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NETWORKS FOR PEOPLE: TIAP AT WORK

TELECOMMUNICATIONS AND INFORMATION INFRASTRUCTURE ASSISTANCE PROGRAM



NATIONAL TELECOMMUNICATIONS AND INFORMATION ADMINISTRATION
U.S. DEPARTMENT OF COMMERCE

IM/EPs COMMISSION

DOCKING STATE OFFICE BUILDING
915 SW HARRISON, 651-W
TOPEKA, KS 66612
(785) 296-3349
FAX: 785-296-6960

*Thi
Fut.*

FACSIMILE COVER SHEET

DATE: 3/27/98

No. Of Pages (Including Cover): 15

TO: Andrea Cain

☐ FOR YOUR REVIEW

NGA

☒ PER YOUR REQUEST

☐ FOR YOUR INFORMATION

☐ URGENT

FROM: Candy Shively

☐ CONFIDENTIAL

Ks Dept of SRS

☐ PLEASE CALL ABOUT THIS

MESSAGE: As you can see in the project directors ltr,
it is very early in the life of the project.
The Topeka & KC Areas represent about 1/4 th
of our statewide caseload.

ACTION NEEDED BY: _____

** IF YOU DO NOT RECEIVE ALL PAGES, PLEASE CALL: (785) _____ **

workforce development Fax: 313 233 0300 Mar 27 1998 14:02:01

Kansas Department of Social and Rehabilitation Services

Voice Mail Project with the International Black Student Alliance Inc.

Recent studies conducted by our Department show that, while the over 95% of all Kansans homes have phone service, only two of every three TANF families can afford a telephone. In response to this study The International Black Student Alliance, Inc. (IBSA) proposed offering voice mail services to TANF clients who are looking for work. It was felt that the lack of a phone number for potential employers to contact these job applicants was putting them at a disadvantage to those applicants who had a phone number where they could easily be reached.

The IBSA began in December 1997 providing voice mail service to select Shawnee County (Topeka) TANF recipients required to participate in work activities. SRS pays the IBSA \$10.00 per month for each referral. There are approximately 700 such adult recipients in Shawnee County. Based on our statewide research on phone availability, as many as 200 of these recipients may be without phone service in their home. Shawnee County officials will only refer those among the 200 who have no alternative means of receiving messages from prospective employers. Thus far 27 families have been afforded this service. Five of those families have had the service stopped due to case closure, presumably because they have found work and no longer need assistance. Once referred, service is provided for three months. With this in mind, the IBSA does not feel sufficient time has elapsed to track any consistent trend.

The IBSA began offering this service to TANF recipients in Wyandotte County (Kansas City, Ks) in February 1998. Kansas City has approximately 1,200 mandatory TANF work participants. Again using statewide findings, approximately 400 of these families may be without phones in their home. As in Shawnee County, SRS staff will refer those among this 400 who have no other means of receiving calls from employers with whom an employment application has been filed. IBSA has provided this service to 52 Wyandotte Co. SRS referrals in the first two months. Four referred recipients have had their case closed to date.

In the early months of this project IBSA reports that, for both counties, 36% of the recipients have received employer calls on this voice mail system. We are looking for this percentage to grow somewhat as employers become more comfortable with it.

For further information contact Chris McMullen at (785) 296-3349.

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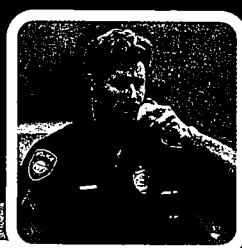
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NETWORKS FOR PEOPLE. TIIP AT WORK

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NATIONAL TELECOMMUNICATIONS AND INFORMATION ADMINISTRATION
U.S. DEPARTMENT OF COMMERCE

0

CVM - 1995 project
runs for as long as 2 yrs.

(Grant ran into 1997
Grant closed out)

4 cities as part of ^{NTIA} grant
total of 30 cities:

All 30 are self-sustaining

Funded technology to go in - People to go in
and set it up.

Funded by Community non-profits -

Operate as an organizing unit.

Work w/ food banks

other non-profits

VA homeless shelter

job services

Each city has a different system

→ Each city has a director

CTI

national coordinators help set up locals

CVM is a Seattle based

set up local systems

provide software

teach/train & work w/ local orgs.

\$200K
Fed

Each local affiliate has a coordinator

broker of services
How can community

Delivery mechanisms
differ from city to city.

Each community sets up its own community network.

HQ gives them (1) software interface
(2) training

CVM overview

how does each local
entity work w/ grant-giving
organizations.

What would
they need to
expand?

Who monitors?

Where they are housed?

cost for locals (+)

Capital &
human ~~cap~~
resources

Could they handle
a lot more cities
for this?

- Service points
[one-stop by
DOL]
- Need (Amen. Public Welfare Assoc. + others)
- Cost

How do they work w/ the community-based orgs (?)

CVM: → What are the variety of ~~exp~~ duties done by CVM Coordinator in city.
Admin

- What is the capacity of each coordinator? (to handle more)
- How many more cities could use this?
- What else is out there? — are we promoting CVM or this concept.
- What is the hardest thing for them in doing this?
- Stats on successes
- Do we know ~~about~~ how many of 30 local offices have relationship w/ local welfare offices.
- Protections against abuse
- CVM in rural areas — (area for expansion)
other outreach mechanisms related to phones
- How do participants call in? (1-800 #) or not

South Dakota
micro-industry
related to
phones

①

CVM

NTIA grant in 1995-1996

They set up a # of community projects.

Model

Get ~~plan~~ voice mail provider (Bell Atlantic)

Non-profits are the administrators

30-90 days

Great success rates.

Provide for free (or) cost recovery
(donate a # of boxes)

can call in their boxes for free

use grant money to
pay for administration

from our company's
phone booth
will recognize first
3 digits
go through w/out \$
only cost to
return calls

ask some phone
providers to make
an 800 #
unavailable

30 or so programs now.

Boston / Houston / LA / Spokane

can convert to
paying
customers



Call on phone companies to make boxes accessible to new commuters.

CUM try to get e-mail access for these folks as well.

would want to be specific about call to phone companies.

Rem. we want to reduce stigma.

~~Spring 1996~~

(not identify user as part of homeless voice mail program)

43% of people have found jobs w/in a month w/this.

Extend — welfare-to-work helps keep in touch w/social service worker.

Administrative (non-profit)

Can monitor whether there has been regular access.

Privacy issue?

→ Phil English is program officer@NTIA

Govt. funding/support

Govt. extra \$ to service provider
(Administrators)

non-profits
that administer

\$ to CVM

or local social

service entities
who Administer

Mtg. @ Commerce

AK to talk to WTW Partnership

(APWA)

Qs

① Extend of need Andee to ask welfare folks

② What is going on now — are there intermediary agents doing this

③ CVM Qs. re: • cost • capacity • link to welfare to work

④ Include welfare (State or Co.)

⑤ VP Coalition to Sustain Success

mentoring

(help succeed on the job)

30 national organizations

(Bonnities, churches, Y)

Meet once a quarter

Some organizations may be administering this in their communities

⑥ Fed init (v.) facilitating this

Who else is out there?



Later in the week for mtg

NY Community
Voice Mail System

New York Coalition
for the Homeless.

~~_____~~
e. mail: pbarry@crm.
org

Patricia Barry

2

CVM

30 sites both existing

1990-91 Seattle initiative

originated as a loose coalition of employment service,
very effective.

Not initially designed for homeless

Address 2 levels

① HHS delivery system

② individual trying to get out of a
complicated situation.

Govt systems @ mainstream

High participation rate in Seattle

Noticed.

Approached by cities all over the country,
to model it.

Most effective: community to own and
operate.

Manufacturer of voice messages

PC based voice processing
software.

Maximizing phone

Cost of 3 lines can serve up to 4 or 500
people.

① ~~Coalition~~ in loco

System sits in someone's office.

Coordinator goes out to all to PS agencies
and distribute #s

(5-100 7 digit numbers)

decentralized access.

Any agency that is part of this network,
can give out telephone #s.

① Coalition -

major initiative w/ community to start
Programs

Manager ropes in provider community

Turn over to end user.

Monitoring — participant report

NOT content of messages.

Can indicate if #s being used.

(lost someone;
or someone using the
system)

Good for social
worker.

4 trunk lines from phone company
each is about 400 #S

4
PaaS
systems

13/4 staffers

Challenge — to integrate it (the service) into
the community.

Role of phone companies

Mixed bag.

Mostly bad.

US West
Nynex
Bell Atlantic

One good one — MSF-Telenet in SF

Phone companies like the high profile nature of this
(PR).

Cost

Lots of conditioning on use of phone company
voice mail.

Report

People are more likely to use Comm. voice
mail

Cost (average)

8 port system

100-150 agencies

1000 end users

Start up cost →

local tel. install

staff resources — organizing
— training

Industry donates hardware
\$18-19,000

\$8,000 for local install

⊕ other non-free hardware

Local → \$52K

CTI → \$23K

\$75K

ongoing — \$44 — \$45K per year

1,000/year

That averages out to

⊕ \$1.20 / line / month — \$4.80

operate w/ Nat. grants or Nat. support. Don't compete w/ local groups

1st year install/ops from Bell system

Year 2

\$1000/mo. Bell charges
\$32k/year staff

How is local \$ raised?

Local base that organizes this

CVM works w/ the local umbrella org.
on organizing and raising \$.

→ CTI decides where CVM will go next.

Community Advisory Board

Lead agency tries to raise \$ 8000

- CDBG
- Civic Groups
- Foundations

Bellingham, WA — run by VISTA

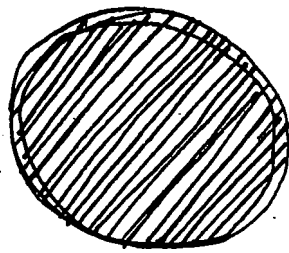
Welfare-to-work ?

Yes. A number of programs have tried to
Workshop on this @ conf. impress upon
WTW that CVM
is a good fit.

Twin Cities CVM — major Kw/ WTW

CVM wants to figure out how to link WTW
to CVM

⊕ other fed. agencies



Detroit system
is going to be huge

Cost to be involved (?)

Trying to develop a template for this.
relationship.

**Funding support to expand this to include
WTW**

~~Who is local person~~
(Who is local person who would coordinate
from WTW to CVM.)

→ Standard K w/ WTW offices (?) NO
Helpful to craft a template for work w/ WTW
offices.
Have Ks or MOUs w/ each agency
w/ yearly deals.

Ramping up ?

Now have 30 communities

④ 5 applications

Don't have resources (@ CTI) to deal w/
all this (5-7 new sites each year).

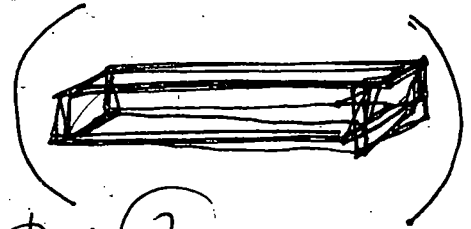
→ Resources to help communities organize

Enormous un-tapped need

Dedicate the comm. organization
all over now

Washington?

2050.2



What is a WTW office just wants this? (or other govt.)

Work w/ public agent

to ask to identify a comm action agency in the area.

Hand-off organizing to that entity.



Bringing on a new group (WTW) may or may not tax the existing CVM program.

Geer up and expand.

What about a city w/out CVM?

CVM interest looking @ whole process in ramp-up mode.

What would it cost?

- Bring more cities on line?

No insight on role of federal agencies.
(contributing to start-up?)

w/ rural programs, cost can quintuple.
(b/c of long distance).

1-800 access

Community Technology Institute (CTI)
creator of Community Voice Mail

provides training and technical support for replicating
Community Voice Mail across the nation

Community Voice Mail Federation
now serves more than 20,000 poor
and homeless people in 26 U.S. cities.

Give the homeless and phoneless a way to connect
themselves to jobs and services by using voicemail
technology.

(*) The Second National Conference (CVM Federation)
is April 3-6.

(FCC)
FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON, D.C. 20554

cc: EK/Tam/CR/
Julie F.

EW 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

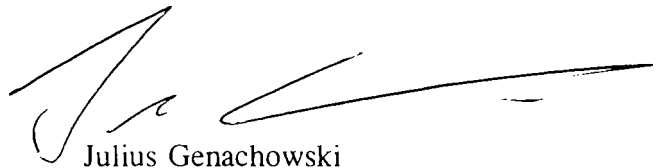
Dear Bruce,

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

Statistics¹

Household Telephone Subscribership in the United States

House -holds	Percentage w/ telephones	Percentage w/o telephones
-----------------	-----------------------------	------------------------------

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

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 ²	66.2%	33.8%

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%

¹These 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.

²The 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 -holds	Percentage w/ telephones	Percentage w/o telephones
-----------------	-----------------------------	------------------------------

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%

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	

Marital Status³

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

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

House -holds	Percentage w/ telephones	Percentage w/o telephones
Single male w/ children	85.9%	14.1%

State Penetration Rates for Members of The Senate Commerce Committee

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

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

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

Computers in the Home⁵

Whites	28.6%
Blacks	13.5%
Hispanics	13.1%

⁵Data from 1994 in survey by The Tomas Rivera Institute.

Computers in the School⁶

Whites	62%
Blacks	51% ⁷
Hispanics	52%

Small Business's Use of Computers⁸

	Total	Women -Owned	Minority -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 Services⁹

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

⁶Id. 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.

⁷In 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.

⁸1996 Dunn & Bradstreet Survey of small businesses cited by Black Enterprise Magazine.

⁹Id.

Broadcast Stations ¹⁰	White	Minority ¹¹
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.

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.

¹⁰United 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%.

¹¹Minorities 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.