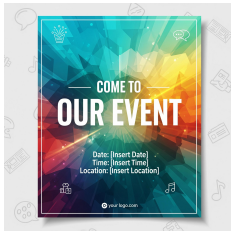
Upload bylaws - ask process for adding new members

Upload grant applications- and ask for summaries asking it to summarize eligibility and deadlines

Upload past marketing materials and newsletters and ask it to draft text in the same format.



Scenario 5

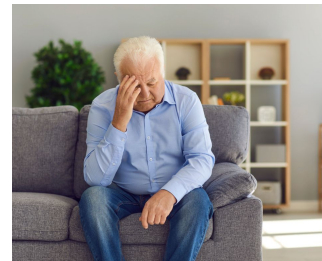


Canva

- <https://www.canva.com/>
- Free web based design tool
- No design experience needed- drag and drop - templates
- Thousands of free templates
- Share designs with a link
- Keep a folder of Village Templates
- Download images in PDF, JPG or PNG formats to print or email
- The newer AI features are amazing!



Scenario 6



Tech to Help Aging Adults with Challenges

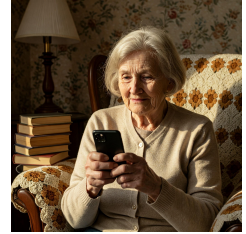
- Hearing
- Speech & Language
- Cognition & Memory
- Reading
- Writing
- Vision
- Loneliness
- Dexterity



Video calls

Visuals can be so helpful for social connection and communication.

- iPhones- Facetime
- Google Meet
- Zoom
- Whatsapp
- Messenger
- Microsoft Teams



Simpler video call options



[Grandpad](#)



[Amazon's Echo Show-Drop-in](#)



[ViewClix](#)

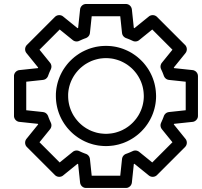


[Onscreen-use TV](#)

Tech Accessibility Features

Explore Settings

- Speech to text- speech-recognition
- Text to Speech- read aloud
- Simplify devices- Assistive Access on iPhone
- Sync hearing aids to phone



Circles of Support

We all need our "go to" people!

Let's form tech support teams for others!

A while back I created an ElderTech Advisor Network- the concept has evolved into the **Tech Life Inner Circle!** (<https://bit.ly/techlifemembership>)



Tech Life Inner Circle Membership

<https://learn.innovativespeech.com/inner-circle>

Weekly Tech Talk and Tech Support "Ask me anything!"

Please reach out- it would be great to have a couple of the "tech- go to people" join from each Village.

Let's brainstorm potential solutions to help members.

Email Joan@innovativespeech.com for a guest pass!



Tech Possibility Academy

Live course on Zoom

3 group sessions- 1 private session with Joan

Cohort #1- Fall 2025: Thursdays, Oct 16, 23, 30 from 1:00-2:30 PM ET

Cohort #2- Winter 2026: Tuesdays, Jan 13, 20, 27 from 1:00-2:30 PM ET

<https://bit.ly/tech-possibility-academy>



Get Going with Google in 2026!

Email Joan@innovativespeech.com to get on the waiting list!

- 3- 90 minute sessions with "work sprints" 1-2:30 PM ET (recorded)
- **Jan. 6, 7 & 8, 2026**
- \$297- \$100 off if join Inner Circle
- Includes 1 private 30 min session with Joan



Free Private Facebook Group - IST Tech Savvy Solutions



Let's help each other. Everyone is welcome to join!! Just answer a few questions

<https://www.facebook.com/groups/ISTTechSavvySolutions/>

Let's stay in touch!

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FB Group- IST Tech Savvy Solutions
LinkedIn- Joan Lipman Green
Instagram- joanlipmangreen
[Free 15 min phone consultations](#)

