Interfaith Mental Health Coalition

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Resource Repository Software Decision Guide

Produced in consultation with Northbridge Technology Alliance

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NORTHBRIDGE
TECHNOLOGY ALLIANCE

A Note to the Reader

The work in this document started in the Spring of 2020 as a series of informal conversations and connections between friends, colleagues, and visionaries at the Center for Faith and Community Health Transformation, Advocate Aurora Health Mission and Spiritual Care, Interfaith Mental Health Coalition, and Northbridge Technology Alliance.

The idea of creating a repository of resources to support the faith-based mental health community is compelling, and a few of us "got after it" to start laying out a foundation for success toward that important goal. This collaborative report is the result of our effort toward that goal.

Special thanks to Robert Skrocki and Denise Elsbree for their tenacity in moving forward on the path. It is our sincere hope that the work we did together, and have collected here in this document, will take Interfaith Mental Health Coalition further on the path to success.

Sincerely,

darien k n manning, Community Ambassador

Kathy D. Flint, CEO

Northbridge Technology Alliance

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Purpose of this Document

This document is intended to guide the Interfaith Mental Health Coalition (IMHC) toward effective decision-making with respect to their need to provide a comprehensive resource repository to their constituents.

This document is the outcome of a series of consultation meetings directed toward refining and formalizing the feature needs, possibilities, and priorities of IMHC's resource repository. It is a benefit of IMHC's organizational membership with Northbridge Technology Alliance.

IMHC Repository Statement of Need

Interfaith Mental Health Coalition seeks to develop a resource repository in order to advance our mission.

When our coalition participants are able to communicate, access, and publish materials in a centralized, organized, and interconnected way then they will be further empowered to develop and strengthen community relationships between faith communities, mental health providers, advocates, families, government agencies, and persons with lived experience of mental health challenges.

Coalition participants will be encouraged to use the resources for needs assessment and strategic planning. Materials we need to provide are varied and include things like clinical resources, faith resources, trainings, support groups, and consultations.

Repository Resources and Topics

This table describes the types of resources and topics that would be useful for inclusion in the repository. Not everything on the list is considered necessary, and some things would have higher priority than others. Some things might not be realistic at all. As a whole, though, this table captures the range of "brainstorming" that our team worked through.

Category	Examples and Possibilities
Trainings	Links to recorded sessions, post-training materials. Registration for in-person events. Searchable directory of trainings (by intended audience, location, etc.) Identify potential trainers Cross-reference for trainings for "gap planning" How-to: provide/host/request training How-to: select training for your purposes How-to: find scholarship or subsidies to attend How-to: find scholarship or subsidies to host a training
Consultation (People)	Directory of consultants Peer advice Online connection with consultants Identify potential consultants Peer connections between consultants (professional networking) Leadership coaching How-to: start a mental health ministry
Faith Communities	Discover/research/promote models of faith-based local/regional/national mental health ministries Discover faith communities that offer mental health ministries (friendly/supportive faith community)
Professional Connections	Faith leaders networking (clergy to clergy) Networking within faith traditions Networking across/between faith traditions Networking between trainers, between parish nurses

Certification	Listing of certification resources Vetting of program/training quality Discover Continuing Ed. Unit opportunities Howto: become a certified trainer (for any number of specialities)
Event Registration	A form for the host to provide registration/signup for local training events, conferences, etc. Get the Zoom link for the event
Calendar	Community calendar of events (trainings, conferences, etc.) Search by location, topic, etc.
Directory	Centralized way to search for resources ● Service Providers ● Faith-friendly mental health providers ● Grants and funders ● Services ● etc.
Transportation	Carpooling Nearby public transportation options for an event Highlighting transportation options offered by service providers, churches
Grants/Funding	Foundation grant opportunities, and how to apply General information about relevant funders for mental health initiatives
Library	Sermons, articles, how-to guides, other web sites, etc. Bibliography Research
Networking & emailing/ sharing	Platform for sharing needs and ideas, possibly specific apps for specific needs News/bulletin board section on upcoming events Message board
Advocacy	Legislation in progress and opportunities to influence Promote community-based ways to improve availability of mental health resources

Repository Users

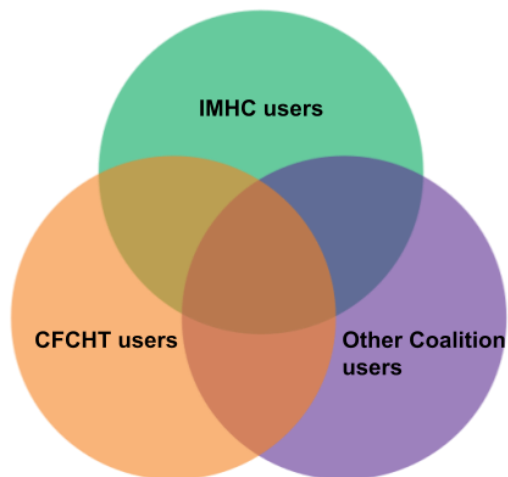## User Types and Access Needs

This table describes the types of users that would be interested in a resource repository, what system privileges they might need, and approximately how many users the repository might like to support.

User Examples	Access Level	Solution Keys[*]

• Potential Funders
 	
• Information seekers, such as
  ○ Person with mental illness
  ○ Person experiencing trauma/grief/loss
  ○ Family member of person with mental illness
  ○ Activist-minded persons
  ○ People wanting to start up a ministry
	Public (1,000)
	• Search
	• Read
	• Download
	
	Registered
	• Register for email list, content notifications, etc.
		○ 🟡 🔵 Pe
		
		○ 🔵 P

• Information providers, such as
  ○ Faith Leaders
  ○ Faith Community Nurse/Parish Nurse
  ○ Peer support/support group/ leaders
  ○ Representatives of Coalitions with Similar Missions (who want to be stakeholders)
  ○ Trainers
	Privileged (100)
	• Upload
	• Edit
	• Delete
	• Comment
	• Administer notifications
		○ 🔵 PE

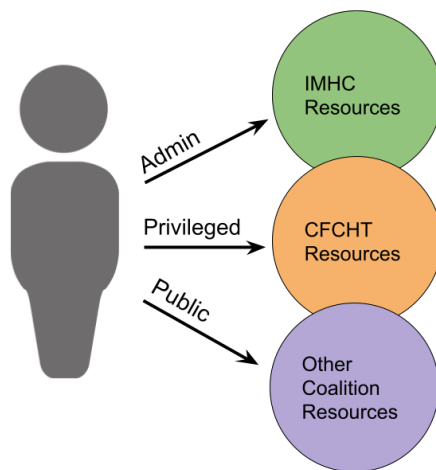|		
○ Clinician/healthcare providers		8 / 21

● Administrators
   ○ Board Member
   ○ Staff
	Admin (5)
	● Grant User Permissions
	● Approve Listings
		⭕🟡🔵pe

* See Solution Options on page 13 for a description of these colored icons.		

"Cross-Coalition" User Access Possibilities

It would be nice for IMHC's repository to be usable for multiple coalitions. In this case, it's likely that coalitions will have overlapping audiences.

Solution Keys* ● Pe

Also, in this case, it's likely that the same individual will have different Access Levels for different coalition resources.

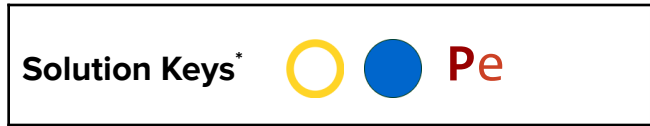* See Solution Options on page 13 for a description of these colored icons.

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Repository Characteristics

This section describes some of the characteristics that the repository should exhibit.

- Compliant to [ADA guidelines](#) for website accessibility
- Capable of multi-language support, even if not initially
- Compatible with modest bandwidth, browser and operating system constraints (think public library or small church office)
- Safety/privacy concerns top of mind, with a way to report violations
- Possible need for disclaimers or other legal questions

Solution Keys[*] ○ ● **P**e

* See [Solution Options](#) on page 13 for a description of these colored icons.

Repository Feature Needs

This table describes the actions that a user can take on the site, that is, what a user can "do." Not everything on the list is considered necessary, and some things would have higher priority than others. As a whole, though, this table captures the range of "brainstorming" that our team worked through.

Category	Examples and Possibilities	Solution Key[*]
Connect / Communicate / Network	Message forum, by category Question to a lister Comment thread on a resource "Share" on Facebook, other social media integrations Some form of directory with protected form of contact	🟡🔵**P**e
Search / Find / Download Things	Search by keyword, category, or free text search Basic categories - "getting started" view By date - calendar view By location (including virtual) - possible map view By host, creator, lister (organization, faith tradition, presenter) • Link related materials Download button for documents	⚪⚪🔵**PE**

Add / Edit / Delete Things	Upload, delete buttons for documents. Information form to input and edit details, such as • Links to registration • Descriptive information • Dates • Contact person	◯ ◯ ● **PE**
Schedule / Sign Up for Things	Instructions for signing up should be contained within the listing. (No special event sign-up capabilities.)	● ● **Pe**
Enroll / Register / Be Notified	Public users can add themselves to an email list or be notified of certain events (choose from options)	◯ ● **P**
Manage Users	Add/approve privileged user access Delete users, Ban users, reset passwords, etc.	● ● **Pe**
Maintenance Functions	Automated archiving of expired resources Automated notifications to posters to keep resources timely and accurate Way to measure which things are getting traffic	◯ ● **Pe**
Donate	Maybe? If possible…	● ● **P**
No pay	Resources and listings are free, always. (How to pay for events, like scheduling, will be included in listing.)	

* See Solution Options on page 13 for a description of these colored icons.

Solution Options

This section describes a range of solution options that are available for building a resource repository. It is organized by cost.

Each group of solutions provides a color-coded key that is used in the tables above to show whether or not the solution can accommodate that feature. For example, the Low-Cost options use a green icon, as shown in the Low-Cost Options section legend. In the Solution Keys column of the tables above, the green icon key is used to indicate whether or not a Low-Cost Options can accommodate the feature.

Low-Cost Options

Cost: $0 - $250 per year, assuming self-built

Big Picture: This group of options are extremely affordable, with a minimal set of capability.

Legend: In the tables above, see which features can be supported by at least one low-cost option using these icons. The set of features that low cost options can provide are similar enough that we use one set of keys to indicate this whole family of options.

○   Feature is **Partially** Supported by a Low Cost Option

●   Feature is **Fully** Supported by a Low Cost Option

Product	Description	Cost	Labor/Timeframe
Google Drive with Google Sites	Google Drive is a solution to store, share, and collaborate on files and folders. Google Sites can be used to organise and present Google Drive resources. A resource repository would take the form of a series of Drive resources, arranged in a topical fashion.	Free (susceptible to ads and Google data mining)	The labor involved for IMHC would be to build a set of Google Drive resource and then categorize them and share them through a Google Site. This could also include a public Google form for submission, though the Google account administrator would have to post every resource. Timeframe: Likely 3-6 months
Weebly	Weebly is a blogging and e-commerce web site building platform that allows a non-specialist set up a web site. A resource repository would take the form of a series of blog entries and/or simple web pages, arranged in a topical fashion.	$144/year	The labor involved for IMHC would be to learn the Weebly platform and build a blog interface that surface the resources. Timeframe: Likely 3-6 months
Wordpress.com	Wordpress.com is a blogging and web site building platform that, like Weebly, allows a non-specialist to set up a web site. A resource repository would take the form of a series of blog entries and/or simple web pages arranged in a topical fashion.	$96/year for no ads	The labor involved is similar to Weebly, above. Timeframe: Likely 3-6 months

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Medium-Cost Options

Cost: Up-front development: $1,500 - $5,000; Annual maintenance: $500-$1,000

Big Picture: Most of the cost of this group of options is in the up-front development work. Each of these options require working with a skilled developer to specify and build a custom solution that fits within the constraints and limitations of the specific Product. (For example, the specific custom search options that would be available in a Drupal solution will be somewhat different than for a Wordpress solution.) Once built, there will be some level of cost for annual hosting cost and general maintenance (routine software security updates, etc.).

Legend: In the tables above, see which features can be supported by at least one medium-cost option using these icons. The set of features that medium cost options can provide are similar enough that we use one set of keys to indicate this whole family of options. There are differences in the precise capabilities between the various products; those nuances should be explored more fully before a final solution has been chosen.

○   Feature could be **Partially** Supported by a Medium Cost Option

●   Feature could be **Fully** Supported by a Medium Cost Option

Product	Description	Cost	Labor/Timeframe
Drupal	Drupal is a sophisticated web site development platform that provides much of the flexibility of a completely "from scratch" custom solution while greatly accelerating	One-time development: $2,000 - $5,000 Annual hosting and maintenance: $500-$1000	Mostly, the labor would be that of recruiting a developer, and drawing up/communicating requirements, probably through a series of meetings. An ongoing maintenance

	the development process. This option would require a skilled Drupal developer to install, configure, customize and maintain the platform.		contract would need to be negotiated. Timeframe: Likely 12-18 months.
Techsoup	Techsoup solely works with nonprofits to improve their websites through assessments, consultations, and customized solutions.	Cost would include an upfront cost - a customized quote to IMHC's specific needs. If IMHC decided to hand off upkeep of the platform to Techsoup, monthly maintenance services could range up to $349/month.	Dependent on package. Labor can range from Techsoup developing the product to consulting how you can develop it yourself. Timeframe: Dependent on Techsoup availability.
Wordpress	Wordpress is a web site development platform. It is similar to Drupal in many respects but is generally considered less customizable and also easier for a lay person to maintain. This option would require a skilled Wordpress developer to install, configure, customize and maintain the platform.	One-time development: $1,500 - $4,000 Annual hosting and maintenance: $500-$1000	Similar to Drupal.

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High-Cost Options

Cost Range: Up to $10,000 / year for Participate; OER Commons would need to be emailed for a customized quote.

Big Picture: This group of options are costly (Participate definitely, OER Commons likely), with an extended set of capabilities.

● **Participate** is costly, but would be able to meet all the repository feature needs without requiring any technical labor from IMHC. Their platform allows for collaboration and connection alongside resource collection, with specific features including groups, discussion threads, announcements, and direct messaging to build community among those using the repository.

● **OER Commons** varies in cost and features based on your specific needs. One of their services, microsites, would allow for resource collections. OER Commons would likely be cheaper than Participate and would likely require more technical labor from IMHC.

Product	Description	Legend	Cost	Labor/Timeframe
Participate	Participate builds customizable collaborative Communities of Practice that include resource collections, direct messaging, announcements, discussion threads, online courses, and peer mentorship.	**P : Full** Support **p : Partial** Support	Their most affordable package is the learning package at $10,000/year.	Participate would create and maintain the platform. IMHC would need to be involved in strategy calls and emails. Timeframe: Likely 6 months
OER Commons	OER Commons (Open Education Resources) "is a public digital library of open	**E : Full** Support **e : Partial** Support	Costs are customized according to the	It seems likely that OER Commons would take on most of the work of setting up

	educational resources." One of their features, microsites, seems to allow for a resource repository feature. Microsites allow users to have custom resource collections, translation, and custom permissions, groups, and workflows.		labor involved in the request. They can be emailed for a quote.	the microsite for IMHC, though IMHC would be responsible for maintenance and would need to be available for strategy sessions. Timeframe: Likely 6-12 months.

Partnership with Northbridge Technology Alliance

Cost: Where three coalitions can partner together toward a resource repository solution, then for each coalition: Up-front development: $3,500 - $5,000; Annual membership: $360-$720.

Big Picture: Northbridge Technology Alliance is a cooperative social enterprise. Their platform, Nexus, is a multi-coalition collaboration platform where each coalition has ownership of their data, privacy of their user base, and can influence the direction of the platform feature development. Their unique platform specializes in collaboration and connection between and among coalitions. Along with resource collections, specific features include shared calendars, discussion threads, announcements, direct messaging, and online learning via BigBlueButton. Northbridge is positioned to partner with qualifying coalitions in order to expand and modernize Nexus. There is an opportunity to include the resource repository features that IMHC seeks.

The mission of Northbridge is to create software solutions for social justice and community building organizations so that their collective impact is increased. Northbridge was founded in 2013 in order to harness the power of collective resourcing. Northbridge is a 501(c)(3) corporation.

Legend: In the tables above, see which features can be supported by Nexus using these icons.

◯   Feature could be **Partially** Supported by Nexus

⬤   Feature could be **Fully** Supported by Nexus

Product	Description	Cost	Labor/Timeframe
Nexus	Nexus is a cooperative digital platform that specializes in building and strengthening community among member coalitions in order to harness the power of collective resourcing.	One-time development: $3,500 - $5,000 Annual membership dues: $360-$720 They can be emailed for a quote.	IMHC would be involved in recruiting/finding other partner coalitions to work with. IMHC would participate in a series of 6-12 requirements gathering sessions, facilitated by Northbridge. Northbridge would also facilitate several acceptance sessions to ensure the delivery matched expectations Timeframe: 12-18 months

Examples of Successful Implementations

Here are some examples of libraries and resource repositories that give some ideas for user interface design and features.

- participate resource collections (created)
  - credentialed learning, social networking, member-driven connection, impact on practice
  - designed / customized for needs
  - for nonprofits:
    - collaboration platform: discussion threads, peer mentorship, groups
    - open communication: community announcements, direct messaging
    - online training: online courses
    - knowledge base: resource collections
- workers lab learning hub (in creation)
  - "will curate and house our learning, offer resources and mentorship, and showcase innovators that are giving life to the promising ideas aimed at increasing power for workers"
- platform coop resource library (created)
  - browse by topics, goals, sectors, formats
  - also search resource name, publisher, topic
- united states federation of worker cooperatives (created)
  - service provider directory - name, website, city, email, number
    - can search by name, location, professional services, coop technical assistance
  - coop clinic: network of peer advisors, provide technical assistance to worker cooperatives
  - slack chat: connecting

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- ○ compiled resource pages/tabs for the following: for worker coops, democratic workplaces, startup workplaces, conversions, coop developers, Black and Brown cooperator
- https://r4phtc.org/connecting-cross-sectors-to-advance-health-equity-where-it-matters/