



FACT SHEET

The number of people who use computers and computer-based communication in the United States has increased dramatically in recent years. With the rapid spread of personal computers to homes and offices and the growth of the Internet, electronic media is often the chosen method of sending a business report, paying a bill, or finding out about the next PTA meeting. Not only do more personal, commercial, and government transactions take place online, but the ability to use a computer is necessary for employment in nearly every vocation.

The U.S. Department of Housing and Urban Development (HUD) recognizes that computer literacy and access are prerequisites for economic opportunity in the information age. Therefore in September 1995, HUD's Office of Multifamily Housing launched Neighborhood Networks, a community-based initiative that establishes computerized learning centers in insured and assisted housing.

A Bottom-Up Approach to Community Development

Neighborhood Networks takes a bottom-up, individualized approach to community development. All insured and assisted multifamily developments—other than nursing homes—are eligible to participate. Property owners and housing residents are encouraged to form partnerships with members of their community to develop and sustain a center that best suits their own needs. The types of programs and services offered at a Neighborhood Networks Center could include the following:

- typing, word processing, and computer training
- general education and job training
- access to job data banks
- access to information on health and community resources
- access to potential collaborators and clients in the development of microenterprises
- social awareness and integration
- participation in online civic and government forums

Interested property owners should submit a business plan to the asset management branch of the local HUD field office in whose jurisdiction the property is located. The plan must describe the types of programs proposed, how residents will be involved in the planning, what community partnerships have been formed to support the center, and how the center will be funded.

Local Support Vital to Success

Neighborhood Networks is not a grant program, so local support is vital. To ensure the success of the center, local businesses, government, educational institutions, private foundations, and other community organizations are needed to donate computers and software and provide capital funding.

In addition to community resources, property owners may use funds from their residual receipts accounts and reserve for replacement accounts to the extent that these funds are not required to meet the anticipated needs of the property. They may also borrow funds from financial institutions as long as the loan is not secured by the property. In some circumstances, HUD may fund part or all of the costs from rent increases. Resources from related grants within HUD (Public and Indian Housing, Crime Prevention and Security Division) and outside of HUD (Departments of Education, Commerce, and Justice and nonprofits like Youthlink) also may be available. Funds for developing a Neighborhood Networks Center may be used for the following:

- computer hardware and software
- wiring and servers
- minor renovations to the center
- staffing/trainers
- security
- maintenance and insurance

An Initiative Whose Time Has Come

Many factors have converged to make Neighborhood Networks a timely initiative. Currently, HUD insures and/or assists about 19,000 privately owned multifamily developments that provide homes for more than two and one-half million households. The present system of federal rental assistance, however, will likely be eliminated or significantly reduced. This change in federal policy will require housing residents to become more self-sufficient and pay an increasingly greater portion of their rent. It will also require property owners to meet mortgage payments, capital requirements, and operating expenses without federal rental assistance. To better compete in an open market, property owners will want to create amenities like Neighborhood Networks Centers.

Welfare reform is another factor that makes Neighborhood Networks an initiative whose time has come. The Personal Responsibility and Work Opportunity Act of 1996 imposes a five-year lifetime limit on receiving welfare and requires recipients to work within two years after receiving benefits. Neighborhood Networks Centers are providing housing residents with an opportunity to educate themselves and acquire jobs skills to help them achieve their personal goals of enrichment, empowerment, and employment.

Neighborhood Networks Success Stories

- As a result of training received in their Neighborhood Networks Center, 60 residents at Villa d'Ames Apartments in Marrero, Louisiana, have gotten full-time jobs in hotel, food service, hospital, home health care, and shipping industry positions.
- To date, 340 residents at Plumley Village East in Worcester, Massachusetts, have used their Neighborhood Networks Center for resume writing and job searches. Out of these, 70 have found jobs in clerical, health care, retail, insurance, and manufacturing positions.
- As a result of training received in their Neighborhood Networks Center, nine residents at Northport Apartments in Madison, Wisconsin, are working in property management positions. Seven residents have found clerical and data entry positions, and five residents were hired to run the Head Start program and day care center located on the property. In addition, the apartment complex enjoys the lowest absentee rate among school-age children in Madison.
- The Neighborhood Networks Center at Crescent Park Apartments in Richmond, California, is working with Volt Temporary to tailor training to meet the needs of local employers. To date, one resident has found work as a paralegal, and four others have obtained entry-level office positions that require computer skills.

As a result of training received in their Neighborhood Networks Center, six residents at Le Club in Lancaster, California, are working in retail, clerical, and customer service positions—all requiring basic computer skills. In addition, four residents have begun vocational training or community college.

HUD Offers Technical Assistance

To date, HUD has established more than 100 Neighborhood Networks Centers throughout the United States. Local HUD resident initiative specialists and asset managers are available to help property owners and housing residents develop a business plan and identify resources. On a national level, HUD supports Neighborhood Networks by sponsoring various long-distance learning sessions and regional conferences that provide participants with the practical knowledge they need to start a center as well as an opportunity to network with potential partners. HUD also maintains a Neighborhood Networks web site, which enables community members to track the activity of Neighborhood Networks nationwide and exchange ideas with other interested parties via an online forum.

For Further Information

Specific information on Neighborhood Networks is contained in Notice H-95-81. For further information on starting a Neighborhood Networks Center, call the asset management branch of the local HUD field office nearest you or contact:

U.S. Department of Housing and Urban Development

Office of Housing-Multifamily

P.O. Box 6424

Rockville, MD 20850-6091

phone: 1-888-312-2743 (toll-free number)

fax: (301) 738-6655

e-mail: neighborhood_net.@aspensys.com

Please visit our website at: www.hud.gov/nnw/nnwindex.html

Last Update: March 1997



FREQUENTLY ASKED QUESTIONS

1. What is Neighborhood Networks?

Neighborhood Networks is an initiative of the U.S. Department of Housing and Urban Development (HUD) that uses computer technology to help residents of insured and assisted housing become more self-sufficient, employable, and economically self-reliant.

2. Why this initiative?

A 1995 study put out by RAND—a nonprofit institution that helps improve public policy through research and analysis—found that significant societal barriers have limited disadvantaged Americans from accessing computers and computer networks. Without policy intervention, these barriers—based upon differences in income, education, race, residential location, and age—will likely grow as more U.S. commercial and government transactions take place online. Subsequently, fewer and fewer Americans will be able to fully participate in our nation's economic, social, civic, and government life. Neighborhood Networks was created to lower these barriers by providing residents of insured and assisted properties with network access.

The dramatic fall in computer prices in the United States enhances the feasibility of such an initiative. Lower prices for the technologies of interest translate into significant cost savings for property owners interested in establishing a Neighborhood Networks Center.

Finally, over the next five years, the system of federal rental assistance is likely to be either significantly reduced or eliminated. Neighborhood Networks is a means of enhancing the economic self-reliance of rental assistance beneficiaries before social entitlement programs cease to exist.

3. What is a Neighborhood Networks Center?

A Neighborhood Networks Center is a facility that makes computer hardware and software available to residents of a defined community, with a primary focus on residents of insured and assisted housing. Through staff assistance and training, residents can take full advantage of a variety of employment and educational opportunities.

4. What are the benefits associated with Neighborhood Networks?

Residents can enjoy opportunities to educate themselves and their children; learn computer and job skills; telecommute; develop microenterprises; access information on employment, health, and community resources; and participate in online civic and government forums. The primary purpose of these activities is to increase resident self-sufficiency, employability, and economic self-reliance. Indirectly, such community networks strengthen neighborhoods and enhance real estate investment.

5. What properties are eligible?

All of HUD's insured and assisted projects are eligible. These are Section 8 (project-based), 236, 221(d), 202, 202/8, 811, and housing sponsored by states or local housing finance agencies that also have Section 8 assistance. The Office of Housing encourages developments to create working relationships and partnerships with other assisted housing and public housing facilities nearby. This will spread the costs and provide a potentially large core group of people who can benefit from programs offered at the center.

6. What equipment and staffing can be paid for under a Neighborhood Networks plan?

- **Computer hardware.** Costs include those necessary to set up a Neighborhood Networks Center at the property. Owners should make hardware selections that maximize compatibility with local school systems and minimize the likelihood of obsolescence within a 18-24 month period. Adequate training of staff in the use of the equipment is also important.
- **Computer software.** Software includes multimedia educational software; educational and job training software; software necessary to provide resources for telecommuting; and at least one community Internet account that allows for access to the World Wide Web, Gopher, FTP, and Telnet.
- **Maintenance and insurance.** Costs include installing and maintaining hardware and software, training in the use of hardware and software, and insurance for space and equipment.
- **Online service coordinator.** Costs for implementing the Neighborhood Networks Center and coordinating with social services.
- **Security.** Costs include space and minor refitting, locks, and oversight.
- **Resident development and training.** Costs for courses on disk, online, or presented live.
- **Distance learning equipment.** Costs include videocasting and the purchase/lease/rental of distance learning equipment.

7. From what sources can a property owner expect to pay for equipment and staffing?

Although HUD is encouraging the creation of Neighborhood Network Centers in its insured housing stock, it does not have funds sufficient to capitalize them en toto. Most owners will need to rely on dollars and resources from the community. The greater the third-party support at the initiation of the program, the more likely it will be that the center will have long-term viability. Owners of insured and assisted properties can use one or more of the following resources.

- **Grants and other third party resources.** Owners are encouraged to seek out cash grants; in-kind support; or donations from state and local government, educational institutions, private foundations and corporations. Owners should also seek to develop strategic partnerships with other community organizations who may have funds or equipment that would complement the owners' additional funds or available space.
- **Funds borrowed from a financial institution.** Owners may get loans to pay for hardware, software, and setup costs. The loan, however, cannot be secured by the property. Also, a rent increase cannot be requested to support the loan, and the loan should not jeopardize other services that the property has agreed to provide.

8. What additional resources are available to owners?

- **Residual receipts accounts.** Owners may be able to use such funds to the extent that HUD determines that these funds are not required to maintain the habitability of units or to meet other building needs.
- **Owner's equity.** Owners of limited distribution properties can increase the amount of their "initial equity investment" to the extent that they invest their own nonrepayable funds in the center. A rent increase, however, will not be approved to provide for additional yield.
- **Funds borrowed from reserve for replacement accounts.** Owners may be able to use such funds to the extent that HUD determines that these funds are not required to meet the anticipated repair/replacement needs of the property. Owners will need to submit a scheduled repayment plan illustrating how the account will be replenished.
- **Funds from rent increases under the budgeted rent increase process.** Owners may request an increase to cover the costs of establishing a Neighborhood Networks Center. These increases will be approved at HUD's discretion, subject to the availability of funds.
- **Funds from rent increases under a special rent adjustment.** Under certain situations set out in Notice H-95-81, the maximum monthly rent for units under a Section 8 contract may be increased to meet costs of a Neighborhood Networks Center.

9. What specific proposal information must be submitted by interested owners?

Interested owners must submit a Neighborhood Networks plan to the asset management branch of the HUD local field office in whose jurisdiction the property is located. Each plan must address the following questions:

- What are the specific, measurable objectives for participant residents?
- What are the action steps necessary to implement these objectives?
- What types of programs are proposed? How will residents be involved in the planning?
- What partnerships have been built that will enhance the center?
- Who will direct the program? What staffing is proposed? Who will be responsible for the equipment? What will be the center's operating hours?
- What is the proposed space/security/monitoring plan? Does retrofitting meet accessibility requirements?
- What is the first year's budget, and how will it be funded initially? What outreach will there be to women/minority-owned firms if hardware costs are over \$15,000?
- Specify the sources of funds to be used.
- How will operations be continued after start-up? How will the project become self-sustaining after the second year?
- How will resident participation be tracked and evaluated?

10. What is the role of local HUD staff?

Local HUD resident initiative specialists and asset managers act as facilitators. They are encouraged to assist owners, real estate agents, and residents in developing their Neighborhood Network plans and identifying local resources and potential partners.

11. With whom should owners develop partnerships?

Owners should be encouraged to approach local corporations (including large and small businesses, telephone and cable companies, public television and radio); neighborhood schools and boards of education; the local college or university community; community organizations dedicated to such issues as youth, job placement, community safety; and other entities that might be interested in using the center during off-hours for classes or training, such as the YMCA, police department, and National Guard Reserves.

12. Is it possible for corporations to enter into contractual agreements with owners of insured and assisted housing to lease the owner equipment or software?

Yes, as long as the cost of the lease and payment thereof is a part of the approved Neighborhood Networks plan.

13. Does an owner who implements a center face additional insurance requirements?

The owner is likely to face additional requirements, but associated costs can be paid under an approved plan.

14. Can a resident unit and/or community space be dedicated for use as a Neighborhood Networks Center?

Yes. However, if a revenue producing unit is deprogrammed for use as a center, it might be necessary to request a rent increase to replace the lost revenue. This would be subject to HUD approval.

15. How many computers constitute a Neighborhood Networks Center?

For program approval, HUD encourages a minimum of two computers to start a small program, with five to fifteen a more useable and sensible number in most developments other than group homes.

16. Can centers be open on weekends?

A center can be open up to 24 hours per day, 7 days a week, according to the schedule/staffing approved in the Neighborhood Networks plan.

17. Must users of a center be residents of that property? Are there any restrictions on who can use the center?

Not per se, in either case. If the program is project-based, and the vast majority of the costs are covered with project funds, then HUD would encourage the program be limited to residents. However, if the center is offsite, or onsite with the majority of funding/resources coming from third parties, then there would be no objection to non-residents using the center as long as the project residents have priority or are ensured access.

18. **Can someone who moves out of a property with a Neighborhood Networks Center return to the property in order to finish a center-sponsored activity that they had been participating in before leaving the residence?**

Yes.

19. **How would elderly residents benefit from centers?**

Elderly residents can communicate with other seniors worldwide; provide their wisdom and expertise to the community electronically, including intergenerational tutoring; start/complete projects such as genealogy research; and work (e.g., telecommute, develop a microenterprise) if they wish to do so.

20. **What are the roles of the social service coordinator and the online coordinator?**

Conceptually, there should be two coordinators at a center. The social service coordinator focuses on the general needs of the residents and ensures that they are well linked into the social, health, recreational and other supportive services in the community that residents need to get assistance, benefits, and support (may also involve educational and job-related needs). The social service coordinator may also be the person who ensures that some outside programs are established on site (e.g., PAL sports, head start, daycare). He or she may be full- or part-time.

The online coordinator focuses on the operation of the center and its ancillary components and works to help residents make the transition from welfare to training to the workforce. He or she may coordinate some of the following activities: finalize the programs and the software choices with management and the approval of the resident council programs (or equivalent); work with residents to create resident development plans; developing an orientation program; schedule the staff and volunteers; arrange for security and maintenance; set up and manage a volunteer program; work with local school/college systems and the business community to garner additional resources; work with the social service coordinator to analyze family needs and get local supportive service agencies on line for residents; and develop commitments for jobs for graduates of the program(s).

21. **What type of tests or measurements should be used to ensure that each center is addressing both the needs of the residents and the Neighborhood Networks plan objectives?**

In general, evaluation of individual successes can be at least minimally addressed through a simple system of tracking indicators. For residents, indicators should look at both (1) progression in courses taken and (2) the degree to which trained residents are able to get and hold jobs over time and the degree to which they advance. Additionally, the project should look at the relationship between salary and the welfare benefits over time and the degree to which (1) people get off welfare, (2) the amount which they make over and above the prior benefit levels, and (3) the extent to which units become available for market rate tenants after employed residents move out.



Neighborhood
Networks

Information Center

Success Stories

January 1997

Plumley Village East Worcester, Massachusetts

The center at Plumley Village East opened its doors in September 1995. Start-up costs were financed by the property owner and a number of community partners. The center offers a variety of programs including GED preparation, computer skills, workforce readiness, and job development. To support its activities, Plumley has one 486 and two Pentium multimedia PCs—all of which have access to the Internet.

To date, 340 residents have used the center for resume writing and job searches. Out of these, 70 have found jobs in clerical, health care, retail, insurance, and manufacturing positions.

Several partners have been instrumental in the center's success. The Greater Worcester Community Foundation provided funding for a part-time case manager. The Massachusetts Department of Education provided funding for a GED teacher. Other partners include Community Builders, the Fallon Health Care Facility, and the Massachusetts Academy for Math and Science.

For further information, contact Tom Stokes at 508-770-0508.

Northport Apartments Madison, Wisconsin

The center at Northport opened its doors in March 1996. Start-up costs were financed by residual receipts. The center offers a variety of programs for child and adult education as well as business development. To support its activities, the center has seven Pentium multimedia PCs and seven Power Macs. Two of the PCs and two of the Macs have access to the Internet.

As a result of training received in the center, nine residents are working in the management office of American Baptist Homes, managing the housing complex and the center. Seven residents have gotten positions in the community doing office work, data entry, and working as a teacher's assistant. Five residents were hired to run the Head Start program and day care center located on the property. One resident was hired by the Madison Metropolitan School District as a teacher's assistant in computer labs. In addition, the apartment complex enjoys the lowest absentee rate among school-age children in Madison.

Many partners have been instrumental in the center's success. The Madison Police Department conducts Internet training sessions at the center with resident teens as part of its

Cops and Kids on Computers program. The Madison Metropolitan School District is using the center as a training facility for teachers; in exchange, the teachers train residents in various software programs. The Madison Area Technical College offers GED classes. Other partners include the University of Wisconsin/Madison, the Community Action Coalition, and the Briarpatch Counseling Center.

For further information, contact Carmen Porco at 608-255-2759.

Crescent Park Apartments
Richmond, California

The center at Crescent Park opened its doors in February 1996. Start-up costs were financed by a drug elimination grant. The center offers a variety of programs including math and reading enrichment, word processing, and basic computer skills. To support its activities, the center has four multimedia Pentium PCs—all of which have access to the Internet.

As a result of training received in the center, one resident has found work as a paralegal and four others have obtained entry-level office positions that require computer skills.

Several partners have been instrumental in the center's success. The Richmond Police Activities League provides Internet access and support. The Tides Foundation funds a peer advocate position in the center. The peer advocate offers education and employment counseling and conducts computer classes. In addition, the center is working with Volt Temporary to tailor training to meet the needs of local employers.

For further information, contact Leonard McNeil at 510-215-1785.

Shelter Hill Apartments
Mill Valley, California

The center at Shelter Hill opened its doors in August 1996. Start-up costs were financed by the Nathan Cummings Foundation, Pacific Bell, and the Interfaith Housing Foundation. The center offers a variety of programs including afterschool activities, typing, and computer repair, building, and configuration. To support its activities, the center has nine 486 PCs—all of which have access to the Internet.

Two residents have paid positions to support center activities, and WebStarr will pay resident youth to participate in their advanced computer training program. The residents of Shelter Hill are unique in that they see their community as an economic enterprise and are wiring every apartment unit to the Internet so that businesses can bring their work to them.

Several partners have been instrumental in the center's success. The Marin Computer Resource Center provides an instructor to teach computer repair. Marin County's MIDAS (Marin Information Data Access System) program provides residents with Internet access. Pacific Telesis covered the cost for frame relay switches, which permit the rapid transfer of data and enable residents to telecommute.

For further information, contact Kerry Pierson at 415-383-3989.

Friendship Village
Virginia Beach, Virginia

The center at Friendship Village opened its doors in July 1996. Start-up costs were financed by a number of community partners. The center offers a variety of programs including tutorial programs for students and Internet training. To support its activities, the center has 3 Pentium PCs—all of which have

access to the Internet. In addition, the center has two 486 PCs and eight 286 PCs.

The center has unique partnerships with two prominent federal agencies: NASA and the FBI. NASA's Affordable Technology to Link America's Schools (ATLAS) initiative provides the center with a means of storing information from the Internet, thereby eliminating the need for faster, more expensive Internet hook-ups. Members of the Norfolk office of the FBI taught residents how to use the computers and software during initial training sessions. Other partners include Old Dominion University and WHRO-TV.

For further information, contact Henry Colonna at 804-278-4521 (x3027).

Le Club Lancaster, California

The center at Le Club opened its doors in August 1996. Start-up costs were financed from residual receipts and reserve for replacement accounts. The center offers a variety of programs including life and job skills, youth tutoring, and basic computer training. To support its activities, the center has 13 Pentium PCs and 6 386 PCs. Two of the Pentiums have access to the Internet.

The center at Le Club is part of a consortium of five properties in Lancaster owned by Monfric, Inc. All five properties have access to the center. As a result of training received in the center, residents have better self-esteem and are entering mainstream society. Six residents are working in retail, clerical, and customer service positions—all requiring basic computer skills. Four residents have begun vocational training or community college.

Several partners have been instrumental in the center's success. Lancaster Factory Stores

offers onsite training in customer service and sales positions. Taylor Made Office Systems donated a copier. The City of Lancaster is helping the center find sources of funding. The City of Palm Dale is helping the center design its training to fit the local workforce.

For further information, contact Bob Christiansen at 805-940-9530.

Villa d'Ames Apartments Marrero, Louisiana

The center at Villa d'Ames opened its doors in May 1996. Start-up costs were financed by Christopher Homes, Inc. The center offers a variety of programs including general education, GED preparation, basic computer skills, and job training and placement. To support its activities, the center has eight 486 PCs and six 386 PCs.

As a result of training received in the center, 60 residents have gotten full-time jobs in hotel, food service, hospital, home health care, and shipping industry positions.

Several partners have been instrumental in the center's success. The Archdiocese of New Orleans donated six computers. The Greater New Orleans FreeNet provides Internet access and support. Tulane University provides community service workers to assist in the computer lab.

For further information, contact Donna Willis at 504-348-4025.



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Neighborhood Networks Centers
in Operation
2/7/97

KBL Apartments, Anchorage, AK
 Valley Garden I and II, Huntsville, AL
 Ozark Homes, Ozark, AL
 Creekwood Village, Tuscaloosa, AL
 Rio Puerco Apartments, Ft. Defiance, AZ
 Coronado Courts and Casas de Esperanza,
 Douglas, AZ
 Broadway House Apartments, Phoenix, AZ
 Arizona Retirement Home II, Scottsdale, AZ
 Charter Oaks Apartments, Napa, CA
 Florin Gardens II, Sacramento, CA
 Florin Meadows I, Sacramento, CA
 Florin Meadows II, Sacramento, CA
 Green Briar Apartments, Sacramento, CA
 Whispering Pines, Sacramento, CA
 Northridge Coop, San Francisco, CA
 Shelter Hill Apartments, Mill Valley, CA
 Crescent Park Apartments, Richmond, CA
 One/Chane, Hartford, CT
 Hilltop Village, Jacksonville, FL
 Hollybrook Homes, Jacksonville, FL
 Imperial Estates, Jacksonville, FL
 Holiday Lake Apartments, Pompano Beach, FL
 Homes of Oakridge, Des Moines, IA
 Germano Millgate Apartments, Chicago, IL
 Northwest Towers, Chicago, IL
 Northeastwood Shores, Chicago, IL
 The Meadows Apartments, Indianapolis, IN
 Central Park Tower, Kansas City, KS
 Meadowlark Housing, Newton, KS
 Windridge Apartments, Wichita, KS
 Lakeland Wesley Village, Benton, KY
 V Carpenter Apartments, Louisville, KY
 Jackson House, Paducah, KY

Forest Towers East, New Orleans, LA
 Versaille Arms I, New Orleans, LA
 Versaille Arms II, New Orleans, LA
 Villa D'Ames, Marrero, LA
 Madison Park Village, Boston, MA
 Granite Place, Quincy, MA
 Plumley Village East, Worcester, MA
 Grant Manor, Boston, MA
 Castle Square Apartments, Boston, MA
 Beaver Terrace and Pelham II Apartments,
 Framingham, MA
 Georgetowne I, Boston, MA
 Georgetowne II, Boston, MA
 Fresh Pond Apartments, Cambridge, MA
 Camfield Gardens, Boston, MA
 Roxse Homes, Boston, MA
 Cushing Residence, Hanover, MA
 Jack Satter House, Revere, MA
 Beth Shalom, Worcester, MA
 Woodside Village, Vineyard Haven, MA
 Smith House, Roxbury, MA
 Madison Park III, Roxbury, MA
 Genesis, Ulin, and Leventhal Houses,
 Brighton, MA
 Bay Ridge Gardens, Annapolis, MD
 St. Joachim, Baltimore County, MD
 Martin L. King Apartments, Detroit, MI
 Alamo Hills Apartments, Kalamazoo, MI
 Interfaith Homes, Kalamazoo, MI
 Lancaster Village Coop, Pontiac, MI
 Cecil Newman, Minneapolis, MN
 Boulevard Village, Kansas City, MO
 Lincoln Gardens, Kansas City, MO
 Parker Square Apartments, Kansas City, MO

O'Fallon Place, St. Louis, MO
College Hill Apartments, St. Louis, MO
Westview Valley, Greensboro, NC
First Farmington Apartments, High Point, NC
Newgate Gardens, High Point, NC
La Grave Place, Grand Forks, ND
St. James Manor, Omaha, NE
Heritage Square, Lincoln, NE
Monarch Villa, Papillion, NE
Centennial Park Arms I and II, Las Vegas, NV
Ernest Anderson Manor, Jamestown, NY
Elva McZeal, Brooklyn, NY
Agler Green Townhouses, Columbus, OH
Brightwaters Apartments, Tulsa, OK
Kirkland Union Manor III, Portland, OR
First Erie Better Homes, Erie, PA
Montgomery Townhouses, Philadelphia, PA
Bayside Gardens, Charleston, SC
Shamrock Apartments, Honea Path, SC
CWA Plaza Apartments I, Nashville, TN
CWA Plaza II and James A. Cayce Apartments,
Nashville, TN
Wheatland Terrace, Dallas, TX
Cleme Manor, Houston, TX
Settegast Heights, Houston, TX
Villa Americana, Houston, TX
South Post Oak, Houston, TX
Rigsby Apartments, San Antonio, TX
Oak Creek Village, Austin, TX
Friendship Village, Virginia Beach, VA
Shalom Apartments, Lynchburg, VA
Tri-Cities Low Cost, Pasco, WA
Quail Hollow, Silverdale, WA
Martin Luther King Jr. Apartments, Seattle, WA
Northport Apartments, Madison, WI
Packer Apartments, Madison, WI

Program turns neighbors on to technology

BY KIA MORGAN ALLEN
STAFF WRITER

Jemika Scutchings wants to brush up on her typing skills. She doesn't want a secretary when she becomes a doctor, she said. She would prefer to do the work herself. So the 11-year-old didn't hesitate to get to the new computer lab when she learned it was right in her Friendship Village housing community.

Her can-do attitude and will to learn is consistent with the goal of what sponsors hope to get across to other residents of a community once afflicted by drugs and crime.

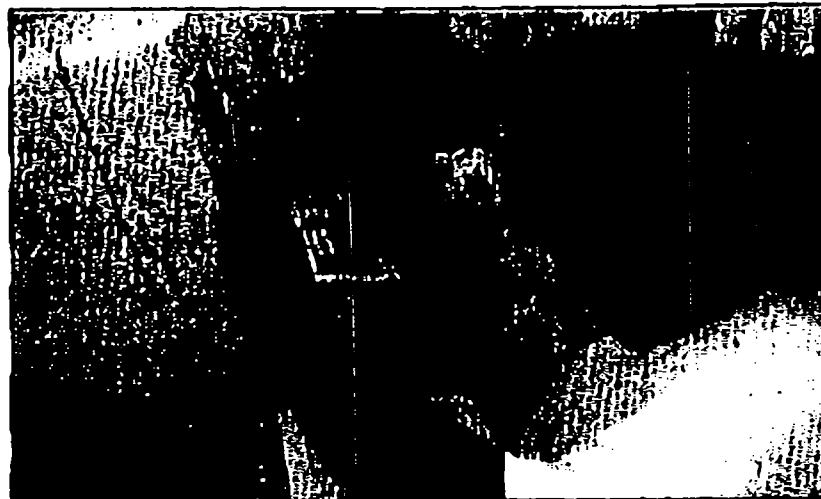
Residents of Friendship Village will receive free job and computer skills training and education through Virginia's first active "Neighborhood Networks" site.

Neighborhood Networks is an umbrella concept under which a variety of public and private organizations and residents are connected by computer hardware and software for job-related educational and community purposes.

"The computer training will act as a springboard to help get people off welfare by preparing them for the job market where computers are increasingly playing a major role," said Charles Famakner, director of Multi-family Housing for the Virginia state HUD office in Richmond.

This Virginia Beach community will serve as the pilot test site and model for other programs across the nation.

The Virginia State Housing and Urban Development office, WHRO, Old Dominion University, and NASA Langley Research Center, are jointly supporting the Application of Affordable Technology to Link America's Sites, a program which brings computers programs to schools, as part of the Neighbor-



D. NEVIN ELLIOTT/The Virginian-Pilot

Nicole Hillis, 6, left, and Jemika Scutchings, 11, play a game Friday at Friendship Village in Virginia Beach. A new program offers residents computer job training and an introduction to new technology.

hood Networks project within the state.

Inside a two-bedroom apartment, the Neighborhood Networks site is the first used and tested by residents. If it does well, this site will be used as a model for future programs in Virginia. It will also serve as the Internet and job skills training ground to residents.

An FBI special agent and computer specialist from the FBI's Norfolk office, will be on hand to provide support for the initial computer training sessions. Organizers asked for the FBI's assistance because the Norfolk organization heads other community programs, such as DARE, an anti-drug campaign for children.

"Usually when we come to places like this, we arrest people," said FBI special agent, Richard "Butch" Holtz. "This was a chance to show kids that we don't always carry a gun and badge arrest people. We also help with teaching

abilities."

Follow-up training on Internet use and job skills for the residents will be made available by teacher interns from Old Dominion University's School of Education.

As residents crowded into the computer site for the first time Friday, it was apparent that there would be no arm-twisting to get them to participate in the program.

Barbara Sexton, a three-year community resident, was one of the first to try out the new computers. She was enthusiastic as she stroked the keys of the \$2,000, IBM-compatible computer, but she knew it was not her own. Still, it was enough to encourage her to want to go to school.

"I think I want to go to school and take up computing now. I'm ready."

Many others huddled around the six computers. Adults probed for information, the kids fed for games and fun activities in the

computer databank.

Through a federally assisted low-income housing drug elimination grant, \$4,000 was allotted for the Neighborhood Networks project. Other amenities like posters with inspirational messages were donated by groups like Birdneck Elementary School, which will work closely with the project and the 100 housing community kids who attend the school.

One long-time community resident, Jackie Dunbar, will go to Boston, Mass., for a three-day workshop to learn more about computers and the Neighborhood Networks program. When she returns, she will serve as the "expert," helping other residents get acquainted with the new technology.

"I told the head of my community council that if I can ever do anything, I would help her," the 18-year housing resident said. "So she called me on that. To break it all down, I was drafted."

Being drafted and being a model to others is something Dunbar doesn't mind doing. The children's church coordinator of New Jerusalem Church of God works closely with kids and is willing to share her new experiences.

"The biggest thing I'm excited about is learning the computer myself," she said.

Sponsors of the program are optimistic that in the coming months other housing communities will benefit from this program's success. Norfolk's Oakmont Apartments community may be in line as the next test site, officials said.

"We hope this program will hit the ground running," said Barbara Barnes, regional director of property owner VMH Inc. "And it should operate within the next 30 days."

The Virginian-Pilot 7/27/91

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NO. 139
P. 02/02
D10

The Birmingham News - January 23, 1997

Online to the future



NEWS STAFF PHOTO/CHARLES TRONCALE

HUD Assistant Secretary Nicolas Retsinas watches as Valley Gardens resident Jerry Brotherton tries out one of the apartments' new computers on Wednesday.

Tenants raise rent to use computers

By Kent Faulk
News staff writer

HUNTSVILLE — Top-level federal housing officials who came to a Huntsville apartment complex on Wednesday saw an example of a community's faith in its neighbors.

The new computer and job training center that opened at Valley Garden Apartments isn't the first such in the state. But residents in the federally subsidized portion of the complex wouldn't have gotten it if it weren't for their neighbors in non-subsidized apartments agreeing to pay more rent.

Rent throughout the complex was increased \$7 a month after all but a handful of residents at a meeting last September voted for the increase.

"The HUD folks had told us they would have a hard time (doing it) if it hadn't been accepted by all

See Online, Page 2A

Online

Birmingham News - January 23, 1997

From Page 1A

the residents," said Bill Kennedy, president of Oxford Properties, which manages the apartments. "I think that's truly (a testament) to the residents' understanding of the benefits that are coming to them."

Now, all of the approximately 400 residents of the 302-unit community will have access to free computer classes and other job training and educational courses that normally would cost hundreds of dollars.

Jerry Brotherton surfed the Internet on Wednesday afternoon on one of the six computers in the center. "It gives us access to the world," the 17-year-old high school student said. He plans to use the computers to hone skills for college and for help in writing resumes. "I told my mother to put in the extra \$7 for the rent," Brotherton said.

Not all residents plan to use the computers for job searches.

Mildred Thomas signed up for a course at the center to keep pace with the conversation in her family. "My whole family is interested in computers and I would like to talk to them and compete with them," the 76-year-old retired nurse said.

Herman Ransom, director of HUD's multifamily housing division

for Alabama, said he hadn't ever heard of residents voting themselves a rent increase for such a project. "We're proud of it," he said.

This is HUD's fourth Neighborhood Network Computer Learning Center to be located at an Alabama apartment complex, Ransom said. Other centers are in Ozark, Tuscaloosa and Summit Ridge Apartments in eastern Jefferson County.

Nicolas Restinas, assistant secretary for the U.S. Department of Housing and Urban Development, said the centers are investments in the future of the residents. "We don't know what tomorrow may bring, but we know it's going to have something to do with computers," he said.

Garden Valley Apartments set aside a remodeled apartment unit for the center and bought the computers. Micro Business Solutions, a Huntsville training center, is providing software instructors and Drake State Technical College is providing personnel to help support the center.

Ransom said job training is especially important in the wake of shrinking federal dollars for welfare and housing. "When welfare reform hits and the (housing subsidies) dry up, residents had better be ready," he said.

Source: Honolulu Star-Bulletin, Tuesday, March 4, 1997

Computer center may help ease welfare cuts

BY SUSAN KREIFELS
Star-Bulletin

THE first word Kamehameha Timoteo wrote on the computer yesterday was his name. The next words were "thank you."

Hawaii's first Family Investment Center and Neighborhood Networks Computer Learning Center opens today, providing Timoteo the opportunity to learn computer skills.

The centers are a joint effort by federal and state housing authorities and other organizations working with low-income families to help them get better jobs and become self-supporting because of welfare cuts.

"This is so fantastic," said Timoteo, 45, who lives in Palolo government housing and works part-time. "I expect to get something better out of this for the future. I will be the first to sign up."

The Hawaii Housing Authority built the center and will staff it with a \$1 million grant from the U.S. Department of Housing and Urban Development. The Banyan Street Manor, subsidized housing owned by the Hawaii Housing Authority, donated \$54,000 from operating funds to buy seven computers and other hardware.

"This really started with talk about welfare reform and self-sufficiency," said Michael Hee, property management coordinator for the Hawaii Housing Authority. Hee said the



BY DENNIS ODA, Star-Bulletin

Kam Timoteo gets computer training at the Family Investment Center and Neighborhood Networks Computer Learning Center, opening today. With him are Liane Kam, left, and Amalia Bueno.

“
This is so fantastic. I expect to get something better out of this for the future. I will be the first to sign up.
”

Kamehameha Timoteo

“
federal government is encouraging state governments to pursue such projects to help poor families get better jobs.

Since 1995, 102 Neighborhood Network Centers have been established in the United States. Liane Kam, director of the

Family Investment Center, said she hopes to have full staffing in the new computer center by summer. For the first four years, the center will focus on seven public housing projects but will be open to anyone living in government housing.

Classes to be offered at the center include basic English, math and computer skills; job training and readiness; home ownership; and small business instruction and assistance.

The Immigrant Center, Parents and Children Together, Pirie and Associates, Saint Francis Health Care Services of Hawaii, Senia Development Services, Waianae Coast Community Alternative Development Corp., and WorkHawaii are working with the Family Investment Center to offer classes.

LOCAL NEWS

The Oakland Tribune

SATURDAY April 5

HUD Assistant Secretary Nicolas Retsinas (center) helped inaugurate landmark Hotel Oakland's new Computer Learning Center on Friday. Resident Aurelia Supp (left) and Retsinas watch as Cleveland Elementary School students Steven Lieu (at computer), 12, and Michelle Dong (right), 11, shared their computer skills with residents.

MARY F. CALVERT
— Staff



Computers link old hotel to new era

By Chauncey Bailey
STAFF WRITER

OAKLAND — Historic Hotel Oakland, which prides itself on being a community unto itself, has just gotten a lot bigger.

It's now part of the global community, thanks to a new Computer Learning Center for its 400 low-income senior residents, who are mostly Asian immigrants.

"This is a bridge to the future," Nicolas Retsinas, assistant secretary of Housing and Urban Development, said at the program's grand opening ceremony Friday. "This (building) is not just a place. It's a community . . . You have opened another window on the community."

"You have as much of a future as anyone. When I go back to Washington and people say the federal government wastes money on programs, I'll tell them about Hotel Oakland," Retsinas

said.

A dozen computers will allow residents to log on to the Internet, develop computer skills, take classes, complete job training or study English as a second language. Hotel Oakland owner Arthur Evans donated space for the center.

"We could not have done all this without HUD," Evans said.

Computers, software and furniture were donated by Microfiber Systems Intelnet Inc., Comp U.S.A. and Interior Motions. HUD, working through the regional office of HUD representative Art Agnos, former mayor of San Francisco, helped Hotel Oakland become part of "Neighborhood Networks." The nationwide program helps residents of subsidized housing secure technological skills to access information and communicate.

"Life doesn't stop," Agnos told residents, project organizers and visiting

students. "Computers help us learn."

The computer center is now one of 20 in California and 136 in 32 states.

HUD officials praised the public-private partnership that involved the Oakland Chinese Community Council Adult Day Care and the Center of Hope Community Church in East Oakland, which helped find donated computers.

Oakland students from Cleveland Elementary School and other Bay Area youths will visit seniors regularly and a University of California, Berkeley computer science student volunteer will work at the center.

Built in 1912, the 315-unit Hotel Oakland, in the 200 block of 13th street, where presidents and the rich once dined in elegance, was acquired by HUD in 1979 to serve as senior housing. In 1993 after \$11.4 million in repairs, the eight-story hotel became Oakland's first major building to be renovated after the Loma Prieta quake.

Partner Lists

10-Apr-97

PartnerName	City	State
100 Black Men of Pensacola		FL
1st Union National Bank		FL
3X Software Solutions	Braintree	MO
AARP- Senior Employment Service	Fargo	ND
Absolute Home Health Care		FL
Adult Education Center Jefferson Parish Schools	New Orleans	LA
AISD Gang Workshop	Austin	TX
AIT		IN
AL State Dept. of HUD		AL
Alternatives, Inc.		IL
American Cablevision	Indianapolis	IN
American Cancer Society		
American Institute of Training, Inc.	Cincinnati	OH
Ames Elementary School	Marrero	LA
Anderson Community Library	Anderson	SC
Anderson Medical Center	Anderson	SC
Anderson Medical Center		
Apple Computer	Austin	TX
Arlington High School	Indianapolis	IN
Atlantic Vocational Technical Center		FL
Auburn University	Ozark	AL
Austin Police Dept.	Austin	TX
B.E.A.T. AIDS, Inc.	San Antonio	TX
Bank One		
Bankers Trust	Des Moines	IA
Barkers Creek Baptist Church	Honea Path	SC
Barnett Bank		FL
BASIC		MO
Beacon House Community Ministry	Washington	DC
Beacon Micro Center	West Des Moines	IA
Belton Cable Company		
Biotech Services		
Birchwood Residential Council		
Birdneck Elementary School	Virginia Beach	VA
Boston Institute for Arts Therapy	Boston	MA
Boston Institute for Arts Therapy	Dorchester	MA
Boys & Girls Club	Houston	TX

PartnerName	City	State
Boys & Girls Club		FL
Boys & Girls Club	Dallas	TX
Brickfire Project		
BROWAD COMMUNITY COLLEGE		FL
Broward County School Board		FL
Broward Employment + Training Association		FL
Bryan Institute	Wichita	KS
Cargill Foundation		MN
Cargill Foundation		MN
Catholic Archdiocese of St. Louis	St. Louis	MO
Catholic Charities	Omaha	NE
Catholic Charities		NE
Catholic Charities	New Orleans	LA
Catholic University of America	Washington	DC
Central High School		
Central Presbyterian Church	Des Moines	IA
CHANCE, Inc.	Jacksonville	FL
Chandler Justice Court		
Chandler Public Library		
Chandler Unified School District 80		
Charity Productions		
CHAT Communications		
Cheron Brylski	New Orleans	LA
Child Care Connections		FL
Child and Family Community Health	Jacksonville	FL
Child Inc.	Austin	TX
Childcare Resource and Referral	Grand Forks	ND
Children and Families of Iowa		
Children's Center of Detroit		
Christian Faith Community Church	New Orleans	LA
Citizen Empowerment Project		FL
City of Austin Health Department	Austin	TX
City of Chandler		
City of Chandler Police Department		
City of Napa		CA
City of Tuscaloosa		AL
Communities in Schools		
Community Center of Indianapolis-Multi-Svc Ctr	Indianapolis	IN
Community Coalition of Agenices	Jacksonville	FL
Computer Learning Foundation		

PartnerName	City	State
Computer Learning Works, Inc.		
Computer Technology Centers Network	Newton	MA
Computer Training Specialiss, Inc.		MA
Consumer Credit Counseling		
Consumer Credit Counseling		FL
Contra Costa Community College		
County Extension Service	Grand Forks	ND
Creekwood Village Neighborhood Networks Center		
Crescent City Peace Alliance	New Orleans	LA
Crooked Creek Multi-Serv. Center		IN
Dale County Parenting		
Dallas Association for Parent Education	Dallas	TX
Dallas Independent School District	Dallas	TX
Dallas Shelter for Battered Women	Dallas	TX
Dane County Parent Council - Head Start		wi
Dean Learning Center		
Delgado Community College		
Department of Education		FL
Dept of HRS		FL
Des Moines Area Community College (DMACC)	Des Moines	IA
Des Moines Independent School System	Des Moines	IA
Detroit Public Schools/ prof. dev. & tech innovati	Detroit	MI
Digiquest		
Dillard University	New Orleans	LA
Dillard University	New Orleans	LA
Dove Harbor	Anderson	IN
Drake University Head Start	Des Moines	IA
DSS "Family Independence Work Exp. Provider Prog."		
Duval Comm. HFA		FL
Duval County Public Heath Unit		FL
Duval County School Board		FL
Duval County School Board	Jacksonville	FL
Duval County School Board		FL
e. villages	Washington	DC
Education Opportunity Center	Grand Forks	ND
Electric Crayon		
Ella Austin Health Care	San Antonio	TX
Ella Austin Health Care Center	San Antonio	TX
Employment Opportunity Center	Seattle	WA
Empowerment Through Computers (ETC Project)	Lynnwood	WA

PartnerName	City	State
Enterprise State Junior College	Enterprise	AL
Escambia County Collab. Part. Grant		FL
Escambia County School Board		FL
Escambia-Pensacola HR Commission		FL
Executrain	West Des Moines	IA
Faith Chapel Ministries		FL
Families in Social Crisis		
Family Service of Greater New Orleans	New Orleans	LA
Family Services	San Antonio	TX
Father Tolton Community Center		MO
Father Tolton Community Center	St. Louis	MO
FCCJ		FL
Federal Bureau of Investigation	Norfolk	VA
Field Solutions, Inc.	Indianapolis	IN
Florida Community College of Jacksonville	Jacksonville	FL
Florida Dept of Children + Families		FL
Focus Center of Learning, Inc.		
Focus: Hope - Fast Track	Detroit	MI
Friendly House		
Frito Lay/Pepsico		
Futureworks		MA
Futureworks		MA
Futureworks		MA
Futureworks		MA
Futureworks		MA
Futureworks		MA
Gant Elementary School		
Gifts in Kind International	Alexandria	VA
Girl Scouts		
Girl Scouts	Grand Forks	ND
Girls, Inc.		
Golden Triangle Planning+Development District		MS
Good Shepherd Missionary Baptist Church		
Goodwill Industries	Indianapolis	IN
Goodwill Industries	Indianapolis	IN
Grace Hill Business Education Center	St. Louis	MO
Grace Hill Business Education Center		MO
Grand Forks Adult Learning Center	Grand Forks	ND
Grand Forks Housing Authority	Grand Forks	ND
Grand Forks Parks District	Grand Forks	ND

PartnerName	City	State
Grand Forks Public Library	Grand Forks	ND
Grand Forks Public Schools	Grand Forks	ND
Grand Forks Public Schools	Grand Forks	ND
Grand Forks Social Service	Grand Forks	ND
Greater Indianapolis Literacy League	Indianapolis	IN
Greater Kalamazoo Telecity USA	Kalamazoo	MI
Greater New Orleans Freenet	New Orleans	LA
Greenfield Apartment Residents		
Guilford Technical Community College	Jamestown	NC
Gulf Coast Community Service		
Gulf Coast Community Service		
Harrison Northside Education Center	St. Louis	MO
Harvard Univ.- Philips Brooks Housing Association	Cambridge	MA
Harvy Canal Industrial Association	Gretna	LA
Head Start		
Hibernia Bark	New Orleans	LA
Holy Cross College		
Honea Path Middle School	Anderson	SC
Honea Path Middle School	Honea Path	SC
Hope haven Chldren Clinic of Jack		FL
Housing Authority of Jefferson Parish	New Orleans	LA
Houston Area Urban League	Houston	TX
Houston Community College	Houston	TX
Houston Education Resource Network		TX
Houston Education Resource Network	Houston	TX
Houston Endowment		
HUD		FL
I.C.A.N./Improving Chandler Area Neighborhoods		
Immigrant Center		HI
Impact	Indianapolis	IN
Indiana University/Purdue University	Bloomington	IN
Indianapolis Neighborhood Housing Partnership	Indianapolis	IN
INET, Indiana Workforce Development Ctr		IN
INET, Indiana Workforce Development Ctr	Indianapolis	IN
Inner - City Games	San Antonio	TX
Intel Corporation		
Iowa Health Systems		
Iowa Methodist Medical Center		
IServ		
IUPUI		IN

PartnerName	City	State
Ivy Tech University	Indianapolis	IN
Ivy Tech University	Indianapolis	IN
Jackie Dunbar	Virginia Beach	VA
Jackson St. Methodist Church		
Jacksonville Children Commission	Jacksonville	FL
Jacksonville Children Commission		FL
Jacksonville Children Commission		FL
Jacksonville Cities in Schools		FL
Jacksonville Dept. of Comm. Development		FL
Jacksonville Housing Authority		FL
Jacksonville HUD Office		FL
Jefferson Parish Juvenile Services	Harvey	LA
Jewish Vocational Service	Boston	MA
Job Service of Florida		FL
Job Service of North Dakota	Grand Fork	ND
John Grubb YMCA	Des Moines	IA
Judge Melvin Zeno		
Junior League		FL
Kalamazoo County Chamber of Commerce		
Kalamazoo Public Schools		
Kalamazoo Valley Community College	Kalamazoo	MI
Kentucky Housing Corp.	Frankfort	KY
Key Words of San Rafael		CA
Kids Kampus, Inc.		IL
Knox County School System	Knoxville	TN
Lakeland Parrish		KY
Law Offices of Dobbins & Dove, P.C.		
Legal Aid of Central Texas	Austin	TX
Let's Start		MO
Let's Start	St. Louis	MO
Lewis and Scott, Attorneys At Law	Houston	TX
Lighthouse		MA
Lighthouse		MA
Lighthouse		MA
Lighthouse		MA
Lighthouse		MA
Lighthouse Communications	West Des Moines	IA
Lighthouse Communications		MA
Literacy Association of Anderson		
Literacy Volunteers of Maricopa County, Inc.		

PartnerName	City	State
M.I.T.	Cambridge	MA
M.V. Coummunity Services		MA
Making Waves Foundation		
Maricopa County Attorney		
Marin Computer Resource Center		
Marin County's Midas Program		
Marshall County Adult Learning Center		KY
Marshall County Courthouse		KY
Marshall County School System		KY
Mass. Academy of Math and Science	Worcester	MA
Mayors Intensive Care Neighborhood Program		FL
McKnight Foundation		MN
McKnight Foundation		MN
Methodist Hospital	New Orleans	LA
Metro Behavioral Health Services, Inc	New Orleans	LA
Metrowest Career Center	Framingham	MA
Mexican Community Committee	Chicago	IL
Microsoft Corporation		
Mississippi State University		MS
Missouri Dept. of Labor and Industrial Relations	St. Louis	MO
Mixon Elementary School	Ozark	AL
Moncrief Comm. Center		FL
Motorola		
Mountain View College		
MPEDC/CTS- Learning Center		MA
MYRIAD Corp.	Des Moines	IA
NASA Langley Research Center	Hampton	VA
Nat O. Henderson Elementary School	Houston	TX
National Center for Family Literacy	Louisville	KY
Neighborhood Centers		
Network PC Engineering		
NEW JERUSALEM CATHEDRAL		MO
New Orleans Metropolitan School District		
North Side Team Ministry		MO
North Valley Arts Council	Grand Forks	ND
Northside Association for Community Development		
NovaNET		
Old Dominion University	Norfolk	VA
One Accord Gospel Tempel		FL
Operation Mainstream: Adult Literacy Program	New Orleans	LA

PartnerName	City	State
Ozark City Schools	Ozark	AL
Ozark Community Action	Ozark	AL
Ozark Housing Authority	Ozark	AL
Ozark Police Department	Ozark	AL
Ozark/Dale Ministerial	Ozark	AL
PAR		
Parent Education Resource Center	Grand Forks	ND
Parent Enrichment Center		FL
Parents + Children Together		HI
Parks & Recreation		
PC Teknar	Farmington Hills	MI
Pendleton Methodist Hospital	New Orleans	LA
Phoenix College		
Pirie Associates		HI
Plumley Village Health Clinic	Worcester	MA
Polaroid Corp.	Cambridge	MA
Police Athletic League		
Police Athletic League		FL
Polk Wisdom Library		
Pompano Beach Housing Development		FL
Premier Personnel		FL
Private Industry Council	Austin	TX
Project Independence		FL
Project Independence	New Orleans	LA
Project SOARS		MS
Public Schools	Detroit	MI
Red River Valley Community Action Agency	Grand Forks	ND
River Region		FL
S.A.B.E.S.- Adult Support	Worcester	MA
S.N.A.P.	Detroit	MI
Safehouse Community Education Program		
Salvation Army	Grand Forks	ND
San Antonio On-Line	San Antonio	TX
Seattle Central Community College	Seattle	WA
Senia Deelopment Services		HI
Senior Activity Center	Austin	TX
Sherwood Forest Elementary School	New Orleans	LA
SoftWarehouse		
Somerville Cambridge Elders Program	Somerville	MA
Somerville Community Computer Center	Somerville	MA

PartnerName	City	State
Southern Christian Services		FL
Southern University of New Orleans		
Southern University, School of Social Work	New Orleans	LA
Southern University, School of Social Work	New Orleans	LA
Spectra Care		
Spectra Care	Ozark	AL
Springfield Tech. Comm. College		MA
Springfield Tech. Comm. College		MA
Springfield Tech. Comm. College		MA
Springfield Tech. Comm. College		MA
Springfield Tech. Comm. College		MA
Springfield Technical Community College		MA
St. Francis Hospital		
ST. JAMES COMMUNITY CENTER		MO
St. John's Presbyterian Church	Detroit	MI
St. Louis Community College		
St. Louis Community Development Agency	St. Louis	MO
State Employment Service		AL
Stillman College		AL
Technology and Learning		
Tender Loving Care Nursing	Houston	TX
Texas Engineering Extended Service	San Antonio	TX
Texas Engineering Extended Service	San Antonio	TX
Texas Teenage Crime Commission	San Antonio	TX
Texas Workforce Commission		
The Brylski Company	Nola	LA
The Child Guidance Clinic		
The Dallas Zoo		
The Dispute Resolution Center of Kalamazoo		
The Family Guidance Center		
The Haskell Company		FL
The Kalamazoo Department of Public Safety		
The Mill Valley School District	Mill Valley	CA
The New Orleans Center for Successful Living, Inc.	New Orleans	LA
The North Cambridge Crime Task Force	Cambridge	MA
The Paxen Group	Melbourne	FL
The Phoenix Suns		
The Science Club	Seattle	WA
Tides Foundation		
Tiempo Real Estate Development		

PartnerName	City	State
Toastmasters	Seattle	WA
Touch Technology		
Tri-J Computer Services		NE
Tri-J Computer Services		NE
Tulane University		
UNF		FL
United Way Volunteer Center	Austin	TX
University of Florida		FL
University of New Orleans		
University of Texas	Austin	TX
University of the District of Columbia	Washington	DC
University of TX, Sociology Dept.	Austin	TX
Up-Island Council on Aging		MA
Urban Enterprise Association	Indianapolis	IN
Urban League	Indianapolis	IN
Uses Comuter Resource Center		MA
UW Business School		WI
VideoTel		IN
Vision of Hope	Omaha	NE
VMH, Inc.		
Volunteers In Service to America (VISTA)	New Orleans	LA
Volunteers In Service to America (VISTA)	Kalamazoo	MI
Volunteers In Service to America (VISTA)	Des Moines	IA
Wallace Community College	Bothan	AL
Waukegan housing Authority		IL
Waukegan Library		IL
WCCDAC		HI
Westside Gazette		FL
Wheatley High School	Houston	TX
Wichita Police Department		
Willkie House	Des Moines	IA
Women's Support Services	Vineyard Haven	MA
Worcester Community Action Council	Worcester	MA
Worcester Public Schools-Academy of Math & Science	Worcester	MA
Worcester Youth Guidance Support Programs	Worcester	MA
World Language Dynamics		
Worldwide Communication Group, Inc.	Indianapolis	IN
Worldwide Communication Group, Inc.		
YMCA	Worcester	MA
YMCA	Austin	TX

PartnerName	City	State
Zola Koumba Civic Social Club		MS

FAX COVER SHEET**NEIGHBORHOOD NETWORKS****FAX: 301-738-6655****TO:** Tom FreedMAN**FAX #:** 202.456.7431**FROM:** Josie Plachta**DATE:** 4.18.97**TOTAL PAGES INCLUDING THIS PAGE:** 6 7**COMMENTS:**Neighborhood Networks information**Sent by:** Josie Plachta

Memorandum

Date: April 18, 1997

To: Tom Freedman

From: Josie Plachta, Aspen Systems, Neighborhood Networks Public
Information/Education Manager

Subj: Neighborhood Networks/Potential Visit

In anticipation of a potential Administration visit to a computer learning center established through the U.S. Department of Housing and Urban Development's Neighborhood Networks (NN) initiative, Diana Goodwin Shavey has asked me to provide you with a brief description of the initiative. A one-page description and recent newspaper coverage is attached.

We also were asked to provide a profile of the Strawbridge NN center that is scheduled to open in Arlington, Virginia, since it is being considered as a potential visitation site. However, Strawbridge's NN center will not open for at least 90-days, so it does not fall within the anticipated time-frame of several weeks.

HUD is very eager to have the Administration visit an NN center, so I would be happy to provide you with any information that may help in this effort. There are many fine centers operating throughout the country which are teaching job and life skills to residents and some which are already placing people in jobs. If you can provide me with an idea of what areas will be visited by the Administration during the next couple of weeks, I would be happy to provide you with descriptions of the NN centers operating in the corresponding geographical locations.

I can be contacted as follows: phone, 301-738-6784; fax, 301-738-6655; e-mail, jplachta@aspensys.com

Josie Plachta
Aspen Systems Corporation
Mailstop: 6D
1600 Research Blvd.
Rockville, MD 20850

I hope to hear from you soon.



Neighborhood Networks

Building Better Futures

Neighborhood Networks is a national initiative of the U.S. Department of Housing and Urban Development (HUD) that uses computer technology to help residents of insured and assisted housing become more self-sufficient, employable, and economically self-reliant.

HUD recognized that computer literacy and computer access are vital prerequisites for economic opportunity in the information age and launched Neighborhood Networks in September 1995. Under the community-based program, more than 140 computerized learning centers have been established in HUD-insured and assisted housing. Currently, HUD insures or assists about 19,000 privately-owned multifamily developments that provide homes for more than 2.5 million households.

On-the-Job Skills

The benefits of the new computer learning centers can be seen daily across the country. Residents are acquiring a new set of job-related skills and strengths by using of the following:

- Word processing and spread sheet software
- General education and job training programs and job data banks
- Information on health and community resources
- World wide web and the internet
- Microenterprise opportunities
- Online and government forums
- Mentoring programs with retired executives

The end result is that people are getting jobs and building better futures for themselves and their families. People are moving from welfare to work. From Marrero, Louisiana, to Worcester, Massachusetts, people are finding employment after completing computer training at Neighborhood Networks Centers.

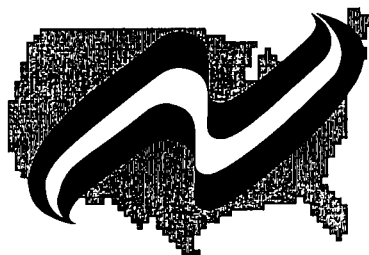
Partnerships That Count

Neighborhood Networks is not a grant program—it's an infrastructure for fostering community growth and participation—so local support is vital. A cooperative spirit has been evident since the initiative's inception and local businesses, governments, universities, private foundations and corporations are creating innovative partnerships. Acting as mentors, resource networkers and leaders, local partners are discovering the rewards of training people who are interested in taking initiative and gaining independence. Communities are rallying together to support Neighborhood Networks since many people have a strong interest in creating job opportunities and social well-being.

Neighborhood **Networks**



PHOTOCOPY
PRESERVATION



Neighborhood
Networks

P.O. Box 6424, Rockville, MD 20850-6091 • Phone: 1-800-685-8470 • Fax: (301)251-5767 • Internet: neighborhood_net@aspensys.com

U.S. Department of Housing and Urban Development • Office of Housing—Multifamily

**PHOTOCOPY
PRESERVATION**

PHOTOCOPY
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Your Online Access to Opportunity

Clinton Presidential Records Digital Records Marker

This is not a presidential record. This is used as an administrative marker by the William J. Clinton Presidential Library Staff.

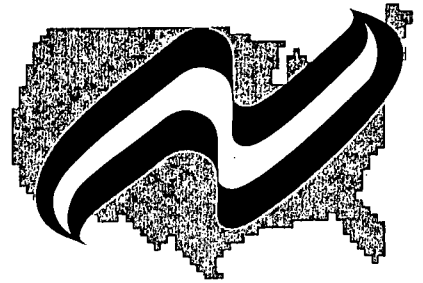
This marker identifies the place of a publication.

Publications have not been scanned in their entirety for the purpose of digitization. To see the full publication please search online or visit the Clinton Presidential Library's Research Room.

Neighborhood Networks

NEWS

Winter 1997



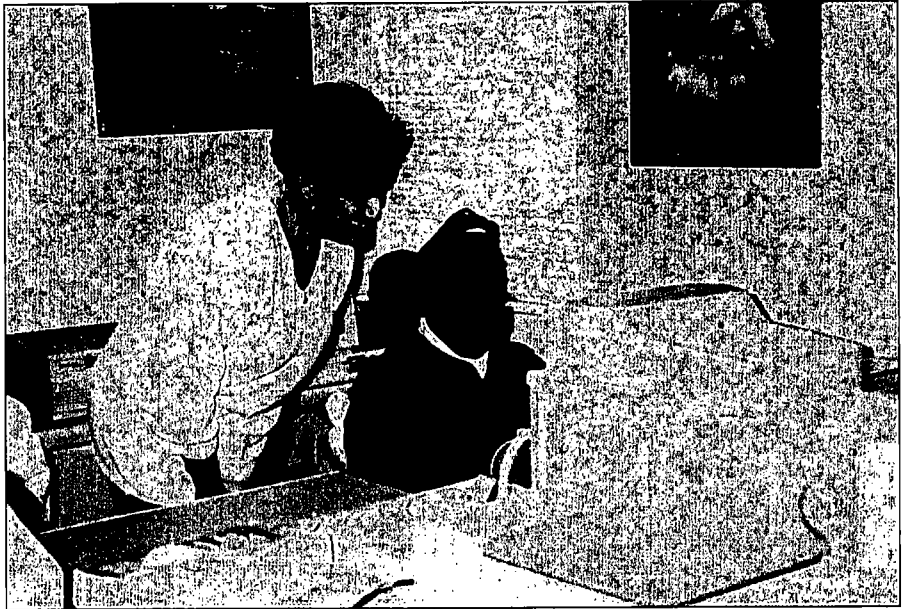
Tomorrow's Possibilities Begin Today

Welfare to Work

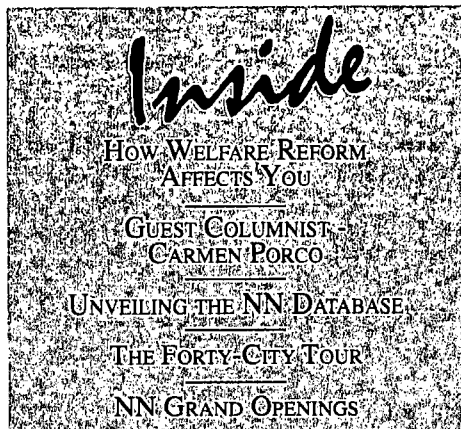
While the policies of welfare reform take hold, change is already evident in the communities across the nation that are looking ahead to tomorrow's possibilities by investing in the Neighborhood Networks initiative today.

Since Friendship Village celebrated its grand opening in July 1996, residents describe the new Neighborhood Networks Center as an important addition to their community. According to Resident Council vice-president, Jackie Dunbar, the center has had a profound effect on the HUD-assisted housing development in Virginia Beach, Virginia.

"I'm excited about it," said Dunbar, "Each day, I watch grown women run to get to the door on time." Ms. Dunbar has been involved with the center since the embryonic stages of its development.



Gloria Colmenar, Manager of Friendship Village Apartments, enjoys participating in programs at the NN Center with resident Delpheoe Scutching.
Photo by Friendship Village.



After attending a Neighborhood Networks Regional Conference in Boston, she felt compelled to assist in developing a center for her community.

Ms. Dunbar contacted the property manager, and HUD Neighborhood Networks Coordinator, Henry Colonna. Irvine Beard, a local elementary teacher, worked out a business plan with an inexpensive start up cost. Mr. Beard had previously set up a learning center at his school with \$30 and several donated

computers. "I didn't think we needed state-of-the-art computer technology, just computer technology," he said. School officials approved the donation of several computers for the Center's use and a two-bedroom apartment was converted into a computer learning center. Together Beard and Dunbar created computer certificate programs and tutorials for the apartment's residents.

"When I feel like giving up, the children alone encourage me to con-

YOUR ONLINE ACCESS TO OPPORTUNITY

WEDNESDAY,
MARCH 11, 1997

BRIDGING 'DIGITAL DIVIDE'

■ A new computer center gives residents in subsidized housing a chance to learn the skills they need for the jobs of the future.

By **TIMOTHY C. BARMANN**
Journal Bulletin Staff Writer

Debbie Pilon can't afford a telephone, let alone a computer.

But for the next five months, she and nine of her neighbors at a government-subsidized housing development in East Providence will be sitting at the keyboards of state-of-the-art computers, learning how to use them.

The adult students live at Kent Farm Village, which has built a \$25,000 computer lab for its residents. The lab was part of a push by the federal Department of Housing and Urban Development to encourage people

Turn to **COMPUTERS**, Page A-6

Computers

Continued from Page One

such as Pilon, who depend on welfare programs, to move toward independence.

"This thing is going to help me get a job and get off [welfare]," said Pilon last week, during the first week of classes at the development's brand-new computer learning center.

HUD's program, called Neighborhood Networks, began in late 1995 with the idea that people who don't have access to computers will fall further behind as companies look for workers who have computer skills.

FROM PAGE ONE



Journal Bulletin/WILLIAM K. DABY

LOGGED ON: Instructor Donna Foisy talks to Kent Farm Village resident Debbie Pilon, both standing, in the classroom where Pilon is learning to use computers, thanks to a program organized by the Department of Housing and Urban Development. In front, Pilon's son, Shane, talks to Robin Braga, resident service coordinator.

Nicolas P. Retsinas, assistant secretary for housing, calls it the "digital divide."

"We want to make sure that those most in need, the low- and moderate-income families, are not left behind," said Retsinas, the former head of the Rhode Island Housing and Mortgage Finance Corporation. "We need to ensure that they have access to the skills that would allow them to function to survive in this new economy."

HUD has helped open more than 100 computer centers in public-assisted housing developments across the country, including the East Providence computer center, which opened last month. It is the first such center to be opened at a privately owned housing development in Rhode Island, and at least 21 more are planned in the state, said Giovanna Morales, of the Providence HUD office.

At least two communities have computer centers in publicly owned housing developments.

Woonsocket has two centers in both the Veterans Memorial housing development and the Morin Heights development, said Stephen Vadnais, executive director of the Woonsocket Housing Authority.

Cumberland has a lab with six computers for use by residents who live at One Mendon Road, a development for the elderly and disabled, said Peter Bouchard, director of the Cumberland Housing Authority.

RETSINAS SAID Neighborhood Networks is not another government subsidy program. The computer centers, such as the one at Kent Farm Village, are all privately funded.

HUD provides technical assistance and helps find volunteers and collaborators who will help fund and staff the centers.

HUD does allow owners of subsidized housing developments to pay for the centers with money set aside for operating expenses.

The \$25,000 computer center at Kent Farm Village computer center was paid for by the owners of the development, which is managed by First Realty Management Corp. of Boston.

"We just jumped at this concept that HUD came out with because we're a believer in technology," said William Kargman, president of First Realty and general partner in Kent Farm Village.

"It gives the economically disadvantaged families this window of opportunity to get up to speed on technology," he said.

What's in it for owners of the developments?

Kargman said there is no direct financial reward, such as increased subsidies from HUD, to build a computer center. But it does make the property more attractive to potential

renters.

That is one of the major selling points HUD makes when approaching property owners.

"It makes the property more marketable," said Morales of the Providence HUD office. That could be an important way to keep residents from leaving should the federal government cut back on its housing subsidies, she said. "They can market themselves as a community of opportunity."

THAT OPPORTUNITY has taken shape in a bright, freshly painted room in the basement of a six-story high rise at Kent Farm Village — one of two apartment buildings surrounded by 90 town houses.

Of the 250 units, about 62 percent are rent-subsidized, said Morales.

In the computer center, there are 10 new machines running the latest software programs. Last week, a 24-week training course began that runs four mornings a week. On the fifth day, students will serve unpaid internships, possibly at a local hospital, said Donna Foisy, the class instructor.

Pilon, 34, is one of the students, each of whom pays \$20 a month to be part of the program. She is a single mother of four who lives on a \$710-a-month welfare check, plus child support paid by the children's father.

She had to shut off her phone last summer after her father died because she couldn't afford the bill after paying his funeral expenses, she said.

Pilon is confident the program will help her find a job after learning how to use the latest word processing and spreadsheet programs. This is the first time she's ever used a computer.

Dawn Morris, 28, a single mom with two children, is equally grateful for the opportunity, and hopes it will be her ticket off of welfare.

"I eagerly want that," she said. "I want my kids to have that. I don't always want them thinking that things can be just given to them. I have to set an example for them."

Will it help her get a job?

"I hope so. I believe so. I pray so. If not that, it will open other doors for me. Nothing is guaranteed."

Refurbished 11/20/97
Refurbished, NE
2/26/97

HUD, community rally to make center reality

BY CHRIS POORE
MANAGING EDITOR

Since March 1996, when Mercy Housing Midwest took over the Crestview Village Apartments in La Vista, several projects have been completed to help the residents of the affordable housing complex.

The latest improvement is the addition of a resource center complete with computers and a meeting room.

Over 150 officials from Crestview, Mercy Housing and the federal Department of Housing and Urban Development, as well as representatives from the offices of senators Chuck Hagel and Robert Kerrey, Congressman Jon Christensen and Gov. Ben Nelson, turned out Feb. 14 to officially open the center.

The effort is part of a nationwide effort by HUD to use computerized learning and online access to help residents of affordable housing become economically self-sufficient.

"We don't want to give a hand-out, but a hand-up," said Marj Nelson, project developer for Mercy.

The Crestview project is the 101st Neighborhood Networks Computerized Learning Center in the

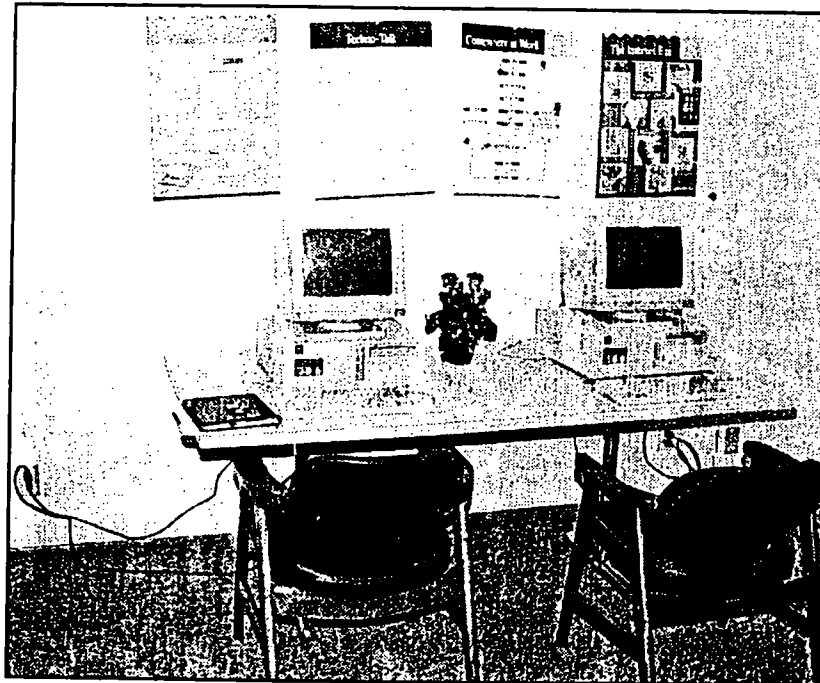


Photo by Chris Poore/Times

Two computers now grace the Neighborhood Networks Computerized Learning Center at the Crestview Village Apartments in La Vista.

country and the fourth in Nebraska.

Gina Freimuth, residence services coordinator at Crestview, said the center includes seven computers, which were donated by HUD. The Midlands Community Foundation gave \$10,000 to refurbish the three-bedroom apartment into the resource

center.

Freimuth said classes are being organized to teach residents computer skills with the goal of helping them find better jobs.

Other opportunities in the center will be classes on parenting skills, nutrition, healthy living, organizing

one's finances, GED information and after-school classes for kids.

Program coordinator Mary Potmesil said most classes will begin in March.

The room will also be used for meetings of Crestview residents, including Crime Free Housing and Neighborhood Watch programs that were started in conjunction with the La Vista Police Department.

Crestview residents can also use the center to take advantage of programs offered through the Papillion-La Vista School District and Metro Community College.

Freimuth said the school district helps get residents involved in the district's youth programs by giving parents seminars at Crestview.

Metro helps residents, she said, by meeting with residents on educational and work opportunities available at Metro.

Freimuth said that the entire community of La Vista has been wonderful in helping Crestview get its programs started.

"Not only are people willing to listen, but they're willing to pitch in and help," she said.

However, she said, more is always needed.

Computer center opens at complex

Program trains residents for jobs

By JO ANN ZUNIGA
Houston Chronicle

A federal housing official on Friday inspected a new computer learning center at one of the city's subsidized apartment complexes in the Fifth Ward.

The center at the 284-unit Cleme Manor Apartments, managed by Church of the Living God and its tenant organization, is part of the Welfare to Work initiative to train residents for jobs in the information age.

A class of about 15 adults diligently typed on desktop computers completely outfitted with Microsoft Windows 95 software.

"This is one of my dreams, to work on computers," 29-year-old Kimber-

ly Batiste said excitedly.

'A year ago, we saw the seeds and now we're seeing the harvest.'

"This is only our second week and we've already learned how to file, how to work with floppy disks and save our work and print out," she said.

They are the first class in the 10-week session with a waiting list of 20 as word spreads in the 3,000-resident complex. Their children also get to use the computers to do their homework.

But in addition to learning new work skills,

Batiste said she also worries about finding affordable day care for her three children, ages 9, 7, and 4.

To try to solve that problem, the Fifth Ward Community Redevelopment Corp. has purchased a neighboring vacant lot and plans to build a HeadStart day-care center.

The community center is one of four Neighborhood Network Computerized Learning Centers opened in Houston and among 60 being developed nationwide.

The project joins the Department of Housing and Urban Development and owners of government-subsidized apartment complexes under a nationwide initiative to build computer centers for childhood and adult education and personal and job-training opportunities.

Nicholas P. Retsinas, assistant secretary for the Department of Housing and Urban Development, who visited the sites last year when the program was announced, kept his promise to return a year later.

"A year ago we saw the seeds, and now we're seeing the harvest. The future is in partnering, and this is an example of a true community working together," Retsinas said.

The complex also houses a police patrol office in the middle of the property used by its own security force as well as the Houston Police Department.

Officer H.L. Lawrence Jr. of HPD's Northeast Division said crime in the complex has dropped to a third of what it had previously been.

"They've gone above and beyond cooperating," Lawrence said.

George Rodriguez, head of the local HUD office, said: "It was a real problem area, but it's been turned around. Resident involvement was the key."

Nicholas P. Retsinas, assistant secretary for the Department of Housing and Urban Development

OAKLAND/STATE



The Oakland Press/CHARLIE CORTEZ

Computer network moves in

At an open house for The Neighborhood Network Project, Brandi Bennett, 10 of Pontiac, plays a computer game as a group of adults looks on. The new program was unveiled at Lancaster

Village Community Life Center in Pontiac Wednesday. It is the first of its kind at an assisted-living site in Oakland County, said Leona Patterson, director of the center.

**Open house set for
Thursday for Douglas HUD
projects' computer center
By CAROLYN WALL
The Daily Dispatch**

A computer training center at Coronado Courts officially opens Thursday and the public is invited to attend.

Computer training at the center for both Coronado Courts and Casas de Esperanza should help the housing projects' residents get jobs and do school work, said computer specialist Arturo Chacon.

Chacon is the computer instructor for the Neighborhood Network project for the Housing and Urban Development residences in Douglas.

Casas de Esperanza, at 3rd Street and Carmelita Avenue, and Coronado Courts, at 1830 Bonita Ave, managed by Essex Management Corp., got the funding for eight computers from a 1996 HUD Drug Elimination Grant.

Chacon said he will train the projects' residents on a number of computer programs including DOS, Windows'95, Wordprocessors, Spreadsheets, Database Management, Data Input, and Internet.

Chacon said kids who live in the projects are already taking advantage of the opportunity to play educational games which are also available at the center.

The games include Reading, Math, Spelling, Grammar, Playroom and Encyclopedia.

"The computer center will provide training to all the residents willing to acquire the skills in one or several computer programs," he said.

The center offers workshops for all levels of students Monday through Friday in both English and Spanish and are scheduled as follows:

1:30-3 p.m.—Adults or kids not in school

3:30-5 p.m.—Kids after school

5:30-7 p.m.—Adults after work

Open house for the Neighborhood Network project will be held at the Coronado Courts Community Room at 1830 Bonita Ave. Thursday, Jan. 9 at 11 a.m.

After introductions, Mayor Ray Borane will cut the ribbon officially opening the center and HUD State Coordinator Terry Goddard will do the dedication.

Mario Garcia, a drug specialist, will speak on the drug prevention goals of the project, and Chacon will talk about the computer center classes. Refreshments will be served.

The Douglas Daily Dispatch
1/8/97

**THURSDAYS
ONLINE:
Computers and
the Internet**

Living

The Times-Picayune

SECTION

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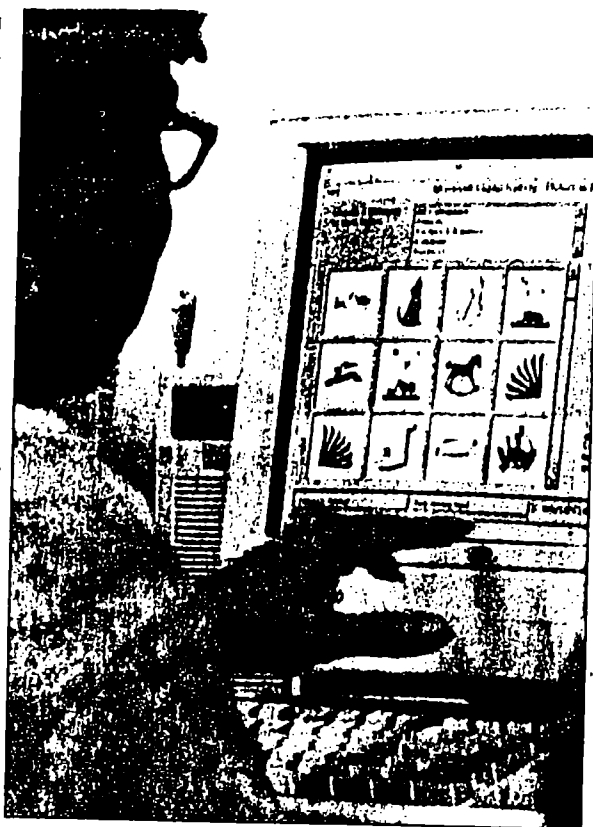
Thursday, December 5, 1996



Irene Guillot, right, helps Ruth Washington with a word processing program at Forest Towers East's new Seniornet Learning Center, part of a national program created by HUD.

STAFF PHOTOS
BY KATHY
ANDERSON

Holland
uses
desktop
publishing
software
to create
greeting
cards for
friends and
family.



The skill seekers

In a new
computer room
in an eastern
New Orleans
senior housing
complex, there's
a whole lot of
learning going on

The arrival of an electronic message at a computer at the Forest Towers East apartments caused quite a stir one recent morning.

"It's for Rosalie," one of the residents said.

"Rosalie has mail!"

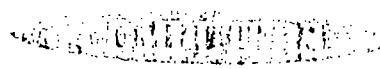
"Oh, Rosalie, come and see."

Rosalie Routt, 75, approached the computer and read her first piece of e-mail, a note from her future son-in-law telling her he is glad she is learning to use a computer.

"Oh, this is so exciting," Routt said, then sat down to send him a reply.

Electronic mail and other computer wonders have many people excited at Forest Towers East, an apartment complex on Lake Forest Boulevard for the elderly and people with disabilities.

By SIONA CARPENTER / Staff writer



The center's hobby room has been transformed into a computer learning center, where residents are learning word processing, desktop publishing and computer repair; studying for high school diplomas; and exploring the Internet for the first time.

The month-old center is part of a national program called Neighborhood Networks. Created last year by the U.S. Department of Housing and Urban Development, the program aims to

bridge what one HUD official calls the "digital divide" between technology haves and have-nots.

The program's mission is to help low-income families and the elderly living in HUD-insured and -assisted properties become employable and economically self-reliant by providing them access to onsite computers and training.

The Forest Towers East center is doing that and much more, residents said.

"This gives a little more life to so many of us," said Noelle Blohm, 77.

"And the things you can do! We've heard about these things, but unless you have a computer, you're a little bewildered."

See COMPUTERS, E-7

Computers: There's a whole lot of learning going on

From E-1

Computer learning centers have been set up at more than 70 housing developments around the country, including two others in the New Orleans area — at Villa d'Ames in Marrero and Versailles Arms in eastern New Orleans

Sixty of the 200 residents signed up for classes at the new center. There are four classes per day, including two afternoon computer classes.

"They were tentative at first, afraid they would press the wrong button but still eager to learn," said Debbie Howard, the center's director.

"They're very enthusiastic about it. They want to learn and they want to share what they've learned with their children and grandchildren."

Among the students is Ruth Washington, 88, who is learning to compute and studying for a GED. Computer software at the center includes a GED tutorial. A retired beautician, Washington had to quit school to work, but has always longed for a high school diploma.

Another student, Earline Holland, 77, a retired bookkeeper, is using a desktop publishing program to make greeting cards for her family and friends.

Connie Wilson, who once spent much of her time in her apartment, is one of the center's most enthusiastic students. She is studying for a GED, learning computer repair and basic computing.

Computer learning centers have been set up at more than 70 housing developments around the country, including two others in the New Orleans area — at Villa d'Ames in Marrero and Versailles Arms in eastern New Orleans, both HUD-subsidized apartment complexes for families. More than 600 Neighborhood Networks centers are in the planning stages nationwide.

"Neighborhood Networks is

really about people, not about computers," said Jim Alexander, HUD's housing program adviser in the multi-family housing division and a Neighborhood Networks coordinator.

"We like the metaphor of the name, Neighborhood Networks, because we know that healthy neighborhoods are ones where people are connected through schools, church groups, clubs and organizations like Boy Scouts. And we know that computers are most powerful when they are connected together to form networks."

A key element of the program is a public-private partnership among HUD, community groups and private agencies. Partners in the Forest Towers East center are Volunteers of America, which manages the 200-unit complex, and the New Orleans Center for Successful Living, a private, non-profit community development corporation based in eastern New Orleans

The Center for Successful Living, which operates job training and business development programs in the community, oversees the computer center and provides its staff.

Funding for the computer hardware, software and staff comes from a combination of sources. The budget includes \$40,000 from the complex's savings account, withdrawn with HUD's approval. That money paid for the 10 Gateway 2,000 computers, three Hewlett-Packard printers, an assortment of software, supplies and furniture. A large chunk of the center's budget, \$81,200, came from a rent subsidies account; money created by a rent increase that raised HUD's share of the rent but didn't change the residents' share. Nearly \$21,000 will come from other sources, including fund-raising and corporate sponsorships.

The big task for HUD and the partners in the first sites is to so-

lidify the employment network, Alexander said.

"We need to invite people who have businesses nearby to come to the sites and see what they have to offer, to see future employees and to bring their employees in for training. The centers are primarily for residents but not exclusively."

It is also hoped that business will enter into contracts with the centers for data processing and desktop publishing jobs to be done by residents, Alexander said.

While job training is the main focus of centers at family complexes, the biggest goal of centers serving elderly residents is "re-kindling the human spirit," Alexander said.

"We want them to see that they have years of experience locked in their brains and it's never too late to learn.

"To improve the health of our elders, we not only need to provide them with high quality medical care, we have to show them they are still needed members of our society. There is a whole world they can explore from the safety and comfort of this room. You can feel the energy in the room."

Route puts it simply. "This place shows that you're never too old to learn."

The Sunday Capital

Arundel Report

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SUNDAY
Nov. 10, 1996

BUILDING SKILLS

Computer lab adds to options

By MARK DAVENPORT
Staff Writer

With just a medical assistant's salary, Antoine Dorn relies on the government-subsidized housing in Bay Ridge Gardens to help him raise two children by himself.

But the military veteran sees himself someday cutting free from government subsidy with the help of a computer lab, which opened Friday to give low-income people the chance to develop better job skills.

The Bay Ridge Gardens lab is the first in Maryland — and one of 50 nationwide sponsored by the Department of Housing and Urban Development.

The federal government hopes to install 600 more in the next few months, granting computer access nationwide to 60,000 housing complex residents.

Proponents see such learning centers as the future of job training.

"It's a wonderful investment, and the dividends will be paid off by the citizens who will make a contribution in our city," said Alderman Carl Snowden, D-Ward 5.



By George N. Lundskow — The Capital

In Bay Ridge, a 12-member resident committee has been working for a year to garner public and private funds to network five Pentium 120 computers to the Internet with a high-speed line.

They've added the system to an existing "learning center" that HUD provided last year. The committee also has organized classes for residents to earn their Graduate Equivalency diplomas.

Only 45 percent of Bay Ridge Gardens residents have high school diplomas, according to a survey last year.

The average household income is \$11,000 a year, with only 10 percent of residents earning more than \$20,000.

A third of the residents are unemployed or on welfare, according to

the survey.

HUD wants to guarantee that lower-income people aren't excluded from computer jobs since they can't afford the equipment at home.

They also want to ensure that the children have access to the same information as middle class students.

Mr. Dorn is most excited to see his young children complete homework assignments on computers.

He also likes the idea that teens can learn to use common business software for when they enter the job market.

Teens have computers at schools, but nothing closer to home, Mr. Dorn said.

At home, many teens see their parents wasting their lives with drugs, living permanently off taxpayers, he said.

Tanya Cooper-Johnson, standing, president of the Bay Ridge Community Development Corp., and Shanna Rashard, resident board member, inspect one of the new computers in the learning center at the apartment complex off Bay Ridge Avenue. The lab is one of 50 nationwide that the Department of Housing and Urban Development is sponsoring.

"They don't want to be like that," he said. "They know there's something more."

For the government, keeping residents employed means less money spent repairing facilities, said Ina Singer, a division director for Maryland's HUD office.

"It makes good business sense," she said. "When residents have job skills and self-respect, they'll take better care of the property, and the property will improve in value."

Chris Greer, deputy HUD secretary, said money spent on residents helping themselves is a far wiser investment than constantly repairing property damage and chasing drug dealers.

"For the first time in a long time, I think the federal government has gotten it right," he said. "We're investing in the people."

A community is reborn

Bay Ridge Gardens is turned around

By JOHN KEILMAN
Staff Writer

Three years ago, city officials considered Bay Ridge Gardens a fire trap.

The apartments off Bay Ridge Avenue were riddled with hundreds of safety hazards, from rotted floors to dangling electrical sockets. In 1993, Annapolis condemned the complex, forcing the owner to sell off the property.

Today, with \$12 million in renovations behind it and more improvements ahead, some residents say the 198-unit complex has been reborn.

"I've seen it change for the better," said Zarek Brown, 15, who has lived there all his life. "I'm just glad everything has changed."

Tomorrow, the neighborhood will host its first "Family Health and Community Awareness Day," complete with food, live music, and information booths staffed by people from the Health Department and various churches, among others.

And in the coming weeks, a room in the community center will be transformed into a high-tech learning center.

Six newly installed metal cabinets await computers, printers and modems. Once in place, they will be at the heart of an educational and job training effort meant to make residents computer literate.

"Everything is changing, becoming computerized," said Tanya Cooper-Johnson, president of the Resident Council, and one of the architects of the \$36,000 center.

The U.S. Department of Housing and Urban Development chose the neighborhood to pilot the program, but the agency's involvement ended with guidance; getting the goods was up to the residents.

So they pitched their idea to several companies, and it worked: Anne Arundel Community College



In the coming weeks, the community center at Bay Ridge Gardens will be transformed into a high-tech learning center, with computers and modems available for job training and education. It is the latest improvement in the community, which has been transformed in recent years from a crime-ridden "fire trap" into what some consider a showpiece. Standing in front of the community center are Gary Ponder, the neighborhood's resident services coordinator, and Tanya Cooper-Johnson, president of the Resident Council.

By Mark M. Odell — The Capital

is helping the residents design a curriculum, and some businesses may soon contribute the computers.

But once the center gets up and running, it will take more to make it a success. Gary Ponder, resident services coordinator, says an effort to train day-care providers in the community will be vital.

"Who wants to come out and use computers when you've got kids to feed?" he said.

With all the changes in the neighborhood, police say it is safer today than it has been in years.

"It's a showplace," said Sgt. Robert Beans, police spokesman. "It used to be trash-laden streets, drug dealing going on every corner... Now it looks really nice."

"A neighborhood like that, a criminal will ride past."

Some residents agree.

"Even some of the older people

are coming out more than they used to," said Mr. Brown.

Terrie DeGraff, the Republican alderman who represents the neighborhood, said changes there are "day and night" compared to how it was just a few years ago.

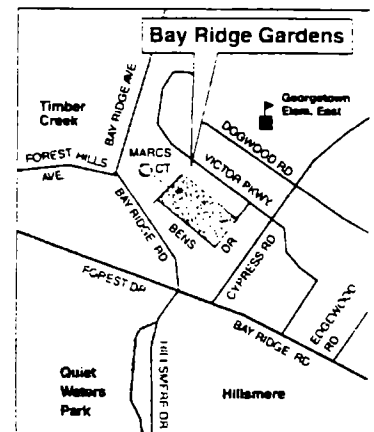
She credited the new owners, Landex Corp., for the changes, including the public-private partnership that raised funds for the renovation.

"It's a great community, and it's a really inclusive community, where the residents have a real say in how they run it," she said.

With clean streets, neatly painted exteriors, bright flowers growing near the community center, the one-time "fire trap" is looking forward to even better days ahead.

"(The feds) want to see residents go out and get things for themselves," said Mr. Ponder.

"Well, we're doing it."



Capital graphic

Bay Ridge Gardens' "Family Health and Community Awareness Day" will be held tomorrow from 11 a.m. to 3 p.m. All are welcome.



100
Neighborhood Networks Centers
in Operation
2/7/97

KBL Apartments, Anchorage, AK
 Valley Garden I and II, Huntsville, AL
 Ozark Homes, Ozark, AL
 Creekwood Village, Tuscaloosa, AL
 Rio Puerco Apartments, Ft. Defiance, AZ
 Coronado Courts and Casas de Esperanza,
 Douglas, AZ
 Broadway House Apartments, Phoenix, AZ
 Arizona Retirement Home II, Scottsdale, AZ
 Charter Oaks Apartments, Napa, CA
 Florin Gardens II, Sacramento, CA
 Florin Meadows I, Sacramento, CA
 Florin Meadows II, Sacramento, CA
 Green Briar Apartments, Sacramento, CA
 Whispering Pines, Sacramento, CA
 Northridge Coop, San Francisco, CA
 Shelter Hill Apartments, Mill Valley, CA
 Crescent Park Apartments, Richmond, CA
 One/Chane, Hartford, CT
 Hilltop Village, Jacksonville, FL
 Hollybrook Homes, Jacksonville, FL
 Imperial Estates, Jacksonville, FL
 Holiday Lake Apartments, Pompano Beach, FL
 Homes of Oakridge, Des Moines, IA
 Germano Millgate Apartments, Chicago, IL
 Northwest Towers, Chicago, IL
 Northeastwood Shores, Chicago, IL
 The Meadows Apartments, Indianapolis, IN
 Central Park Tower, Kansas City, KS
 Meadowlark Housing, Newton, KS
 Windridge Apartments, Wichita, KS
 Lakeland Wesley Village, Benton, KY
 V Carpenter Apartments, Louisville, KY
 Jackson House, Paducah, KY

Forest Towers East, New Orleans, LA
 Versaille Arms I, New Orleans, LA
 Versaille Arms II, New Orleans, LA
 Villa D'Ames, Marrero, LA
 Madison Park Village, Boston, MA
 Granite Place, Quincy, MA
 Plumley Village East, Worcester, MA
 Grant Manor, Boston, MA
 Castle Square Apartments, Boston, MA
 Beaver Terrace and Pelham II Apartments,
 Framingham, MA
 Georgetowne I, Boston, MA
 Georgetowne II, Boston, MA
 Fresh Pond Apartments, Cambridge, MA
 Camfield Gardens, Boston, MA
 Roxse Homes, Boston, MA
 Cushing Residence, Hanover, MA
 Jack Satter House, Revere, MA
 Beth Shalom, Worcester, MA
 Woodside Village, Vineyard Haven, MA
 Smith House, Roxbury, MA
 Madison Park III, Roxbury, MA
 Genesis, Ulin, and Leventhal Houses,
 Brighton, MA
 Bay Ridge Gardens, Annapolis, MD
 St. Joachim, Baltimore County, MD
 Martin L. King Apartments, Detroit, MI
 Alamo Hills Apartments, Kalamazoo, MI
 Interfaith Homes, Kalamazoo, MI
 Lancaster Village Coop, Pontiac, MI
 Cecil Newman, Minneapolis, MN
 Boulevard Village, Kansas City, MO
 Lincoln Gardens, Kansas City, MO
 Parker Square Apartments, Kansas City, MO

O'Fallon Place, St. Louis, MO
College Hill Apartments, St. Louis, MO
Westview Valley, Greensboro, NC
First Farmington Apartments, High Point, NC
Newgate Gardens, High Point, NC
La Grave Place, Grand Forks, ND
St. James Manor, Omaha, NE
Heritage Square, Lincoln, NE
Monarch Villa, Papillion, NE
Centennial Park Arms I and II, Las Vegas, NV
Ernest Anderson Manor, Jamestown, NY
Elva McZeal, Brooklyn, NY
Agler Green Townhouses, Columbus, OH
Brightwaters Apartments, Tulsa, OK
Kirkland Union Manor III, Portland, OR
First Erie Better Homes, Erie, PA
Montgomery Townhouses, Philadelphia, PA
Bayside Gardens, Charleston, SC
Shamrock Apartments, Honea Path, SC
CWA Plaza Apartments I, Nashville, TN
CWA Plaza II and James A. Cayce Apartments,
Nashville, TN
Wheatland Terrace, Dallas, TX
Cleme Manor, Houston, TX
Settegast Heights, Houston, TX
Villa Americana, Houston, TX
South Post Oak, Houston, TX
Rigsby Apartments, San Antonio, TX
Oak Creek Village, Austin, TX
Friendship Village, Virginia Beach, VA
Shalom Apartments, Lynchburg, VA
Tri-Cities Low Cost, Pasco, WA
Quail Hollow, Silverdale, WA
Martin Luther King Jr. Apartments, Seattle, WA
Northport Apartments, Madison, WI
Packer Apartments, Madison, WI



NEIGHBORHOOD NETWORKS CONTACT LIST

LOCATION	cc:MAIL	NAME	TITLE	TELEPHONE	EXT	FAX
NEW ENGLAND						
Boston	BOSIPOST4	Toni Wallace	Chief, Asset Management	617-565-5162		617-565-6557
		Mari Adams	RIS	617-565-5416		617-565-6557
Hartford	HARTIPOST	Michael O. Patterson	RIS, Info Specialist	860-240-4860		860-240-4549
		William Donlin	Asset Manager	860-240-4555		860-240-4549
		Lance Gordon	Asset Manager	860-240-4708		860-240-4549
Manchester	MANCHPOST	Susan Gosselin	Senior Asset Manager	603-666-7907		603-666-7697
Providence	PROVPOST	Lionel J. Jenkins	Program Advisor	401-528-5384		401-528-5312
		Jovanna Morales	Asset Manager/RIS	401-528-5355		401-528-5312
NEW YORK/NEW JERSEY						
New York	NYNPOST1	Eugenia Ramos	Asset Manager	212-264-0777	(3813)	212-264-9907
		Robert S. Goldberg	Tenant Relations Specialist	212-264-0777	(3853)	212-264-9907
		Rochelle S. Printz	Chief, Asset Management	212-264-0777	(3818)	212-264-9907
Buffalo	BUFPOST	Yvonne M. Harris	Senior Asset Manager	716-551-5755	(5510)	716-551-3252
		Rosalinda Lamberty	Chief, Asset Management	716-551-5775	(5505)	716-551-3252
Newark	NJNPOST	Paul A. Aprigliano	Chief, Asset Management	201-622-7900	(3530)	201-645-2241
	NJNPOST	Maria A. Burgos	Supv Asset Manager	201-622-7900	(3523)	201-645-2241
MID-ATLANTIC						
Baltimore	BALPOST	Yvette M. Briscoe	Engineer	410-962-2520	(3010)	410-962-4947
		Charles S. Wilson	RIS	410-962-2520	(3114)	410-962-4947
Charleston	CHAPOST	Eppa D. Pennell	Asset Manager	304-347-7049		304-347-7050
		Robert V. Flynt, Jr.	Financial Analyst	304-347-7062		304-347-7050
Philadelphia	PHIPOST	Rodell M. Burton	RIS	215-656-0565	(3367)	215-656-3427
Pittsburgh	PITPOST	Diana L. Decker	Chief, Asset Management	412-644-6703		412-644-5872
Richmond	RICPOST	John M. Taylor	Chief, Asset Management	804-278-4521		804-278-4516
		Henry Colonna	Senior RIS	804-278-4521		804-278-4516
Washington, DC	WASPOST	Philip H. Buckley	Asset Manager	202-275-4912	(3071)	202-275-4829
		Karen E. Siedlarz	Asset Manager	202-275-4912	(3016)	202-275-4829
SOUTHEAST/CARIBBEAN						
Atlanta	ATLPOST	Brenda R. Mull	Chief, Asset Management	404-331-4976		404-730-2240
		Esther S. Cunningham	Senior RIS	404-331-5001	(2308)	404-730-2240
Birmingham	BIRPOST	Gail Redwine	Chief, Asset Management	205-290-7611		205-290-7632
		Jean E. Bates	MF Housing Rep	205-290-7586		205-290-7632
		Hollis Wormsby	RIS	205-290-7630	(1080)	205-290-7632
Caribbean	SJUPOST	Yolanda Perez	Asset Manager	809-766-5401		809-766-5522
		Jose A. Ayala	Asset Manager	809-766-6418		809-766-5522
Columbia	COLPOST	Sandra Wood	Chief, Asset Management	803-765-5173		803-253-3429
		Jimmie Thomas		803-765-5493		803-253-3429
Greensboro	GREPOST	Christopher N. Boozer	Asset Manager	910-547-4027		910-547-4121
		Darlene B. Fete	RIS	910-547-4034		910-547-4121
		Elizabeth V. Lawrence	Chief, Asset Management	910-547-5025		910-547-4121
Jackson	JACPOST	Larry J. Eckford	RIS	601-965-4921		601-965-4995
		Cassandra C. Terry	Chief, Asset Management	601-965-4721		601-965-4995
Jacksonville	JKVPOST	Caroline J. Bosten	Chief, Asset Management	904-232-1991		904-232-2731
		Carol A. Strayer	Senior Asset Manager	904-232-2953		904-232-2731
Knoxville	KNXPOST	Thomas B. Adams	RIS	423-545-4390		423-545-4578
Louisville	LOUPPOST	Janice S. Page	Asset Manager	502-582-6163	(281)	502-582-6074
		Diann R. Craeford	Senior Asset Manager	502-582-6467	(279)	502-582-6074
Nashville	NASPOST	Israel Cordero	RIS	615-736-7154		615-736-5998
		Ed M. Phillips	Director, MF Housing	615-736-5365		615-736-5998
MIDWEST						
Chicago	CHIPOST01	George R. Gilmore	Senior Asset Manager	312-353-0719		312-353-9563
Cincinnati	CINPOST	Lois J. Wright	RIS	513-684-2350		513-684-6516
Cleveland	CLEPOST	Dennis Morton	Chief, Asset Management	216-522-4100		216-522-2975
		Susan Sovie	Asset Manager	216-552-8245		216-522-4120
Columbus	CLBPOST	Barbara Bickham	RIS	614-469-2106		614-469-2868
		Melba Halley	Chief, Asset Management	614-469-2995		614-469-2868
Detroit	DETPOST	Roderick Hill	RIS	313-226-4840		313-226-6740
		Peter Manuguerra	Chief, Asset Management	313-226-4375		313-226-6740
		Patricia L. Ruscie	Senior Asset Manager	313-226-4908		313-226-6740
Grand Rapids	GRAPOST	Susie Sapilwieski	Senior Asset Manager	616-456-2138		616-456-2197
Indianapolis	INDPOST	Debra Soper	RIS	317-226-7172		317-226-7308
Milwaukee	MILPOST	Sandra Devlin	RIS	414-297-1050		414-297-3204
		David Lierman	Chief, Asset Management	414-297-1050		414-297-3204
Minneapolis-St. Paul	STPPOST	Terri Munson	Asset Manager	612-370-3050		612-370-3090



NEIGHBORHOOD NETWORKS CONTACT LIST

LOCATION	cc:MAIL	NAME	TITLE	TELEPHONE	EXT	FAX
SOUTHWEST						
Fort Worth	FTWPOST	Ray H. Carson	Chief, Asset Management	817-885-5974		817-885-5539
		Sharon Gordon-Ribeiro	Supv. Asset Management	817-885-5974		817-885-5539
	FTWPOST2	Bobbie A. Anderson	RIS	817-885-2879		817-885-6058
Dallas	DALPOST	Vernon Butler Jr.	RIS	214-767-8372		214-767-8973
		Bobby W. Cook	Supv. Asset Management	214-767-8372		214-767-8973
		W. Lee Coulter	Asset Manager	214-767-8372		214-767-8973
Houston	HOUPOST	Russell W. Brandes	Information Specialist	713-313-2274	(7085)	713-313-2305
		Donald R. Hogan	Asset Manager	713-313-2274	(7071)	713-313-2305
		David W. Kerruish	Actg. Chief, Support Branch	713-313-2274	(7090)	713-313-2305
		Raynold Richardson	Chief, Asset Management	713-313-2274	(7083)	713-313-2305
Little Rock	LRKPOST	Gary C. Robbins	Asset Manager	501-324-6148		501-324-5900
New Mexico	ABQPOST	Robert L. Salazar	Supv. Asset Management	505-262-6272	(227)	505-262-6604
		Lucy M. Lucero	RIS	505-262-6272	(228)	505-262-6604
New Orleans	NORPOST	Jim E. Alexander	Housing Program Advisor	504-589-7236	(3107)	504-589-6834
Oklahoma City	OKLPOST	Renee C. Kiel	RIS	405-553-7418		405-553-7406
Shreveport	SHRPOST	Anthony J. Hernandez	Supv. Asset Management	318-676-3393		318-676-3432
San Antonio	SANPOST	Annette L. Bendele	RIS	210-229-4972		210-229-4984
Tulsa	TULPOST	Faye O'Connor	Supv. Asset Management	918-581-7456		918-581-7440
GREAT PLAINS						
Des Moines	DESIPOST	Donna M. Davis	Director, MF Housing	515-284-4375		515-284-4743
		Pamela M. Dodge	Asset Manager	515-284-4395		515-284-4743
		Steve Shelley	Chief, Asset Management	515-284-4770		515-284-4743
Kansas City	KANPOST	Kellie Svoboda	RIS	913-551-6846		913-551-6818
		Joan Knapp	Director, MF Housing	913-551-5504		913-551-6818
		Rebekkah A. Johnson	Program Analyst	913-551-5505		913-551-6818
Omaha	OMAPOST	Ronald G. Mathews	Chief, Asset Management	402-492-3119	(3119)	402-492-3184
St. Louis	STLPOST	Patricia A. Micksa	Asset Manager	314-539-6734		314-539-6356
ROCKY MOUNTAINS						
Denver	DENPOST	Deanna E. Beaudoin	RIS	303-672-5291	(1068)	303-672-5071
		Karla K. Martinez	Senior Asset Manager	303-672-5361	(1141)	303-672-5071
PACIFIC/HAWAII						
Honolulu	HONPOST	Michael S. Flores	Director, MF Housing	808-522-8185	(246)	808-522-8194
		Carole O. Horuchi	Asset Manager	808-522-8185	(247)	808-522-8194
Los Angeles	LOSPOST	Linda K. Paugh	Asset Manager	213-251-7062		213-252-7957
		Donald Freeman	RIS	213-251-7217		213-251-7096
Phoenix	PHXPOST	Roberta J. Helweg	Chief, Asset Management	602-379-4456	(6015)	602-379-4568
		Sandra K. Slate	Asset Manager	602-379-4456	(6264)	602-379-4568
		Sally G. Thomas	Director, MF Housing	602-379-4667		602-379-3985
		Sandra R. Trepper	Asset Manager/RIS	602-379-4456		602-379-3985
San Diego	SDGIPOST	Jonathan W. Smart	Asset Manager	619-557-2600	(234)	619-557-6296
		Donald R. Driggs	Maintenance Engineer	619-557-2600	(235)	619-557-6296
Sacramento	SACPOST	F. Denise Williams	RIS	916-498-5228		916-498-5262
San Francisco	SFCPOST1	Kathleen R. Loman	Chief, Asset Management	415-436-6503	(2935)	415-436-8158
		Lillie M. Zimmerman	Supv. Asset Manager	415-436-6475		415-436-8158
		Uchelha G. Norman	Asset Manager	415-436-8468		415-436-8158
NORTHWEST/ALASKA						
Anchorage	ANCHORAGE	Kathy Davis	Asset Manager/RIS	907-271-5002		907-271-3667
		Kathy Claiborne	Asset Manager	907-271-4314		907-271-3667
Portland	PORTLAND	Roberta Ando	Chief, Asset Management	503-326-5100		503-326-2663
		James Huxley	RIS	503-326-2788		503-326-2663
Seattle	SEATTLE	Tarrie Cooper	RIS	206-220-5207	(3261)	206-220-5206
		Diana Goodwin Shavey	Housing Director	206-220-5200	(3247)	206-220-5206
		Glenn Grove	Funding Control Specialist	206-220-5200	(3245)	206-220-5206
		Chuck Leo	Asset Manager	206-220-5228	(3210)	206-220-5206
		Cori Senecal	Program Analyst	206-220-5101	(3510)	206-220-5108



FACT SHEET

Neighborhood Networks

The number of people who use computers and computer-based communication in the United States has increased dramatically in recent years. With the rapid spread of personal computers to homes and offices and the growth of the Internet, electronic media is often the chosen method of sending a business report, paying a bill, or finding out about the next PTA meeting. Not only do more personal, commercial, and government transactions take place online, but the ability to use a computer is necessary for employment in nearly every vocation.

The U.S. Department of Housing and Urban Development (HUD) recognizes that computer literacy and access are prerequisites for economic opportunity in the information age. Therefore in September of 1995, HUD's Office of Multifamily Housing launched Neighborhood Networks, a community-based initiative that establishes computerized learning centers in insured and assisted housing.

A Bottom-Up Approach to Community Development

Neighborhood Networks takes a bottom-up, individualized approach to community development. All insured and assisted multifamily developments—other than nursing homes—are eligible to participate. Property owners and housing residents are encouraged to form partnerships with members of their community to develop and sustain a center that best suits their own needs. The types of programs and services offered at a Neighborhood Networks Center could include the following:

- typing, word processing, and computer training
- general education and job training
- access to job data banks
- access to information on health and community resources
- access to potential collaborators and clients in the development of micro enterprises
- social awareness and integration
- participation in online civic and government forums

Interested property owners should submit a business plan to the asset management branch of the local HUD field office in whose jurisdiction the property is located. The plan must describe the types of programs proposed, how residents will be involved in the planning, what community partnerships have been formed to support the center, and how the center will be funded.

Local Support Vital to Success

Neighborhood Networks is not a grant program, so local support is vital. To ensure the success of the center, local businesses, government, educational institutions, private foundations, and other community organizations are needed to donate computers and software and provide capital funding.

In addition to community resources, property owners may use funds from their residual receipts accounts and reserve for replacement accounts to the extent that these funds are not required to meet the anticipated needs of the property. They may also borrow funds from financial institutions as long as the loan is not secured by the property. In some circumstances, HUD may fund part or all of the costs from rent increases. Resources from related grants within HUD (Public and Indian Housing, Crime Prevention and Security Division) and outside of HUD (Departments of Education, Commerce, and Justice and nonprofits like Youthlink) also may be available. Funds for developing a Neighborhood Networks Center may be used for the following:

- computer hardware and software
- wiring and servers
- minor retrofit and renovation center
- staffing/trainers
- security
- maintenance and insurance

An Initiative Whose Time Has Come

Many factors have converged to make Neighborhood Networks a timely initiative. Currently, HUD insures and/or assists about 19,000 privately owned multifamily developments that provide homes for more than two and one-half million households. But the present system of federal rental assistance will likely be eliminated or significantly reduced. This change in federal policy will affect housing residents and property owners alike. For residents eligible to receive housing vouchers, changes in federal policy will create a new freedom of choice in housing location. Owners, in turn, will be challenged to create amenities in their developments to reduced federal resources and will need to increase their personal income. All of these factors make Neighborhood Networks an initiative whose time has come.

HUD Offers Technical Assistance

To date, HUD has established at least one Neighborhood Networks Center in each of its 57 field offices, with over 100 approved planned offices by next year. Local HUD resident initiative specialists and asset managers are available to help property owners and housing residents develop a business plan and identify resources. On a national level, HUD supports Neighborhood Networks by sponsoring various long-distance learning sessions and regional conferences that provide participants with the practical knowledge they need to start a center as well as an opportunity to network with potential partners. HUD also maintains a Neighborhood Networks web site, which enables community members to track the activity of Neighborhood Networks nationwide and exchange ideas with other interested parties via an online bulletin board.

Neighborhood Networks Success Stories

- Single mother and welfare resident of **Lee Ann Apartments in Dallas, Texas**, obtained full-time employment at local business that partnered with the **Wheatland Terrace** Neighborhood Networks Center's Job Network Program.
- After getting interested in computers at the **M.L. King Apartments in Detroit, Michigan**, a former high school drop out returned to school and is now enrolled in a two-year vocational program in computer repair. He aspires to be a computer technician upon graduation.
- **Florin Meadows Apartments in Sacramento** has placed 15 to 20 residents in jobs after providing weekly job listings at the apartment's Neighborhood Networks Center.
- A 16-year-old resident from **Shelter Hill Apartments in Mill Valley, California**, helped wire the Republican National Convention in San Diego after taking Internet classes at Shelter Hill's Neighborhood Networks Center.

For Further Information

Specific information on Neighborhood Networks is contained in Notice H-95-81. For further information on starting a Neighborhood Networks Center, call the asset management branch of the local HUD field office nearest you or contact:

U.S. Department of Housing and Urban Development
Office of Housing-Multifamily
P.O. Box 6424
Rockville, MD 20850-6091
phone: 301-738-6784 or 301-738-6757
fax: (301) 738-6655
e-mail: neighborhood_net.@aspensys.com

October, 1996



FREQUENTLY ASKED QUESTIONS

**Neighborhood
Networks**

1. What is Neighborhood Networks?

Neighborhood Networks is an initiative of the U.S. Department of Housing and Urban Development (HUD) that uses computer technology to help residents of insured and assisted housing become more self-sufficient, employable, and economically self-reliant.

2. Why this initiative?

A 1995 study put out by RAND—a nonprofit institution that helps improve public policy through research and analysis—found that significant societal barriers have limited disadvantaged Americans from accessing computers and computer networks. Without policy intervention, these barriers—based upon differences in income, education, race, residential location, and age—will likely grow as more U.S. commercial and government transactions take place online. Subsequently, fewer and fewer Americans will be able to fully participate in our nation's economic, social, civic, and government life. Neighborhood Networks was created to lower these barriers by providing residents of insured and assisted properties with network access.

The dramatic fall in computer prices in the United States enhances the feasibility of such an initiative. Lower prices for the technologies of interest translate into significant cost savings for property owners interested in establishing a Neighborhood Networks Center.

Finally, over the next five years, the system of federal rental assistance is likely to be either significantly reduced or eliminated. Neighborhood Networks is a means of enhancing the economic self-reliance of rental assistance beneficiaries before social entitlement programs cease to exist.

3. What is a Neighborhood Networks Center?

A Neighborhood Networks Center is a facility that makes computer hardware and software available to residents of a defined community, with a primary focus on residents of insured and assisted housing. Through staff assistance and training, residents can take full advantage of a variety of employment and educational opportunities.

4. What are the benefits associated with Neighborhood Networks?

Residents can enjoy opportunities to educate themselves and their children; learn computer and job skills; telecommute; develop microenterprises; access information on employment, health, and community resources; and participate in online civic and government forums. The primary purpose of these activities is to increase resident self-sufficiency, employability, and economic self-reliance. Indirectly, such community networks strengthen neighborhoods and enhance real estate investment.

5. What properties are eligible?

All of HUD's insured and assisted projects are eligible. These are Section 8 (project-based), 236, 221(d), 202, 202/8, 811, and housing sponsored by states or local housing finance agencies that also have Section 8 assistance. The Office of Housing encourages developments to create working relationships and partnerships with other assisted housing and public housing facilities nearby. This will spread the costs and provide a potentially large core group of people who can benefit from programs offered at the center.

6. What equipment and staffing can be paid for under a Neighborhood Networks plan?

- **Computer hardware.** Costs include those necessary to set up a Neighborhood Networks Center at the property. Owners should make hardware selections that maximize compatibility with local school systems and minimize the likelihood of obsolescence within a 18-24 month period. Adequate training of staff in the use of the equipment is also important.
- **Computer software.** Software includes multimedia educational software; educational and job training software; software necessary to provide resources for telecommuting; and at least one community Internet account that allows for access to the World Wide Web, Gopher, FTP, and Telnet.
- **Maintenance and insurance.** Costs include installing and maintaining hardware and software, training in the use of hardware and software, and insurance for space and equipment.
- **Online service coordinator.** Costs for implementing the Neighborhood Networks Center and coordinating with social services
- **Security.** Costs include space and minor refitting, locks, and oversight.
- **Resident development and training.** Costs for courses on disk, online, or presented live.
- **Distance learning equipment.** Costs include videocasting and the purchase/lease/rental of distance learning equipment.

7. From what sources can a property owner expect to pay for equipment and staffing?

Although HUD is encouraging the creation of Neighborhood Network Centers in its insured housing stock, it does not have funds sufficient to capitalize them en toto. Most owners will need to rely on dollars and resources from the community. The greater the third-party support at the initiation of the program, the more likely it will be that the center will have long-term viability. Owners of insured and assisted properties can use one or more of the following resources.

- **Grants and other third party resources.** Owners are encouraged to seek out cash grants; in-kind support; or donations from state and local government, educational institutions, private foundations and corporations. Owners should also seek to develop strategic partnerships with other community organizations who may have funds or equipment that would complement the owners' additional funds or available space.
- **Funds borrowed from a financial institution.** Owners may get loans to pay for hardware, software, and setup costs. The loan, however, cannot be secured by the property. Also, a rent increase cannot be requested to support the loan, and the loan should not jeopardize other services that the property has agreed to provide.

8. What additional resources are available to owners?

- **Residual receipts accounts.** Owners may be able to use such funds to the extent that HUD determines that these funds are not required to maintain the habitability of units or to meet other building needs.
- **Owner's equity.** Owners of limited distribution properties can increase the amount of their "initial equity investment" to the extent that they invest their own nonrepayable funds in the center. A rent increase, however, will not be approved to provide for additional yield.
- **Funds borrowed from reserve for replacement accounts.** Owners may be able to use such funds to the extent that HUD determines that these funds are not required to meet the anticipated repair/replacement needs of the property. Owners will need to submit a scheduled repayment plan illustrating how the account will be replenished.
- **Funds from rent increases under the budgeted rent increase process.** Owners may request an increase to cover the costs of establishing a Neighborhood Networks Center. These increases will be approved at HUD's discretion, subject to the availability of funds.
- **Funds from rent increases under a special rent adjustment.** Under certain situations set out in Notice H-95-81, the maximum monthly rent for units under a Section 8 contract may be increased to meet costs of a Neighborhood Networks Center.

9. What specific proposal information must be submitted by interested owners?

Interested owners must submit a Neighborhood Networks plan to the asset management branch of the HUD local field office in whose jurisdiction the property is located. Each plan must address the following questions:

- What are the specific, measurable objectives for participant residents?
- What are the action steps necessary to implement these objectives?
- What types of programs are proposed? How will residents be involved in the planning?
- What partnerships have been built that will enhance the center?
- Who will direct the program? What staffing is proposed? Who will be responsible for the equipment? What will be the center's operating hours?
- What is the proposed space/security/monitoring plan? Does retrofitting meet accessibility requirements?
- What is the first year's budget, and how will it be funded initially? What outreach will there be to women/minority-owned firms if hardware costs are over \$15,000?
- Specify the sources of funds to be used.
- How will operations be continued after start-up? How will the project become self-sustaining after the second year?
- How will resident participation be tracked and evaluated?



100
Neighborhood Networks Centers
in Operation
2/7/97

KBL Apartments, Anchorage, AK
Valley Garden I and II, Huntsville, AL
Ozark Homes, Ozark, AL
Creekwood Village, Tuscaloosa, AL
Rio Puerco Apartments, Ft. Defiance, AZ
Coronado Courts and Casas de Esperanza,
Douglas, AZ
Broadway House Apartments, Phoenix, AZ
Arizona Retirement Home II, Scottsdale, AZ
Charter Oaks Apartments, Napa, CA
Florin Gardens II, Sacramento, CA
Florin Meadows I, Sacramento, CA
Florin Meadows II, Sacramento, CA
Green Briar Apartments, Sacramento, CA
Whispering Pines, Sacramento, CA
Northridge Coop, San Francisco, CA
Shelter Hill Apartments, Mill Valley, CA
Crescent Park Apartments, Richmond, CA
One/Chane, Hartford, CT
Hilltop Village, Jacksonville, FL
Hollybrook Homes, Jacksonville, FL
Imperial Estates, Jacksonville, FL
Holiday Lake Apartments, Pompano Beach, FL
Homes of Oakridge, Des Moines, IA
Germano Millgate Apartments, Chicago, IL
Northwest Towers, Chicago, IL
Northeastwood Shores, Chicago, IL
The Meadows Apartments, Indianapolis, IN
Central Park Tower, Kansas City, KS
Meadowlark Housing, Newton, KS
Windridge Apartments, Wichita, KS
Lakeland Wesley Village, Benton, KY
V Carpenter Apartments, Louisville, KY
Jackson House, Paducah, KY

Forest Towers East, New Orleans, LA
Versaille Arms I, New Orleans, LA
Versaille Arms II, New Orleans, LA
Villa D'Ames, Marrero, LA
Madison Park Village, Boston, MA
Granite Place, Quincy, MA
Plumley Village East, Worcester, MA
Grant Manor, Boston, MA
Castle Square Apartments, Boston, MA
Beaver Terrace and Pelham II Apartments,
Framingham, MA
Georgetowne I, Boston, MA
Georgetowne II, Boston, MA
Fresh Pond Apartments, Cambridge, MA
Camfield Gardens, Boston, MA
Roxse Homes, Boston, MA
Cushing Residence, Hanover, MA
Jack Satter House, Revere, MA
Beth Shalom, Worcester, MA
Woodside Village, Vineyard Haven, MA
Smith House, Roxbury, MA
Madison Park III, Roxbury, MA
Genesis, Ulin, and Leventhal Houses,
Brighton, MA
Bay Ridge Gardens, Annapolis, MD
St. Joachim, Baltimore County, MD
Martin L. King Apartments, Detroit, MI
Alamo Hills Apartments, Kalamazoo, MI
Interfaith Homes, Kalamazoo, MI
Lancaster Village Coop, Pontiac, MI
Cecil Newman, Minneapolis, MN
Boulevard Village, Kansas City, MO
Lincoln Gardens, Kansas City, MO
Parker Square Apartments, Kansas City, MO

O'Fallon Place, St. Louis, MO
College Hill Apartments, St. Louis, MO
Westview Valley, Greensboro, NC
First Farmington Apartments, High Point, NC
Newgate Gardens, High Point, NC
La Grave Place, Grand Forks, ND
St. James Manor, Omaha, NE
Heritage Square, Lincoln, NE
Monarch Villa, Papillion, NE
Centennial Park Arms I and II, Las Vegas, NV
Ernest Anderson Manor, Jamestown, NY
Elva McZeal, Brooklyn, NY
Agler Green Townhouses, Columbus, OH
Brightwaters Apartments, Tulsa, OK
Kirkland Union Manor III, Portland, OR
First Erie Better Homes, Erie, PA
Montgomery Townhouses, Philadelphia, PA
Bayside Gardens, Charleston, SC
Shamrock Apartments, Honea Path, SC
CWA Plaza Apartments I, Nashville, TN
CWA Plaza II and James A. Cayce Apartments,
Nashville, TN
Wheatland Terrace, Dallas, TX
Cleme Manor, Houston, TX
Settegast Heights, Houston, TX
Villa Americana, Houston, TX
South Post Oak, Houston, TX
Rigsby Apartments, San Antonio, TX
Oak Creek Village, Austin, TX
Friendship Village, Virginia Beach, VA
Shalom Apartments, Lynchburg, VA
Tri-Cities Low Cost, Pasco, WA
Quail Hollow, Silverdale, WA
Martin Luther King Jr. Apartments, Seattle, WA
Northport Apartments, Madison, WI
Packer Apartments, Madison, WI

Program turns neighbors on to technology

BY KIA MORGAN ALLEN
STAFF WRITER

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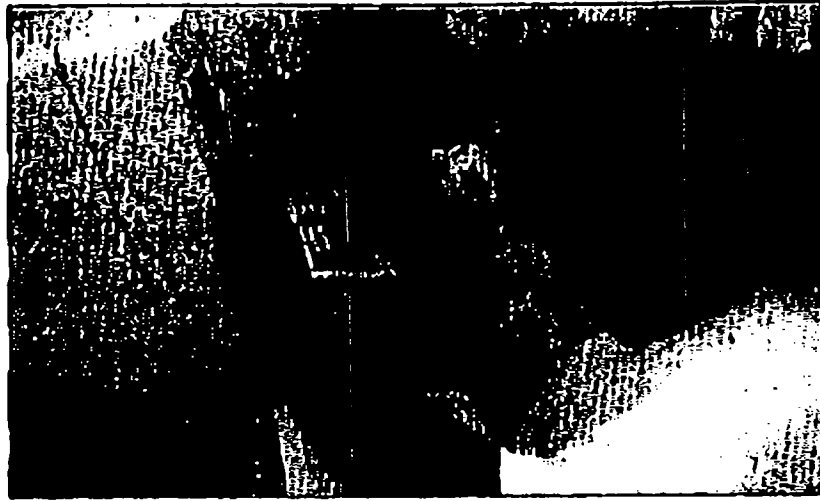
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Neighborhood Networks is an umbrella concept under which a variety of public and private organizations and residents are connected by computer hardware and software for job-related educational and community purposes.

"The computer training will act as a springboard to help get people off welfare by preparing them for the job market where computers are increasingly playing a major role," said Charles Famakner, director of Multi-family Housing for the Virginia state HUD office in Richmond.

This Virginia Beach community will serve as the pilot test site and model for other programs across the nation.

The Virginia State Housing and Urban Development office, WHRO, Old Dominion University, and NASA Langley Research Center, are jointly supporting the Application of Affordable Technology to Link America's schools, a program which brings computers into schools as part of the Neighbor-



D. NEVEN ELLIOTT/The Virginian-Pilot

Nicola Hills, 6, left, and Jemika Scutchings, 11, play a game Friday at Friendship Village in Virginia Beach. A new program offers residents computer job training and an introduction to new technology.

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Inside a two-bedroom apartment, the Neighborhood Networks site is the first used and tested by residents. If it does well, this site will be used as a model for future programs in Virginia. It will also serve as the Internet and job skills training ground to residents.

An FBI special agent and computer specialist from the FBI's Norfolk office, will be on hand to provide support for the initial computer training sessions. Organizers asked for the FBI's assistance because the Norfolk organization heads other community programs, such as DARE, an anti-drug campaign for children.

"Usually when we come to places like this, we arrest people," said FBI special agent, Richard "Butch" Holte. "This was a chance to show kids that we don't always carry a gun and badge to arrest people. We so help with teaching

abilities."

Follow-up training on Internet use and job skills for the residents will be made available by teacher interns from Old Dominion University's School of Education.

As residents crowded into the computer site for the first time Friday, it was apparent that there would be no arm-twisting to get them to participate in the program.

Barbara Sexton, a three-year community resident, was one of the first to try out the new computers. She was enthusiastic as she stroked the keys of the \$2,000, IBM-compatible computer, but she knew it was not her own. Still, it was enough to encourage her to want to go to school.

"I think I want to go to school and take up computing now. I'm ready."

Many others huddled around the six computers. Adults probed for information, while kids surfed for games and fun activities in the

computer databank.

Through a federally assisted low-income housing drug elimination grant, \$4,000 was allotted for the Neighborhood Networks project. Other amenities like posters with inspirational messages were donated by groups like Birdneck Elementary School, which will work closely with the project and the 100 housing community kids who attend the school.

One long-time community resident, Jackie Dunbar, will go to Boston, Mass., for a three-day workshop to learn more about computers and the Neighborhood Networks program. When she returns, she will serve as the "expert," helping other residents get acquainted with the new technology.

"I told the head of my community council that if I can ever do anything, I would help her," the 18-year housing resident said. "So she called me on that. To break it all down, I was drafted."

Being drafted and being a model to others is something Dunbar doesn't mind doing. The children's church coordinator of New Jerusalem Church of God works closely with kids and is willing to share her new experiences.

"The biggest thing I'm excited about is learning the computer myself," she said.

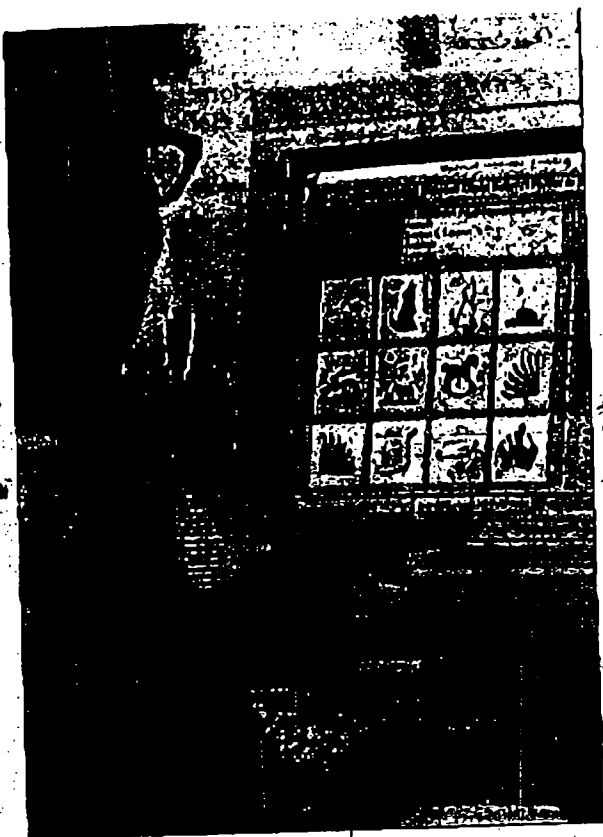
Sponsors of the program are optimistic that in the coming months other housing communities will benefit from this program's success. Norfolk's Oakmont Apartments community may be in line as the next test site, officials said.

"We hope this program will hit the ground running," said Barbara Barnes, regional director of property owner VMH Inc. "And it should operate within the next 30 days."

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The skill seekers

computer room
In an eastern
New Orleans
senior housing
complex, there's
a whole lot of
learning going on

By SIONA CARPENTER / Staff writer

COMPUTERS

bridge what one HUD official calls the "digital divide" between technology haves and have-nots.

The program's mission is to help low-income families and the elderly living in HUD-insured and -assisted properties become employable and economically self-reliant by providing them access to onsite computers and training.

The Forest Towers East center is doing that and much more, residents said.

"This gives a little more life to so many of us," said Noelle Blohm, 77.

"And the things you can do! We've heard about these things, but unless you have a computer, you're a little bewildered."

See COMPUTERS, E-7

The arrival of an electronic message at a computer at the Forest Towers East apartments caused quite a stir one recent morning.

"It's for Rosalie," one of the residents said.

"Rosalie has mail!"

"Oh, Rosalie, come and see."

Rosalie Routt, 75, approached the computer and read her first piece of e-mail, a note from her future son-in-law telling her he is glad she is learning to use a computer.

"Oh, this is so exciting," Routt said, then sat down to send him a reply.

Electronic mail and other computer wonders have many people excited at Forest Towers East, an apartment complex on Lake Forest Boulevard for the elderly and people with disabilities.

The center's hobby room has been transformed into a computer learning center, where residents are learning word processing, desktop publishing and computer repair; studying for high school diplomas; and exploring the Internet for the first time.

The month-old center is part of a national program called Neighborhood Networks. Created last year by the U.S. Department of Housing and Urban Development, the program aims to

The Times-Picayune
12/5/96

Computers: There's a whole lot of learning going on

E-1

city of the 200 residents
d up for classes at the new
r. There are four classes per
including two afternoon
uter classes.

They were tentative at first,
d they would press the wrong
on but still eager to learn,"
Debbie Howard, the center's
tor.

They're very enthusiastic
it. They want to learn and
to share what they've
ned with their children and
ndchildren."

Among the students is Ruth
shington, 88, who is learning
ic computing and studying for
ED. Computer software at the
ter includes a GED tutorial. A
ired beautician, Washington
d to quit school to work, but
s always longed for a high
ool diploma.

Another student, Earline Hol-
rd, 77, a retired bookkeeper, is
ing a desktop publishing pro-
am to make greeting cards for
r family and friends.

Connie Wilson, who once spent
uch of her time in her apart-
ent, is one of the center's most
thusiastic students. She is
udying for a GED, learning
omputer repair and basic com-
uting.

Computer learning centers
ave been set up at more than 70
ing developments around the
ountry, including two others in
he New Orleans area — at Villa
d'Ames in Marrero and Versailles
Arms in eastern New Orleans,
both HUD-subsidized apartment
complexes for families. More
than 600 Neighborhood Networks
cen s are in the planning stages
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more than 70 housing developments around the
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Versailles Arms in eastern New Orleans*

really about people, not about
computers," said Jim Alexander,
HUD's housing program adviser
in the multi-family housing divi-
sion and a Neighborhood Net-
works coordinator.

"We like the metaphor of the
name, Neighborhood Networks,
because we know that healthy
neighborhoods are ones where
people are connected through
schools, church groups, clubs and
organizations like Boy Scouts.
And we know that computers are
most powerful when they are
connected together to form net-
works."

A key element of the program
is a public-private partnership
among HUD, community groups
and private agencies. Partners in
the Forest Towers East center
are Volunteers of America, which
manages the 200-unit complex,
and the New Orleans Center for
Successful Living, a private, non-
profit community development
corporation based in eastern
New Orleans

The Center for Successful Liv-
ing, which operates job training
and business development pro-
grams in the community, over-
sees the computer center and
provides its staff.

Funding for the computer
hardware, software and staff
comes from a combination of
sources. The budget includes
\$40,000 from the complex's sav-
ings account, withdrawn with
HUD's approval. That money
paid for the 10 Gateway 2,000
computers, three Hewlett-Pack-
ard printers, an assortment of
software, supplies and furniture.
A large chunk of the center's
budget, \$81,200, came from a
rent subsidies account; money
created by a rent increase that
raised HUD's share of the rent
but didn't change the residents'
share. Nearly \$21,000 will come
from other sources, including
fund-raising and corporate spon-
sorships.

The big task for HUD and the
partners in the first sites is to so-

lidify the employment network,
Alexander said.

"We need to invite people who
have businesses nearby to come
to the sites and see what they
have to offer, to see future em-
ployees and to bring their em-
ployees in for training. The
centers are primarily for resi-
dents but not exclusively."

It is also hoped that business
will enter into contracts with the
centers for data processing and
desktop publishing jobs to be
done by residents, Alexander
said.

While job training is the main
focus of centers at family com-
plexes, the biggest goal of centers
serving elderly residents is "re-
kindling the human spirit," Alex-
ander said.

"We want them to see that
they have years of experience
locked in their brains and it's
never too late to learn.

"To improve the health of our
elders, we not only need to pro-
vide them with high quality med-
ical care, we have to show them
they are still needed members of
our society. There is a whole
world they can explore from the
safety and comfort of this room.
You can feel the energy in the
room."

Route puts it simply. "This
place shows that you're never too
old to learn."

U.S. Department of Housing and Urban Development • Office of Housing—Multifamily



Neighborhood Networks NEWS

Fall 1996

Your Online Access to Opportunity

Neighborhood Networks Receives Vice President's Hammer Award

On July 16, 1996, a representative from Vice President Al Gore's office presented the National Performance Review (NPR) Hammer Award to the U.S. Department of Housing and Urban Development (HUD) for creating the Neighborhood Networks initiative.

The Hammer Award recognizes teams of federal, state, and municipal employees who are working with citizens to build a better government. Over 250 Hammer Awards have been presented to teams exemplifying the NPR principles of putting customers

first, cutting red tape, empowering employees, and getting back to basics. The team receives a wall plaque Hammer Award, and individual team members receive a Hammer lapel pin and a special certificate signed by the Vice President.

HUD's Office of Multifamily Housing launched Neighborhood Networks in September 1995. This community-based initiative uses computerized learning and online access as tools to help residents of assisted and insured housing become

self-sufficient. By forming partnerships, HUD staff, property owners, residents, and community stakeholders have established 43 Neighborhood Networks Centers throughout the United States; 491 are currently underway. Although the initiative is still in its infancy, many of these centers are beginning to produce results. Residents involved in Neighborhood Networks Centers are educating themselves and entering the job market in word processing, data management, child care, and property management positions.

Inside

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Owners' / Managers' Forum page 5

Federal Partnerships page 6



Doug Farbrother, Senior Manager, National Performance Review, presents Diana Goodwin Shavey, National Field Coordinator, Neighborhood Networks, with Hammer Award.

Program turns neighbors on to technology

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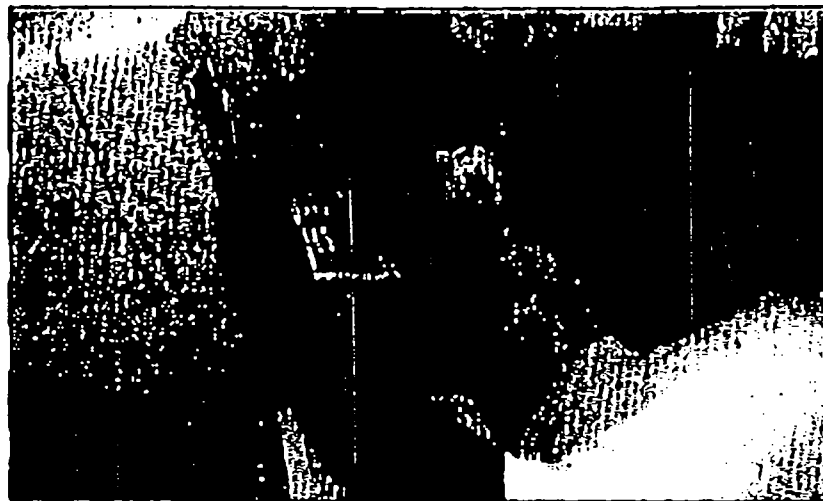
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