

7/24

EW

TO: TOM FREEDMAN
MARY SMITH

FROM: ANDREA

RE: COMMUNITY VOICE MAIL

This is info about the voice mail idea I started mentioning to Mary yesterday. That might fit into next event ~~on~~ on 8/12 or some future next event. They don't have anything going in SDakota right now, nor is SD one of their "potential sites" (see Appendix A + C). But perhaps they could form a quick partnership??

We're also looking into a booth for them @ Indian Co Dev conference.

It's an interesting, relatively cheap but helpful tool for people to get ^{access to} voice mail to help them get a job.

I. A Summary of Community Voice Mail

The Community Voice Mail Federation's mission is to generate and promote essential community-based communications technology models that connect people who are isolated from opportunities for economic and personal growth.

Community Voice Mail (CVM) was created in Seattle in 1991 as the first community-wide telecommunications network in the country designed for social services application, providing long-term, community-based solutions to the lack of a phone for poor people, homeless families and their service providers. In 1993, CVM won national recognition as recipient of the Innovations in State and Local Government Award sponsored by Harvard University's JFK School of Government and the Ford Foundation. Both the Innovations award and interest across the nation in CVM set the stage to develop a model replication process that could be adapted to any community coalition, social service delivery system, and to many technologies.

Community Technology Institute (CTI) was founded in 1993 to lead the replications effort and coordinate the growing number of CVM programs, which currently number twenty-five.¹ We provide community organizing assistance, furnish donated equipment from American manufacturers that we have customized, and install CVM systems. Additionally, we train CVM staff, provide a database template for outcomes and usage statistics, and serve as the first line of technical support for the site's duration.

In 1997, twenty-one CVM leaders convened in Seattle to form the CVM Federation, the only organized and operating model of conventional communications service for poor people in the country. ***Collectively, the CVM Federation provides basic telecommunications technology to more than 1,000 health and human services agencies and an estimated 10,000 end users everyday.*** (Please see Appendix A.)

CTI leads the CVM Federation in various endeavors by:

- promoting policy that supports universal service to basic telecommunications;
- testing and exchanging new applications;
- measuring and comparing community impact and benefit;
- educating the public on using technology to solve human problems; and,
- guiding scores of future replications across the country.

¹ Seattle, Bellingham, Spokane, Yakima, Vancouver WA; Portland, Salem OR; San Francisco, San Jose, San Diego, Los Angeles CA; Phoenix AZ; Minneapolis-St. Paul MN; Houston TX; Memphis TN; Madison WI; Detroit MI; Atlanta GA; New Orleans LA; St. Petersburg FL; Hampton VA; Raleigh NC; NYC, Albany NY; and Boston MA. New installations this summer will be Eugene OR and Chattanooga TN; plans are underway for programs in Toledo OH; Springfield MA; and Bermuda.

II. Commercial Telephone Donation Projects

Do telephone assistance programs suffice? Do commercial telephone companies provide a service similar to CVM? What distinguishes CVM from these projects?

In our research, we found that telephone assistance programs and commercial donation projects lack critical features that CVM offers and serve only a portion of the low-income population. Specifically, we learned the following:

Telephone Assistance Programs:

- The Telecommunications Reform Act of 1996 stipulated that each state must operate a Telephone Assistance Program for low-income people, often referred to as Link Up and Lifeline. These programs provide installation and monthly charge discounts to eligible consumers.
- Eligibility varies from state to state but generally follows federal guidelines for household incomes that fall at or below poverty level.
- ***While Lifeline and Link Up provide safety nets for some, a significant number of impoverished Americans are ineligible for Lifeline or LinkUp. People without a residence or those who owe past bills to the telephone company are not eligible for these programs. We cannot expect a person without a telephone to find a job or a home.***
- ***CVM technology and policy permits anyone without a telephone to utilize our service, providing a “virtual phone” for those who are living with friends and family, fleeing domestic violence, living on the street or in a shelter.***
- ***CVM breaches the final gap of universal service to basic telecommunications for poor people.***

Commercial Telephone Donation Projects:

- Social service providers who use industry donation models report that they are generally ***cumbersome, restrictive and shortsighted, and ultimately go unused by the community that they were intended to serve.***

Bell Atlantic Nynex' HopeLine, available in the Northeast and Mid-Atlantic states, is a voice mail program offered to non-profit organizations. Our research reveals two major shortcomings of the Bell Atlantic program:

HopeLine is offered to only a few non-profits within a community:

- Unlike CVM, the Bell Atlantic model is not community owned and operated and it does not offer multiple points of access.
- Service appears to be randomly administered across the community, resulting in hundreds of case managers and clients being left unserved.
- In an August 1997 press release, Bell Atlantic reported that in one year *three* people found jobs from an entire community in Connecticut.

This contrasts with CVM's broad base use across the community:

- In Minneapolis-St. Paul, for example, over 200 agencies participate in CVM, serving 1,800 people everyday and 3,000 annually. **In 1997, 1,414 CVM users found jobs and more than 1,500 found housing.**

HopeLine clients are not allowed to check their own voice mail for messages and often must share a box with as many as ten other people.

- Access is restricted to case managers, who are asked to retrieve messages twice a day and relay them to clients. (Appendix B)
- In some cases, ten clients share the same box and use a generic greeting.

In 1996, US West promoted its HopeBox program in all fourteen states in its region. Like Bell Atlantic/Nynex, US West offered voice mail to social service agencies for homeless job seekers. We learned of several key problems associated with HopeBox:

US West's HopeBox callers must dial 14 digits to leave a message.

- HopeBox voice mail is 14-digit numbers, unlike typical residential voice mail.
- After the first seven digits, the caller hears "Welcome to US West Messaging" after which s/he must enter the second seven digits to reach the owner's box.

Case Managers are not provided with training or reports; additionally, HopeBox does not have a decentralized reset feature that allows case managers to clean out used boxes and reassign them.

- Case managers reported HopeBox's lack of a decentralized reset feature *creates frustration, significant time lags in getting people on voice mail, and in one worker's word, "administrative chaos."*
- *There is not a point person to call for help* and case managers do not receive usage reports so they do not know if clients are using HopeBox successfully.

This contrasts with CVM's decentralized model administered by a point person:

- *CVM's reset feature allows case managers to recycle boxes for new clients using only a touch tone phone.*
- CVM provides ongoing training for staff turnover or repeated problems.
- Case managers can call CVM for additional voice mail boxes as needed.

Community Voice Mail is basic universal service to telecommunications and qualitatively distinct from off-the-shelf commercial voice mail. CVMs exhibit proven best practices, the difference between mere technology and its meaningful application:

- CVM systems are community owned and operated;
- Clients use seven-digit, *personalized* phone numbers;
- CVM is decentralized, offering multiple points of access;

CVM System Managers support all agencies in the community that serve low-income people. CVM distributes voice mail boxes to these agencies, which in turn enroll hundreds and thousands of phoneless clients who use CVM to meet multiple needs.

III. Government Funding for Community Voice Mail

How are CVM programs funded? What problems do CVMs encounter when applying for federal money? Have CVMs received Universal Service money?

CVM Funding: The majority of CVM sites receive a combination of city and county (CDBG) grants and private foundation and donor funds. Depending on the size of the program, CVM annual budgets range from \$30,000 to \$180,000. While CVM is usually an "easy sell" for seed money, securing operating funds proves more difficult. ***CVM does not easily fit into a funding niche, and funders often misinterpret the program and deny proposals for funding. Consider the following two examples:***

Denied HUD Funding: Houston CVM launched in September 1996 with help from CTI's TIAP grant and local sponsors, Houston Coalition for the Homeless and First Presbyterian Church. After six successful months of serving 50 agencies and 600 end users, Houston CVM joined a local collaborative to apply for HUD money, led by the Coalition for the Homeless. ***Houston CVM received high marks from Harris County and Fort Worth HUD officers but was rejected in Washington. What happened?***

- Houston CVM was told by HUD officials in Washington DC that their service, categorized under Supportive Services/Other, was not related to the housing function of Supportive Services.
- ***Despite the proof that Houston CVM helped 47% of its clients find housing and 43% find jobs in an average of 76 days, the program was cut out of the county's \$11.9 million funding package.***

According to Houston CVM System Manager Dorothy Mahon (as well as other members of the CVM Federation) CVM is often misinterpreted because it is not easily categorized. **Mahon believes that a category named Communications Access or Telecommunications-Related would assist grant writers and readers by defining CVM by its function and retaining its breadth of applications: housing, work, safety, health, training, and support.**

*ed we
do consist
to help
of them*

Universal Service Pilot Not Extended: Twin Cities CVM helped initiate a pilot program under the ten-year Minnesota Telephone Assistance Project (TAP) using the Universal Services Fund. Specifically, the pilot:

- Expanded the target population to include low income people ***without homes.***
- Allocated \$2.00 to TCCVM for every CVM voice mail box in use.
- Under this provision, TCCVM received between \$2100 and \$2400 monthly.
- ***This pilot was the first and only example in the country where Universal Service Funds were used for creating access to basic telecommunications.***

However, the pilot ends in December. It will not be renewed for at least another year, and then only if the state government can agree on TAP provisions. Like much of the debate in Congress on Universal Service, E-rates, and rural pricings, Minnesota is currently entangled in clashing interpretations of the Telecommunications Reform Act.

IV. Welfare to Work and CVM Partnerships: Our Recommendations

***Is there a demand for CVM? How does CVM fit into Welfare Reform?
What recommendations do we offer for a coordinated national template?***

In the past twelve months, CTI has received requests for information from more than fifty cities across the United States. (See Appendix C) A gentleman from Cape Girardeau Missouri articulated what many other community leaders tell us:

“Cape Girardeau wants to fulfill Welfare Reform requirements and we’re proud of our JumpStart Center. But we suddenly realized that a number of our clients don’t have phones and we won’t be able to do anything for them until they get connected.”

The Eugene Oregon OneStop in Lane County will launch CVM this August. David Balduci, from the federal Department of Labor, recently visited Eugene and was very interested in the plans to integrate CVM with the OneStop. However, Oregon’s Welfare to Work proposal for funding was rejected. ?

The Pinellas County/St. Petersburg CVM is the first in the Federation to reach the negotiations stage with its local Welfare to Work Coalition (known as WAGES) for state welfare to work funding. Their efforts have spurred interest from WAGES Coalitions in Dade and Hillsborough Counties. At this writing, however, no funding has been secured.

What we propose: Despite the significant interest in and critical need for CVM in numerous communities across the country, too many people remain incommunicado at the crucial transition from welfare to work. **We are grateful for your interest and respectfully submit the following recommendations for integrating CVM with federal initiatives that help poor people:**

1. **Create a Communications Category for CVM within Welfare Reform.**
 - We propose that the Welfare to Work federal guidelines given to state and local initiatives include a category such as Communications Access, Technical Assistance, or Telecommunications-Related Service.
 - This simple addition will assist funders in discerning how Community Voice Mail fits in the continuum of care and prevent the common occurrence of pitting CVM against the agencies and services that use it.
2. **Define CVM as Basic Universal Service to Telecommunications.**
 - We propose that Telephone Assistance Programs include provisions for homeless people and people with outstanding phone bills, within reason.
 - Universal Service should include **basic** telecommunications: **A reliable telephone number is still the most essential telecommunications tool.**

for poor
not
necessar-
ed be
support
Comm.
How
Do they
want
want it or
want it

3. **Retain Community Technology Institute for a Technical Assistance Demonstration Grant. Under this project, CTI would work with five states to initiate linkage of Community Voice Mail with existing state human and social services and their funding mechanisms.**
 - Devolution of services has resulted in state-specific models of welfare and telecommunications policy that require in-depth analysis.
 - Community Technology Institute will identify existing mechanisms in five state human services delivery systems for poor and homeless people; build awareness of CVM and its critical link to welfare and housing policy goals; and endeavor to create program ties with these existing systems.
4. **Designate CTI as the central administrative agent for allocating core federal funding to new and existing CVM programs.**
 - CTI would review applications from existing and potential CVM sites for receipt of federal welfare to work funding.
 - CTI would evaluate sites based on number of people served, number of agencies served, outcomes achieved, diversity of funding sources, and multiplicity of uses (employment, housing, health, safety from domestic violence, education, etc.)

What This Would Accomplish:

CTI and the CVM Federation contribute to the federal government's dedication to building effective and lasting solutions to homelessness and poverty.

- ***CVM reduces the time spent reliant on social services.*** An evaluation of Seattle CVM found that 88% of clients using CVM found jobs within two months, compared with 16% who didn't have CVM.
- ***CVM reinforces the relationship between caseworker and client*** and facilitates and accelerates their work with a hard-to-serve population.
- More than fifty communities have identified the need for Community Voice Mail and hundreds more do not yet know about CVM. ***With your help, CTI can equip these communities that are trying to heed the call for welfare reform with an effective and humane service.***
- CVM programs repeatedly meet or exceed program goals. (Appendix D)

Community Technology Institute and the Community Voice Mail Federation are poised to help our national colleagues in need of a simple, powerful tool. Community Voice Mail bridges a crucial gap in the lives of many people trying to regain self-sufficiency. As a case manager in San Diego said in our October 1997 site evaluation:

"If you don't have a phone in the 1990s, you don't have anything."

Community Voice Mail of San Diego

A Program of Behavioral Health Group

73% of Community Voice Mail Clients Reach Main Objective

Success Story

Community Voice Mail (CVM), which recently celebrated its first anniversary, now reaches 95 human service agencies in San Diego County, providing them with nearly 900 private voice mail boxes for their clients who are homeless and/or phoneless. The latest survey of client outcomes, which covers the period of January 1 through December 31, 1996 demonstrates how valuable CVM has been as a tool which assists clients to reach their goals of employment and housing. Clients also use CVM to maintain contact with important social service and health service providers, as well as for communicating with family and friends.

When a client discontinues use of voice mail services, his or her case manager provides outcome information to CVM. The average amount of time that a client uses voice mail is from three to six months. Using voice mail can be especially helpful for clients who have no phone, or who reside in group living situation, where it may be difficult to depend on others to accurately take messages. The use of private voice mail greatly enhances the clients' opportunities to achieve certain personal goals which lead to self-sufficiency, as the following outcome information illustrates:

Achieved Main Objective for Using Voice Mail 73%

Found Job Placement 65%

Located Housing 75%

Received Social Services 87%

These percentages reflect a total of 443 responses.

To Agency Case Managers: Please remember that it would be impossible to compile this important outcome information without your cooperation. CVM is most appreciative of the Outcome Reports you have sent in. Please continue to report all outcomes by completing the Outcome section in the bottom right-hand corner of the Client Assignment Sheet whenever a client discontinues the use of a voice mail box.

If your program would like to participate in CVM, or if you know of an agency or program that could benefit from this voice mail service, please call Nick Trunzo, CVM Administrator, at 626-3881, ext. 230.

V. List of Appendices

- A. CVM Federation and System Capacities
- B. Bell Atlantic HopeLine Fact Sheet
- C. CVM Potential Sites
- D. Sample Reports of Goal Achievement
- E. CTI Major Partners and Funders
- F. Recent Newsclips
- G. CVM Federation Newsletter: Spring 1998

COMMUNITY VOICE MAIL FEDERATION SITES: SIZE, CAPACITY, AND APPLICATIONS

CVM PROGRAM SITES	AVAILABLE CLIENT LINES	NUMBER OF AGENCIES	PARTNERS/SPONSORS	INTERESTING USES
Seattle, WA	950	74	City of Seattle, King County Fremont Public Association	Spanish user prompts, domestic violence shelters, "Healthy Babies"
Portland, OR	350	8	City of Portland, Transition Projects Inc.	Spanish user prompts, teen mothers
Salem, OR	400	12	NW Human Services Gannett Foundation; Salem Rotary	Homeless, mentally ill domestic violence
Atlanta, GA	970	15	Samaritan House; ROLM; Citibank	CVM #s in SRO rooms; term use by paying individuals.
San Francisco, CA	400	34	SF Council on Homelessness; WorldCom; Connections Communication Services.	Legal issues, housing, rehab services.
San Jose, CA	200	20	Santa Clara Valley MSC San Jose State University	Spanish user prompts shelter vacancy hotline
Twin Cities, MN	1700	204	West Hennepin Human Services Minneapolis Department of	Domestic violence shelters Direct outreach to Veterans;
San Diego	1000	113	Behavioral Health Group	1-800 service; Medi-Cal clients; mental health agencies; AIDS services.
Raleigh, NC	300	16	Wake County Human Services, Raleigh/Wake Coalition for Homeless	Rural poor; mental health, housing contacts; employment programs Schools with homeless children.
Albany, NY	700	37	Junior League, Schenectady Council of Community Services	Employment services; treatment: dual-diagnosis clients; business dev. for minority contractors.
New York, NY	2000	130	NY Coalition for Homeless (funders: Uris Brothers, NY Community Trust)	Preventative medicine for PWAs; Info-lines; Call-ins for domestic violence shelters; legal assistance.
Madison, WI	<i>System is on hold</i>		South Madison Neighborhood Housing Services, United Way, Rotary	Schools: link parents and teachers
Phoenix, AZ	1300	72	Downtown Neighborhood Learning Ctr, City of Phoenix: CDBG; ESG.	Victims of crime (given #s by PD) "Babysitter" for children with both parents in jail.
Boston, MA	1000	22	Greater Boston Area Housing and Shelter Alliance (GBAHS); HUD; McKinsey&Co.	Entrepreneurial job development; Domestic violence Fax on demand
Vancouver, WA	300	20	Clark County Dept. of Community Svcs; CRAVE (Columbia River Advocates for Veterans)	Schools; veterans; teens.
Houston, TX	700	57	Coalition for the Homeless; First Presbyterian Church	Red Cross; veterans, schools, youth services.
Spokane, WA	500	25	SNAP (Spokane Neighborhood Action Project)	Transitional living; Adult Family Homes; Mental health services.
Los Angeles, CA	1000	21	Los Angeles Homeless Service Authority	Healthcare; Employment; Housing.
Memphis, TN	200	15	Partners for the Homeless	Veterans; Youth; Employment
Bellingham, WA	200	8	Opportunity Council	Rural users; domestic violence; Employment services; treatment.

-cont'd-

CVM PROGRAM SITES	AVAILABLE CLIENT LINES	NUMBER OF AGENCIES	PARTNERS/SPONSORS	INTERESTING USES
Yakima, WA	200	6	Yakima Valley OIC	Grower hotline for migrant workers; Work release; rural users.
Detroit MI	500	16	City of Detroit	Employment; shelter and housing.
Newport News, VA	300	14	Friends of the Homeless; HomeBase.	Shelter and housing services; rural users; domestic violence.
New Orleans, LA	300	16	Unity for the Homeless	Employment services; continuum of care.
St. Petersburg FL	500	10	Helpline	Shelter and housing services; employment; rehab services.

POTENTIAL CVM SITES

Over the past year, community leaders from the following cities requested information about Community Voice Mail. Many have been in regular contact with CTI for program planning and organizational assistance.

Irvine, CA
LaFayette, CA
Pomona, CA
Sacramento, CA*
San Luis Obispo, CA
Washington, DC
Wilmington, DE*
New Castle, DE
Gainesville, FL*
West Palm Beach, FL
Bovill, ID
Carbondale, IL
Chicago, IL
Rockford, IL
Topeka, KS
Haydenville, MA
Springfield, MA*
Bethesda, MD
Cape Girardeau, MO
Park Hills, MO
St. Louis, MO
Sylva, NC
Phillipsburg, NJ
Las Vegas, NV
Spring Valley, NY
Toledo, OH*
Cleveland, OH
Cincinnati, OH
Coweta, OK
Eugene, OR*
Scranton, PA
Aiken, SC*
Greenville, SC
Chattanooga, TN*
Knoxville, TN
Nashville, TN
Irving, TX
Salt Lake City, UT
Woodland, WA*
Milwaukee, WI
Hamilton, Bermuda*
Caracas, Venezuela

* indicates programs that have submitted or are in the final stages of submitting applications to CTI for CVM replication

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.**

CTI Major Partners and Funders

- * **Active Voice Corporation** donated seven software systems to the seven new cities joining the CVM Federation in 1998 in addition to supporting our main office in Seattle. Active Voice (AVC) has donated software to 23 of the 25 Community Voice Mail programs in the Federation. The CEO of AVC is committed to Community Technology Institute's mission and chairs our Board of Directors.
- * **Active Voice Corporation** engineers and support technicians donate their time and talents to help support the CVM Federation.
- * **Dialogic Corporation** donated 14 voice boards for CVM sites in 1997 and has donated 50 additional boards for future CVM installations.
- * **Telebeam Telephone Systems** in NYC provides technical assistance and office space to the CTI-East office.
- * **VoicePro Systems** discounts CVM interface converter cards.
- * **C.S. Mott Foundation** funded Memphis, Detroit, New Orleans, and St. Petersburg CVMs and site evaluation visits to San Diego, Houston, and Boston.
- * **Public Welfare Foundation** enabled CTI to support ground-breaking federation work and CTI's expansion to NYC.
- * **Murdock Charitable Trust** funded critical support to launch Yakima and Bellingham Washington CVMs.
- * **Microsoft Corporation** donated software and licenses for MS Office 95/97.
- * **Working Assets Long Distance** featured CTI/CVM in its Monthly Round-Up; subscribers pooled over \$100,000 in donation funds.