

June 10, 2024

Digital Literacy & Mental Health Micro-Learning Series

Supporting Afghan Newcomers

switchboard
connecting resettlement experts



Presentation Start





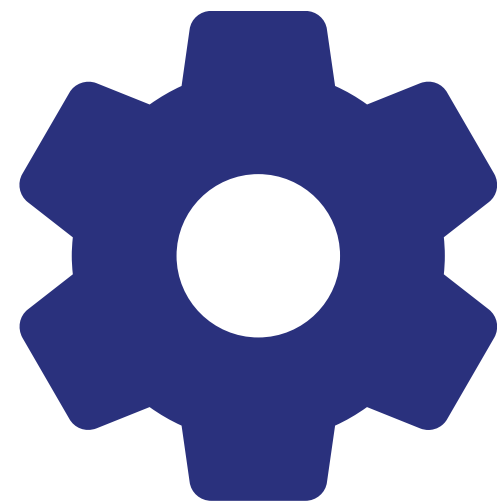
This training is presented to you by Switchboard.

Switchboard is a one-stop resource hub for refugee service providers in the United States.





**Here's a quick
overview of your
settings.**





Here's a quick overview of your settings.

This is a webinar, so you're joining on listen-only mode.



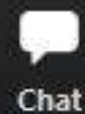


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Connect phone or
computer audio under
Audio Settings.

Audio Settings ^



Chat



Raise Hand



Q&A

Leave Meeting



Due to the large number of learners on today's webinar, we've disabled the chat box.





Though disabled for learners, keep an eye on the chat for messages from Switchboard and links to various resources we'll be mentioning throughout.



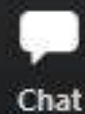


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You can **access the chat** by clicking here.

Audio Settings ^



Chat



Raise Hand



Q&A

Leave Meeting



You do have the option to send messages to the speakers and co-facilitators via the Q&A.





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You can type a question
by clicking **Q&A** here.

Audio Settings ^



Chat



Raise Hand

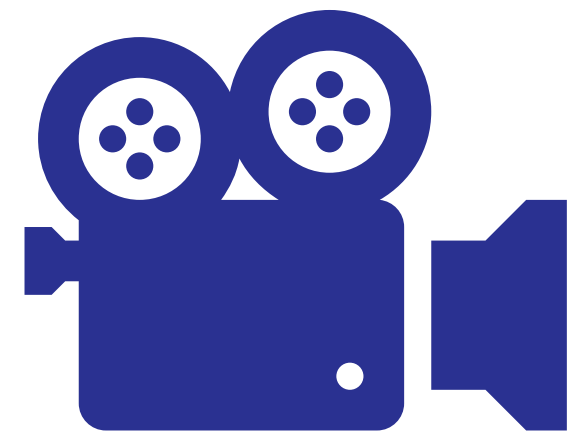


Q&A

Leave Meeting



**Today's webinar will
run for 15 minutes
and is being
recorded.**





You'll receive an email with the recording, slides, and recommended resources within 24 hours.

The webinar transcript, along with the recording, will also be posted on the Switchboard website.





Lastly, we ask that you kindly complete our webinar satisfaction survey at the conclusion of our session.





This short, three-question survey will help Switchboard continuously improve our training and technical assistance offerings.





Thank you for joining today's training!

We will begin momentarily.



Micro-Learning Contributors



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Micro-Learning Series: Session Dates and Times



1

June 10, 2024

12:30 – 12:45 PM ET

2

June 17, 2024

12:30 – 12:45 PM ET

3

June 24, 2024

12:30 – 12:45 PM ET

4

July 8, 2024

12:30 – 12:45 PM ET

5

July 15, 2024

12:30 – 12:45 PM ET

6

July 22, 2024

12:30 – 12:45 PM ET



Disclaimer

- This presentation will introduce technology as a **complementary tool** in mental health services.
- This presentation will focus on technologies that have **realistic accessibility rates** in the realm of resettlement.



Culture Shock

June 10, 2024

Learning Objectives



By the end of this session, you will be able to:

1

Recognize

common mental health concerns
Afghan families encounter at different
stages of their resettlement journey

2

Identify

ways to integrate technological tools
and resources in supporting Afghan
newcomers seeking mental, social,
and emotional health services



Meet Masoud



- We will watch a five-minute animation of Masoud at the start of his resettlement journey.
- His concerns will center around culture shock, and he will look for ways to cope using technology.
- Questions submitted in the Q&A box will be discussed after the animation.
- Recommended Resources will be shared.

Uploaded video link.



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How does Masoud's use of technology effectively support his experience coping with culture shock?



Action Steps

- Curate a list of online communities and local resources.
- Promote connections among clients through online communities.
- Create online communities if none exist in your area of service.
- Connect clients to community-based organizations.

Recommended Resources

- IRC Digital Community: [Afghan Facebook](#) the Cultural Orientation Resource Exchange (CORE)
- App: [SettleIn](#) CORE
- Tip Sheet: [Broadening Scope As An Ethnic Community-Based Organizations \(ECBO\) Project SOAR](#)



Learning Objectives



Now you are able to:

1

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Questions?

Type your question in the **Q&A**

Click **thumbs-up**  to vote for others' questions



Help us help you!

Scan the QR code or click the link in the chat to access our feedback survey!

- Five questions
- 60 seconds
- Help us improve future training and technical assistance





2

Sleeping Problems

June 17, 2024

Learning Objectives



By the end of this session, you will be able to:

1

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Masoud



- We will watch a five-minute animation of Masoud a few years after beginning resettlement services.
- His concerns will center around trouble sleeping after losing his job, and he will look for ways to cope using technology.
- Questions submitted in the Q&A box will be discussed after the animation.
- Recommended Resources will be shared.

Uploaded video link.



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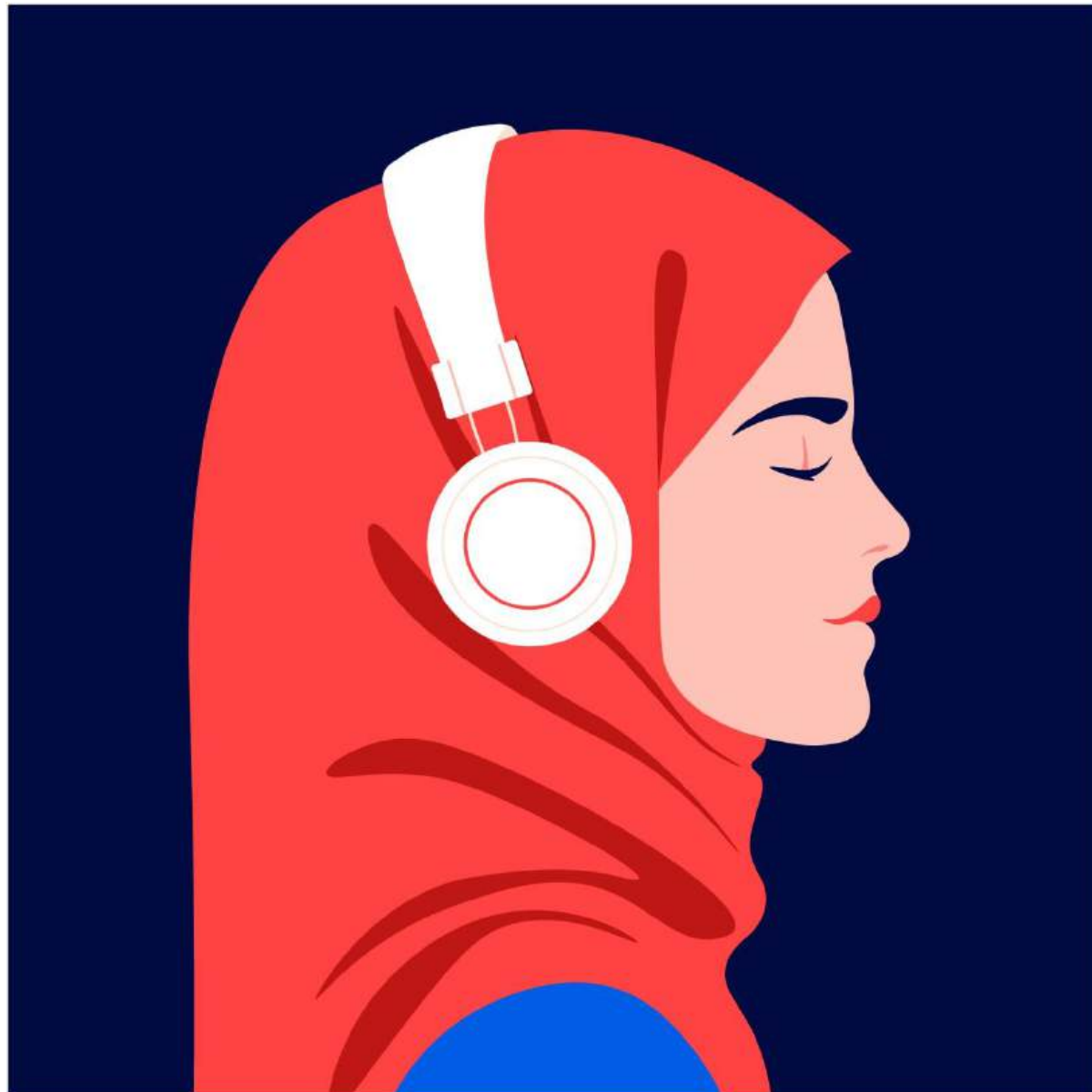


How does Masoud's use of technology effectively support him with his sleeping troubles?



Action Steps

- Encourage continuing therapy even when mental health has improved.
- Provide support locating online music resources.
- Offer help with downloading apps that assist in falling asleep, which are often free.



Recommended Resources



- Literature Review: [Music Improves Sleep Quality](#) International Journal of Nursing Studies
- Downloadable Resource: [A Study Investigating the Relaxation Effects of Music](#) Mindlab
- Music Resources: [Mellomaniac](#), [Watermark](#), [Mozart](#), [We Can Fly](#) YouTube

Learning Objectives



Now you are able to:

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Questions?

Type your question in the **Q&A**

Click **thumbs-up**  to vote for others' questions



Help us help you!

Scan the QR code or click the link in the chat to access our feedback survey!

- Three questions
- 30 seconds
- Help us improve future training and technical assistance





3

Discussing Anxiety

June 24, 2024

Learning Objectives



By the end of this session, you will be able to:

1

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common mental health concerns
Afghan families encounter at different
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ways to integrate technological tools
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Meet Mariam



- We will watch a five-minute animation of Mariam, a newcomer youth at the start of her resettlement journey.
- Mariam will be starting at a new school and experiencing strong feelings of anxiety, making it hard for her to focus.
- Questions submitted in the Q&A box will be discussed after the animation.
- Recommended Resources will be shared..

Uploaded video link.



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How did Mariam's use of technology effectively support her in managing her anxiety?



Action Steps

- Introduce tools like relaxation apps to ease anxiety.
- Focus on specific techniques, like breathing, that can be replicated by following along online.
- Discover a niche—not all apps work for everyone.



Recommended Resources



- Curated Health Resources: [A Selection of Resources for Afghans and Providers](#) National Resource Center for Refugees, Immigrants, and Migrants
- Image Creator: [Paint](#) Microsoft
- Breathing Technique: [What to Know About 4-7-8 Breathing](#) WebMD
- Music Resources: [Kupla](#), [Lofi Girl](#), [Quiet Quest—Study Music](#)

Learning Objectives



Now you are able to:

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Questions?

Type your question in the **Q&A**

Click **thumbs-up**  to vote for others' questions



Help us help you!

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- Three questions
- 30 seconds
- Help us improve future training and technical assistance





4

Discussing Depression

July 8, 2024

Learning Objectives



By the end of this session, you will be able to:

1

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common mental health concerns
Afghan families encounter at different
stages of their resettlement journey

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Mariam



- We will watch a five-minute animation of Mariam a few years after beginning resettlement services.
- Mariam is experiencing feelings of emptiness when she thinks of her future and is looking to cope by using technology.
- Questions submitted in the Q&A box will be discussed after the animation.
- Recommended Resources will be shared.

Uploaded video link.



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How does Mariam's use of technology effectively support her in combating feelings of emptiness and pessimism?



Action Steps

- Provide information on specific telehealth apps based on providers.
- Provide links to Farsi- and Dari-speaking mental health coaches online.
- Encourage audiobook listening.



Recommended Resources



- Telehealth Apps (based on provider)
- Afghan Mental Health Coach: [ZakiHelp](#) YouTube
- Farsi Audiobook Apps: [Ketabrah](#) and [Taghche](#)

Learning Objectives



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Questions?

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Click **thumbs-up**  to vote for others' questions



Help us help you!

Scan the QR code or click the link in the chat to access our feedback survey!

- Three questions
- 30 seconds
- Help us improve future training and technical assistance





5

Discussing Self-Harm Ideation

July 15th 2024

Learning Objectives



By the end of this session, you will be able to:

1

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common mental health concerns
Afghan families encounter at different
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Meet Zohra



- We will watch a five-minute animation of Zohra, a newcomer who arrived without her family, at the start of her resettlement journey.
- Zohra will be experiencing strong feelings of guilt, occasionally ideating about self-harm.
- Questions submitted in the Q&A box will be discussed after the animation.
- Recommended Resources will be shared.

Uploaded video link.



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How does Zohra's use of technology effectively support her in coping with feelings of guilt and self-harm ideation?

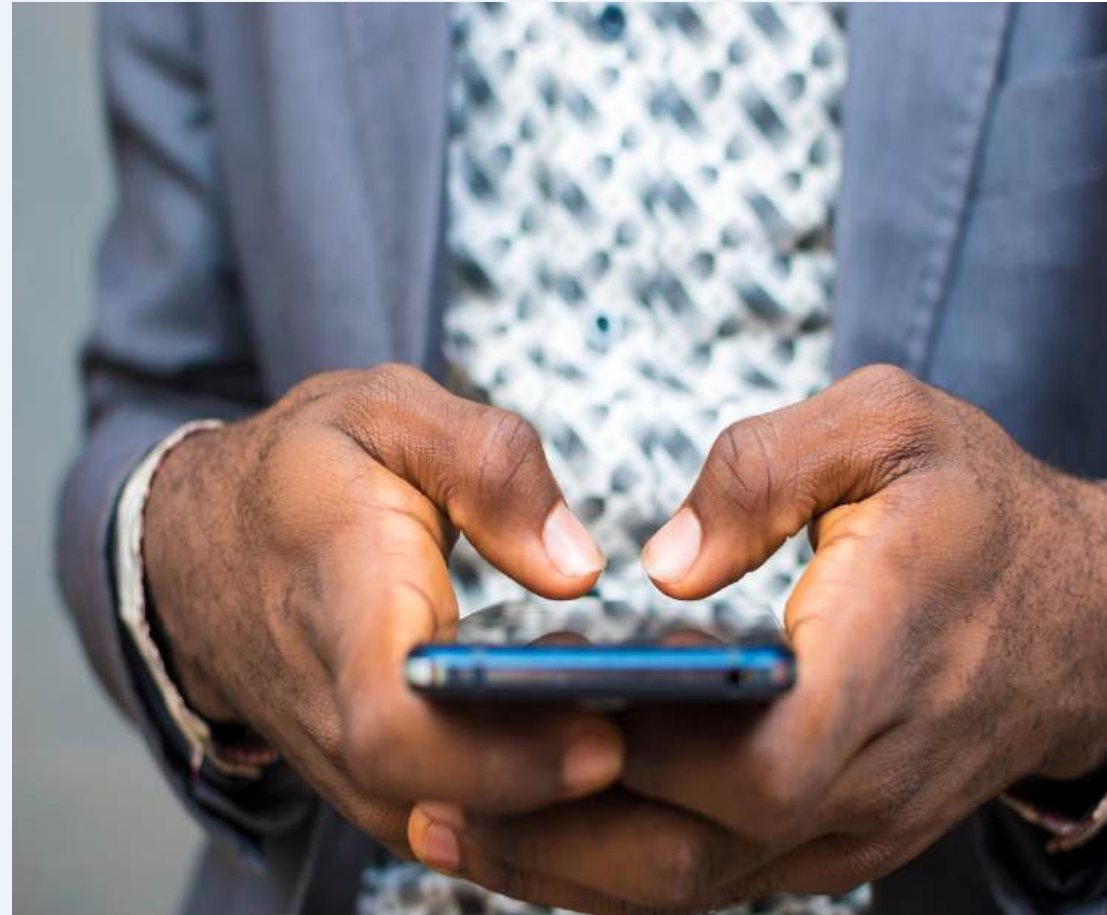


Action Steps

- Assist in registering with, and creating logins and passwords for, downloaded telehealth apps.
- Emphasize the benefits and ease of telehealth.
- Provide emergency contacts, hotlines, and chat forums to reach out to when ideating about self-harm.



Recommended Resources



- Telehealth Apps (based on provider)
- Suicide and Crisis Lifeline: Telephone: 9-8-8 and Chat: 988lifeline.org/chat Substance Abuse and Mental Health Services Administration

Learning Objectives



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Questions?

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- Three questions
- 30 seconds
- Help us improve future training and technical assistance





Discussing Trauma

July 22nd 2024

Learning Objectives



By the end of this session, you will be able to:

1

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common mental health concerns
Afghan families encounter at different
stages of their resettlement journey

2

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ways to integrate technological tools
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and emotional health services



Zohra



- We will watch a five-minute animation of Zohra a few years after beginning resettlement services.
- Zohra will be experiencing stress from traumatic memories and looking for ways to cope.
- Questions submitted in the Q&A box will be discussed after the animation.
- Recommended Resources will be shared.

Uploaded video link.



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How did Zohra's use of technology effectively support her in navigating post-traumatic stress?



Action Steps

- Encourage the use of virtual reality (VR) headsets, which can simulate immersive environments.
- Contact public libraries to discover freely available technological resources.
- Submit a technical assistance request to Switchboard for VR support.



Recommended Resources



- Technical Assistance Request: [Emerging Tech and Digital Literacy Switchboard](#)
- Virtual Reality: [Toolkit](#) Switchboard
- Immersive VR: [Resources Library](#) Meta
- Online Community VR Therapist: [The Society for Virtual Therapy](#)

Learning Objectives



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Help us help you!

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- Three questions
- 30 seconds
- Help us improve future training and technical assistance





Questions?

Type your question in the **Q&A**

Click **thumbs-up**  to vote for others' questions



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