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National  
Technology Info Agency

@ Commerce

            
www.cvm.org

(Community  
Voice  
Mail)

FEDERAL COMMUNICATIONS COMMISSION  
WASHINGTON, D.C. 20554

cc: EK/Tom/CR/  
Julie F.  
Ideas? -BR

November 6, 1997

Mr. Bruce Reed  
Assistant to the President for Domestic Policy  
2d Floor West Wing  
The White House  
Washington, D.C. 20502

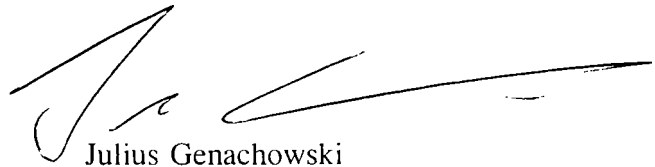
Dear Bruce,

I enjoyed our meeting the other day, as did Bill. Thanks for setting aside the time.

We chatted at the meeting about telephone penetration among different groups, and Bill asked me to send you the enclosed statistics. The contact for any follow up on this or other matters is Susan Fox, who can be reached in Bill's office at 418-1000. (I'm leaving the Commission soon.)

All the best.

Sincerely,



Julius Genachowski

cc: Susan Fox

## Statistics<sup>1</sup>

### Household Telephone Subscribership in the United States

| House<br>-holds | Percentage<br>w/ telephones | Percentage<br>w/o telephones |
|-----------------|-----------------------------|------------------------------|
|-----------------|-----------------------------|------------------------------|

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|       |       |      |
|-------|-------|------|
| Total | 93.9% | 6.1% |
|-------|-------|------|

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#### Annual incomes below \$5,000

|                    |       |       |
|--------------------|-------|-------|
| Total              | 72.9% | 27.1% |
| Whites             | 76.4% | 23.6% |
| Blacks             | 66.0% | 34%   |
| Hispanics          | 64.4% | 35.6% |
| Other <sup>2</sup> | 66.2% | 33.8% |

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#### Annual incomes above \$75,000

|           |       |      |
|-----------|-------|------|
| Total     | 99.2% | .8%  |
| Whites    | 99.3% | .7%  |
| Blacks    | 99.2% | .8%  |
| Hispanics | 97.1% | 2.9% |
| Other     | 97.5% | 2.5% |

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<sup>1</sup>These percentages for telephone penetration rates are the latest available from Industry and Analysis. Their current quarter report is not written yet. These percentages are as of July 1997.

<sup>2</sup>The Other category consists of Asian Americans and Native Americans. The percentages come from the FCC Telephone Subscribership Report--although Industry and analysis says that they are statistically unsound. They also noted that the Asian American population is concentrated in Hawaii, New York, and California.

| House<br>-holds | Percentage<br>w/ telephones | Percentage<br>w/o telephones |
|-----------------|-----------------------------|------------------------------|
|-----------------|-----------------------------|------------------------------|

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#### Racial Categories

|           |       |       |
|-----------|-------|-------|
| Whites    | 95.0% | 5%    |
| Blacks    | 86.9% | 13.1% |
| Hispanics | 87.0% | 13%   |
| Other     | 92.4  | 7.6%  |

Cathy Sandoval indicated that Sen. McCain is most interested in Native American penetration rates. For rural Native Americans, their penetration rate is 55%, which is the lowest of any ethnic group. The Navaho Nation has a 35% penetration rate. For Navahoes in San Juan, Utah the penetration rate is 26.5%

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#### Geographic Categories

|       |                                                                                                                                                  |
|-------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| Urban | (I requested that Industry and Analysis provide with this data. They are working at collecting it. When I receive it, I will forward it to you.) |
| Rural |                                                                                                                                                  |

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#### Marital Status<sup>3</sup>

|                             |       |       |
|-----------------------------|-------|-------|
| Married w/<br>children      | 95.5% | 4.5%  |
| Married w/o<br>children     | 98.1% | 1.9%  |
| Single woman<br>alone       | 96.2% | 3.8%  |
| Single woman w/<br>children | 82.6% | 17.4% |
| Single male<br>alone        | 87.8% | 12.2% |

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<sup>3</sup>This data is the latest from Industry and Analysis. It is from 1993. These categories are for civilian (non-military) families.

| House<br>-holds            | Percentage<br>w/ telephones | Percentage<br>w/o telephones |
|----------------------------|-----------------------------|------------------------------|
| Single male<br>w/ children | 85.9%                       | 14.1%                        |

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State Penetration Rates for Members of The Senate Commerce Committee

|                                     |                    |       |
|-------------------------------------|--------------------|-------|
| Arizona<br>(John McCain)            | 93.4% <sup>4</sup> | 6.6%  |
| Alaska<br>(Ted Stevens)             | 93.5%              | 6.5%  |
| Montana<br>(Conrad Burns)           | 94.4%              | 5.6%  |
| Washington<br>(Slade Gorton)        | 96.6%              | 3.4%  |
| Mississippi<br>(Trent Lott)         | 89.8%              | 10.2% |
| Texas<br>(Kay Bailey Hutchison)     | 91.7%              | 8.3%  |
| Maine<br>(Olympia Snowe)            | 97.4%              | 2.6%  |
| Missouri<br>(John Ashcroft)         | 93.7%              | 6.3%  |
| Tennessee<br>(Bill Frist)           | 94.5%              | 5.5%  |
| Michigan<br>(Spencer Abraham)       | 93.3%              | 6.7%  |
| Kansas<br>(Sam Brownback)           | 93.6%              | 6.4%  |
| South Carolina<br>(Ernest Hollings) | 92.0%              | 8%    |

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<sup>4</sup>These percentages are on a household unit basis. They encompass those households that actually have telephones in their units.

| House<br>-holds                    | Percentage<br>w/ telephones | Percentage<br>w/o telephones |
|------------------------------------|-----------------------------|------------------------------|
| Hawaii<br>(Daniel Inouye)          | 94.6%                       | 5.4%                         |
| Kentucky<br>(Wendell Ford)         | 93.2%                       | 6.8%                         |
| West Virginia<br>(Jay Rockefeller) | 93.4%                       | 6.6%                         |
| Massachusetts<br>(John Kerry)      | 95.7%                       | 4.3%                         |
| Louisiana<br>(John Breaux)         | 91.5%                       | 8.5%                         |
| Nevada<br>(Richard Bryan)          | 94.6%                       | 5.4%                         |
| North Dakota<br>(Byron Dorgan)     | 94.6%                       | 5.4%                         |
| Oregon<br>(Ron Wyden)              | 95.2%                       | 4.8%                         |

[I'm having Industry and Analysis to disaggregate these numbers for each state by race and rural/urban areas. I will provide them to you when they are ready]

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#### Computers in the Home<sup>5</sup>

|           |       |
|-----------|-------|
| Whites    | 28.6% |
| Blacks    | 13.5% |
| Hispanics | 13.1% |

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<sup>5</sup>Data from 1994 in survey by The Tomas Rivera Institute.

### Computers in the School<sup>6</sup>

|           |                  |
|-----------|------------------|
| Whites    | 62%              |
| Blacks    | 51% <sup>7</sup> |
| Hispanics | 52%              |

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### Small Business's Use of Computers<sup>8</sup>

|                              | Total | Women<br>-Owned | Minority<br>-Owned |
|------------------------------|-------|-----------------|--------------------|
| Desktops/personal computers  | 60%   | 52%             | 69%                |
| Portables/laptops/powerbooks | 10%   | 4%              | 20%                |
| Computers with Modems        | 46%   | 38%             | 52%                |
| Local area Networks          | 9%    | 4%              | 19%                |

### Small Business's Subscription To Online Services<sup>9</sup>

|                |     |     |     |
|----------------|-----|-----|-----|
| America Online | 36% | 29% | 31% |
| Prodigy        | 5%  | -   | 14% |
| CompuServe     | 14% | 5%  | 14% |
| Other          | 27% | 33% | 23% |

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<sup>6</sup>Id. Although the disparity between these numbers for computer use in school seems to suggest a move to equality in access, there still are quality of access issues. For instance, Cathy Sandoval has indicated that in the LA Unified School District for grades K-12, only 200 of 650 elementary schools have internet access. One teacher said that students only have one hour of access per week.

<sup>7</sup>In contrast, Chronicle of Higher Education article dated December 20, 1996 indicated that only 39% of Black students in public schools have access to computers in school as compared to 56% of white students.

<sup>8</sup>1996 Dunn & Bradstreet Survey of small businesses cited by Black Enterprise Magazine.

<sup>9</sup>Id.

| Broadcast Stations <sup>10</sup> | White | Minority <sup>11</sup> |
|----------------------------------|-------|------------------------|
| AM Stations                      | 96.2% | 3.8%                   |
| FM Stations                      | 97.2% | 1.8%                   |
| TV Stations                      | 96.8% | 3.2%                   |

Minorities now own 2.8% of all broadcast properties in the United States. Minorities own twenty-eight fewer broadcast stations than last year. The biggest decline has been in the number of FM stations; minorities owned 127 FM stations last year, as compared to 100 this year.

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### Women

Commerce does not keep broadcast license data by gender. During 1987-96, the number of firms owned by women in the communications/transportation fields increased by 140%.

FCC auctions have resulted in the sale of 495 licenses to women.

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<sup>10</sup>United States Department of Commerce, Minority Commercial Broadcast Ownership in the United States (April 1997). The Minority Media and Telecommunications Council estimates that since the passage of the Telecommunications Act of 1996, minority ownership in broadcasting has declined by 15%.

<sup>11</sup>Minorities own 322 of 11,475 commercial broadcast stations, representing 2.8% of total commercial ownership. Black ownership represents 1.7% of total commercial stations. Hispanic ownership represents 1.05% of total commercial stations; Asian ownership represents .03% of total commercial stations; and Native American ownership represents .04% of total commercial stations.



**UNITED STATES DEPARTMENT OF COMMERCE**  
**National Telecommunications and**  
**Information Administration**  
Washington, DC 20230

March 24, 1997

MEMORANDUM FOR: Betty Cassidy  
Office of Executive Assistance Management

FROM: Phillip English  
Program Officer

SUBJECT: Final Report for NTIA Award No. 53-60-95022  
Community Technology Institute  
Seattle, WA

Enclosed is a copy of the final report that documents project activities for the grant award period ending December 15, 1996. The recipient has successfully completed the project activities, and has achieved the project objectives described in their original proposal. The report contains a letter certifying project completion, a final report, a comparative budget, web-page information, and several surveys, and newspaper articles .

Although the original sites in selected for to be set up by the grant have been changed, the replacement sites have provided even more complete information. This has been a successful project by any standards. There is considerable evidence that the Community Voice Mail (CVM) project has provided end users with very valuable services. The report from the TIIAP-funded Boston CVM will be valuable in helping other potential voice mails understand the nature of the detail necessary to develop a successful system. That is the strength of each of the TIIAP funded models in Boston, Houston, Los Angeles and Spokane. Each of the sites has benefitted from the experience of the grantee in working with community homeless shelters, service organizations agencies serving poor people, and churches in developing the methods for contacting homeless people to bring them into the system. The additional newspaper articles have added a dimension to the information about the project. Perhaps the most important information about the project is that the National Information Infrastructure, as complex as it is, can allow service providers to reach out to homeless people and benefit them directly. That is a powerful lesson learned.

I recommend approval of the report.



March 10, 1997

Mr. Stephen J. Downs, Director  
Telecommunications and Information Infrastructure Assistance Program (TIIAP)  
US Department of Commerce, Room 4090  
14th Street and Constitution Avenue, NW  
Washington, DC 20230



RE: TIIAP Grant Project number 53-60-95022

Dear Mr. Downs,

This letter certifies that Community Technology Institute has completed all the requirements of TIIAP Grant Project 53-60-95022.

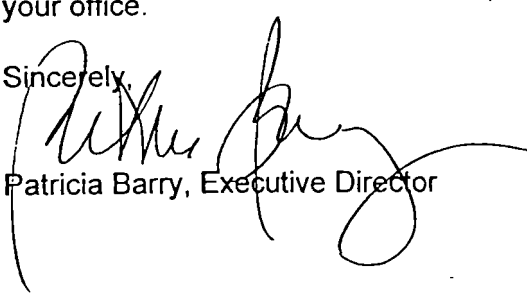
CTI has complied with all terms and conditions of the Special Award Conditions and all Department of Commerce and Federal requirements and regulations. Further, CTI conducted an exemplary project in accordance with the approved goals and objectives of our grant.

CTI and the National Community Voice Mail Federation thank TIIAP, NTIA and the Department of Commerce for the opportunity to create new access to telecommunications for poor and homeless people in this country, for the financial support necessary to enable Boston, Houston, Spokane and Los Angeles to start regional Community Voice Mail networks in their communities, and for the critical underpinnings that have enabled hundreds of health and human service provider agencies to help thousands of homeless and poor people access services and mainstream society to recover from economic distress.

CTI is also grateful for the courtesy extended to us by our program officer, Phil English, whose enthusiasm and counsel made our experience with TIIAP rewarding.

We hope that you and your colleagues enjoy this final report, included here with two copies plus attachments that document our activities and accomplishments under TIIAP. CTI appreciates any feedback or comments from your office.

Sincerely,

  
Patricia Barry, Executive Director

A program of  
Community  
Technology  
Institute



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# TIIAP FINAL PROJECT REPORT

## A) PROJECT ACCOMPLISHMENTS

Community Technology Institute both met and exceeded its three principle goals over the life of the TIIAP Project as well as planted additional seeds for continued expansion of telecommunications access to people who are poor or homeless. In short, CTI initiated Community Voice Mail programs in Boston, Houston, Spokane and Los Angeles, creating telecommunications access for nearly 20,000 more people across the country annually, launched and formalized a National Community Voice Mail Federation comprising 22 cities, created dynamic and informative web pages (<http://www.cvm.org>), leveraged more than \$500,000 in new grants and support for CTI and the CVM Federation, and facilitated internet and e-mail access for 85% of the CVM Federation. The following is a summary of our principal achievements under the established goals and objectives.

**Goal 1: create access to telecommunications for homeless and phoneless poor people by expanding the national federation of Community Voice Mail programs.**

### ***Highlights:***

- **Project Connect: Greater Boston Community Voice Mail** launched in May, 1996. Project Connect: GB-CVM is a model for building a collaborative community network and was organized by a diverse crew: social service providers, Bentley College, McKinsey & Co. consultants, and individuals who are or were homeless. Project Connect has a CVM Steering Committee with fiscal oversight from Shelter, Inc., Cambridge's oldest and largest homeless services provider. The man who is now the technical coordinator and field trainer for Project Connect is a formerly homeless Community Voice Mail end user who started his own business, Curbside Computers, with his CVM number. Project Connect takes the cake in other departments, too: the organizers decided to site Community Voice Mail at the Virtually Wired offices in downtown Boston, placing this program in the heart of the city and in the center of one of the nation's first community computing centers. The strength of Project Connect's organizational base and the promise of its impact on the homeless community has also won a 3-year, \$340K award from US Department of Housing and Urban Development to enhance Continuum of Care services to homeless people in Boston. A 12-port voice processing system, Project Connect has the capacity for more than 1,500 end users at any given time and can serve more than 5,000 individuals and families each year. *Please see Attachment I, Anatomy of a Replication.*
- **Houston Community Voice Mail** launched in September, 1996, organized and supported locally by telecommunications technologists, the Houston

Coalition for the Homeless, regional health and human service agencies, and churches. Houston CVM has a broad-based community steering committee, a Board of Directors with significant representation by the corporate sector, and independent non-profit status (501c3). HCVM also has the capacity for more than 1,500 end users at any given time and can serve more than 5,000 individuals and families each year. *Please see Attachment II, Houston CVM Debut.*

- **Spokane Community Voice Mail** is a program of Spokane Neighborhood Action Program (SNAP), Spokane's oldest and largest community action agency that operates nearly 20 different social service programs throughout the urban region. Spokane CVM was installed and launched in October, 1996, as an 8-port custom voice processing system that can provide personalized voice mail to nearly 1,000 people at any given time, and up to 3,000 individuals and families each year.

- **Los Angeles Community Voice Mail** is operated by the Los Angeles Homeless Services Authority (LAHSA) that was formed through a joint-powers agreement between the City and County of Los Angeles as a commitment to solutions for homelessness. LAHSA is governed by Commissioners drafted from community leaders and is authorized to coordinate both public and private non-profit services to the homeless community. LA-CVM is pivotal to this coordination. LA-CVM was installed in November, 1996 with English-only capability; Spanish language applications are planned after the first year. As a 16-port voice processing system, nearly 2,000 client end users daily and nearly 6,000 individuals and families per year will eventually benefit from LA-CVM.

- **These four sites represent new points of personalized access to telecommunications every year for nearly 20,000 people who are homeless, poor and phoneless.** NOTE: a) our projections are based on capacity of each "port" in a CVM system to handle from 100-150 seven-digit phone numbers, e.g., a 4-port system can serve up to 600 users at any time; and b) CVM numbers are assigned to end users for an average of 30-90 days; each number averages 3 users per year.

- **As of March, 1997, the four new CVM sites funded by TIIAP have already extended service to 64 health and human service agencies that have distributed 7-digit CVM numbers to nearly 1,200 people.**

- **The 20 practicing members of the National CVM Federation (San Diego, Phoenix, Los Angeles, San Jose, San Francisco, Salem, Portland, Seattle, Aberdeen, Vancouver, Spokane, Minneapolis-St. Paul, Madison, Houston, Raleigh, Memphis, Atlanta, Albany, New York City, Boston) have made CVM available to nearly 750 health and human service agencies across the country as a service delivery tool. Nearly 10,000 homeless people are using these CVM systems every day and no program has yet reached its capacity. Please see Attachment III, CVM Federation graphs.**

**Goal 2. Create interactive connectivity between CTI and the federation of CVM programs and between those CVM programs and their community computer networks, where they exist.**

At the start of this TIIAP project, October 1995, CTI surveyed the CVM Federation and determined numerous barriers to interactive connectivity that ranged from not having a modem, a designated phone line, budget resources, or computer capabilities. Only 2 CVM sites (San Jose and Atlanta) had access to e-mail or the internet and none had any relationship with a local freenet. As of March, 1997, all of the four TIIAP-funded CVM sites and 14 either new or existing CVM sites have at least e-mail access.

CTI facilitated access to e-mail for CVM Federation members by: buying and shipping modems for 6 sites that needed them, formulating with our contract consultant, Douglas Schuler, *How-to Guides* for finding a service provider, hooking up the modem, and using e-mail, and by establishing e-mail accounts with Seattle Community Network for CTI, Seattle CVM, and creating a listserv (cvm-all@scn.org) for CVM members to communicate with each other. Several CVM sites purchased modems and e-mail accounts through their host agencies after successful CTI advocacy on their behalf. *Please see Attachment IV, E-mail survey and instructions.*

CTI also successfully approached Microsoft Corporation for software and licenses for MS Office and Access, a critical database program for standardizing CVM outcomes reports. We were able to ship this software to every CVM site that did not own it. As of this writing, only Portland, Salem, and Raleigh are not yet linked to cvm-all@scn.org; all have plans to do so by Summer 1997.

Establishing a logical relationship with a local freenet was also an objective under this goal and has been more complicated than originally expected, both philosophically and organizationally. Since many freenets have been initiated by either universities or loose collaborations of computer professionals and libraries, they often lack a formal "structure" or administrative entity, *per se*, that can negotiate alternative relationships with CVM programs. In addition, freenets were developed to promote popular and democratic use of the information infrastructure through public and private computing and to create the appropriate electronic system to access it, not to champion home-less, phone-less, or computer-less people.

We are hooked and challenged by this problem, however, and intend to continue exploring how CVM and other democratic technologies can find natural, working affiliations. We address this issue in greater detail in section **D) Lessons Learned** and in *Attachment V*.

### **Goal 3: provide public information through the World Wide Web.**

Thanks to Douglas Schuler in Seattle and Bob Kaylor in Boston, CTI has been able to post CVM Federation information on the web with links both to Seattle Community Network, Virtually Wired in Boston, and nearly all of the CVM cities. A work in progress, CTI is enormously pleased with these home pages and their links and receives numerous and regular requests for further information from both surfers and seekers. *Please see Attachment VI, [www.cvm.org](http://www.cvm.org) hard copy.*

### **B) PROJECT EVALUATION**

The four new cities that have joined the CVM Federation under our TIIAP project will take two to three years to mature because introducing a new technology into the health and human services delivery system and awaiting positive outcomes from new end users takes time to develop. Combined, they have already distributed access to 64 provider agencies and 1,200 end users and are growing daily. In the meantime, relevant studies are underway by Bentley College in Boston and by San Jose State University in San Jose that seek to determine both cost-effectiveness and community impact of CVM.

Of particular note and a good indicator of anticipated performance is the 1996 evaluation of Twin Cities CVM, a 12-port system that began in 1993, has served more than 7,000 people and has 1,400 end users on any day. The independently-conducted evaluation by Levang and Associates concludes that the impact of CVM *"on its providers and clients has been phenomenal. The program has changed the lives of low income, phoneless persons in dramatic and unprecedented ways. Clients have reached their goals....In their own words it has been a 'lifeline' and a 'godsend' that have allowed them to shatter the barriers consistently deterring self-sufficiency. [CVM] has given clients an essential, vital link not only to service providers, prospective employers and landlords, but to the world. Similarly, [CVM] has radically changed the very way by which providers interact and serve clients. It has helped streamline service delivery and made important improvements in a provider's ability to assist clients in an effective and efficient manner."* Please see Attachment VII, *Executive Summary*.

Twin Cities CVM Director will present these evaluation findings to the prestigious **Independent Sector's** 1997 Spring Research Forum as an example of a significant measurement of a non-profit's ability to impact society. Our strong hope from this presentation is that it will attract other members of the academic and research community to take another long, hard look at the direct impact CVM has on service delivery and the human condition.

Another interconnectivity objective under the TIIAP project was to lay the groundwork for a standardized database whereby all CVM sites could report common statistics to CTI. This has been largely accomplished through a customized Access database co-developed by McKinsey & Co. consultants in

New York City, Twin Cities CVM and Seattle CVM staff. Because each CVM site has different administrative and staffing conditions, some sites report more data than others. The members of the National CVM Federation - *San Diego, Phoenix, Los Angeles, San Jose, San Francisco, Salem, Portland, Seattle, Aberdeen, Vancouver, Spokane, Minneapolis-St. Paul, Madison, Houston, Raleigh, Memphis, Atlanta, Albany, New York City, Boston* - have made CVM available to nearly 750 health and human service agencies across the country as a service delivery tool. Nearly 10,000 homeless people are using these CVM systems every day and no program has yet reached its capacity. *Please see Attachment VIII, CVM Federation outcomes status.*

### C) COMMUNITY IMPACT

While CTI has been initiating and supporting CVM replications across the country since 1992, the TIIAP project has been singularly instrumental in helping build the national CVM Federation as a model of a successful grassroots access program. **Overall, the TIIAP project has effected enormous community impact by enabling CTI to:**

- expand telecommunications access to potentially 20,000 more disadvantaged people each year;
- create regional access networks/CVM in Boston, Houston, Spokane and Los Angeles, that in themselves establish collaborative mechanisms for regional problem-solving;
- support CVM programs all over the country to begin dialogues with local freenets and cybercafes to explore linking CVM users to e-mail;
- build inroads and partnerships with the industry that have resulted in Frontier Communications providing free 800 access to Seattle CVM end users and in US WEST donating telecards to Twin Cities, Seattle and Phoenix;
- attract other national allies such as Rapid Action Food Team that is helping the CVM Federation to replicate its national 800 access service for 25 CVM cities through 1-800-HAND-UP (*Please see Attachment IX, Newsletter.*);
- leverage more than \$500,000 in additional public and private resources to both CTI and members of the CVM Federation to support system growth, new applications in health and domestic violence services, and linkages to other critical services;
- begin publishing a national newsletter that addresses using technology to solve human problems and provides examples of system applications for the telecommunications industry. *Please see Attachment XX, Newsletters.*

Community Voice Mail was named in 1996 as one of the top ten innovations in the history of the Harvard-Ford Foundation Innovations Program.

In addition, in January 1996 CTI made presentations and conducted workshops on using voice mail in developing countries for telecommunications ministers and agents from around the world at the United Nations Habitat II Conference in New York City. *Please see Attachment X, Tenth Anniversary of Innovations in Government.*

Upbeat and effective, CVM also continues to make news. *Please see Attachment XI, Newsclips.*

## **D) LESSONS LEARNED**

CTI experienced several setbacks and frustrations over the period of the TIIAP project. Most critical was the collapse of community organizing in two cities, Chicago and Columbus, that wiped out nearly a year's work in community education, network development and planning. In Chicago, the City had begun a "voice messaging for homeless" service that generated little use and virtually no outcomes. The main drawback to this program was that homeless people on the street were handed cards with a central City phone number to give employers for messages that were retrieved by a City employee who then waited for the homeless person to call them and get the transcribed message. The City turned this program over to an agency that we had identified as a CVM site, a central employment services agency, which was then placed in a tough position to "refuse" the City's gift despite inherent flaws in the program. The agency passed its role as CVM lead on to another agency that, for lack of resources, sat on the project. Because these programs require lengthy community-wide planning and investment, CTI decided to redirect its resources to Los Angeles and found greater success.

In Columbus, Ohio, the designated lead agency for CVM was appropriately a crisis line and community information agency. Midway through the planning stages, a phone company stepped in and offered "free" voice mail for the homeless that required no community organizing or program management. This national telephone company's "free voice mail for the homeless" is a product of their national marketing/PR campaign. Columbus took that offer and now has an 800 number that homeless people can leave with employers or others. These approaches, while requiring less capital or effort on the agencies' part, are ultimately not good community service. These systems do not use personalized phone numbers, can stigmatize an individual, and do not generate active and dignified usage by anyone.

Another instance of frustration to our work was a US WEST press release and direct marketing campaign aimed at service agencies that belonged to CVM networks in Minneapolis-St. Paul, Phoenix, and Seattle, again offering "free voice mail for the homeless." Instead of an 800 number, agencies were offered a cluster of 14-digit numbers that were bridged by a voice announcement, "Welcome to US Voice Messaging." This US WEST action generated dozens of calls to CTI and to the CVM programs in those cities from agencies confused over the status of their voice mail, and from funders wanting to know why a

community would pay for something (CVM operations) when the phone company was offering it for free. The devil was entirely in the details: only fifty to two hundred 14-digit numbers were offered to an entire city; 14-digit numbers are a definite red flag tagging the homeless community; the offer was for one year only. Because CTI and CVM Federation members had been turned down for numerous proposals to partner with US WEST, we viewed this as guileful, however temporary, and asked that they *join* us rather than *compete* with us. Since their press release also announced that US WEST was going to offer \$10,000 worth of telecards throughout its 14 state region, CTI offered to help spend them on CVM participants in four cities. US WEST gave 100 telecards each to Seattle, Minneapolis-St. Paul, Portland and Phoenix for a total of 400/\$1.00 telecards. (CTI was pleased to make a small contribution to competition in the telecommunications industry!)

Some lessons of use to others in these instances are that quick fixes, e.g., throwing a "service" or an 800 number at the problem of homelessness, serves very few. Long-term community benefit requires careful planning, broad-based input and investment, and respectful consideration of end users. The CVM programs that exist around the country have forever changed the way social services are delivered in their cities and give the target community of homeless and phoneless people dignified means to self-reliance.

While CTI did not make all the inroads we had hoped with our local freenet, we at least discovered where our next route should be: access integration by including e-mail. The health and human service provider community is still woefully behind technologically compared to the corporate world and requires a different process to make progress. Many agencies still lack touch-tone phones, computer facilities, and staff training to make use of available resources. *Please see Attachment V, Douglas Schuler's report, Using Technology.*

**Some lessons of use to others seeking to merge community technologies are that uneven levels of experience, purpose, and capabilities exist. Have-nots cannot be presumed able to participate in either these community technologies or as recipients of universal service benefits unless they have a home, a phone and a computer. CTI and the CVM Federation recognize that our systems are low-tech by many standards but they are also often the only effective voice one can have.**

## **E) FUTURE PLANS**

The close of the TIIAP project coincided with the formal assembling of the National CVM Federation at our first conference in Seattle in January of this year. Twenty-two CVM Directors and community leaders from 20 cities attended to develop a mission statement and a long-range plan to secure and protect access to telecommunications for people without homes and phones.

***The Community Voice Mail Federation generates and promotes essential community-based communications technology models that connect people who are isolated from opportunities for economic and personal development.***

In short, CTI and CVM Federation plans are to reach consensus on privacy rights of end users who are clients of the supportive services system; develop a national insurance pool to replace or upgrade equipment; expand access for homeless and phoneless people beyond voice mail; continue creating strong, ethical, operating models for other regions and the telecommunications industry. CTI has additional objectives that are already underway:

- **Initiate more CVM sites around the country.** CTI brought on two additional CVM programs during the THAP project: Vancouver WA and Phoenix AZ. Memphis joined the CVM Federation in February 1997; Bellingham and Yakima WA are on the launch pad for early Spring 1997.
- **Expand our capacity to serve larger regions cost-effectively.** We are currently helping the Bay Area Homeless Alliance (BAHA) develop a regional CVM system that will link 9 counties in the San Francisco Bay Area to decentralized CVM computer systems. This project is a geographical challenge and will require merging different technologies as well as operating methodologies.
- **Integrate voice mail access with e-mail access.** Plans are underway to design merging e-mail and voice mail through local CVM networks that will increase access and further enhance service delivery and economic recovery for end users.
- **Improve CVM technology, replication services and end user documentation.** In general, CTI will continue as the service hub and voice of the CVM Federation, providing technical assistance, community organization and education as required, and to continue to advocate and address communications access for disadvantaged people in this country.

**CTI: FINAL TIIAP REPORT OF EXPENDITURES  
SUMMARY**

| <b>TIIAP GRANT</b> | <b>Budget</b>    | <b>Spent</b>     |
|--------------------|------------------|------------------|
| Personnel          | 31,464.00        | 31,464.00        |
| Fringe             | 8,157.00         | 8,157.00         |
| Travel             | 4,500.00         | 4,387.49         |
| Equipment          | 25,278.00        | 26,489.61        |
| Supplies           | 750.00           | 750.00           |
| Contractual        | 5,000.00         | 4,660.00         |
| Other              | 4,100.00         | 4,060.54         |
| <b>TOTAL</b>       | <b>79,249.00</b> | <b>79,968.64</b> |

| <b>CTI MATCH</b> | <b>Budget</b>     | <b>Spent</b>      |
|------------------|-------------------|-------------------|
| Personnel        | 4,000.00          | 4,000.00          |
| Fringe           | 0.00              | 0.00              |
| Travel           | 3,000.00          | 3,689.63          |
| Equipment        | 13,800.00         | 13,800.00         |
| Supplies         | 0.00              | 0.00              |
| Contractual      | 10,000.00         | 10,000.00         |
| Other            | 73,431.00         | 73,431.00         |
| <b>TOTAL</b>     | <b>104,231.00</b> | <b>104,920.63</b> |

**CTI FINAL REPORT: ITEMIZED COSTS (BY SITE)**

| SITE        | CATEGORY  | PAID BY | ITEM                          | PAYEE              | COST        |
|-------------|-----------|---------|-------------------------------|--------------------|-------------|
| BOSTON      | EQUIPMENT | TIIAP   | Tape back-up & Modem          | AVC                | \$481.00    |
|             |           |         | VP 2000 Cards                 | VoicePro           | \$2,280.82  |
|             | TRAVEL    | TIIAP   | Airfare                       | NW Airlines        | \$304.00    |
|             |           |         | Hotel                         | Buckminster Hotel  | \$454.14    |
|             |           |         | Meals                         | Various            | \$155.51    |
|             |           |         | Ground Transportation         | Various            | \$61.40     |
|             | EQUIPMENT | CTI     | Dialogic card                 | Dialogic           | \$3,450.00  |
|             | OTHER     | CTI     | Repartee software             | AVC                | \$18,167.00 |
| SPOKANE     | EQUIPMENT | TIIAP   | Voicemate; Tape backup; modem | AVC                | \$2,604.00  |
|             |           |         | VP 2000 Cards                 | VoicePro           | \$1,682.25  |
|             |           |         | Repartee installation         | Tel-West           | \$1,288.00  |
|             | TRAVEL    | TIIAP   | Airfare                       | Alaska Air         | \$244.00    |
|             |           |         | Rental Car                    | Avis               | \$123.42    |
|             |           |         | Hotel                         | Ramada/Cavanaugh's | \$213.74    |
|             |           |         | Repartee software             | AVC                | \$14,590.00 |
|             | OTHER     | CTI     | Dialogic card                 | Dialogic           | \$2,300.00  |
| HOUSTON     | EQUIPMENT | TIIAP   | VP 2000 Cards                 | VoicePro           | \$2,519.29  |
|             |           |         | Modem                         | AVC                | \$50.00     |
|             | TRAVEL    | TIIAP   | Airfare                       | NW Airlines        | \$391.00    |
|             | EQUIPMENT | CTI     | Dialogic card                 | Dialogic           | \$3,450.00  |
|             | TRAVEL    | CTI     | Hotel                         | Ramada             | \$225.00    |
|             | OTHER     | CTI     | Meals                         | Various            | \$66.40     |
|             |           |         | Repartee software             | AVC                | \$18,167.00 |
| LOS ANGELES | EQUIPMENT | TIIAP   | Voicemate; Tape backup, modem | AVC                | \$6,228.00  |
|             |           |         | VP 2000 Cards                 | VoicePro           | \$3,356.25  |
|             |           |         | Repartee installation         | Phone Masters      | \$6,000.00  |
|             | TRAVEL    | TIIAP   | Airfare                       | Alaska Airlines    | \$308.00    |
|             |           |         | Hotel                         | Hotel Figueroa     | \$327.18    |
|             |           |         | Meals                         | Various            | \$150.92    |
|             |           |         | Dialogic card                 | Dialogic           | \$4,600.00  |
|             | EQUIPMENT | CTI     | Ground Transportation         | Various            | \$60.00     |
| LOS ANGELES | TRAVEL    | CTI     | Repartee software             | AVC                | \$22,507.00 |
|             | OTHER     | CTI     |                               |                    |             |

| SITE | CATEGORY | PAID BY | ITEM                                | PAYEE              | COST       |
|------|----------|---------|-------------------------------------|--------------------|------------|
| CTI  | TRAVEL   | TIIAP   | Federation Mtg. Airfare             | NW Airlines        | \$442.50   |
|      |          |         | Federation Mtg. Hotel               | Excelsior          | \$415.22   |
|      |          |         | Federation Mtg. Airfare             | NW Airlines        | \$545.00   |
|      | TRAVEL   | CTI     | Federation Mtg. Hotel               | Kellogg Conf. Ctr. | \$251.46   |
|      |          |         | Federation Mtg. Meals               | Various            | \$164.71   |
|      |          |         | Federation Mtg. Ground Transportati | Various            | \$143.75   |
|      |          |         | Federation Mtg Airfare              | NYCVM              | \$150.00   |
|      |          |         | Federation Mtg. Airfare             | GBCVM              | \$204.00   |
|      |          |         | Federation Mtg. Ground Trans.       | Various            | \$143.75   |
|      |          |         | Phoenix CVM: Airfare                | Alaska Airlines    | \$255.00   |
|      |          |         | Phoenix CVM: Ground Transport.      | Various            | \$223.26   |
|      |          |         | Phoenix CVM: Meals                  | Various            | \$160.00   |
|      |          |         | Phoenix CVM: Hotel                  | Ramada             | \$351.31   |
|      |          |         | San Diego CVM: Airfare              | Alaska Airlines    | \$189.16   |
|      |          |         | San Diego CVM: Hotel                | Hillcrest Inn      | \$273.12   |
|      |          |         | San Diego CVM: Ground Transport     | Various            | \$33.00    |
|      |          |         | San Diego CVM: Meals                | Various            | \$153.79   |
|      |          |         | APT Conference: Airfare             | APT                | \$796.00   |
|      |          |         | (2) PCs: 4MG, monitor, modem***     | AVC                | \$2,280.82 |
|      | OTHER    | TIIAP   | Telephone Costs                     | AT&T               | \$783.37   |
|      |          |         | Postage                             | Fed Ex, USPO       | \$151.75   |
|      |          |         | Telecommunications Connections      | SCN, IGC           | \$335.00   |
|      |          |         | Meeting expenses                    | Misc.              | \$509.60   |

\*\*\* as per 1/22/96 amendment

# Implementing the Community Voice Mail Pilot Program

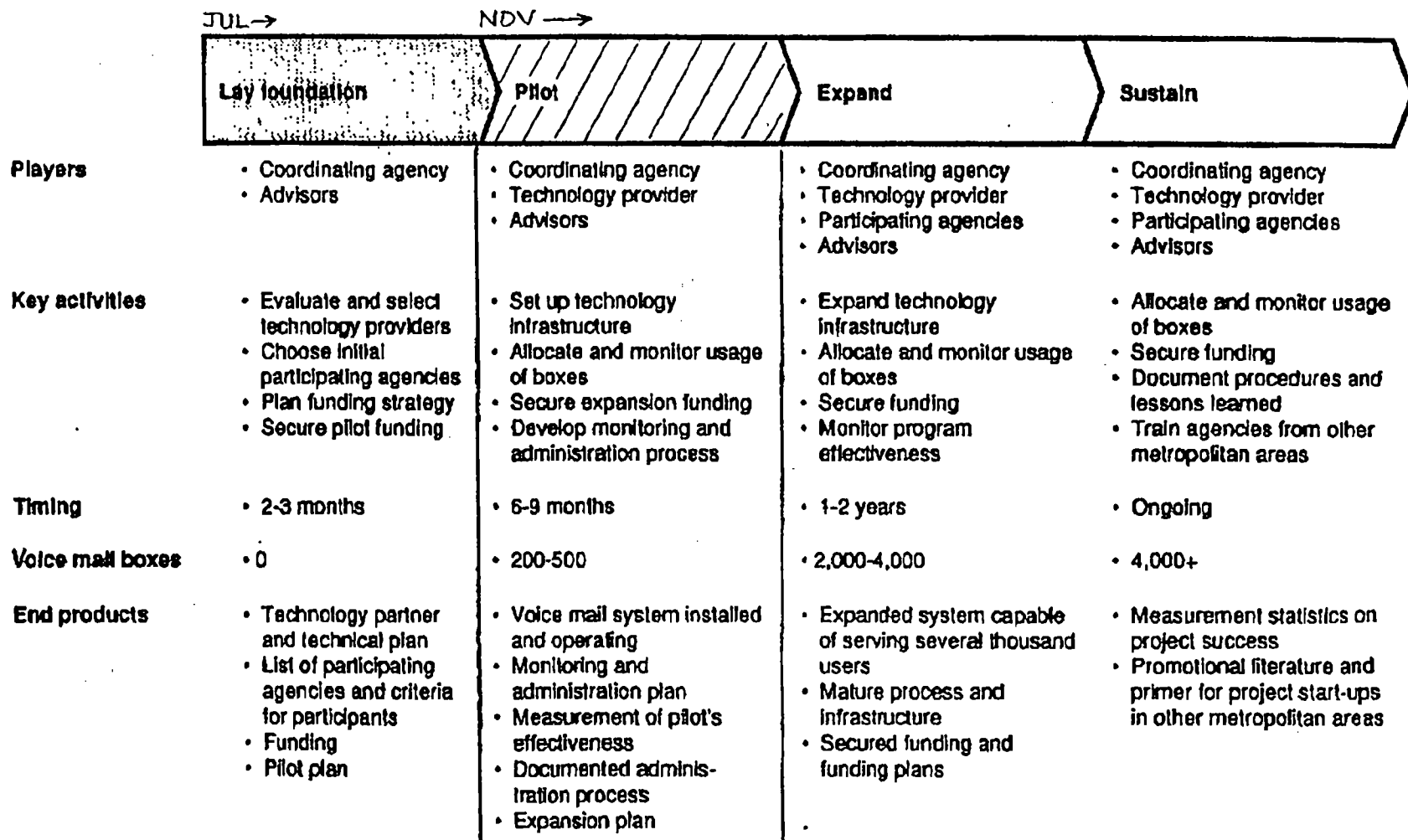
Greater Boston Housing and Shelter Alliance

Team Presentation

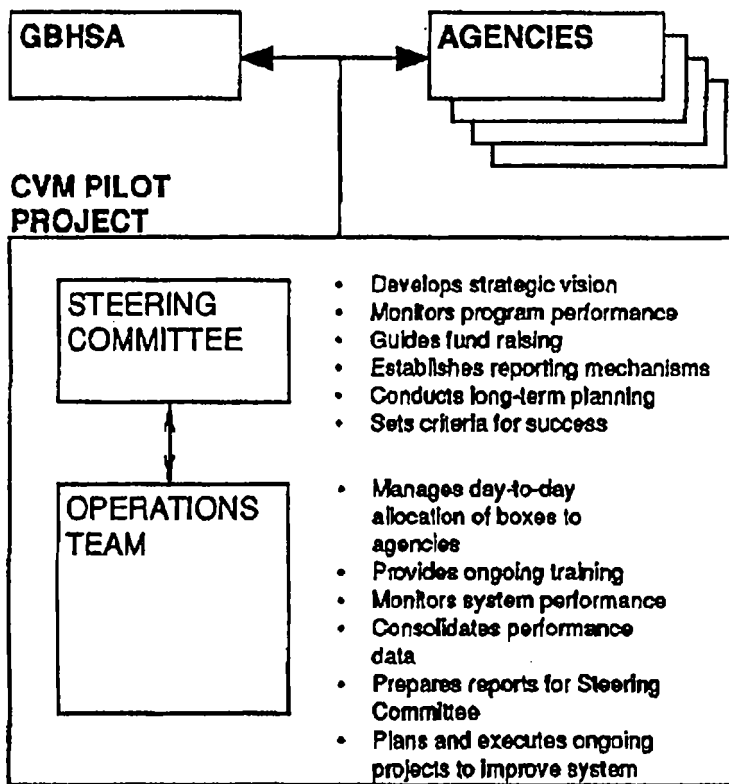
**TIIAP FINAL REPORT**  
**Community Technology Institute: Grant Number 53-60-95022**  
**List of Attachments**

- I. Anatomy of a Replication
- II. Houston CVM Debut
- III. CVM Federation Graphs
- IV. E-mail survey and instructions
- V. Interconnectivity and the CVM Federation: Doug Schuler
- VI. CVM Web site hard copy
- VII. Executive Summary, TCCVM 1996 Program Evaluation
- VIII. CVM Federation outcomes status
- IX. CVM Federation Newsletters
- X. Tenth Anniversary of Innovations in American Government:  
Ford Foundation/Harvard JFK School of Government:
- XI. CVM Newsclips

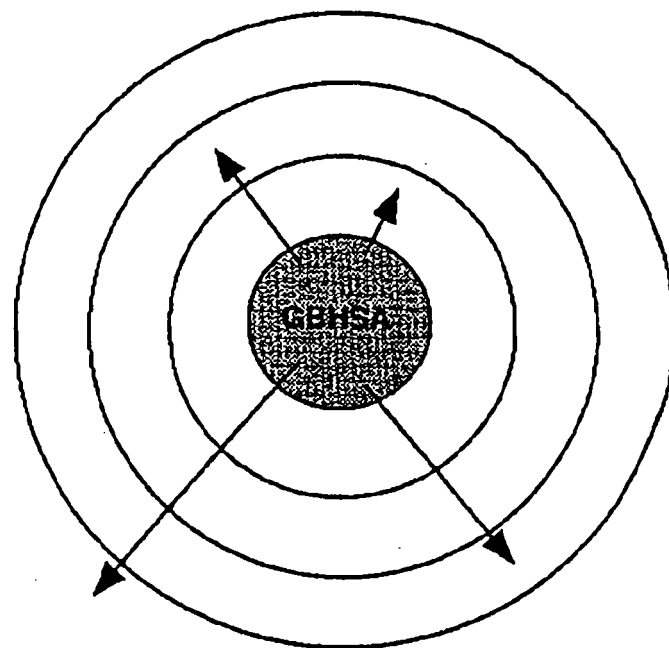
## VOICE MAIL PROJECT PHASES



# ORGANIZATIONAL FRAMEWORK FOR CVM PILOT PROJECT

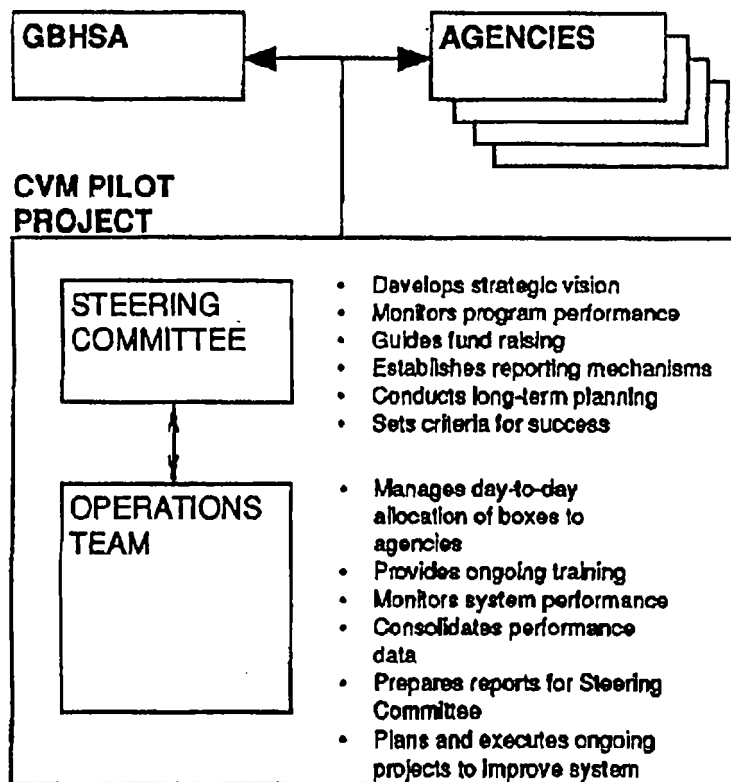


## EXPANDING VOICE MAIL THROUGHOUT HUMAN SERVICE COMMUNITY

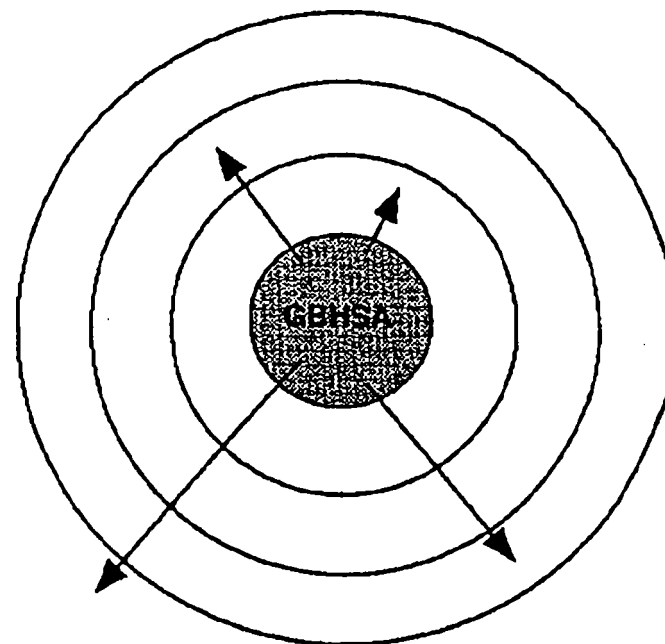


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## ORGANIZATIONAL FRAMEWORK FOR CVM PILOT PROJECT



## EXPANDING VOICE MAIL THROUGHOUT HUMAN SERVICE COMMUNITY



## VOICE MAIL PROJECT PHASES

|                         | JUL →                                                                                                                                                                                                          | NDV →                                                                                                                                                                                                                                                              |                                                                                                                                                                                                         |                                                                                                                                                                                                                              |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                         | Lay foundation                                                                                                                                                                                                 | Pilot                                                                                                                                                                                                                                                              | Expand                                                                                                                                                                                                  | Sustain                                                                                                                                                                                                                      |
| <b>Players</b>          | <ul style="list-style-type: none"> <li>• Coordinating agency</li> <li>• Advisors</li> </ul>                                                                                                                    | <ul style="list-style-type: none"> <li>• Coordinating agency</li> <li>• Technology provider</li> <li>• Advisors</li> </ul>                                                                                                                                         | <ul style="list-style-type: none"> <li>• Coordinating agency</li> <li>• Technology provider</li> <li>• Participating agencies</li> <li>• Advisors</li> </ul>                                            | <ul style="list-style-type: none"> <li>• Coordinating agency</li> <li>• Technology provider</li> <li>• Participating agencies</li> <li>• Advisors</li> </ul>                                                                 |
| <b>Key activities</b>   | <ul style="list-style-type: none"> <li>• Evaluate and select technology providers</li> <li>• Choose initial participating agencies</li> <li>• Plan funding strategy</li> <li>• Secure pilot funding</li> </ul> | <ul style="list-style-type: none"> <li>• Set up technology infrastructure</li> <li>• Allocate and monitor usage of boxes</li> <li>• Secure expansion funding</li> <li>• Develop monitoring and administration process</li> </ul>                                   | <ul style="list-style-type: none"> <li>• Expand technology infrastructure</li> <li>• Allocate and monitor usage of boxes</li> <li>• Secure funding</li> <li>• Monitor program effectiveness</li> </ul>  | <ul style="list-style-type: none"> <li>• Allocate and monitor usage of boxes</li> <li>• Secure funding</li> <li>• Document procedures and lessons learned</li> <li>• Train agencies from other metropolitan areas</li> </ul> |
| <b>Timing</b>           | • 2-3 months                                                                                                                                                                                                   | • 6-9 months                                                                                                                                                                                                                                                       | • 1-2 years                                                                                                                                                                                             | • Ongoing                                                                                                                                                                                                                    |
| <b>Voice mail boxes</b> | • 0                                                                                                                                                                                                            | • 200-500                                                                                                                                                                                                                                                          | • 2,000-4,000                                                                                                                                                                                           | • 4,000+                                                                                                                                                                                                                     |
| <b>End products</b>     | <ul style="list-style-type: none"> <li>• Technology partner and technical plan</li> <li>• List of participating agencies and criteria for participants</li> <li>• Funding</li> <li>• Pilot plan</li> </ul>     | <ul style="list-style-type: none"> <li>• Voice mail system installed and operating</li> <li>• Monitoring and administration plan</li> <li>• Measurement of pilot's effectiveness</li> <li>• Documented administration process</li> <li>• Expansion plan</li> </ul> | <ul style="list-style-type: none"> <li>• Expanded system capable of serving several thousand users</li> <li>• Mature process and infrastructure</li> <li>• Secured funding and funding plans</li> </ul> | <ul style="list-style-type: none"> <li>• Measurement statistics on project success</li> <li>• Promotional literature and primer for project start-ups in other metropolitan areas</li> </ul>                                 |

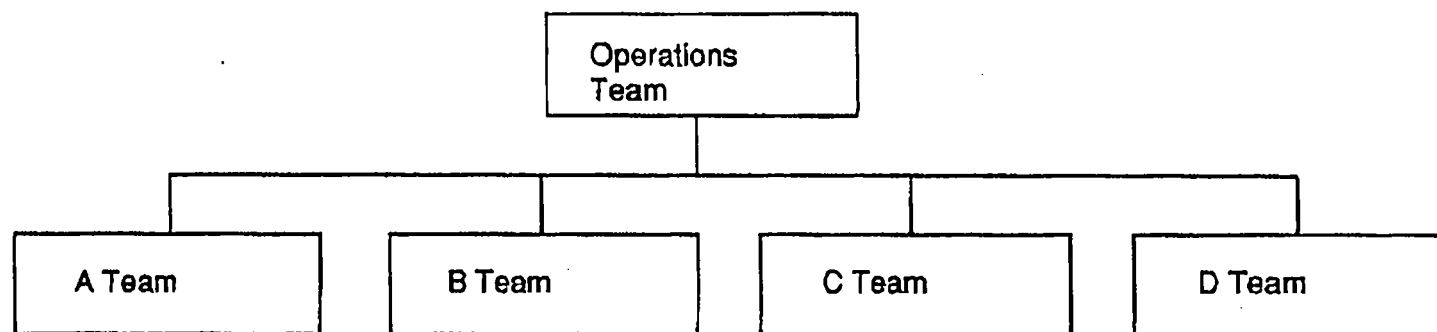
# Implementing the Community Voice Mail Pilot Program

Michael J. Gorman, Housing and Shelter Director  
New York City Department of Social Services

Team Presentation

# OPERATIONS ORGANIZATION FOR CVM PILOT PROJECT

PRELIMINARY



- Functions:
- A Team**
    - Technology management
    - Measurement & reporting
  - B Team**
    - Training
    - Outreach & coordination
  - C Team**
    - Community relations
  - D Team**
    - Budgeting

|        |                      |                                  |                |                |
|--------|----------------------|----------------------------------|----------------|----------------|
| Hours: | Week:                | Week:                            | Week:          | Week:          |
|        | <u>1 2 3 4</u>       | <u>1 2 3 4 5</u>                 | <u>1 2 3 4</u> | <u>1 2 3 4</u> |
| Tech.  | 26 10 8 5 ->         | Trng. 16 16 5 5 2->              | 3-5 ----->     | 4-7 ----->     |
| Meas.  | <u>8 3 -----&gt;</u> | Outrch. <u>7 7 2 2 -----&gt;</u> |                |                |
| Total  | 26 18 11 8           | Total 23 23 7 7 2                |                |                |

DETAILED JOB DESCRIPTIONS -  
TECHNOLOGY MANAGEMENT

| Function              | Responsibilities                                                                                                                                                       | Hours per week | Duration (Weeks)  |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-------------------|
| Technology management | Oversee installation of hardware and software (e.g., coordinate installation of phone lines with NYNEX, etc.)                                                          | 2-3            | 2                 |
|                       | Develop familiarity with system operation (e.g., determine how to manage initiation of mailboxes, develop and print reports, fix bugs, input customized changes, etc.) | 24             | 1                 |
|                       | Manage system on an ongoing basis (e.g., reallocate mailboxes, create system reports, etc.)                                                                            | 10<br>8<br>5   | 1<br>2<br>Ongoing |

DETAILED JOB DESCRIPTIONS -  
MEASUREMENT & REPORTING

| Function                | Responsibilities                                                                                                                                                                  | Hours per week | Duration (Weeks) |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|------------------|
| Measurement & reporting | Develop measures and criteria for determining program performance (e.g., impact on reducing time spent homeless, segmentation of user groups, frequency of use, etc.)             | 4              | 1                |
|                         | Formalize measurement process (e.g., develop forms, reports, feedback loops, etc.)<br>Key initial measures will include: number of users, profile of users, change in user status | 4              | 1                |
|                         | Coordinate collection of information on an ongoing basis                                                                                                                          | 1-2            | Ongoing          |
|                         | Synthesize data and prepare reports for Steering Committee                                                                                                                        | 1-2            | Ongoing          |

DETAILED JOB DESCRIPTIONS -  
TRAINING

| Function | Responsibilities                                                                     | Hours per week | Duration (Weeks) |
|----------|--------------------------------------------------------------------------------------|----------------|------------------|
| Training | Develop curriculum for pilot program:                                                |                |                  |
|          | - Create training manual and prepare material for case managers and system operators | 8              | 2-3              |
|          | - Create training manual and prepare material for system users (i.e., homeless)      | 8              | 2-3              |
|          | Conduct training for case managers, users, operators                                 | 3-4            | 2                |
|          | Answer ongoing questions and update training materials                               | 1-2            | Ongoing          |

**DETAILED JOB DESCRIPTIONS -  
OUTREACH**

| <b>Function</b> | <b>Responsibilities</b>                                       | <b>Hours per week</b> | <b>Duration (Weeks)</b> |
|-----------------|---------------------------------------------------------------|-----------------------|-------------------------|
| Outreach        | Contact directors and case managers of participating agencies | 2-3                   | 2                       |
|                 | Introduce CVM concept and vision to participants              | 4                     | 2                       |
|                 | Provide ongoing follow-up and feedback on system performance  | 2                     | Ongoing                 |

**DETAILED JOB DESCRIPTIONS -  
COMMUNITY RELATIONS**

| <b>Function</b>     | <b>Responsibilities</b>                                                                                         | <b>Hours per week</b> | <b>Duration (Weeks)</b> |
|---------------------|-----------------------------------------------------------------------------------------------------------------|-----------------------|-------------------------|
| Community relations | Interface with agencies calling to learn more about or get access to CVM program                                | 1-2                   | Ongoing                 |
|                     | Interface with media that may call to cover the CVM story, coordinate efforts to enhance corporate fund raising | 1                     | Ongoing                 |
|                     | Provide feedback to Steering Committee regarding program performance, budget requirements, status of projects   | 1-2                   | Ongoing                 |

**DETAILED JOB DESCRIPTIONS -  
BUDGETING**

| <b>Function</b>  | <b>Responsibilities</b>                                                                           | <b>Hours per week</b> | <b>Duration (Weeks)</b>            |
|------------------|---------------------------------------------------------------------------------------------------|-----------------------|------------------------------------|
| <b>Budgeting</b> | Track expenses associated with pilot program (e.g., installation costs, training materials, etc.) | 1-2                   | Ongoing                            |
|                  | Plan budget needs for ongoing system and requirements for growth                                  | 4                     | 2-3 weeks during middle of project |
|                  | Prepare budget reports for presentation to Steering Committee                                     | 2-4                   | Ongoing                            |
|                  | Conduct money management in accordance with GBHSA guidelines                                      | 1                     | Ongoing                            |

## Community Voice Mail- Pilot Installation Expenses

Updated 11/21/94

| Expense                                  | Cost           | Basis of Costs                                                                                                                                               |
|------------------------------------------|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>System Purchases</b>                  |                |                                                                                                                                                              |
| Purchase of 486 system (upgrade system)  | \$1,900        | 486DX/2-66 w/ 8meg RAM, 730 meg HD, 250 meg tape backup, dual floppies, SVGA                                                                                 |
| Customization of platform for voice mail | \$0            | need to increase capacity/power of system<br>existing boards can be transferred to new system<br>include voice bds, Digltrap, modem                          |
| <b>Phone company charges</b>             |                |                                                                                                                                                              |
| Trunk line installation (4)              | \$298          | \$106/first, \$64 for each addtl                                                                                                                             |
| Trunk line monthly rental (6 mos)        | \$1,200        | \$50/month X 4 lines X 6 months                                                                                                                              |
| DID number installation                  | \$0            | no charge                                                                                                                                                    |
| DID monthly rental (6 mos)               | \$24           | \$1/100 #'s X 4 lines X 6 months                                                                                                                             |
| 800# access                              | \$384          | \$10/month plus \$6/hr usage (10% over 10 hrs)<br>assume 10 hrs/month usage= \$54 on one line<br>assume 6 months duration                                    |
| <b>System Installation charges</b>       |                |                                                                                                                                                              |
| Install hardware and software on system  | \$200          | Thru company called Voice Ware. They estimated 2 hrs at \$65/hr (this is full rate, we would receive discount rate.) Assumed extra hour plus misc. expenses. |
| <b>TOTAL:</b>                            | <b>\$4,006</b> |                                                                                                                                                              |

# Implementing Community Voice Mail Throughout the Greater Boston Area

GREATER BOSTON ADULT SHELTER ALLIANCE

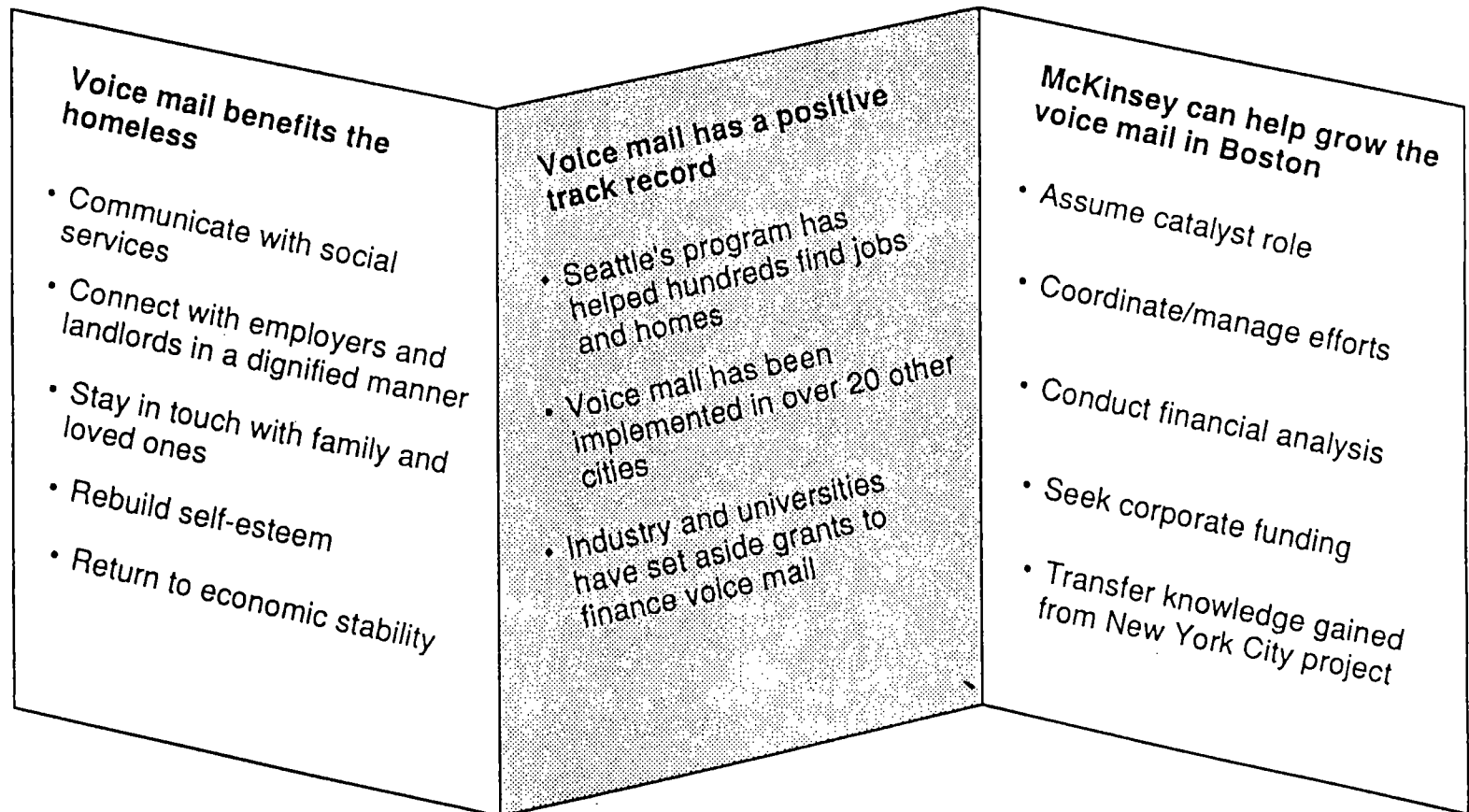
Presentation to GBASA

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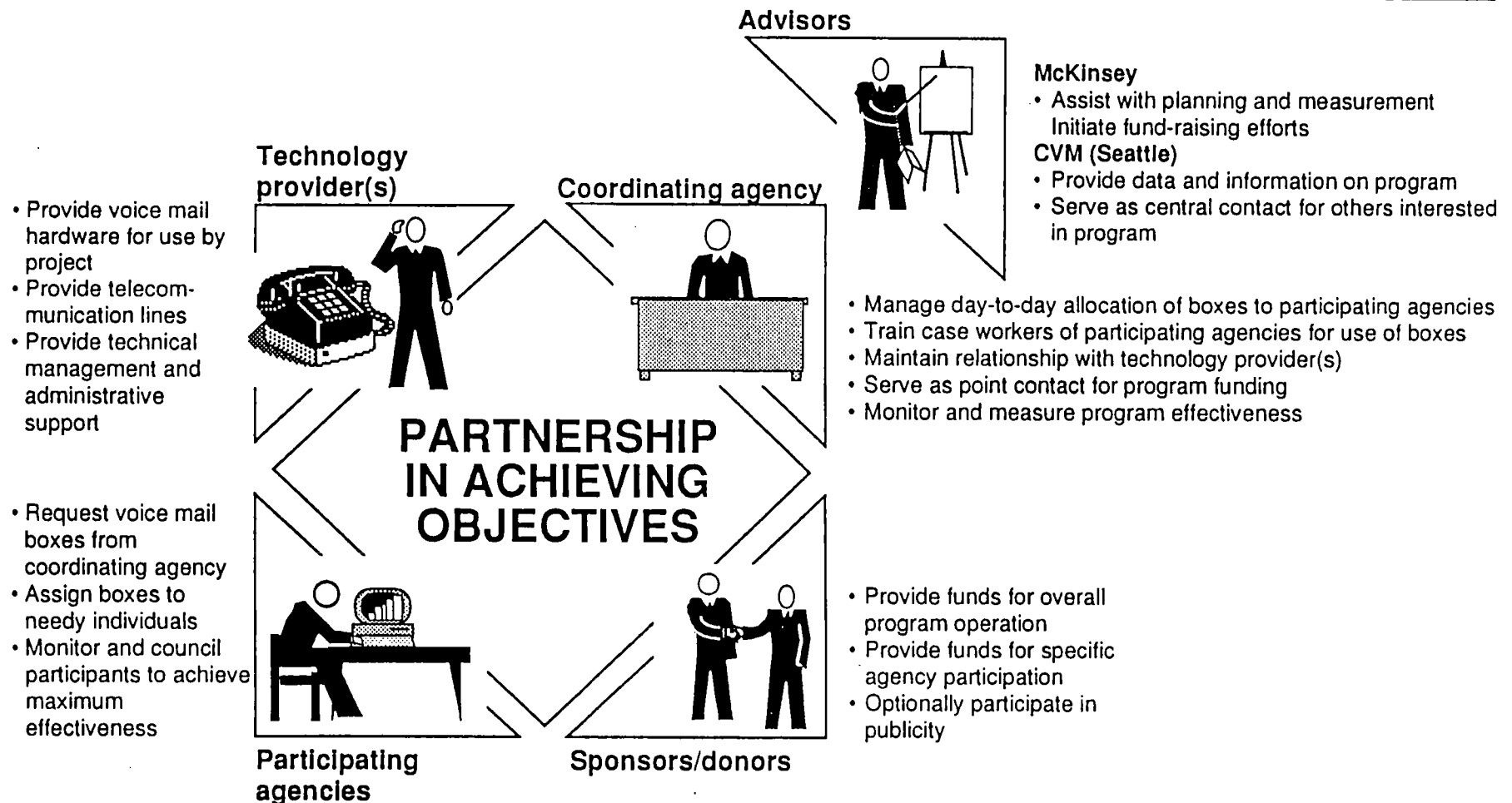
## VOICE MAIL FOR THE HOMELESS

- Background
- Project concept
- Next steps

## BACKGROUND ON COMMUNITY VOICE MAIL FOR THE HOMELESS



Four key players working in partnership can achieve these objectives.



Previous efforts reveal that success relies on setting clear short- and long-term objectives.

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## PROGRAM OBJECTIVES

### Overall objective

Provide voice mail services to needy telephoneless and/or homeless individuals and families throughout the greater Boston area

### Short term (8-12 months)

- Set up a pilot program to provide a qualified group of homeless people in Boston with voice mail services through selected private, nonprofit agencies
- Develop a plan for the ongoing operation and expansion of the program to all qualified individuals and families throughout Boston

### Long term

- Expand the program's coverage to the entire qualified body of people in the greater Boston area
- Help other metropolitan areas to establish community voice mail programs

The project should be completed in four phases.

## VOICE MAIL PROJECT PHASES

|                         | Lay foundation                                                                                                                                                                                                 | Pilot                                                                                                                                                                                                                                                              | Expand                                                                                                                                                                                                  | Sustain                                                                                                                                                                                                                      |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Players</b>          | <ul style="list-style-type: none"> <li>• Coordinating agency</li> <li>• Advisors</li> </ul>                                                                                                                    | <ul style="list-style-type: none"> <li>• Coordinating agency</li> <li>• Technology provider</li> <li>• Advisors</li> </ul>                                                                                                                                         | <ul style="list-style-type: none"> <li>• Coordinating agency</li> <li>• Technology provider</li> <li>• Participating agencies</li> <li>• Advisors</li> </ul>                                            | <ul style="list-style-type: none"> <li>• Coordinating agency</li> <li>• Technology provider</li> <li>• Participating agencies</li> <li>• Advisors</li> </ul>                                                                 |
| <b>Key activities</b>   | <ul style="list-style-type: none"> <li>• Evaluate and select technology providers</li> <li>• Choose initial participating agencies</li> <li>• Plan funding strategy</li> <li>• Secure pilot funding</li> </ul> | <ul style="list-style-type: none"> <li>• Set up technology infrastructure</li> <li>• Allocate and monitor usage of boxes</li> <li>• Secure expansion funding</li> <li>• Develop monitoring and administration process</li> </ul>                                   | <ul style="list-style-type: none"> <li>• Expand technology infrastructure</li> <li>• Allocate and monitor usage of boxes</li> <li>• Secure funding</li> <li>• Monitor program effectiveness</li> </ul>  | <ul style="list-style-type: none"> <li>• Allocate and monitor usage of boxes</li> <li>• Secure funding</li> <li>• Document procedures and lessons learned</li> <li>• Train agencies from other metropolitan areas</li> </ul> |
| <b>Timing</b>           | <ul style="list-style-type: none"> <li>• 2-3 months</li> </ul>                                                                                                                                                 | <ul style="list-style-type: none"> <li>• 6-9 months</li> </ul>                                                                                                                                                                                                     | <ul style="list-style-type: none"> <li>• 1-2 years</li> </ul>                                                                                                                                           | <ul style="list-style-type: none"> <li>• Ongoing</li> </ul>                                                                                                                                                                  |
| <b>Voice mail boxes</b> | <ul style="list-style-type: none"> <li>• 0</li> </ul>                                                                                                                                                          | <ul style="list-style-type: none"> <li>• 200-500</li> </ul>                                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>• 2,000-4,000</li> </ul>                                                                                                                                         | <ul style="list-style-type: none"> <li>• 4,000+</li> </ul>                                                                                                                                                                   |
| <b>End products</b>     | <ul style="list-style-type: none"> <li>• Technology partner and technical plan</li> <li>• List of participating agencies and criteria for participants</li> <li>• Funding</li> <li>• Pilot plan</li> </ul>     | <ul style="list-style-type: none"> <li>• Voice mail system installed and operating</li> <li>• Monitoring and administration plan</li> <li>• Measurement of pilot's effectiveness</li> <li>• Documented administration process</li> <li>• Expansion plan</li> </ul> | <ul style="list-style-type: none"> <li>• Expanded system capable of serving several thousand users</li> <li>• Mature process and infrastructure</li> <li>• Secured funding and funding plans</li> </ul> | <ul style="list-style-type: none"> <li>• Measurement statistics on project success</li> <li>• Promotional literature and primer for project start-ups in other metropolitan areas</li> </ul>                                 |

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## VOICE MAIL FOR THE HOMELESS – NEXT STEPS

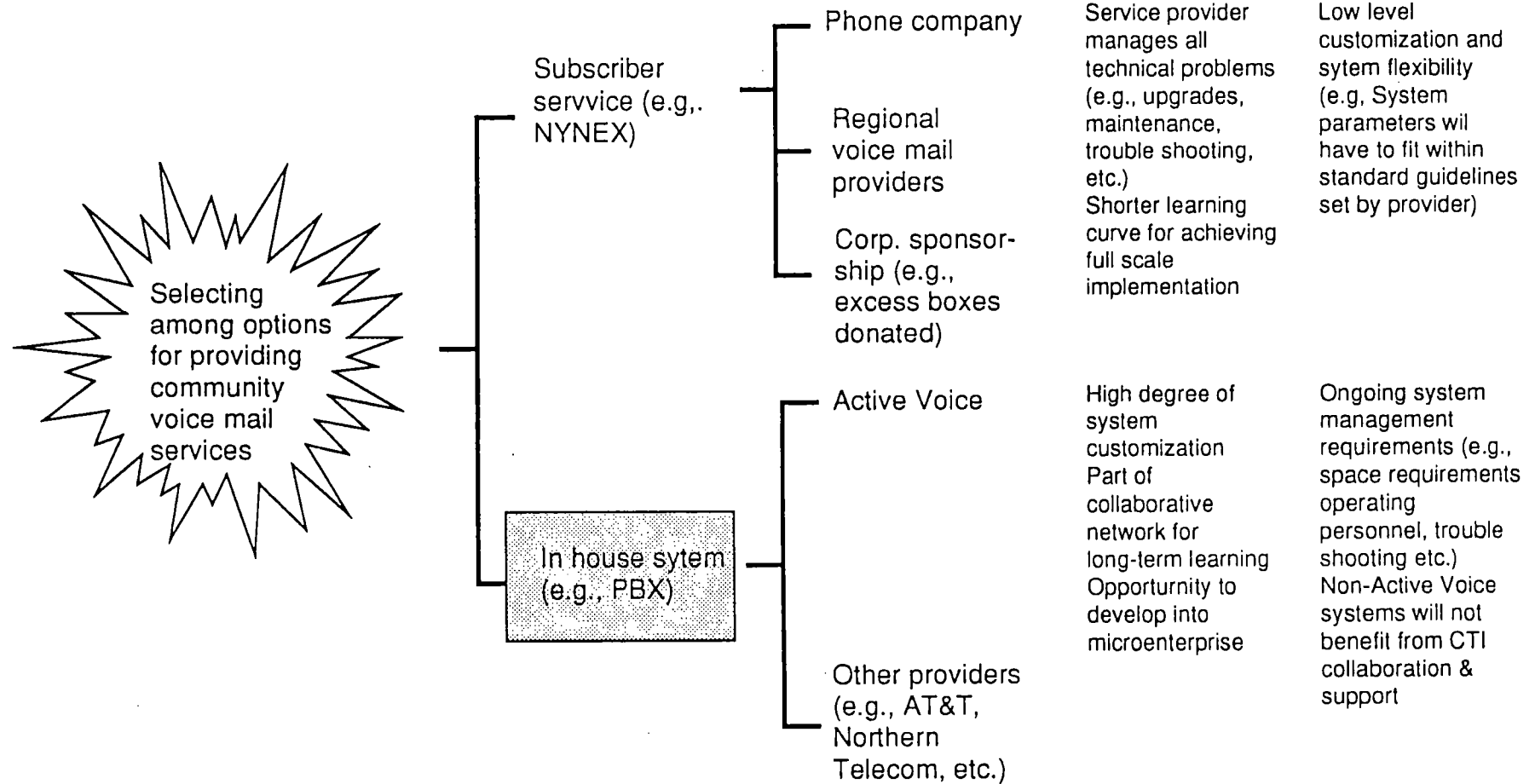
- Identify a coordinator and participants to explore the opportunity and lead initial efforts
- Refine the project approach, scope, and timing and begin to identify desired resources (e.g., people organizations and funding)
- Establish and build relationships with key players in Boston

# Technology Solutions for Providing Community Voice Mail

Greater Boston Homeless Adult Shelter Alliance

Update to Community Voice Mail Committee

## CHOOSING AMONG STRATEGIC OPTIONS



## COMPARATIVE BENEFITS OF ACTIVE VOICE PBX VS. OTHER PBX

| Active Voice                                                                         | Other manufacturers (AT&T, Northern, etc.)                                                               |
|--------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| Community support program already in place<br>(Community Technology Institute (CTI)) | High quality systems available                                                                           |
| Active nationwide donation program to support capital<br>and operational costs       | No established network for sharing technology<br>information                                             |
| System upgrades available through long-term<br>agreement with CTI                    | Probably higher service and support costs due to lack<br>of networking ability with established programs |
| CTI to provide ongoing and relevant technical<br>assistance                          | Access to upgrades and expansion units limited and<br>probably more costly                               |
| Learning curve and operational issues already sorted<br>out                          |                                                                                                          |

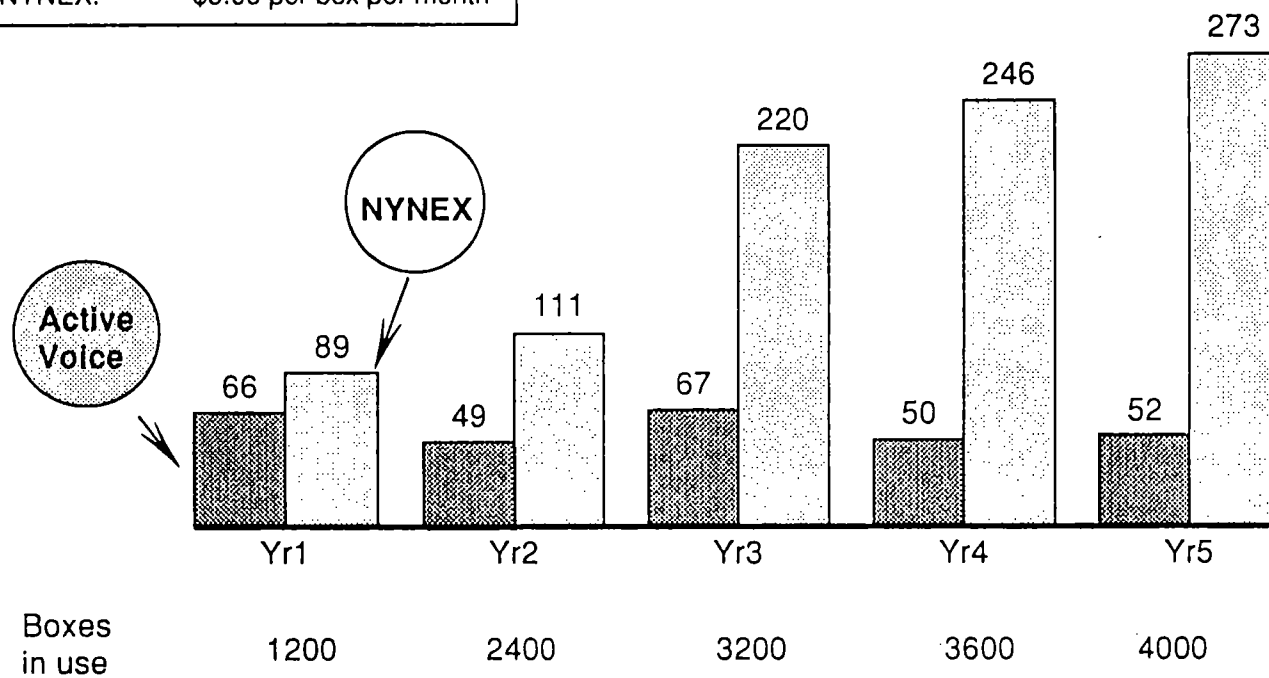
PRELIMINARY

## ANNUAL VOICE MAIL COSTS - ACTIVE VOICE VS. NYNEX

\$ Thousands

### Assumptions:

Active Voice: 12-port system Yr 1  
16-port system Yr2  
32-port system Yr 3  
NYNEX: \$5.00 per box per month



Source: McKinsey analysis conducted for Coalition for the Homeless

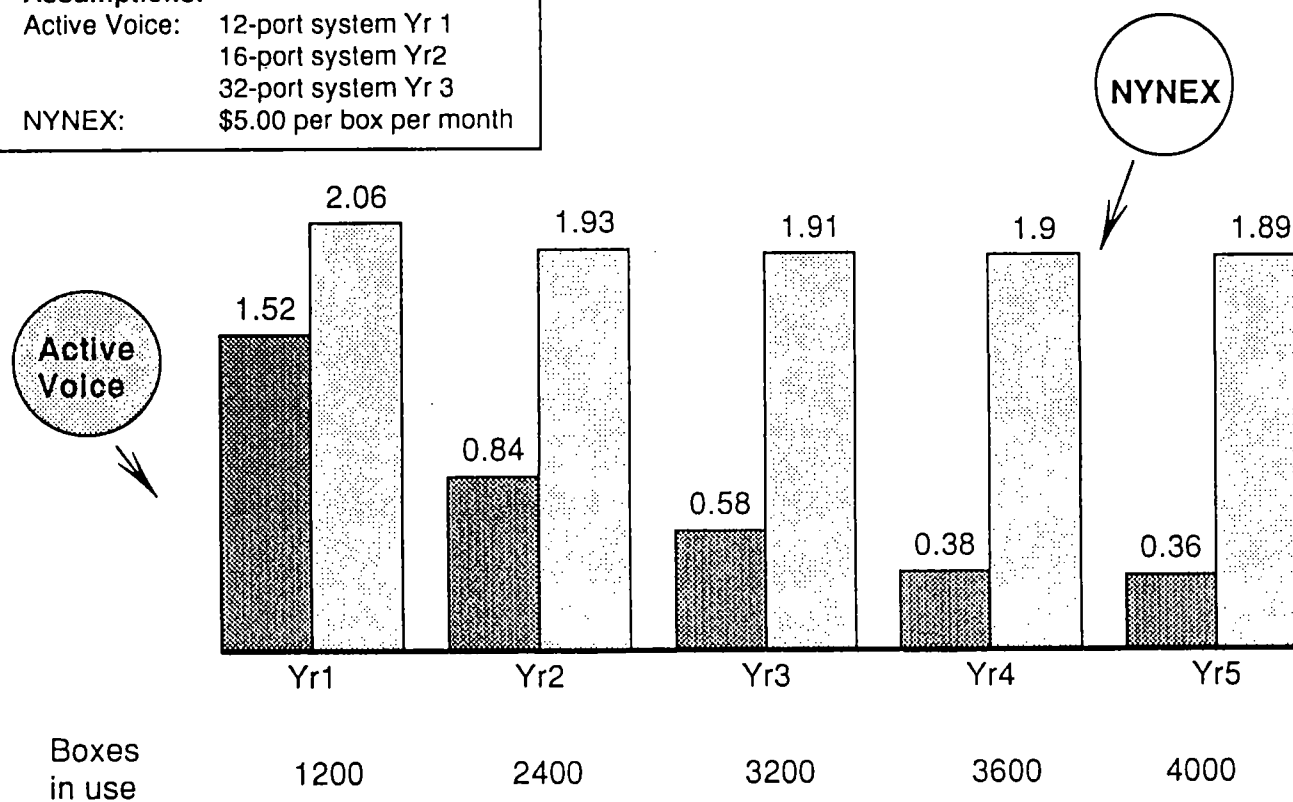
PRELIMINARY

## VOICE MAIL COSTS PER CASE PER MONTH - ACTIVE VOICE VS. NYNEX

\$

### Assumptions:

Active Voice: 12-port system Yr 1  
16-port system Yr2  
32-port system Yr 3  
NYNEX: \$5.00 per box per month



Source: McKinsey analysis conducted for Coalition for the Homeless

**COMMUNITY VOICE MAIL BUDGET PLANNING**

Five Year Projected Budget (\$)

FTE = 0.0

PRELIMINARY

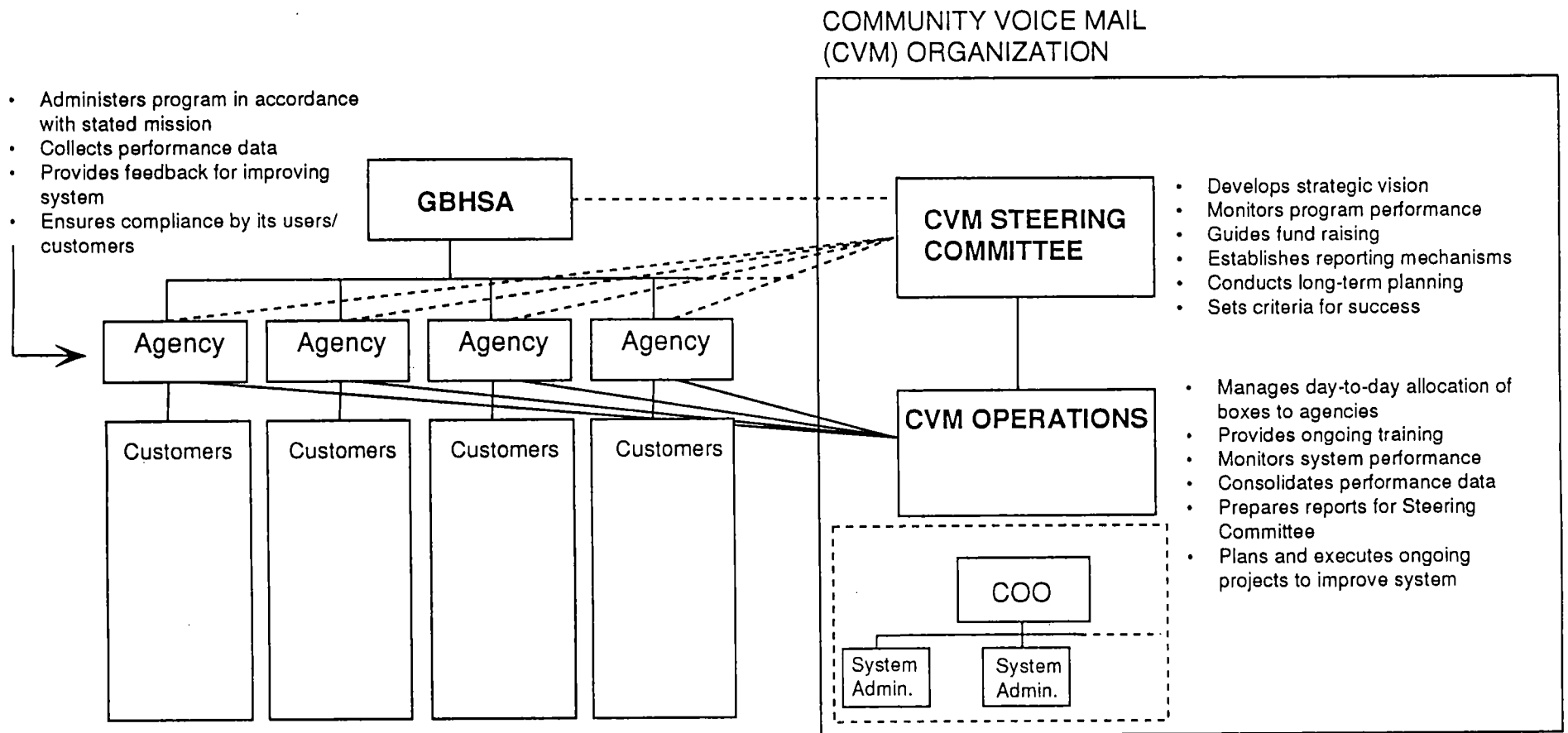
|                               | PBX      |          |          |          |          | NYNEX  |         |         |         |         |
|-------------------------------|----------|----------|----------|----------|----------|--------|---------|---------|---------|---------|
|                               | Year 1   | Year 2   | Year 3   | Year 4   | Year 5   | Year 1 | Year 2  | Year 3  | Year 4  | Year 5  |
| <b>Personnel</b>              |          |          |          |          |          |        |         |         |         |         |
| CVM Administrator             | \$25,000 | \$26,000 | \$27,000 | \$28,000 | \$29,000 | \$0    | \$0     | \$0     | \$0     | \$0     |
| Fringe (27%)                  | 6,750    | 7,020    | 7,290    | 7,560    | 7,830    | 0      | 0       | 0       | 0       | 0       |
| Total                         | 31,750   | 33,020   | 34,290   | 35,560   | 36,830   | 0      | 0       | 0       | 0       | 0       |
| <b>Capital Expenditures</b>   |          |          |          |          |          |        |         |         |         |         |
| VM System                     | 13,000   | 4,000    | 16,000   | 0        | 0        | 0      | 0       | 0       | 0       | 0       |
| Install. System & Phone lines | 1,300    | 500      | 1,700    | 500      | 500      | 1,300  | 500     | 1,700   | 500     | 500     |
| Phones                        | 700      | 0        | 0        | 0        | 0        | 700    | 0       | 0       | 0       | 0       |
| Computer                      | 4,000    | 0        | 0        | 0        | 0        | 0      | 0       | 0       | 0       | 0       |
| Office furniture              | 800      | 0        | 0        | 0        | 0        | 800    | 0       | 0       | 0       | 0       |
| Total Capital Expenditures    | 19,800   | 4,500    | 17,700   | 500      | 500      | 2,800  | 500     | 1,700   | 500     | 500     |
| <b>Operating expenses</b>     |          |          |          |          |          |        |         |         |         |         |
| Mail box cost/year            |          |          |          |          |          | 72,000 | 96,000  | 192,000 | 216,000 | 240,000 |
| Phone line rental             | 1,200    | 1,600    | 3,200    | 3,600    | 4,000    | 1,200  | 1,600   | 3,200   | 3,600   | 4,000   |
| Service contract              | 2,000    | 2,000    | 2,000    | 2,000    | 2,000    | 0      | 0       | 0       | 0       | 0       |
| Miscellaneous*                | 5,000    | 3,000    | 3,500    | 3,500    | 3,500    | 5,000  | 3,000   | 3,500   | 3,500   | 3,500   |
| Total Operating Exp.          | 8,200    | 6,600    | 8,700    | 9,100    | 9,500    | 78,200 | 100,600 | 198,700 | 223,100 | 247,500 |
| <b>Overhead (10%)</b>         | 5,975    | 4,412    | 6,069    | 4,516    | 4,683    | 8,100  | 10,110  | 20,040  | 22,360  | 24,800  |
| <b>Total</b>                  | 65,725   | 48,532   | 66,759   | 49,676   | 51,513   | 89,100 | 111,210 | 220,440 | 245,960 | 272,800 |
| Cost per mailbox/year         | 55       | 30       | 21       | 14       | 13       | 74     | 70      | 69      | 68      | 68      |
| Cost per client/month         | 1.52     | 0.84     | 0.58     | 0.38     | 0.36     | 2.06   | 1.93    | 1.91    | 1.90    | 1.89    |
| <b>Assumptions</b>            |          |          |          |          |          |        |         |         |         |         |
| \$/NYNEX mail box/month       |          |          |          |          |          | 5.00   | 5.00    | 5.00    | 5.00    | 5.00    |
| Capacity                      | 1,200    | 1,600    | 3,200    | 3,600    | 4,000    | 1,200  | 1,600   | 3,200   | 3,600   | 4,000   |
| Line installation             |          |          |          |          |          |        |         |         |         |         |
| One-time connect              | 100      | 100      | 100      | 100      | 100      | 100    | 100     | 100     | 100     | 100     |
| Cost per trunk line           | 50       | 50       | 50       | 50       | 50       | 50     | 50      | 50      | 50      | 50      |
| # of trunk lines (1/50)       | 24       | 32       | 64       | 72       | 80       | 24     | 32      | 64      | 72      | 80      |
| Line rental                   |          |          |          |          |          |        |         |         |         |         |
| Cost per trunk line           | 50       | 50       | 50       | 50       | 50       | 50     | 50      | 50      | 50      | 50      |
| Service charge                | 2,000    | 2,000    | 2,000    | 2,000    | 2,000    | 0      | 0       | 0       | 0       | 0       |
| Clients/mailbox/year          | 3.0      | 3.0      | 3.0      | 3.0      | 3.0      | 3.0    | 3.0     | 3.0     | 3.0     | 3.0     |
| Total clients/year            | 3,600    | 4,800    | 9,600    | 10,800   | 12,000   | 3,600  | 4,800   | 9,600   | 10,800  | 12,000  |

\* Includes supplies, communication materials, postage etc.

Successful implementation and execution of Community Voice Mail within Greater Boston will demand ongoing coordination among participating agencies through GBHSA and the CVM Steering Committee that will in-turn ensure successful operation and administration of the system

PRELIMINARY

## ORGANIZATIONAL FRAMEWORK FOR COMMUNITY VOICE MAIL



## COMMUNITY VOICE MAIL CONTACT LIST

| First    | Last     | Phone #                          | Fax #        | Agency                                    | Remarks |
|----------|----------|----------------------------------|--------------|-------------------------------------------|---------|
| Linda    |          |                                  |              | Traveler's Aids Society                   |         |
| Tahni    | Adams    | 617 422 6767                     | 617 482 6021 | United Way                                |         |
| Jim      | Astrow   | W 617 891 2920<br>H 508 897 1780 |              | Bentley                                   |         |
| Pat      | Berry    | 206 441 7872                     |              | CTI                                       |         |
| Mike     | DeChiara | 617 864 8140                     | 617 864 2541 | Shelter Inc.                              |         |
| Peter    | Donovan  | 617 894 6110                     |              | Middlesex                                 |         |
| Neil     | Donovan  | 617                              | 617 542 1454 |                                           |         |
| Susan    | Duley    | 617 864 8140                     | 617 864 2541 | Shelter Inc.                              |         |
| Rich     | Feldman  | 206 461 6963                     |              | CTI                                       |         |
| Joe      | Finn     | 617 770 3314                     | 617 376 0634 | Quincy Interfaith<br>Sheltering Coalition |         |
| Phil     | Heinrich | 212 446 8986                     | 212 308 1008 | McKinsey                                  |         |
| Sam      | Kamel    | 617 457 2051                     |              | McKinsey                                  |         |
| Philip   | Mangano  | 617 367 6447                     | 617 367 5709 | GBHASA*                                   |         |
| Victoria | Ross     | 617 894 6110                     |              | Middlesex Human<br>Service Agency         |         |
| Leslie   | Sarofeen | 617 367 6447                     |              | GBHASA                                    |         |
| John     | Waring   | 617 743 1278                     |              | NYNEX                                     |         |

\* GBHASA - Greater Boston Housing and Shelter Alliance

# **PROJECT CONNECT**

## **GREATER BOSTON'S COMMUNITY VOICE MAIL PROJECT**

### Organizational User List (for start-up 200 mailboxes)

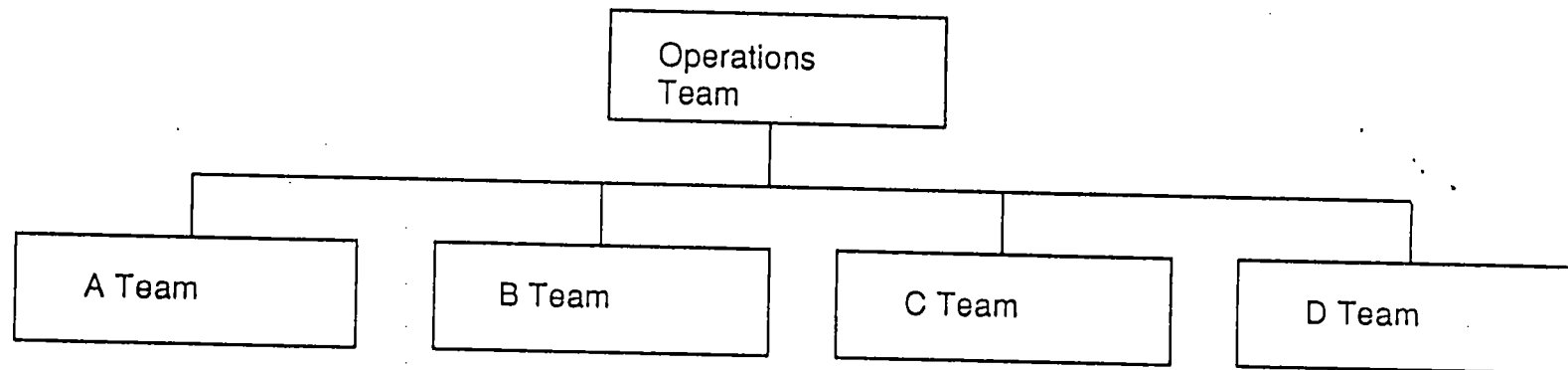
Bread & Jams- Cambridge (homeless, formerly homeless run)  
Cambridge Multi-Service Center- Cambridge  
Greater Boston Housing Initiative- Boston  
Impact Employment Services- Boston  
Long Island Shelter- Boston  
Middlesex Human Service Agency- Waltham  
Solutions At Work- Cambridge (homeless, formerly homeless run)  
Shelter, Inc.- Cambridge  
Travelers Aid Society- Boston

### Affiliations/Support:

|                                           |                                |
|-------------------------------------------|--------------------------------|
| Bentley College- Service Learning Project | contact: Prof. Jim Ostrow      |
| ON Technology                             | contact: Sam Kamel             |
| Virtually Wired                           | contact: Bob Kaylor/ Chris Lee |

OPERATIONS ORGANIZATION FOR  
CVM PILOT PROJECT

PRELIMINARY



Functions:

- Technology management
- Measurement & reporting

-Michael DeChiara  
-Bob Kaylor

- Training
- Outreach & coordination

-Susan Mintz  
-Neil Donovan  
-Linda Thomas  
-Jim Ostrow  
-Macy Delong

- Community relations

-Susan Duley  
-Sam Kamel  
-Leslie Sarofeen

- Evaluation

-Jim Ostrow

## Project Connect: Voice Mail for the Homeless

A COLLABORATION of community-minded and homeless-led organizations have successfully organized to bring Community Voice Mail (CVM) to Greater Boston. After months of planning, the initial implementation phase for this vital and innovative service is at hand. Voice mail for the homeless is one of the most positive and powerful tools for helping people to find employment, housing and services as they move towards self-sufficiency.

Imagine you are homeless. You live in a shelter and share a single pay phone. More than ever, you need to stay in touch with family and friends, but how do you get messages? More importantly you need to find housing and a job, but most landlords and employers tend not to leave messages when they realize they've called a shelter. Even when you are lucky and get a message, it's often too late, especially since you must leave the shelter during the workday.

There are the very real problems of the homeless in our

society. Being phoneless is a major barrier for people already dealing with the difficulty of being homeless. It hinders them from finding a home, a job or even just staying in touch with their social worker to coordinate services. It also creates an emotional drain since staying in touch with loved ones is so important to maintaining hope and a sense of "connected-ness".

The solution is Community Voice Mail. started in Seattle in 1993, Community Voice Mail (CVM) provides community-based voice mail services to homeless people using a technology now available to many people with phones. CVM provides the phoneless person with an individual and confidential voice mailbox. It is a respectful way of keeping people connected and an effective tool for letting them help themselves. CVM can be accessed regardless of where the user is, whether it be a pay phone, a shelter, or across the state. It is a model which has been replicated throughout the U.S., in Phoenix, Minneapolis, San

Diego, Portland, OR and New York City.

Results for clients using CVM are dramatic. A research survey of Seattle's CVM program in 1994 showed dramatic improvements in service and client success. Clients using the system increased their ability to get messages during the same day from 5% to 50%. All clients using CVM received messages within two days, as opposed to only 38% of those who did not have voice mail. In addition, 44% of clients found employment within one month's time while using CVM, while only 13% found employment in that time without the system. Within sixty days, 88% found employment compared to 16% previously.

Voice mail has shown such remarkable results that the Federal Communications Commission (FCC) is currently considering making it a "universal service" for the homeless under the new Telecommunications bill. Participating CVM programs across the U.S. have actively advocated for this support of

voice mail as an appropriate technology for the "phoneless" in our society.

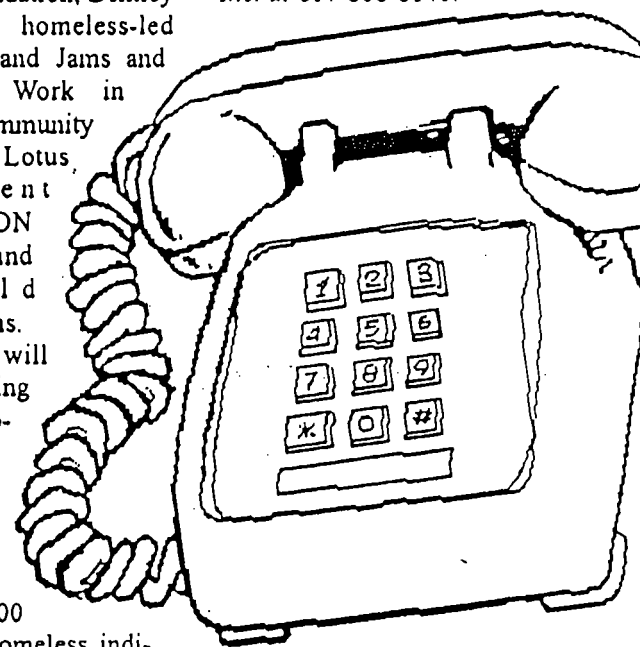
Project Connect is the CVM program for metro-Boston. It is the result of a local collaboration between homeless service providers and formerly homeless people. Shelter, Inc. has taken a leadership role in the project. Also involved are the Travelers Aid Society, Boston's Long Island Shelter, Virtually Wired Education Foundation, Bentley College and homeless-led groups Bread and Jams and Solutions at Work in Cambridge Community Foundation, Lotus Development Corporation, ON Technology and Fairchild Communications.

May 1996 will begin the testing stage of the project. When fully implemented, the service will provide an anticipated 1200 mailboxes to homeless indi-

viduals, families and battered women throughout metro-Boston.

*If you are interested in obtaining a voice mailbox, they are distributed through case managers at various providers such as Bread and Jams, Solutions at Work, Travelers Aid, and Long Island Shelter.*

*If you are a case worker and are interested or if your company is interested, please call Michael DeChiara at Shelter, Inc. at 617-868-8140.*



Software

# Businesses, volunteers bring voice mail to the homeless

■ BY PAM DERRINGER  
STAFF WRITER

For two years, Robert Kaylor lived on the street trying to save up money for permanent housing while searching for a decent-paying, full-time job as a computer technician.

Even though he had no phone of his own while living in shelters, Kaylor was lucky enough to get free voice mail, which enabled him to keep in contact with customers who sought his computer expertise as a consultant.

Now, thanks to a Seattle-based non-profit organization and local Massachusetts backers, more

than 1,000 homeless people in greater Boston are about to have access to their own voice mail even though they have no telephones. And Kaylor will have a paid job administering it.

Community Technology Institute, which has won federal grants to install voice mail systems for the homeless in a dozen cities across the country in the past few years, has chosen Boston as its next voice mail site.

CTI's administrative arm, Community Voice Mail, initiated discussions with a number of local homeless organizations two years ago, finally culminating in next week's debut of voice mail in Boston.

Michael DeChiara of Shelter Inc., which operates shelters and services for the homeless in Cambridge, said a virtual voice messaging system with 200 individual "mailboxes" will be activated on May 13. The network will be doubled to 400 users by summer and, eventually, to 1,200, with additional funding, he said.

The voice mail service will be available to homeless people and victims of domestic violence who live within Greater Boston, defined roughly by Route 495, DeChiara said. Anyone may apply for the voice mail service through a social worker or homeless agency. The voice mail box is "portable" and may be continued, on a paid basis, after the

individual finds permanent housing, he said.

The equipment, which is located in the basement of Virtually Wired in downtown Boston, includes a 486 personal computer donated by On Technology in Cambridge; voice boards and software that enable the computer to receive and store messages, and routers that direct calls from two incoming trunk lines to individual voice mailboxes.

Although the \$10,000 in startup costs has been covered by CTI and local businesses, the anticipated operational costs are expected to be as much as \$80,000 a year in order to expand the network, pay for system administrators and evaluate its effectiveness in helping the homeless, DeChiara said. Additional government grants and business support will be needed to fill the gap, he said.

If Boston's experience is similar to those in other cities, the effect on helping the homeless will be "dramatic," DeChiara predicted.

"People will have a quicker turnaround in finding jobs and housing," he said. "They will have the tools to get information and referrals which they didn't have before. And they will stay connected to the community," with access to friends, relatives and support services, he said.

Macy DeLong, a former biologist at Harvard University, who became homeless after mental difficulties led to the dissolution of her marriage, agreed.

Telephone messages left with shelter staff often get lost or garbled, essentially isolating homeless people and cutting off their ability to communicate, DeLong said.

"The image of homeless people is so negative that the last thing you want is for (a prospective employer) to call you at a shelter," added Kaylor.

DeLong, now a coordinator with Solutions at Work in Cambridge, said this project is the first time that homeless and formerly homeless people such as herself have been given a voice in planning a program from which they will benefit.

"This is the first time there was collaboration between homeless-led groups (such as Solutions at Work) and shelter providers," she said. "We sat down as equals."

DeLong, who has regained ownership of her Lexington home, which she now shares with several other formerly homeless people, said the homeless need voice mail over an extended period and not just for a short period until the grant money runs out.

"You are almost immediately empowered with voice mail," Kaylor added. "This is mine. My family can call me. It's a simple thing. But it really makes a difference."

Other sponsors of the voice mail project include Lotus Development Corp., Bentley College, Bread & Jams (a Cambridge homeless group), Fairchild Communications, the Travelers Society, Boston's Long Island Shelter, the Cambridge Community Foundation, and the City of Cambridge.

# CAMBRIDGE CHRONICLE

NEWSPAPER COMPANY

32 PAGES

THURSDAY, MAY 23, 1996

VOL.150, NO. 20

## Leave a message: Homeless helped by voice mail program

BY AMY MIDLER  
Chronicle Staff

After she gave up her efficiency two weeks ago, too strapped for cash to pay the rent, Theoclesia Doxey found it hard to job shop without a phone.

Like many homeless people, Doxey learned that getting messages through the shelter where she was staying was not a reliable employment strategy.

But as of last week, Doxey was able to give employers a phone number she could call her own. Although the 49-year-old Doxey is still homeless, she has been given a voice mail box so people can call her and leave a message on what sounds like any home phone machine. Although she is still living at Shelter Inc. on School Street, Doxey has a voice mail number where she can get personal messages.

"I'm much less nervous, much less nervous about receiving my messages," said Doxey, who lived in Waltham until two weeks ago. Since getting the voice mail box, Doxey has gotten three calls back from prospective employers.

Doxey is one of hundreds of homeless people getting voice mail boxes this summer through the new Cambridge-based Community Voice Mail Program. The service has already seen success in Seattle and

VOICE MAIL, page 13

## Leave a message: Voice mail program helps homeless find housing, jobs

VOICE MAIL, from page 1

New York, and is being expanded to several other cities, including metropolitan Boston.

Michael DeChiara, program associate at Shelter Inc. and coordinator of the voice mail program, is well aware of how hard it can be for homeless people to find a job or a home when they are living at a shelter.

If landlords or employers "call about housing or a job, there's so much stigma to being in a shelter, they'd rather go to someone else," said DeChiara. "With voice mail, landlords and employers assume it's a regular phone machine. It puts

them on a level playing field." Residents, who must leave during the day, share one pay phone, which is often busy at night. Whoever answers the phone may or may not pass on messages, and if the person who answers says, "Shelter Inc.," as they are likely to do, the landlord or employer is likely to hang up.

John McKeen, a 57-year-old homeless man living at Shelter Inc., has been using his voice mail to keep in touch with his lawyer as he awaits a court date for his request to get disability payments.

"I need this so he can get in touch with me in the day. His office is closed by the time I can reach him at

night," said McKeen, noting the lawyer can now leave him clear, specific messages during the day. Since the voice mail program was set up in Seattle, the results have been noteworthy. Clients using the system increased their ability to get messages during the same day from 5 percent to 50 percent, according to organizers. All clients received messages within two days, as opposed to only 38 percent who did not have voice mail. Also 44 percent of clients found employment within a month, while only 13 percent found employment without the system.

The Boston program is meant to serve 200 homeless people initially.

then expand to 400 by fall, and eventually 1,200 if federal funds come through. DeChiara estimates there are 2,500 homeless people in Boston and about 600 in Cambridge.

The original CVM model was started in Seattle in 1993 by a nonprofit that received federal funds and a grant from the Kennedy School of Government to replicate it around the country.

McKinney & Co., consultants in New York City, got that program up and running. And now, one of the company associates, Sam Kamel is in Cambridge at ON Technology in Kendall Square and ready to support the program here. ON Technology

donated the computer being used in the program.

The Boston program is being run by a collaborative of groups, including Shelter Inc., which is taking a leadership role; Solutions at Work, the city's MultiService Center and Bread and Jams, all in Cambridge. Also involved are the Travelers Aid Society, Long Island Shelter, Vinually Wired Education Foundation and Bentley College. In addition, the Cambridge Community Foundation made a \$15,000 donation and Lotus Development Corp. donated \$5,000.

DeChiara heard from a volunteer at Bread and Jams that one of the first people to sign on with the voice mail system got a job within two days of using it.

The mail box will be given out only to people who are already working with social workers and are trying to leave the homeless life behind.

"The thing that is critical is that it's used in the case management structure," said DeChiara. "It becomes more effective if they have the built-in supports to look for housing and jobs."

The cost of the mail boxes will be about 20 cents a day per mail box if the program gets up to 1,200 mailboxes. Each agency decides how long a person can stay on the service

## VOICE MAIL: VISION/PRINCIPLES

### Why voice mail ? Goals of project are to:

- Eliminate phonelessness as a barrier to housing, employment and delivery of services
- Reduce the time that homeless persons spend in the shelter/social services system by
  - increasing the number and timeliness of job, housing and social service leads
  - increasing a homeless person's ability to solve their own problems
  - increasing the ability of case managers to actively work with homeless persons

*N.B.: Our target is persons actively engaged in and motivated to secure a job, housing and/or other social services, and persons with some connection to a service providing agency.*

### Guiding Principles for Voice Mail Project/System

The Voice Mail Project/System will be

- ▶ collaborative (multi-agency)
- ▶ ethical (affording maximum privacy and anonymity as well as autonomy to users)
- ▶ accessible (available to homeless service providers in the Greater Boston community first; later to other service providers; and still later (potentially) available to those who wish to "buy" voice mail services)
  - N.B. "Buy"-ins are considered as a means to make the project financially self sustaining; organizations would need to meet criteria of working with vulnerable populations who do not have access to phones.*
- ▶ best practice application (use of high technology for human service purposes)
- ▶ reliable/effective (professionally managed to ensure a high degree of reliability and effectiveness)

### Pilot Principles

- Goal: To position the project, market the project and secure investors/stakeholders from the general public and potential funders (i.e., must be measurable, able to demonstrate success)
- Control size to make the case for effectiveness
- Try out different modalities at different agencies (flexible), subject to the philosophical propensities of each participating agency
- Representation of variety of agencies in "continuum of care" to test where it works best
- Primary focus for "users" to be moving beyond homelessness; secondary is improving quality of life *(Note: This philosophical principle needs to be addressed again at conclusion of pilot.)*



## Houston Community Voice Mail

### OVERVIEW

As of January 15, 1997, Houston Community Voice Mail has twenty-three non-profit organizations receiving the service:

AIDS Foundation  
American Red Cross  
Bay Area Turning Point  
Bay Area Women's Center  
Bridge Over Troubled Waters  
Christ the Good Shepherd Catholic Church - Employment Ministry  
Depelchin Children's Center  
Fort Bend County Women's SOS Program  
Guadalupe Area Social Services  
Harris County Private Industry Council  
Health Care for Homeless Veterans  
Hope Center, Youth & Family Steps Program  
Houston Area Women's Center  
Houston COMPASS  
Lord of the Streets, Trinity Episcopal Church Ministry  
Santa Maria Hostel  
SEARCH  
Stand Down Home for Veterans  
Star of Hope  
Streetwise Houston  
St. Vincent de Paul Society  
The Salvation Army  
Wellsprings

The twenty-three organizations represent 263 clients utilizing the voice mail numbers. HCVM opened the doors in mid-September, 1996, therefore we do not have the majority of our outcome forms. However, 24 people have found employment within a thirty-day period. They are also with agencies who have a vocational training program and a job developer.

#### Funding:

As of this date, our funding source has been secured from the First Presbyterian Church and the Clayton Fund. Proposals are out to major Houston Foundations and we are awaiting the results.

First Presbyterian Church is supplying the office space and utilities, Gables Residential Trust donated the renovation of the office space, furniture, and office equipment. Bracewell & Patterson donated the preparation of the IRS 501(c)(3) and the by-laws.

---

5220 Travis, Houston, 77002 (713) 529-4190 fax: 529-4191

*Providing voice mail as a communication link between the modern world and people who seek employment, housing, social services or safety from domestic abuse.*

Page 2  
Houston Community Voice Mail  
Overview

Allstar Systems donated the installation and maintenance of Repartee.

Special Event:

Houston Community Voice Mail will implement an event on March 17, 1997 with the goal of 400 attendees, raising \$16,000.



## *Houston Community Voice Mail*

### **IMMEDIATE RELEASE**

**Contact:** Dorothy Mahon  
529-4190

**HOUSTON, TX....December 19, 1997....Downtown will be the place to be on St. Patrick's Day.**

**Event:** A Bit of the Blarney

A light-hearted luncheon featuring  
members of the Houston Storytellers Guild

**Mistress of Ceremonies:** Susan Lennon,  
Anchor, Channel 2

**Master(s) of Ceremonies:** John O'Reilly,  
KPRC-AM, talk show host

&

Scott Arthur, KQUE-FM, morning ride host

**Date:** Monday, March 17, 1997

**Place:** The Hyatt Regency  
Imperial Ballroom  
Registration - 11:30 a.m.  
Luncheon - Noon

**Cost:** Tables of ten - \$400  
Individual Tickets - \$40

### **Benefiting Houston Community Voice Mail**

A Bit of the Blarney will benefit Houston Community Voice Mail, Houston's first 'high-tech' non-profit organization. Houston Community Voice Mail is an innovative way to provide a dignified means for people without telephone service to seek employment, housing, social services, or safety from domestic abuse. The mission of HCVM is met through a voice mail program that offers the individual an electronic mailbox with their own recorded message. Case managers are trained in using the voice mail, select clients who are motivated to establish a stable life and then assign voice mail for a specific period of time. Currently, there are 24 non-profit organizations in the greater Houston area utilizing the voice mail service.

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5220 Travis, Houston, 77002 (713) 529-4190 fax: 529-4191

*Providing voice mail as a communication link between the modern world and people who seek employment, housing, social services or safety from domestic abuse.*



## ONLINE ALLIANCE

Volume 1. No. 1

Fall, 1996

### UP & RINGING!

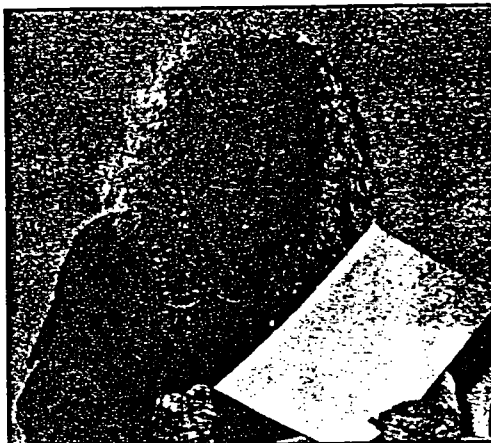
**H**ouston's first 'high-tech' non-profit organization has arrived. Houston Community Voice Mail is technology at its best.

Houston Community Voice Mail is an innovative way to provide a dignified means for people without telephone service to seek employment, housing, social services, or safety from domestic abuse. The mission of HCVM is met through a free voice mail program that offers the individual an electronic mailbox with their own recorded message. Case managers are trained in using the voice mail system, select clients who are motivated to establish a stable life and then assign the voice mail for a specific period of time. The program is modeled after an award-winning one in Seattle.

Many thanks to Patricia Barry of Community Technology Institute for donating the voice mail equipment, Allstar Systems for providing the installation, maintenance and technical support, Gables Residential for renovating our offices, and First Presbyterian Church for our first grant.



Patricia Barry. "Trust me, this is so easy!"



Shirley O'Donley, Bay Area Turning Point. "I can do this!"

### PIONEER GROUP

They parked their wagons and came in from the Houston heat to be trained on the voice mail system. Some had smiles, others looked concerned. Comments heard, "I can't even program my VCR!" Patricia Barry, of Community Technology Institute, flew in from Seattle to train the group and lay-to-rest any concerns.

The group left with sighs of relief and voice mail numbers to give to their clients.

Houston's first online alliance was formed: AIDS Foundation, American Red Cross, Bay Area Turning Point, Bay Area Women's Center, Bridge Over Troubled Waters, Guadalupe Area Social Services, Houston Area Women's Center, Houston COMPASS, Salvation Army, SEARCH, Star of Hope, Wellsprings, St. Vincent de Paul Society.

### TECH ALERT

We sure could use another computer, Microsoft Word, Electric Typewriter, TV/VCR, a Standing Microphone,

and...**VOLUNTEERS**

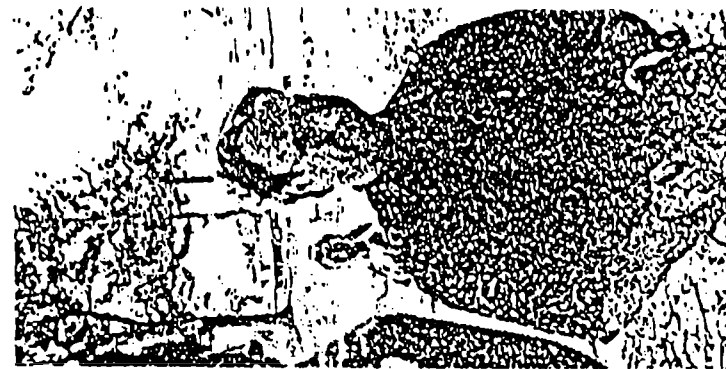
This is the place to meet the big technophobia barrier head on.

### Good News Bytes

- Jennifer Mintz of SEARCH wins the fastest learner award.
- Star of Hope's first HCVM client found a job after three weeks.
- Two SEARCH HCVM client's found employment within one month.
- Eight more agencies have joined the Pioneers.

agencies  
formed

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as effective in 1997.  
m among Houston's social  
ed at the changes regarding  
the newly-enacted federal  
or Needy Families (TANF)  
TANF replaces such pro-  
pendent Children (AFDC),  
Assistance, programs gener-  
ity net for those on welfare.  
gislation, legal immigrants,  
a welfare, are barred from  
and Supplemental Security  
the state enacts legislation  
vered under TANF.  
is afoot to encourage the See C



# Houston BUSINESS JOURNAL

WEEK OF NOVEMBER 15-21, 1996

VOL. 26 No. 26

STRICTLY HOUSTON. STRICTLY BUSINESS.

80 PAGES

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PAGE 2

HOUSTON BUSINESS JOURNAL

WEEK OF NOVEMBER 15-21, 1996

*Original  
for Gen*

## Voice mail for the homeless

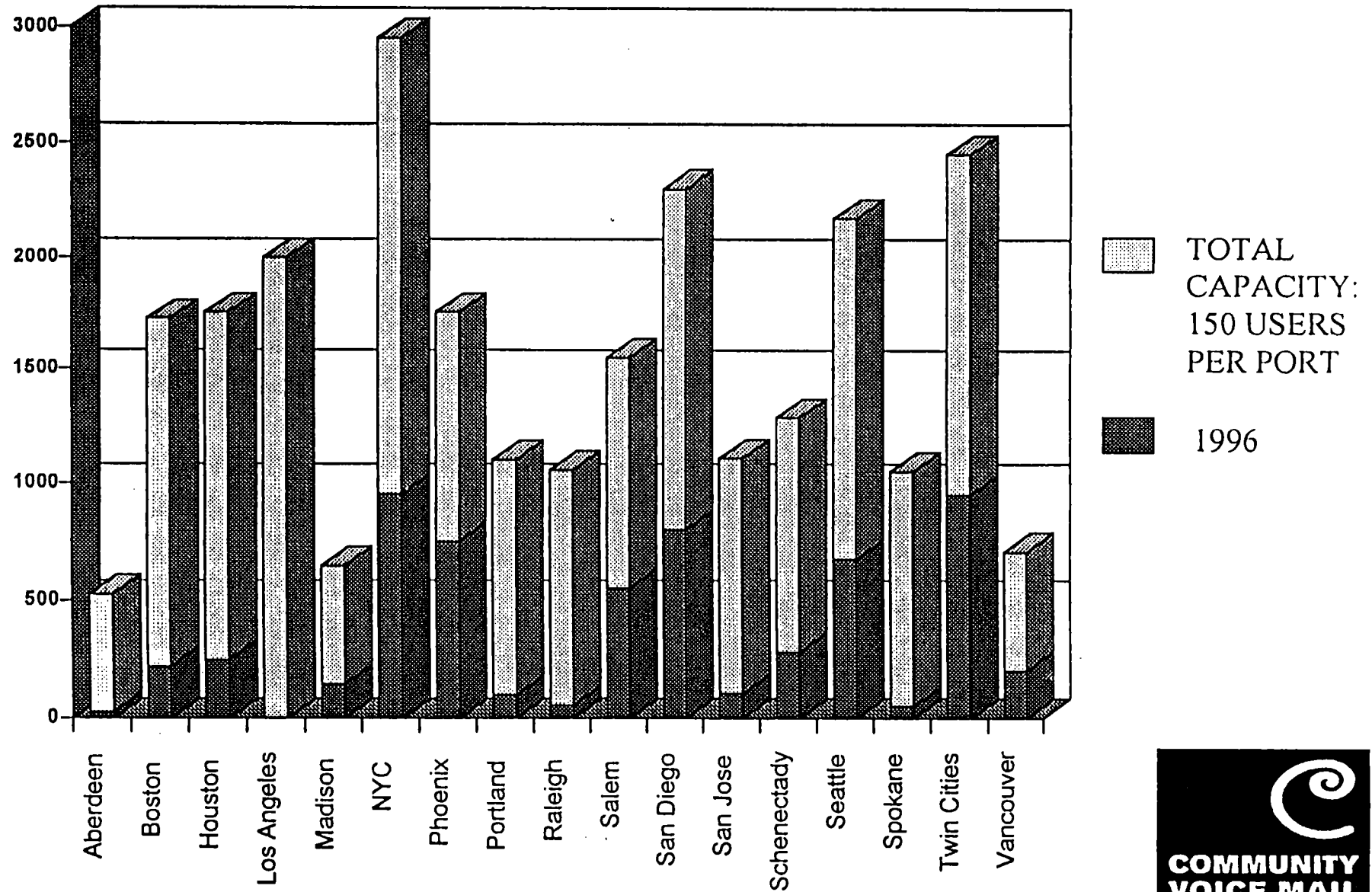
Local companies have donated everything it took to set up Houston's first high-tech nonprofit organization. It's Houston Community Voice Mail, which provides "a dignified means for people without telephone service to seek employment, housing and social services."

WEEK OF NOVEMBER 15-21, 1996

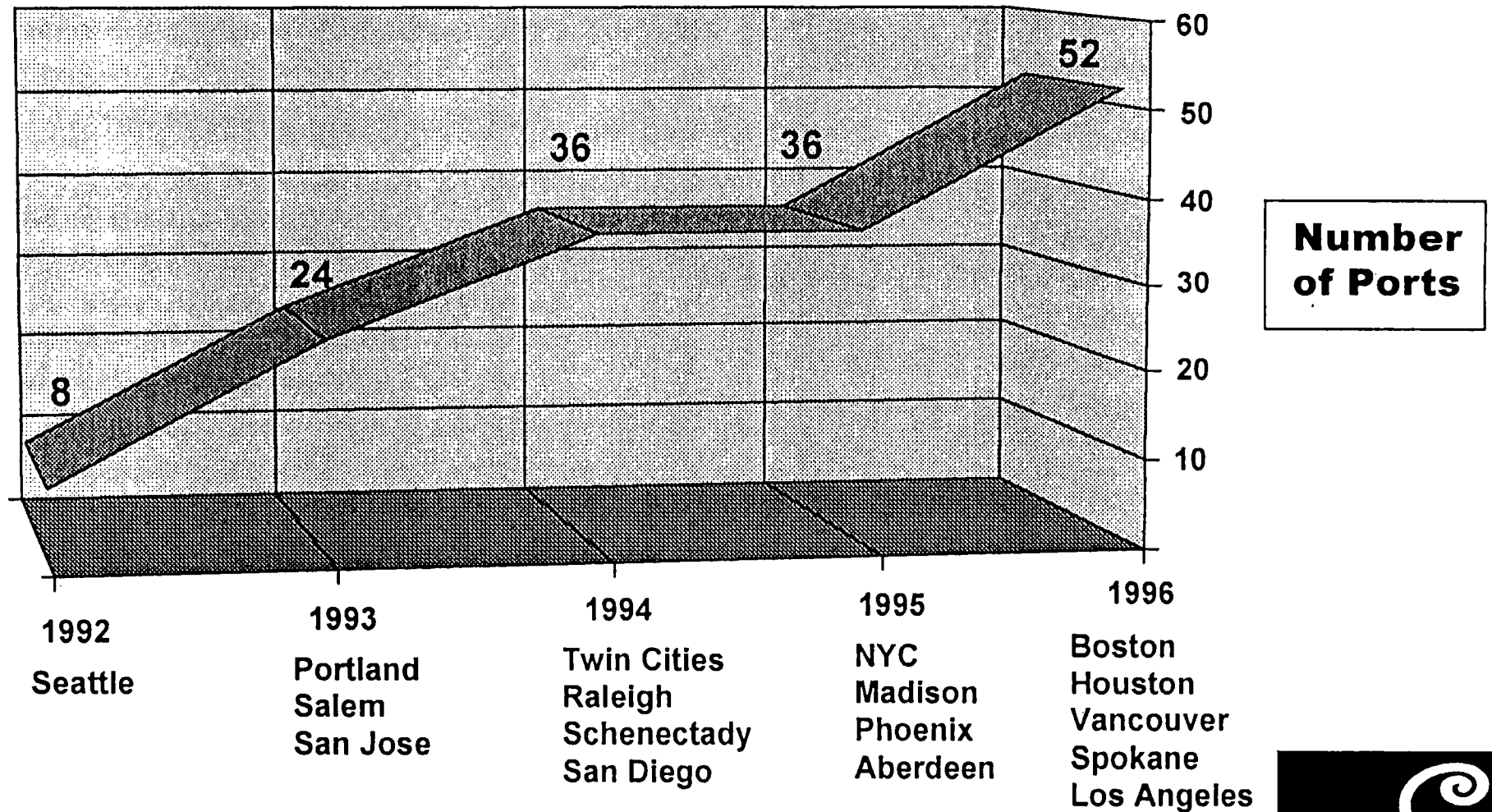
Modeled after an award-winning program in Seattle, the free voice mail program offers "motivated" clients an electronic mailbox with their own recorded message to use for three to six months. That technological boost is all that is needed for some people to get their lives stabilized, says executive director Dorothy Mahon, formerly of *The Houston Post*. The equipment was donated by Com-



# *CVM CAPACITY*



# *CVM EXPANSION*



## Computer Needs Survey

1. What model of PC do you use for CVM's word processing, statistics, etc.? (i.e., IBM 386)

(\*\*\*If you don't use a PC, let us know ASAP!!\*\*\*)

2. What kinds of software do you have on this computer? *Please check the names of programs that you have and indicate which version you have, i.e., Word 3.1.*

|                                          |                                                                        |                                      |
|------------------------------------------|------------------------------------------------------------------------|--------------------------------------|
| <input type="checkbox"/> Microsoft Word  | <input type="checkbox"/> Excel                                         | <input type="checkbox"/> Lotus 1-2-3 |
| <input type="checkbox"/> Word Perfect    | <input type="checkbox"/> Access                                        | <input type="checkbox"/> Paradox     |
| <input type="checkbox"/> Microsoft Works | <input type="checkbox"/> Microsoft Office<br>(includes what programs?) |                                      |
| <input type="checkbox"/> Other           |                                                                        |                                      |

Names of other programs:

3. We have developed a database for reporting CVM Outcomes on Microsoft Access. Do you need a copy of Access for your CVM office? Are there other software programs on your wish list?

4. Do you have a modem for your office—not voice mail—computer? If so, is it connected internally or externally? What kind and what speed? If not, do you have access to a phone line/jack that could be designated to a modem?

|                                     |                                                     |
|-------------------------------------|-----------------------------------------------------|
| <input type="checkbox"/> Have modem | <input type="checkbox"/> Need modem                 |
| Type of modem:                      | <input type="checkbox"/> Have extra phone line/jack |

5. Do you know if there is a community computer network in your area, usually accessible through the local library or city government? If so, what is its name and phone number? Or, are you connected to any on-line services such as America On-Line, CompuServe, etc.? If so, which ones, and through which networks?

6. Do you have e-mail? If so, please write your e-mail address.

7. Can you access the Internet? The World Wide Web?

## **E-Mail E-Mail E-Mail**

Dear CVM Friends:

A goal for our TIAP grant is to get every CVM site on e-mail, and eventually, get them access to the Internet. The first step is setting up an e-mail account. If you don't yet have one, here are some guidelines:

### **What you'll need:**

- a computer (whatever you use for your office work will do)
- a modem (provided by us)
- a phone line. (You can use the same phone line for e-mail, fax, and phone. However, your phone and fax will not be accessible while you are using e-mail, so you may want to invest in a designated phone line if you are on-line a lot.)
- an on-line service provider

### **Modems**

If you don't yet have a modem, CTI can purchase 14.4 modems for each CVM site that needs one, based on the survey we took this spring. They will be external, "plug and play" modems that are linked to a port in your CPU and to the phone jack.

### **How to find a service provider**

There are different types of service providers, ranging from academic institutions to America On-line to community networks or "free nets", like SCN (Seattle Community Network). We recommend that you ask around for the best fit. Some things to keep in mind:

- What's in your budget? Can you afford the usage fees from vendors like America On-line? Is there a local Internet service provider (ISP) with cheaper rates?
- What type of relationship do you have (or do you want) with your community network? Is there a way for you to coordinate efforts with them by subscribing to their service?
- How large (and therefore how busy) is the community network? Do others using it have any problems getting on?

### ***Other possibilities to consider:***

- Telephone companies: some are now offering Internet access, which includes e-mail, for about \$20/month.
- Internet Service Providers in the yellow pages; they vary in complexity and price, but local providers are often comparable in service and lower in price than AOL and CompuServe.

Once you've chosen a service provider, you simply need to turn your modem on, dial your service provider number, assign yourself a password, and open your account. The benefits?

- you can communicate with other CVMs, social service providers, clients, funders, policy makers, government officers quickly and without extra paper
- you can send a number of people the same message in one, felt, swoop (see below)
- you can forward messages you receive directly to others
- there are no busy signals (you can receive e-mail even when your modem is off)

Doug Schuler is establishing an automated distribution list (called List-serv) specifically for the CVM Federation. After you've signed on to the list, any e-mail that you send to the listserv electronic address ([cvm-all@scn.org](mailto:cvm-all@scn.org)) will automatically be sent to every other subscriber on the list. Helpful hints, comments, and questions can be shared with everyone.

**How to join the list:**

Send an e-mail message to [listserv@scn.org](mailto:listserv@scn.org) with the message "subscribe cvm-all  
firstname lastname" as the body of the message. Don't use quotes in the actual message and be sure to use your actual name!

Drop us a message at [cvm@avoice.com](mailto:cvm@avoice.com) as soon as you have an account. We're eager to hear from you.

## MODEM AND E-MAIL FAQs\*

\*Internet (and other) lingo for Frequently Asked Questions

### 1. How do you set up the modem? What happens to your phone line?

The modem goes between your phone system and the computer, allowing your computer to talk to another computer over the phone line. Therefore, when you use the modem, the phone line is busy (unless you are using a separate line for the modem). ***The modems we are sending have detailed instructions for installing; please refer to the booklet. Remember to be sure that all equipment is turned OFF when installing the modem.***

Per the instruction of the modem documents, install the communications software on the disc marked COMIT LITE. This software will help you dial via your modem and will also configure your computer and modem. To install, you must be in DOS. Insert the disc, go to drive "A" (or "B", depending on your computer) and type in "COMCHECK" to run the configuration program. After running COMCHECK, type in "CD COMIT" at the prompt to change working directories. Type "INSTALL" at the COMIT directory.

After installing, start the COMIT communications program by typing COMIT at the "C" prompt. (If you have Windows, you will also be able to access it directly.) The COMIT program will ask you to enter the name and phone number of your service provider in order to dial out to connect your modem to the service.

Included with the modem are "starter" discs from America Online, Compuserve, and GNN. They each offer free introductory hours: feel free to try them out, but realize that they will ask you for a credit card number before allowing you to connect. You can cancel after your free hours have been used up. **You can also forgo using these discs if you have chosen to use a local provider.** The local provider will instruct you on how to access e-mail thru its service. If you choose to use a commercial service like America Online or Compuserve, you will not need to use COMIT to send and read e-mail.

### 2. How should you choose a service provider?

Different service providers offer different access features. CVM's first priority is to set up an e-mail account, which requires *line/character access* rather than *graphic access* (necessary for the Web.) Ask the service provider what features they offer, what the monthly rates are, and how they bill. If possible, test the system for ease and accessibility. If you want connection to the Web, you need both a *graphic access* browser and a SLIP or PPP connection, available thru many service providers..

### 3. How do you dial-up via your modem to access e-mail?

Using the modems we're sending, COMIT LITE will help you dial the number of your service provider; (you can do it manually as well, but it's more complicated.) Install the disc of COMIT LITE software and follow the directions for configuring your computer. After installing, choose Comit Lite on your screen to open it, type in the phone number of your service provider when it asks you to, and listen for the modem to connect. Once connected, you will be asked to provide an account name/address and a password. ( you may have had to include account name and password in your application to the service provider if you used a local provider.) **We suggest that your name/address include cvm and, if at all possible, be restricted to cvm**

**access.** (If your email address is agency-wide, it will be more difficult to ensure prompt access to messages.)

For web access, you'll want a SLIP or PPP connection, as mentioned above. The SLIP or PPP connection acts like the connecting glue between your modem, your browser and software at your site, and the World Wide Web: this connection is an invisible vehicle that talks to your browser and lets you read the graphic information on the web.

**4. How do you ship files via e-mail?**

This process depends on the type of email account/service provider you have chosen. (Check out information on FTP, Shipping File Transfer Protocol.) A basic rule of thumb is to save your file as "text only". You will need to ask your service provider about the best way to send files. Sometimes you'll be able to cut (or copy) from one file and paste it into the COMIT program in order to send.

**5. How do you add your name to the CVM listserv? How do you ensure that you get CVM mail if your entire agency has the same email address?**

We highly recommend that you set up an account for CVM only. If you must receive CVM mail via the agency address/account, instruct your senders to type "CVM" in the subject line so that the mail can easily be distributed to you.

The CVM distribution list (called List-serv) is being set up by Doug Schuler (douglas@scn.org). After you've signed on to the list, any e-mail that you send to the listserv electronic address (cvm-all@scn.org) will automatically be sent to every other subscriber on the list. Helpful hints, comments, and questions can be shared with everyone.

**To join the list:** Send an e-mail message to listserv@scn.org with the message "subscribe cvm-all firstname lastname" as the body of the message. Don't use quotes in the actual message and be sure to use your actual name!

Drop us a message at cvm@cvm.org as soon as you have an account. We're eager to hear from you.

## **Using Technology to Help Build a National Federation of Community Voice Mail Providers**

**Doug Schuler, CTI Contract Consultant**

In 1995 Patricia Barry and I created a plan for developing and utilizing Internet capabilities to strengthen and help publicize the national Community Voice Mail Federation and the Community Voice-Mail services that the program offers. A 1995/96 TIAP grant helped us implement that plan.

Most aspects of the plan were implemented and the results have been encouraging. Some aspects of the plan were found to be more subtle and more complex than we had anticipated. The problems we encountered centered around integrating voice mail and community networking programs and technology; now armed with the benefit of experience, we plan to continue working on the goal to integrate the two services, believing that the possibility of marrying two or more approaches represents an exciting and profound direction for community and social services use of communication technology. This issue will be discussed in more detail below.

**Three basic electronic threads were initiated in support of the Community Technology Institute mission: (1) Improving the communication within the Community Voice Mail Federation; (2) Increasing public outreach via the WWW; and (3) Integrating community networking and Community Voice Mail programs.**

### **Connecting the CVM Federation**

The first goal was accomplished by meeting the following milestones:

1. We registered the cvm.org domain name with Internic, allowing CTI ownership of the domain and establishing professional intention.
2. We established several free e-mail accounts on Seattle Community Network (SCN) for CTI and Seattle CVM and researched other freenets in CVM cities.
3. We sent a letter to all CVM federation sites that included a description of what materials were necessary for interconnectivity, and how to locate a suitable Internet Service Provider. Each member of the federation that needed it was provided with a modem and suitable telecommunications software. (See Attachments)
4. I established a mailing list, cvm-all@scn.org, which is being used to communicate with all CVM sites nation-wide.

**We were able to connect 85% of the CVM sites via e-mail access. The remaining sites are in the process of establishing a separate phone line for their modem, or are working with their host agency to gain access. All expect to be online by summer 1997.**

### **Future CVM Federation Interconnectivity Goals:**

In the next phase of this project, we plan to build an Intranet for all Federation members to use, which will be housed and maintained by Virtually Wired in Boston. VW is also the host for Project Connect: Greater Boston Community Voice Mail. Intranet access will

increase the efficiency of internal communication by enabling members to contribute their evaluation and reporting data more readily.

### **Public Outreach via the WWW**

We established a Web site for Community Voice Mail (<http://www.cvm.org>) that includes the following features:

1. A CVM homepage with links to a CTI page, a CVM Federation page, and pages for the CVM sites. We have been improving these pages incrementally as more information becomes available. These pages can and are being used as a resource for the community and the Federation members are beginning to let others know that they have web sites.
2. As part of my efforts to help integrate Community Voice Mail with community network efforts I sent out a note to the commnet distribution list and to other electronic forums.
3. Howard Rheingold, the author of "Virtual Community: Homesteading on the Electronic Frontier" devoted a column to the voice mail / community networking integration effort.
4. We are also writing an article for the "Real Change" newspaper in Seattle on the subject of low-cost community communications, which we will also put on the Web and link to other publications that address homeless issues.

**The CVM Web site contains relevant information and links to all the sites in the CVM Federation. Moreover, establishing our web site has sparked interest within the social services community toward the World Wide Web, developed our international audience, and increased the CVM Federation's technological literacy.**

### **Establishing ties with Community Networks**

Our third goal was the most complex and therefore met with the most difficulties. We developed several interesting ideas through meeting with individuals and groups devoted to coordinating community networks.

Our intention was to integrate the two community resources more tightly: this plan had intuitive appeal as both approaches rely on innovative and inexpensive civic uses of technology. Furthermore, the technologies (telephone and Internet) offer complementary services. The telephone offers immediate, generally local, communication about jobs, shelter, family ties and friendship, as well as social services. The Internet, on the other hand, offers less immediate, non geographically constrained access to information. We also think that there may be interesting ways to deliver text information via the telephone and audio information via the community network. Finally, we believe that administrative costs could be lowered by one group administering both systems or by some other efficient division of labor.

When we looked into the issue of integration we soon became aware of differences between the two approaches. Although we don't believe that the differences are

irreconcilable, they do present significant challenges, also discussed in the final section of this report.

The progress we made in establishing community ties and developing the ideas mentioned above is significant. We also achieved the following:

1. We sent a mass mailing to all the social service agencies in the Seattle CVM network and informed them of the Seattle Community Network, and explained how they and their clients could receive a free account. We also provided some technical assistance to these agencies as required.
2. We have begun working with the Seattle Community Network (SCN) to help recycle discarded computers in CVM agencies in Seattle.

### **Unforeseen Difficulties**

After many discussions it became obvious that philosophical, organizational, and technological divisions existed. It will be instructive to examine the problems we faced in slightly more detail.

**Philosophical Issues:** Community networks generally envision themselves as service providers to the entire community, much in the same way that public libraries envision themselves. Anybody in a community—rich or poor—can get a library card. Community Voice Mail is designed to bring universal service of basic telecommunications to those *without* access, specifically homeless and poor people. For that reason it is administered by social service agencies who determine if end users meet certain criteria. This difference leads us to questions of administrative responsibility. We think the best approach would be for social service providers to continue distribution of voice mail accounts and to inform end users of the community network. Meanwhile, the community networking organization will receive and process applications for e-mail accounts, and continue taking technological responsibility for maintenance of the network.

**Organizational Issues:** There is generally one community network in a community while there are often many social service agencies that administer voice mail boxes. One of the most important questions we have is whether or not (and how) accounts can be administered more centrally. The question of what organization should do intake and what organization should administer accounts was discussed in the paragraph above.

**Technological Issues:** Digital computer networks and analogue telephones have significant differences, as do text and voice; therefore, one should expect challenges. Text takes up little room in computers while audio information is noted for its large storage requirements. Even with the use of compression techniques, the difference between the two is large. Moreover, computer networks can offer a virtually unlimited number of e-mail addresses. These addresses are analogous to telephone numbers, which *cannot* be parceled out so generously: Each phone number represents a separate channel that must

be paid for individually. In other words, the number of e-mail addresses is effectively infinite whereas telephone numbers are in scarcer supply.

Even so, we want to pursue the question of integration. From a technological standpoint this implies, in some cases, a conversion of e-mail to v-mail and vice versa. At this point, no general solution for translating voice into text exists, but other important capabilities do exist. These include sending voice over the Internet like e-mail. This would allow users who did not have fluency with English characters to communicate with the Internet. There are also text-to-speech translation applications that could be used for users to hear their e-mail spoken to them over the telephone. Obviously there are many rich possibilities to be explored in this area.

## **Recommendations**

Our early work has shown that electronic communications can be useful in building cooperative relationships within a national federation. Our work has also given us glimpses of how certain types of programs can be successfully integrated.

We have several recommendations. The first is that we continue to strengthen the technological capacity of the federation. This generally means developing additional techniques for sharing information, such as an Intranet for Federation users and a set of applications that support the sharing of information. Secondly we believe that the integrative efforts with the community networking community should be continued. These include outreach efforts to involve community networking people in community voice mail projects. It also means addressing the issues discussed in the section above, including the investigation of new technological possibilities.

# TWIN CITY COMMUNITY VOICE MAIL PROGRAM EVALUATION

Elizabeth Levang, Ph.D.  
Levang and Associates, Inc.

## EXECUTIVE SUMMARY

Founded in 1993 as a nonprofit organization, TCCVM takes great pride in being the world's largest and most active community-based telecommunications program for homeless and unemployed persons. This unique program is built on the philosophy that communication is *the* vital link that connects individuals with the broader social world and is essential in securing one's basic needs of shelter and self-sustaining employment. TCCVM's service delivery uses a collaborative model to link helping agencies, low-income phoneless persons, and voice messaging. This model asserts that every individual has a right to a viable, expedient means of communication.

### Purpose and Goals

This program evaluation was undertaken to assess the efficacy of TCCVM services. The purpose of the study was to:

- determine if program objectives are being met;
- provide data for public relations and marketing;
- integrate TCCVM outcome data with evaluation data;
- provide data to guide TCCVM, particularly in terms of making program modifications;
- if possible, validate TCCVM's outcome data;
- involve clients in the evaluation process as a way to model empowerment; and
- assess the satisfaction level of current providers.

## **Methods**

The program evaluation was comprehensive in scope. Primary sources of data were current clients, current providers, and former providers. In all, 213 persons formally participated in the evaluation (N=917). Data collection relied largely on telephone surveys with standardized questions. A focus group of current providers was also convened, while all clients were invited to share their opinions by calling the Client Comment Line with feedback.

## **Major Findings and Recommendations**

This program evaluation found that the impact of TCCVM on its providers and clients has been phenomenal. The program has changed the lives of low income, phoneless persons in dramatic and unprecedented ways. Clients have reached their goals with TCCVM. In their own words it has been a “lifeline,” and a “godsend” that have allowed them to shatter the barriers consistently deterring self-sufficiency. TCCVM has given clients an essential, vital link not only to service providers, prospective employers and landlords, but to the world. Similarly, TCCVM has radically changed the very way by which providers interact and serve clients. It has helped streamline service delivery and made important improvements in a provider’s ability to assist clients in an effective and efficient manner.

The results of the present evaluation indicate that TCCVM has been extremely effective in meeting program objectives. Despite the above, this program evaluation identifies several organizational challenges for TCCVM. These challenges are opportunities for TCCVM to improve service delivery and ensure its long-term viability as a telecommunications leader.

### **Current Provider Results**

#### **1. Finding:**

Current providers had an extremely high degree of satisfaction. Positive regard was expressed for the service, agency, and staff of TCCVM and providers felt that they derive enormous value from the service. Nearly all stated that TCCVM was worth their efforts and that it helped them serve clients more effectively. They also thought it took a reasonable amount of time to put a client on CVM. The high satisfaction of providers will likely lead to increases in service use, and signal continued growth for TCCVM.

**2. Finding:**

The results showed that providers found the technology user-friendly. This valuable information gives TCCVM the ability to market this critical aspect of the system with great confidence.

**3. Finding:**

CVM had a tremendous impact on direct practice. Providers indicated that CVM helped clients reach objectives quicker, helped them get more services to clients, and provided a real advantage to clients competing for jobs and/or housing. These positive results are a strong endorsement of CVM's relationship to client success, and appear to have cemented provider confidence in TCCVM.

**4. Finding:**

CVM has a normalizing effect on clients. Current providers said that CVM reduced bias by masking a client's situation. In addition, they felt that CVM positively affected self-esteem. According to providers, CVM serves a critical function in facilitating independence, boosting confidence, and creating the impression of stability.

**5. Finding:**

CVM does not affect the types of clients providers can serve. Surprisingly, only one-third of the providers said that CVM helped them work with clients whom they could not previously serve.

**Recommendation:**

While recognizing the great differences in client bases and service activities of providers, the evaluation recommends that TCCVM further investigate the meaning of this finding and its implications.

**6. Finding:**

While few offered suggestions for improving CVM, providers felt that better marketing could occur. Getting more media attention, surveying community agencies, and launching a marketing campaign were several suggestions made.

**Recommendation:**

The evaluation recommends further dialogue with current providers on this subject and a continuation of current public relations efforts as established in TCCVM's 1996 organizational goals.

## **Current Client Results Telephone Survey**

### **1. Finding:**

Clients were extremely satisfied with CVM. They unanimously said they were happy with how CVM worked and what it did for them. They were especially appreciative of CVM's assistance at critical times in their life. Nearly all indicated that CVM was helpful for them, with goal attainment and accessibility as primary reasons. CVM was easy to use for this set of clients, and very few encountered trouble or problems using the system.

### **2. Finding:**

Clients felt that CVM created stability in their lives. This finding is of major significance for it verifies CVM's utility, while also demonstrating its far-ranging impact. The success that can be obtained by using CVM is remarkable news for TCCVM providers, clients, funders, and stakeholders.

### **3. Finding:**

On average, clients who completed the survey were 36 years old. As this is typically considered a time when job, home, and social connections are more stable, CVM appeared to have been a vital, indispensable resource to resolve long-entrenched difficulties. This suggests that CVM has a critical function in not only reducing stress and pressure, but creating opportunities for clients to accelerate goal attainment.

### **4. Finding:**

CVM enabled clients to reach their goals. 69% of the clients used CVM to look for housing, with 47% having achieved their housing goal. 75% used it to look for employment, with 43% having achieved this goal. These high rates of success are quite impressive as clients had service for an average of only 90 days.

Three-quarters used CVM to communicate with social service agencies, courts, lawyers, and other helping organizations. More than half used CVM to talk with medical providers, while more than three-quarters used CVM to stay in touch with friends and family. This multitude of uses verify that CVM is a vital communication link in the lives of its clients.

**Recommendation:**

The evaluation recommends that a clear statement of policy be developed regarding the legitimacy of using CVM for personal reasons, i.e., communicating with family and friends.

**5. Finding:**

CVM use was affected by gender, as more females used CVM to look for housing, while more males used it to look for employment. This division along stereotypical roles is important in formulating an accurate demographic profile of users. As well, it helps TCCVM better understand the unique needs of clients, and the providers that serve them. TCCVM does not currently collect data on gender.

**Recommendation:**

The evaluation recommends that beginning in 1997, TCCVM collect data on gender as part of its demographic data.

**6. Finding:**

Clients who used a pay phone to check for messages said they sometimes lacked money for the phone. In addition, clients heavily depended on agency or business telephones to retrieve messages. Lack of funds and an inability to access messages after normal business hours or on weekends could be potential barriers to CVM use.

**Recommendation:**

The evaluation recommends that TCCVM continue to seek creative solutions to the barriers presented by affordability and phone accessibility.

**7. Finding:**

Regrettably, researchers were unable to gather data from TCCVM's Spanish-speaking clients as none offered to be interviewed. It may be that clients were uncertain of the legitimacy of the survey, or cultural factors may have had an influence. Nonetheless, providing services to other cultural or ethnic groups must take into account both philosophical beliefs and practicality.

**Recommendation:**

The evaluation recommends that TCCVM meet with providers serving Spanish-speaking clients and other knowledgeable resource persons to gain a

greater understanding of this population and their unique needs for voice mail service.

### **Current Client Results Client Comment Line Calls**

#### **1. Finding:**

Callers to the Client Comment Line expressed great satisfaction with CVM and noted their appreciation for the service.

#### **Recommendation:**

It is highly likely that those who called the Client Comment Line represented the most motivated clients. As they were offered no monetary incentive, many callers responded out of genuine interest and the belief that their opinion was valued. The evaluation encourages TCCVM to continue to utilize the Client Comment Line as a way to gain invaluable input in directing and developing the organization. As well, it urges TCCVM to continue to find new ways to involve clients in the organization as a way to stay true to its mission and goals.

### **Former Provider Results**

#### **1. Finding:**

Former providers found CVM valuable and useful. Many could use CVM with clients and found it helpful in connecting clients with prospective landlords and employers, and also family.

#### **2. Finding:**

Like current providers, former providers suggested that TCCVM engage in more marketing.

#### **3. Finding:**

Former providers abandoned or ended TCCVM services because of issues of incompatibility. The major reasons stated were a lack of phoneless clients or that the agency was poorly motivated. Less than one-half said they would be interested in trying CVM again. These findings underscore the need to assess carefully the unique needs of each provider and their client base to ensure that CVM is successfully implemented.

**Recommendation:**

The evaluation recommends that an exit interview be conducted with each terminating agency to develop a better understanding of what factors constitute compatibility. It is further recommended that this data be used to create a screening protocol for prospective providers.

**Focus Group Data****1. Discussion Highlight:**

CVM was generally considered user-friendly. Specific system changes were suggested including adding more prompts in the system and streamlining procedures for resetting boxes. Changes in the Case Worker Handbook were requested.

**2. Discussion Highlight:**

Some agencies in the system are underutilizing CVM. Expansion or broadening of TCCVM criteria could lead to greater use. Lengthening the six month time limit and expanding client goals to include health-related needs or communications with a child's school were suggested.

**Recommendation:**

The evaluation recommends that TCCVM examine the relationship between length of service use and client goal achievement.

**3. Discussion Highlight:**

Services could be broadened to include more ethnic groups, the deaf and hard-of-hearing, and those coming out of treatment or halfway houses. The provider network could expand to include agencies providing medical services or those dealing with adult offenders and their families.

**4. Discussion Highlight:**

A lack of money precludes some clients from accessing their messages. An 800 number or phone cards could be possible solutions.

**5. Discussion Highlight:**

TCCVM could offer more training opportunities including refresher courses and open training sessions. A TCCVM Provider List would be helpful for networking and sharing information.

**CVM FEDERATION: NATIONAL STATISTICS**

| Site          | Data Date | Agencies   | Users On    |
|---------------|-----------|------------|-------------|
| Aberdeen      | Dec-97    | 12         | 90          |
| Albany        | Feb-97    | 30         | 324         |
| Atlanta       | Jan-97    | 15         | 300         |
| Boston        | Feb-97    | 13         | 248         |
| Houston       | Jan-97    | 25         | 250         |
| Los Angeles   | Mar-97    | 10         | 400         |
| Madison       | Jan-97    | 16         | 160         |
| Memphis       | Feb-97    | 13         | 110         |
| NYC           | Jan-97    | 120        | 1280        |
| Phoenix       | Jan-97    | 50         | 1070        |
| Portland      | Dec-97    | 13         | 250         |
| Raleigh       | Jan-97    | 13         | 225         |
| Salem         | Dec-97    | 12         | 200         |
| San Diego     | Feb-97    | 96         | 1000        |
| San Francisco | Mar-97    | 30         | 400         |
| San Jose      | Jan-97    | 15         | 150         |
| Seattle       | Jan-97    | 65         | 750         |
| Spokane       | Feb-97    | 16         | 220         |
| Twin Cities   | Feb-97    | 170        | 1400        |
| Vancouver     | Feb-97    | 19         | 290         |
| <b>Total</b>  |           | <b>753</b> | <b>9117</b> |

**THAP SITES**

|                   |        |           |             |
|-------------------|--------|-----------|-------------|
| Boston            | Feb-97 | 13        | 248         |
| Houston           | Jan-97 | 25        | 250         |
| Los Angeles       | Mar-97 | 10        | 400         |
| Spokane           | Feb-97 | 16        | 220         |
| <b>Total THAP</b> |        | <b>64</b> | <b>1118</b> |



Location: <http://207.141.172.135/cvmfed.html>



## *The Community Voice Mail Federation*

The Community Voice Mail Federation was founded on January 20, 1997 at the first national conference of Community Voice Mail™ providers held in Seattle,

Netscape: Community Voice Mail



Location: <http://www.cvm.org/>

messages. Community Voice Mail is ethical and dignified. CVM is designed from an end user's perspective and is widely accessible across a community.

*"Imagine maintaining a relationship with friends or family without a phone..."*

For more information on how to get CVM started in your community or for copies of newsclips and national statistics, please contact:

COMMUNITY TECHNOLOGY INSTITUTE

Patricia Barry, Executive Director

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SEATTLE, WASHINGTON 98121

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This web site is made possible in part by a grant from the Telecommunications and Information Infrastructure Assistance Program, National Telecommunications and Information Administration, U.S. Department of Commerce.

This site is a work in progress. Send your ideas and comments to: [webmaster](mailto:webmaster)

*A member of*



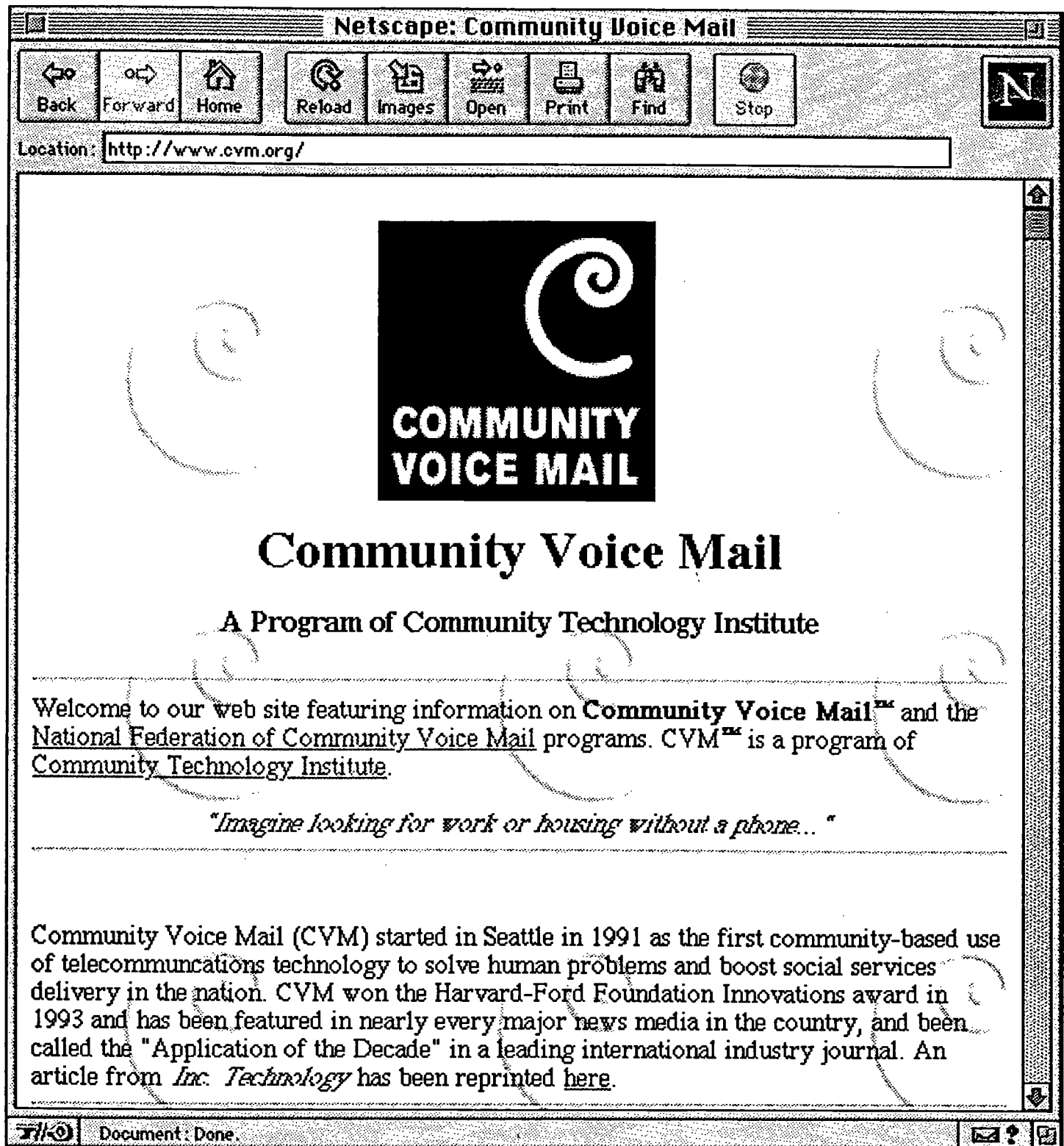
THE HTML WRITERS GUILD

Most recent revision: March 18, 1997 using [HomeSite v2.5](#).

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Go to [CTI Home Page](#).

Go to [CVM Federation Home Page](#)



Location: <http://www.cvm.org/>

Community Voice Mail (CVM) started in Seattle in 1991 as the first community-based use of telecommunications technology to solve human problems and boost social services delivery in the nation. CVM won the Harvard-Ford Foundation Innovations award in 1993 and has been featured in nearly every major news media in the country, and been called the "Application of the Decade" in a leading international industry journal. An article from *Inc. Technology* has been reprinted [here](#).

Community Technology Institute (CTI) has initiated CVM programs in:

[Phoenix, AZ](#)[San Francisco, CA](#)[Boston, MA](#)[New York City, NY](#)[Memphis, TN](#)[Bellingham, WA](#)[Spokane, WA](#)[Madison, WI](#)[Los Angeles, CA](#)[San Jose, CA](#)[Minneapolis-St Paul, MN](#)[Schenectady, NY](#)[Houston, TX](#)[Salem, WA](#)[Vancouver, WA](#)[San Diego, CA](#)[Atlanta, GA](#)[Raleigh, NC](#)[Portland, OR](#)[Aberdeen, WA](#)[Seattle, WA](#)[Yakima, WA](#)

### *How does it work?*

Just think of Community Voice Mail as a large computer system that can mimic a home answering machine for thousands of people. Within minutes on a touch-tone phone, individuals all over a community can use CVM with their own 7-digit number, a personal greeting, and private pass code to retrieve messages. Community Voice Mail is ethical and dignified. CVM is designed from an end user's perspective and is widely accessible across a community.

*"Imagine maintaining a relationship with friends or family without a phone..."*

## TCCVM: "Phenomenal Impact"

by Jerri Sudderth, Twin Cities CVM

In each of its two years of operation, TCCVM has contracted with an independent evaluator for a complete look at our services, their effectiveness, and what we can do to streamline our process to help our 171 network agencies better serve their clients seeking housing, jobs, and safety from domestic abuse.

This year's evaluation, by Levang and Associates, Inc., is comprehensive in scope, with primary sources of data being current clients, current providers, and former providers of TCCVM services. Data collected relied largely on telephone surveys with standardized questions, as well as a focus group of current providers, and all clients were asked to share their opinions of TCCVM services by calling the Client Comment Line. Evaluators describe TCCVM's impact on both providers and clients as "phenomenal", and say the program has changed the lives of low income, phoneless persons in dramatic and unprecedented ways, helping them to shatter the barriers consistently deterring self-sufficiency.

For a copy of the 1996 TCCVM Evaluation, please contact Jerri Sudderth at (612) 643-0883 or at Jsudderth@aol.com. We'll be happy to mail you a copy of the complete evaluation, or, if you prefer, a shorter version for your use.

## Benton/TIAP Conference

On June 11, the Telecommunications Information Infrastructure Assistance Program (TIAP) and the Benton Foundation sponsored "Up for Grabs", a conference on the future of the information infrastructure, telecommunications, and the public interest. Patricia Barry (CTI), Bettina Damiani (NYCVM) and Michael DeChiara (Greater Boston CVM) all attended and with characteristic vigor, got the word out about CVM in less than 24 hours! The conference covered the Telecommunications Act of 1996, universal access, and education, and state and community networks. CVM's focus on basic telecommunications, i.e., telephones, woke the crowds from their internet-induced daze for a moment or two and led to great discussions.

## US West Update

Just a quickie...US West donated 400 telecards to be distributed among the CVMs in its region. The cards, worth a one dollar each, will be distributed to CVM users; CVM area managers will document the effect the cards have on CVM use.

For more information

contact us at  
mcc.electronics.com

COMMUNITY

space for news  
and clips

Send us yours!

# Tech Tips, Tech Talk

This is the spot to meet the big technophobia barrier in our work head-on. Send us your discoveries or questions, and use these tips with your CVM case managers.

## Using Return Receipt

Case managers can leave clients a message and designate it "return receipt," which allows a client to return a message without hanging up and placing a second call. Here's how:

1. Dial into your main CVM phone number.
2. When asked which extension number you would like to reach, enter your agency ID number: 9\_ \_ \_ \_.
3. Enter your agency security code.
4. When asked if you would like to re-set a personal message box, press 2 for No.
5. The voice mail system will inform you if you have any voice mail messages on your agency voice mail box; it will then ask you if you want to leave any messages. Press 1 for Yes.
6. When asked which voice mail box you want to leave a message for, enter the last 5 digits of the client's phone number. Press 1 for Yes to confirm.
7. Record the message for your client after the beep. Press \* when you have finished. When asked if you want special delivery, press 1 for Yes. Special delivery options are:

|                            |                       |
|----------------------------|-----------------------|
| Urgent (Press 2)           | Private (Press 2)     |
| ✓ Return Receipt (Press 1) | Future Deliv(Press 2) |
8. Return receipt enables the client to respond to your message by leaving his/her message in your agency voice mail box.
9. Case managers can retrieve "return receipt" messages by simply following steps 1-4.

Return receipt helps case managers track the messages they send to their clients; it helps clients respond quickly without spending an additional quarter on a call to their case manager. Try it!

***This tech tip submitted by the inspirational  
Bettina Damiani of NYCVM. Thanks!***

# Web Words

Knowing the lingua franca is key--  
Some starters...

**Browser:** The software you need in order to view Web documents. The most popular browsers are Netscape, Mosaic, and The Microsoft Network.

**Home Page:** Usually refers to the first page of a Web document, but can also mean someone's personal Web site.

**HTML:** Stands for Hyper Text Markup Language. The 'http' at the beginning of a document address stands for hypertext Transfer Protocol.

**Service Provider:** You'll need to sign up with a service provider to get access to the Internet. Some large Internet service providers (or ISPs) are America Online, CompuServe, and Microsoft Network. We recommend that you talk with your public librarian to find a community network (usually free) or a discounted local ISP.

**URL:** Short for Uniform Resource Locator, a URL is essentially the address of a Web document or site. Be sure to type carefully--incorrect punctuation or capitalization may result in a dead end.

Find CTI at:

<http://www.cvm.org/ip/cti/home.html>



volume one summer 1996 number two

## Working our way toward toll-free access

Again and again case managers have told us that clients would use CVM more if they had access to free phones, 24 hours a day, but any CVM Manager who has researched 1-800 access learns very quickly how prohibitive the operating costs would be to their program. In the spirit of coalition building and community and *national* organizing, we are strategizing with John Mennell, of Rapid Action Food Team's Emergency Hunger LifeLINE, to partner our programs and provide toll-free access to all CVM users.

CTI met Mennell at the Benton/TIAP conference in Washington, DC. Mennell voiced interest in building a partnership with the CVM Federation, seeing a natural connection between CVM and 1-800-HUNGRY2. Our joint vision is to allow CVM users to retrieve messages for free, using RAFT's 1-800 line. Not only would users have toll-free access, they would also have an instant connection to hunger relief services.

We're now trying to develop solid estimates of client usage based on data we've received from several CVM sites. Mennell will use this data to support the pitch for sponsorship and move us closer to a partnership with his visionary program.

We'll let you know how this project develops. See the sidebar for information on Emergency Hunger LifeLINE.

## CVMs on the Launch Pad

Spokane, WA  
September, 1996.

Houston, TX  
September, 1996.

Bellingham, WA  
early 1997.

**H**unger LifeLINE, initiated by the Rapid Action Food Team and co-sponsored by long-distance carrier MCI, creates partnerships among the hunger relief outlets across the country and connects them with local people in need.

Founded on the simple premise that no person should face hunger without knowing where to turn for help, Hunger LifeLINE is a powerful new tool in the fight against hunger in America.

—continued. See KIOSK

COMMUNITY VOICE MAIL is a program of COMMUNITY TECHNOLOGY INSTITUTE that develops and promotes telecommunications and innovative technologies to solve human problems and improve the social services delivery system.

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More →

# Toll-Free San Diego

Rapid growth and trend-setting have long been signature statements of southern California, and San Diego CVM is no exception. Since its jump-start in November, SDCVM has charted a steep J-curve in client participation AND hooked up an 800 line service, the first in the CVM federation.

According to CVM Administrator Nick Trunzo, an 800 number quickly became a necessity when SDCVM tried to serve the growing number of clients in San Diego's North County. Because of its different prefix, every call made from North County to check one's voice mail box required a 55-cent toll. Trunzo found that the toll deterred North County agencies from signing on to CVM so he designated a DID as the 800 number, paid PacBell a \$25 installation fee to 'turn on' the service, and created accessibility to CVM for hundreds of North County clients. Using the 800 number is simple: users dial the number, hear the "welcome to SD CVM" greeting, enter their personal ID, and follow the typical steps to check messages.

There's only one problem: the 800 number costs too much to keep. Service providers encourage participants to make toll calls from agency phones in order to cut down on 800 line usage, but rates are high and escalate as more people come on the system. Moreover, minimum billing is per one-minute, so even 10-second calls log in at a minute's rate. Trunzo is finding that the initial average of 100 calls per month (costing about \$20) has begun a steady ascent as more people learn about CVM.

San Diego CVM is looking at alternate ways to provide access, including setting up a satellite 4-port voice mail system in North County that could handle 400+ DIDs on its own, or installing a Foreign Exchange Line that costs a steady \$100/month with unlimited calls. The 800-line is not the solution, Trunzo says, but SDCVM remains committed to serving residents of both South and North counties. (See article on Emergency Hunger LifeLINE on page 2 of KIOSK.)

## Trying to Spin

We need your input for the CVM Federation Web site:  
**Please send us the basics about your CVM ASAP.**  
**And, the modems are In! To get one, CALL US!**  
Thanks to Nick Trunzo and Jeri Sudderth for your  
program information—your links are up on the Web.

<http://www.cvm.org/ip/ct/home.html>

# Replication Rag: Boston CVM

Meet Project Connect in Boston, the latest east coast CVM. Headed up by a trio affectionately referred to as "the boys in Beantown"—veteran community organizer Michael DeChiara and technical wizards Bob Kaylor and Randall Johnson—Project Connect: Greater Boston CVM already makes sparks fly in the offices of its host agency, Virtually Wired.

DeChiara's mastery of strategy, consensus-building, and fundraising prove that it pays to organize. Project Connect is the result of a phenomenal grassroots organizing effort that spanned nearly two years and underwent several permutations before finally launching in mid-May. Within its first month, the Greater Boston CVM displayed competence and fearlessness in the face of technology by designing a web site and exploring *Repartee's* potential, including call forwarding remote management.

Bob Kaylor, the CVM Manager, first learned about CVM when he used it as a client of the now-absorbed Waltham site. As the self-appointed technician for Waltham, Kaylor mastered the ins and outs of *Repartee*, and used voice mail to develop his business, Curbside Computing. A man with scores of interests, his other pet project is maintaining his own home page on the Web. Take a look:

<http://www.org/~bobka/>

## Talking Numbers

- ✓ If all CVMs were loaded to capacity, we'd jointly serve **30,000 people every day**.
- ✓ Phoenix CVM averages **15,000 calls** to the system per month.
- ✓ New York CVM is a **104-agency-strong coalition**.
- ✓ Vancouver CVM's first user to sign up met a goal—temporary housing—within **3 days**.
- ✓ Twin Cities CVM serves more than **970 people daily**!

## CVM Federation

(continued)

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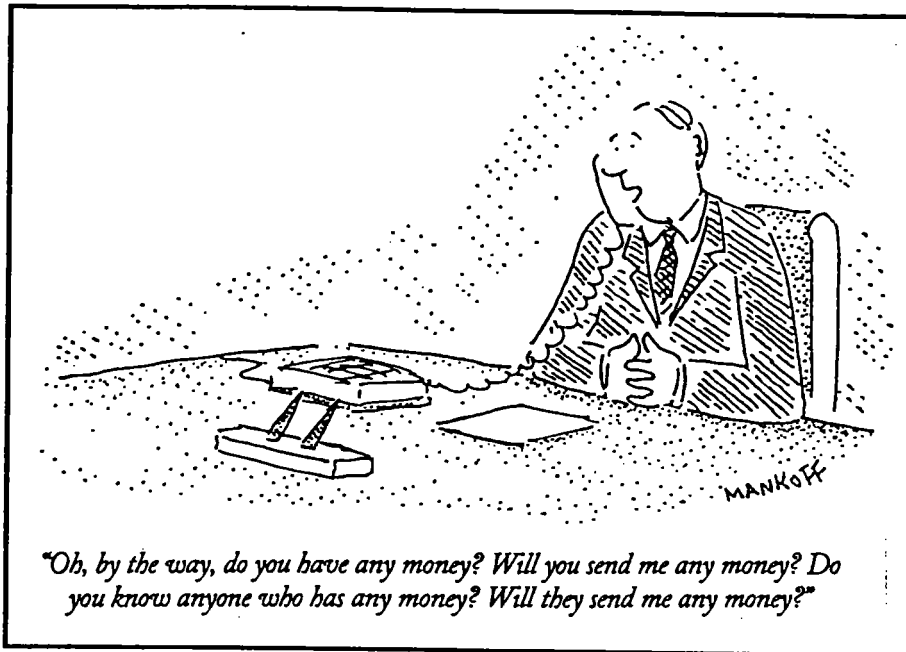
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\*\*\*\*\*

## Welcome Vancouver CVM

Located in the southwest corner of Washington state (just across the river from Portland, Oregon), Vancouver CVM is the first of four sites to launch under CTI's Washington Campaign. Vancouver went up in early June with Dennis St. John at the helm and now has 66 users — and counting.

The CVM Federation Newsletter:  
Communicating with a National Voice



*Milestones and Minor Miracles...*

- **Phoenix CVM** is negotiating with US West for 750 voice mail boxes to serve Phoenix's outlying areas and telecards to distribute to CVM users.
- **San Diego CVM** won a Private Industry Council grant to provide 400 boxes to PIC-funded agencies.
- **Seattle CVM** announces the birth of Charlotte Marie to Lisa Dunn, born May 27. Congratulations!
- Special thanks to the **Dominican Sisters of Edmonds, WA**, for supporting CTI organizing in the Northwest and "rejoicing" in our work for justice.

CTI  
P.O. Box 61385  
Seattle, WA 98121

To:

(continued from page 1)

Obviously, the Joint Board's recommendations do not go far enough to support low income and/or homeless people. While the Board reiterated IPR's suggestion that "people who move frequently or have no residence...do not have ready access to residential service" and should be considered in the proceeding, those people were *not* considered. Rather, the section closed with

"the inclusion of additional services and functionalities beyond those necessary to effectuate a comprehensive federal universal service policy would be inappropriate and may have the effect of unreasonably and unnecessarily expanding all carriers' universal service obligations, with inevitable effects on rates. Therefore, we limit our recommendations to the services and rules described" in this report.

*Recommended decision, Paragraph 394*

Additionally, the Joint Board recommended that the FCC appoint a universal service advisory board, including state and FCC representatives, to select a neutral, third-party administrator to administer the collection and distribution of the support mechanisms for universal service. Which organizations are to be considered as support mechanisms remains to be seen.

What's the next step? IPR is submitting a comment to the decision, arguing that Congress *did* show support for people without residences in its intention for universal service, in letters written to the Joint Board. However, the FCC will vote on, and likely pass, the recommendations on January 19.

As for the CVM Federation, building strategy for long-term support, both funding and policy, is a key goal for the CVM National Conference. CVM supporters can act now by asking their Congresspeople to write letters of support for CVM as a provision of universal service. Better yet, take advantage of the Congressional holiday and invite your rep on a tour of your CVM coalition. Show how CVM serves a growing number of people otherwise left unconnected and incommunicado.

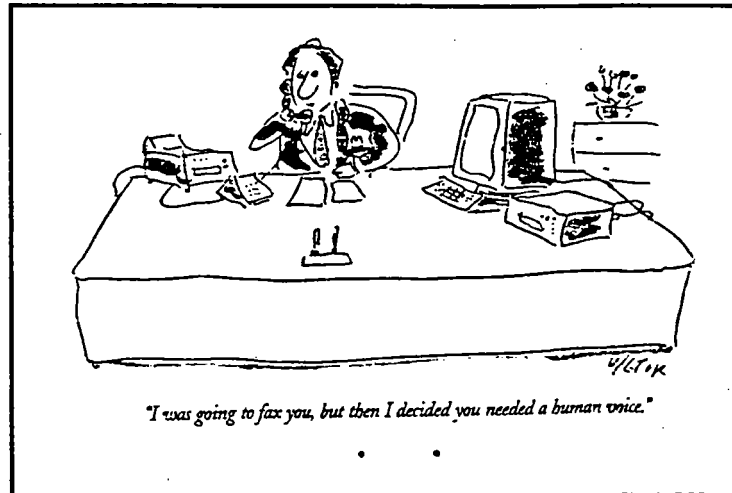
State-level telecommunications regulators are also very important to this process. Let commissioners on your state public service or utilities commission know what the present universal service provisions lack.

***Thanks to IPR and the Benton Foundation for information that contributed to this article.***

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**A space for news  
and clips—  
Send us yours!**

## The CVM Federation Newsletter: Communicating with a National Voice



### Tech Tips, Tech Talk

Each issue we'll highlight a new, oft-hidden feature of Repartee. Send us your questions, or any technical wizardry of your own that you'd like to share.



CTI  
P.O. Box 61385  
Seattle, WA 98121

To:

# Replication Rag: Phoenix CVM

Community Voice Mail sprouted in the desert of Phoenix last November; CTI left the rainy city in search of desert lore and found countless stories about the saguaro, the pillar of desert wisdom and longevity and a symbol of survival that lives for seventy five years before growing arms. Vibrant in its own right is the CVM coalition, led by organizing dynamo Marcia Newman of the Downtown Neighborhood Learning Center.

CVM's first week received substantial media coverage and generated interest in outlying regions such as El Mirage and Mesa. CVM Manager Patt Patterson reports that 300 boxes have been assigned in just four months and 40 CVM users found jobs during the *first month* of operating.

The Downtown Neighborhood Center's mission statement is short and potent: *We provide survival skills.* Like many other CVM head agencies, the Center provides a multitude of services to poor and homeless people with a client-centered philosophy of respect and individuality.

Kudos to Marcia Newman for breaking ground with style. Congratulations, Phoenix CVM. We wish you the best.

## Talking Numbers

- ✓ 4,830 clients were served (as of 4/8) by Twin Cities CVM
- ✓ 471 Seattlites using CVM in 1995 found jobs
- ✓ 300 voice mail boxes have been assigned by Phoenix CVM since November
- ✓ 65% of CVM clients in Raleigh have used CVM to find jobs
- ✓ 850 numbers have been given out by San Diego CVM in six months!

### DID YOU KNOW...

- Twin Cities CVM is the largest community-based telecommunications system in the WORLD!
- NYC CVM, with the Gay Men's Health Crisis, promotes CVM as preventative medicine.
- San Diego CVM now has a 1-800 number—find out how they did it in our next issue.

## CVM Federation

(continued)

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## Submissions Welcome

This purpose of this newsletter is to support a forum for the providers of CVM, the CVM Federation, to engage in dialogue and trade tech tips. From client success stories to database development, from local CVM news to CVM's role in the national debate over access to telecommunications...all letters, articles, noteworthy information and ideas are welcome! Address questions and correspondence to:

CTI, CVM Federation,  
Jenn Brandon, editor  
P.O. Box 61385,  
Seattle WA 98121.

Or, better yet, send us e-mail at: [CVM@avoice.com](mailto:CVM@avoice.com)

The CVM Federation represents a collective national voice for universal access to telecommunications and is a model for using technology to solve human problems.

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More →

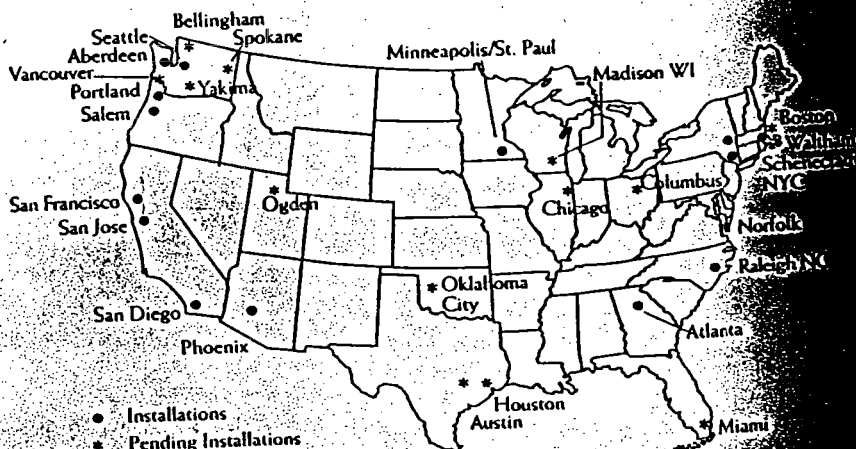
## A Model for the Global Village: CVM at the United Nations

Community Voice Mail was introduced to the United Nations in February when CTI Executive Director Patricia Barry presented the CVM program at a workshop on shaping global telecommunications policy. In addition to her presentation, Barry participated in working sessions to make recommendations for the draft resolution on telecommunications that will be finalized at the HABITAT II City Summit in Istanbul, Turkey in June.

HABITAT II will bring over 25,000 delegates from over 185 countries to address the sustainability of the world's cities in the coming century. At its conclusion on June 14, HABITAT II will release a Global Plan of Action that will offer decision makers and political leaders a blueprint for action that will help make metropolitan areas across the globe safe, healthy, and productive environments in which to live, work, and conduct business.

CTI has been asked by conference organizers to research the feasibility of building a demo CVM to be available to HABITAT II participants for hands-on use and trial. Barry is working with conference organizers to secure funding for this opportunity to replicate CVM overseas.

## The CVM Nation is Growing...



Thanks for your response to our computer software survey. We learned that many of you are doing the telecommunications equivalent of turning water into wine: Applause, applause. We want to get you on e-mail! Call us to discuss how we can make it happen. (206) 441-7872.



# COMMUNITY VOICE MAIL

volume one

spring 1996

number one

## USWest Elbows Community Voice Mail with Pale and Confusing Imitation

On March 25 USWest announced in Phoenix, Minneapolis, Denver, and other papers in 14 states that it would be "providing more than 10,000 voice mailboxes to the homeless and those without telephones throughout its 14-state region...for at least a year." Wow. But what's wrong with this picture? *For starters...*

1. USWest **knowingly** ignored existing CVMs for 5 years, turned down requests for support, and then aimed a marketing campaign directly toward human service agencies that are part of CVM networks.
2. This USWest offer **is for one year only**. What then?
3. USWest voice mail is off-the-shelf, inferior, and an insult to end users. USWest voice mail will require **14 digits** to either leave or retrieve a message, including "Welcome to USWest voice messaging.", clearly identifying the user as part of the "homeless voice mail box" program, not to mention an advertisement with each use at the expense of homeless people.

CTI called for a meeting to bring the issues to the table and to discuss options for partnership. At this point, we look at USWest actions as "dumping" their excess voice mail for public relations value in the wake of the universal service policy debate. CVM is all about building partnerships for real social change and we ask USWest to join us.

We'll keep you posted!



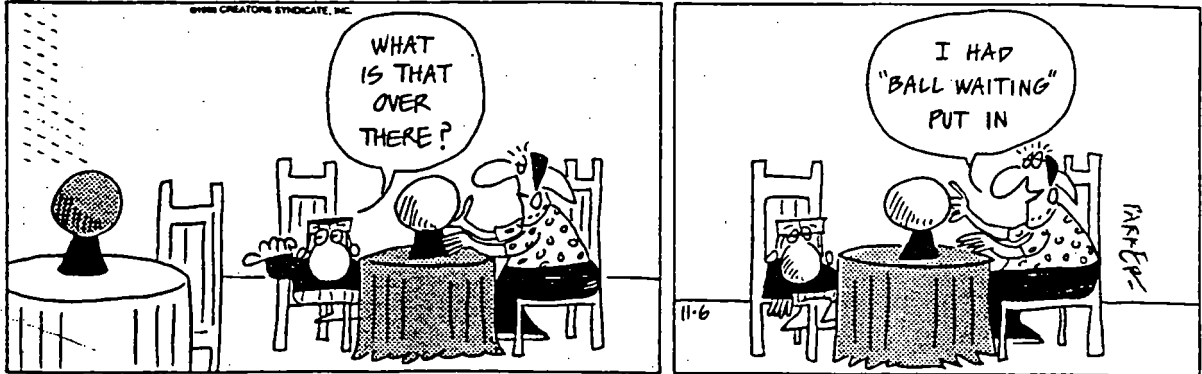
If USWest and other Baby Bells really want to help, here's what they can do:

1. Work with established CVM programs and programs-in-planning wherever they exist.
2. Use CVM and CTI technical assistance and planning if and when they try to approach a provider community.
3. Donate cash.
4. Donate phone cards for CVM users.
5. Set up 1-800 numbers for CVM programs.
6. If they want to handle the unorganized sectors, they can open up their own storefront "free voice mail for homeless people" operations.
7. Customize their own voice mail, with CVM/CTI community input, to be user-friendly and manageable by agencies.

COMMUNITY VOICE MAIL is a program of COMMUNITY TECHNOLOGY INSTITUTE that develops and promotes telecommunications and innovative technologies to solve human problems and improve the social services delivery system.

The CVM Federation Newsletter:  
Communicating with a National Voice

WIZARD OF ID/ Brant Parker and Johnny Hart



## On the Launch Pad

Memphis, TN  
January 1997

Bellingham, WA  
February 1997

Yakima, WA  
March 1997

CTI  
P.O. Box 61385  
Seattle, WA 98121

To:

# Replication Rag: Houston CVM

Houston CVM blazed the Texas trail on a 90 degree, 90% humidity September day, bringing a 12-port system and a hearty group of case managers together under the able eyes and hands of System Manager Dorothy Mahon. A mere two months later, Houston CVM comprises an ever-growing coalition (currently 24 agencies, with fifteen waiting for training), and a whopping 250 distributed phone numbers.

Houston CVM marks the second of four CVMs partially funded by CTI's TIIAP grant (Telecommunications Information and Infrastructure Assistance Program) from the Department of Commerce. The site was initiated by First Presbyterian Church and the Houston Coalition for the Homeless.

Mahon is a Manhattan-born Texas transplant with a melange of tricks up her sleeve. Her background in marketing has led to such creative schemes as a proposal to the Houston's leading newspaper, the *Houston Chronicle*: the *Chronicle* would donate a percentage of revenue from responses to the paper's voice mail Personals on Valentine's Day.

Houston brought the total of CVM sites to fifteen; Spokane and LA rounded out 1996. Welcome, Houston CVM.

## Talking Numbers

- ✓ 653 agencies across the country distribute CVM numbers to end users
- ✓ 955 NYC-ers are currently on CVM
- ✓ Boston CVM received \$330,000 from HUD; operating funds to sustain them for the rest of the century!

### Late breaking news...

- Santa Clara-San Jose CVM is expanding its services to reach a four-county region.
- Parade magazine featured CVM in its Intelligence Report (11/24/96) as a leading Ford Foundation Innovation.
- NYCVM won a \$5,000 grant from the Harry Chapin Self-Reliance Awards. Congrats!

## CVM Federation (continued)

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## A Call for Ideas

This purpose of this newsletter is to support a forum for the providers of CVM, the CVM Federation, to engage in dialogue and trade tech tips. From client success stories to database development, from local CVM news to CVM's role in the national debate over access to telecommunications...all letters, articles, noteworthy information and ideas are welcome!

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More →

## NYC CVM spares users more than a quarter

In a move nothing short of brilliant, NYC CVM has swung a deal with Telebeam, a leading provider of pay phones in NYC and Repartee dealer, that will allow CVM users to check their messages for free from any Telebeam coin phone.

Like other CVM cities, NYC has tried to garner support for toll-free access for CVM clients to check their messages, believing that more people could use and benefit from CVM if they could use their quarters for *responding* to messages, not for checking them. After hearing this dilemma from Bettina Damiani, Telebeam's Henry Sung speculated what Telebeam could do to "give back to the community, and build a good name for the industry, an industry that people assume doesn't care about its community, only about making a profit." By re-programming their data base and downloading the information to their phones, Telebeam will make its 1500 phones accept CVM prefixes without a toll. The overall cost to Telebeam? Not much, according to Sung.

"The programming will take a little bit of time, but once that's done, we can download the information within a day or two. It's not a big effort. And the phone bill, broken down by cost per phone, is really minimal. Sure, it adds up, but we're hoping that we can encourage people to use our phones for checking their calls, and then use their quarter to respond to their messages. By using our phones to call back people who call them, it might end up evening *itself out*."

Telebeam is one of 160 coin phone vendors in NYC. They are planning to add 3000 phones to NYC in the future and are working with Damiani on providing a location list to case managers so clients know where to go in their neighborhood.

Damiani is thrilled. "Telebeam has forged a partnership with us that goes beyond their dependable service as technicians. They have a dedication to poor and homeless people that I hope will lead the industry to play a greater role in the community." The service is slated to commence by mid-January.

### Access to Access

CTI received a generous donation from Microsoft: 20 licenses for the full Microsoft Office software package. We've sent the goods out: every CVM office should be outfitted by the end of January.



vol. one

fall/winter 1996

no. three

## Recommendations to FCC for Universal Service Leave Homeless People in the Cold

For nine months, the FCC Joint Board on Universal Service has collected and reviewed comments for defining universal service. As the only community organized, owned, and operated telecommunications services for poor and homeless people in this country, CTI and several CVM sites submitted letters to the Board that emphasized the needs of people without residences, migrant workers, and poor people without phones. Additionally, CTI worked with the Georgetown Law Center's Institute for Public Representation (IPR) to draft recommendations collectively submitted by twelve national advocacy groups.

But on November 8, the Joint Board issued a vague, unimaginative, and incomplete interpretation of Universal Service. It noted that it did not believe Congress intended to "segment consumers into additional categories," meaning universal refers only to *residences*. The Board recommended access to emergency service (911), operator service, interexchange service, and directory assistance, as well as expansion of the Lifeline and Link Up programs.

The Board recommends Lifeline and Link Up programs in every state, contrasted with the 41 states, D.C. and the U.S. Virgin Island that currently operate these programs. Lifeline reduces monthly phone charges; Link Up reduces installation charges. However, only those individuals with no outstanding balance to their phone carrier are eligible for either program, not to mention only those with a residence. Continued on KIOSK

## Becoming a National Force: CTI and the CVM Federation

January 17, 1997 kicks off the first national conference of the Community Voice Mail Federation. Hosted by CTI and supported by the Public Welfare Foundation, the C.S. Mott Foundation, and Active Voice Corporation, this conference will bring 20 CVM System Managers together to join forces, celebrating and acknowledging the tremendous work we've done over the last several years. We will examine and refine our national example for ourselves and for other communities and ask ourselves where we go from here.

There will be a tech session with a Repartee engineer, and group discussions about our standards of practice. How do we handle issues of privacy, long-term financial support, and a national telecommunications policy that excludes people without residences? What does it mean to form and function as a federation?

Highlights from the conference will be featured in upcoming issues of this newsletter. Many thanks to the foundations that have made this event possible.

## Reach out and touch the FCC:

Universal Service gets defined

On April 12, the Joint Board on Universal Service of the Federal Communications Commission will begin to define universal service and access to telecommunications. Chaired by Commissioner Reed Hundt, the Joint Board will develop policy for the Telecommunications Act of 1996. Among the questions issued by the board were these: to what extent are homeless people and migrant farmworkers currently excluded from access to telecommunications; what types of universal service should be included, and what are practical solutions that can meet the very different communications needs of these people.

*Thanks to all of you who wrote to the Joint Board of the FCC and shared your wisdom and experience.*

\*\*\*\*\*

## CTI WWW Page

CTI is on the World Wide Web, thanks to our CPSR colleague, Doug Schuler, and funding from the National Telecommunications Information Assistance Program. It's still a work in progress, and we want to include info on every CVM, so tell us what you want to say. Check it out: <http://www.scn.org/IP/CTI/home.html>

\*\*\*\*\*

## CTI gets NTIA/TIIAP grant & a column in the APT News

The following article is from the February 1996 issue of the Alliance for Public Technology News.

Community Technology Institute (CTI) is an APT member organization which promotes the use of telecommunications to solve human problems and improve access to human services. CTI does community organizing, planning, technical installation and training.

CTI's Community Voice Mail (CVM) programs are regional collaborations of health and social service agencies. It provides community-wide access to voice mail to the homeless and the phoneless. This personalized and dignified 24-hour service allows them to access social services, jobs and housing, and conduct other mainstream activities for \$2.50 per month.

Begun in Seattle in 1991, CVM has been replicated in twelve other cities across the United States. CTI was awarded a 1995 TIIAP grant to create access to 15,000 more homeless workers and phoneless families by initiating four

Cities hoping to create a CVM program must first have a community-wide network or coalition of health and human services agencies to provide planning and oversight which represents key public and private-nonprofit social service providers. Such a CVM coalition encourages interagency cooperation and partnerships between government and the private sector.

CTI has three main goals for the CVM programs: creating access to telecommunications for homeless and phoneless people; creating interactive connectivity between CTI, the federation of CVM programs, and their community computer networks; and providing public information through the World Wide Web.

For more information, contact Patricia Barry, CTI, PO Box 61385, Seattle WA, 98121 or call 206/441-7872.

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A space for news  
and clips—  
Send us yours!

# *Innovations in American Government*

An Awards Program of the  
Ford Foundation administered by  
the John F. Kennedy School of  
Government at Harvard University

*Tenth Anniversary*

**Child Assistance Program  
New York State  
1992**

This successful welfare-to-work initiative was designed to give low-income, single-parent families a realistic route out of poverty through the use of financial incentives and continuing Medicaid coverage. As of March 1992, participating families had an average monthly income of \$1,200.

**Community Voice Mail for  
Phoneless/Homeless Persons  
City of Seattle, Washington  
1993**

Clients have a personal seven-digit telephone number and access

with minimal red tape, allowing about 62,600 children to be served daily.

**Minnesota Parents' Fair Share  
Anoka County, Minnesota  
1994**

A program that helps noncustodial parents make child-support payments by increasing their job prospects, earnings potential, and parenting skills. In 1992 those who had participated in the program for 18 months had doubled the amount of child-support payments made.

**SOCIAL SERVICES**

**One Church/One Child  
State of Illinois  
1986**

A pioneering program brings together state government and African-American churches for the purpose of increasing the adoption of minority children. Within five years the number of children awaiting adoption dropped from 700 to 39.

**Parents Too Soon  
State of Illinois  
1987**

A comprehensive, statewide effort to stem teenage pregnancy through health, social, and education services for males and females and an aggressive media campaign to raise awareness about the consequences of becoming parents at a very young age.

**Vision Through Diversity  
City of Dallas, Texas  
1987**

Recreational opportunities, including late-night programs, are sponsored to meet the needs of shift workers and young people and to deter street violence and crime.

**Farm Family Assistance Program\*  
State of Iowa  
1990**

Farm families facing insolvency were linked with debt-management experts who provided guidance on cash flow, creditor negotiations, and financial management.

**Inupiat Ilitqusiat:  
Traditional Values  
Northwest Arctic Borough, Alaska  
1990**

An emphasis on traditional Eskimo cultural values helps

**PROMOTING MODEL REPLICATION**

Successful model replication requires adjusting program design to the specific needs of different jurisdictions.

The Police Homeowner Loan Program model (City of Columbia, South Carolina, p. 47) has been adapted in 71 municipalities or agencies nationwide.

Two hundred fifty-four video recording systems for court proceedings, modeled after the Kentucky Video Courts (Commonwealth of Kentucky, p. 50), are now in place in 22 states.

Twenty-four school districts in Massachusetts now offer conflict-resolution programs that reflect the model developed by Student Conflict Resolution Experts (Commonwealth of Massachusetts, p. 50).

code to receive messages. Using any private or public touch phone, they can be linked to potential employers, landlords, and social service providers.

**Child Care Management Services  
State of Texas  
1993**

A statewide service delivery system that consolidates multiple government programs provides simple access to quality day care

**Project Quest  
City of San Antonio, Texas  
1995**

Bypassing traditional approaches to improving job readiness for poor, unskilled workers, this project works through corporate partnerships and individually tailored programs to provide high-tech, high-wage job opportunities.

**Computer Assisted Report Entry  
County of St. Louis, Missouri  
1988**

A centralized, automated system substitutes for police officers' report writing, which used to consume 20 percent of their time in St. Louis.

**Kentucky Video Courts  
Commonwealth of Kentucky  
1988**

The conventional court reporter is replaced with an automated

sanctions to abusers while assisting victims with an array of direct services.

**QuickCourt System  
State of Arizona  
1994**

Public access to court services is increased through an interactive, bilingual computer system. In the first nine months of operation, the system processed 14,190 legal transactions, from divorce to small claims.

**Student Conflict  
Resolution Experts  
Commonwealth of Massachusetts  
1994**

School mediation programs teach youth the principles of constructive conflict resolution and train them to use these skills to help their peers resolve conflicts without violence. Since the program's inception, some 7,000 disputes have been managed successfully.

**The Civil Enforcement Initiative  
City of New York, New York  
1995**

Attorneys assigned to local precincts help police target crimes like prostitution, drug sales, and excessive noise. A combination of increased nuisance-abatement orders and traditional criminal law enforcement has helped reduce crime and improved the quality of neighborhood life.

**Operation Jobs  
U.S. Department of Justice  
1995**

The Immigration and Naturalization Service reduces the use of undocumented workers by providing employers with legal replacement workers. More than 3,900 jobs had been made available for unemployed U.S. workers as of 1995.

## SPINOFFS WITH A REPLICATION FOCUS

A separate institutional capacity dedicated to assisting other jurisdictions with program replication can boost replication success. The nonprofit National Center developed by Parents as Teachers (State of Missouri, p. 53) encourages new programs, provides training, updates curricula, and hosts an annual conference. There are over 1,000 PAT programs in 47 states and in Australia, Canada, Great Britain, St. Lucia, W.I., and New Zealand.

Community Voice Mail (City of Seattle, p. 48) created the Community Technology Institute to provide technical assistance and ongoing service to new programs. To date, 15 cities have similar programs.

audio/video recording system for court and chamber proceedings. Sixty-seven percent of cases are now recorded through this pioneering system.

**Quincy Model Domestic  
Abuse Program  
Quincy District Court,  
Massachusetts  
1992**

Over 1,000 battered women annually get relief through a two-pronged effort that provides

**Sexual Assault Nurse  
Examiners Program  
City of Tulsa, Oklahoma  
1994**

In this interdisciplinary program, police, health, and legal agencies work with forensic nurses to provide immediate and compassionate treatment to victims of sexual assault. Assailants have been prosecuted at a greater rate, and the rate of conviction has improved considerably.

## HEALTH

**Block Nurse Program  
City of St. Paul, Minnesota  
1986**

Elderly people receive quality, home-based care provided by neighborhood professionals and volunteers, thereby avoiding unnecessary institutionalization.

# Voice mail helps homeless find jobs

## Phoenix system may expand

By Mike Padgett  
Staff writer

A voice-mail system started two months ago in Phoenix to help the homeless find jobs and housing is being studied for use in other Valley communities.

Social service agencies in El Mirage, Glendale and Mesa are studying the Homeless Community Voice Mail Project to see if it will work in their areas, project coordinator Paul Scott said.

He said he's also received inquiries from a Tempe church and a Scottsdale volunteer with the St. Vincent de Paul Society.

The system, which was launched in October, gives the homeless access to their own telephone number and voice mail where they can receive messages about housing and jobs or from relatives trying to locate them.

At Catholic Social Services of Phoenix, program service director Susan Branchley said she's interested in the program because voice mail could benefit the homeless families her agency helps in El Mirage. The agency rents five apartments for use by homeless families until they find more permanent housing.

At Faith House, a Glendale shelter for abused women, director Flo Mills said she is studying the system to see if it can be set up to help battered women escape from abusive family situations.

Mills said an abused woman calling the shelter usually won't leave a home phone number because a message from Faith House could be intercepted by her abuser. Mills said a battered woman is more likely to leave her abusive spouse sooner if she had access to a phone number or voice mail unknown to the abuser.

In Mesa, Community Action Program Richard Manley said he's interested in a voice-mail system for his office to benefit his agency's clients. Manley's office helps those facing eviction or loss of utility services.

One of the Phoenix agencies in the project is St. Joseph the Worker, a job service for the homeless and poor. Director Jan Gray said the program has helped about a dozen homeless workers find jobs with construction companies and warehouses.

A homeless worker, who asked that her name not be published, described the voice mail as "a steppingstone" that helped her find a job as a reservation clerk with a major hotel chain.

Without it, she said she likely would have missed a message from her new employer.

The project has a capacity of 800 phone numbers, each with its own voice mail, said Marcia Newman, Downtown Neighborhood Learning Center executive director.

About 250 of the numbers have been assigned to various social service agencies, including 40 for Central Arizona Shelter Services. There are plans to add 200 more numbers to the system.

Another Phoenix agency using the voice mail is Tumbleweed Young Adult Program, which has 10 of the phone numbers. Tumbleweed serves runaway youths between the ages of 16½ and 18.

Tumbleweed program manager Gail Loose said her clients use the numbers to help find jobs.

The system in Phoenix is sponsored by the Downtown Neighborhood Learning Center, 1001 W. Jefferson St. Individuals assigned a phone number can call it and use a security code to open their "electronic mailbox."

In the past, telephone answering machines in shelters were about the only way employers could leave messages for homeless job seekers. But by the time the messages were relayed a day or more later to the homeless, the jobs often were filled, Gray said.

"If they have the ability to phone into their own number, they can get them (messages) a lot faster," Gray said. "We've had several people who got jobs because they were able to get back to the employer immediately."

The program also allows the homeless to avoid the stigma of leaving a shelter phone number when they fill out job applications. Prospective employers calling the homeless who have voice mail will hear a personalized voice mail message, not a shelter employee or answering machine.

Newman said the voice mailboxes are monitored to be sure the homeless are not using them for illegal activities.

A federal Community Development Block Grant of \$63,000 is paying for the system in Phoenix. Scott said other Valley communities, if they want to start their own versions of the voice-mail project, should consider applying for federal grants.

Newman said voice-mail systems for the homeless are in use in 13 other metro areas in the United States, including Seattle, San Diego and Minneapolis.