

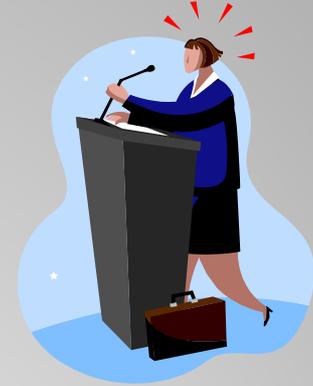
CENTER CLASSIFICATION

***START the Steps to Becoming a
Model Center***

Today's Presenters

- ***SHARON A. GLENN***

- Project Director
 - *Public Housing Neighborhood Networks*



- ***ANNA CRUZ***

- Project Manager
 - *Public Housing Neighborhood Networks*

- ***DINA LEHMANN-KIM***

- Government Technical Monitor
 - *U.S. Department of Housing and Urban Development (HUD)*

LEARNING OBJECTIVES

- What is Center Classification?
- How It All Begins with START.
- The Assessment and Evaluation Report.
- Becoming a **CERTIFIED** Center.
- A **MODEL** Center and the Documentation Required.

What is Center Classification?



- Center Classification is a system supported by HUD and designed to show a unified approach of like-minded computer-learning centers committed to empowering residents of HUD properties and the surrounding communities through high standards of performance.
- It offers a standard model for how to manage and operate a successful and sustainable Neighborhood Networks center.
- It inspires support and participation from investors, partners, and residents.

Nationally Known Performance/Measurement Organizations

- **The Standards for Excellence Institute**

- Provides performance measurements for nonprofit organizations so they can demonstrate accountability in their program operations, governance, human resources, financial management, and fundraising. The benefits to becoming Standards Certified enable the nonprofits to:
 - Increase funder confidence in their organizations.
 - Examine their organizations as a whole to promote organizational excellence.
 - Encourage continuous improvement and self-assessment.
 - Institute procedures that promote sustainability.

- **International Organization for Standardization (ISO)**

- Develops standards or requirements that prompt businesses to maintain processes and measurements that demonstrate their commitment to creating quality products and services.
 - Increased profit
 - A more efficient and effective operation
 - Increased customer satisfaction and retention
 - Enhanced marketing

START



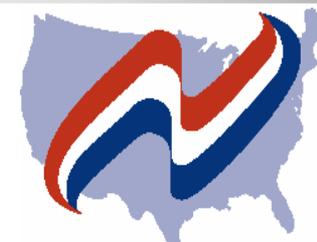
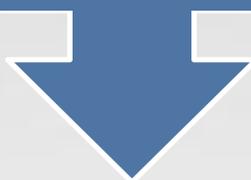
CERTIFIED



MODEL

CENTER CLASSIFICATION

START



Neighborhood
Networks



It All Begins with START

Homes & Communities Center Profile

U.S. Department of Housing and Urban Development

- Introduction to the START Tool
- Starting the START Process
- Budgeting and Fundraising
- Planning for Center Operations
- Organization and Management
- Program Planning
- Marketing and Outreach
- Business Plan Reports**
 - Preview Business Plan
 - Save Business Plan Report**
 - Existing Business Plan Reports
- Assessment and Evaluation

- Send E-mail Message
- Update Start Fiscal Year
- Help on Navigation
- Expand All Collapse All Refresh
- Work Center Tool Site Home Page
- START Home
- NN at Work Home
- Logout

Save Business Plan Report

Please note: In order to create a new business plan report, there are [required forms](#) (marked with * on the left menu) that have to be completed. To make one form required form complete, you need to fill out information on that form, click "Done" checkbox, and then save the form.

Sorry, the required fields in the following sections need to be filled before you may save a new business plan report.

Important: After you complete the data entry on the following forms, please first click on the Done checkbox and then click on the Save link.

- Identify Community Resource (Section 1: Starting the START Process)
- Property/Center Demography (Section 1: Starting the START Process)
- Expense Budgeting Worksheet (Section 2: Budgeting and Fundraising)
- Sources of Funding Worksheet (Section 2: Budgeting and Fundraising)
- Fundraising Goals (Section 2: Budgeting and Fundraising)
- Equipping Your Center (Section 3: Planning for Center Operations)
- Center Operations Timeline (Section 3: Planning for Center Operations)
- Annual Program Objectives (Section 5: Program Planning)
- Partnership Profile (Section 6: Marketing and Outreach)
- Funding Commitments (Section 6: Marketing and Outreach)



Save and Submit START

CERTIFIED



A Certified Center:

- Self-certifies by writing a letter to HUD certifying the center:
 - Has been operational for 12 consecutive months.
 - Has at least one computer with Internet access for residents to use.
 - Has a START Assessment and Evaluation Report accepted and approved by HUD.

Homes & Communities Center Profile
U.S. Department of Housing and Urban Development

- ▶ Introduction to the START Tool
- ▶ Starting the START Process ✓
- ▶ Budgeting and Fundraising ✓
- ▶ Planning for Center Operations ✓
- ▶ Organization and Management ✓
- ▶ Program Planning ✓
- ▶ Marketing and Outreach
- ▶ Business Plan Reports
- ▶ Assessment and Evaluation
 - ▶ **Create New Assessment**
 - Existing Assessments

Send E-mail Message
Update Start Fiscal Year
Help on Navigation
Expand All Collapse All Refresh

Work Center Tool Site Home Page
START Home
NN at Work Home
Logout

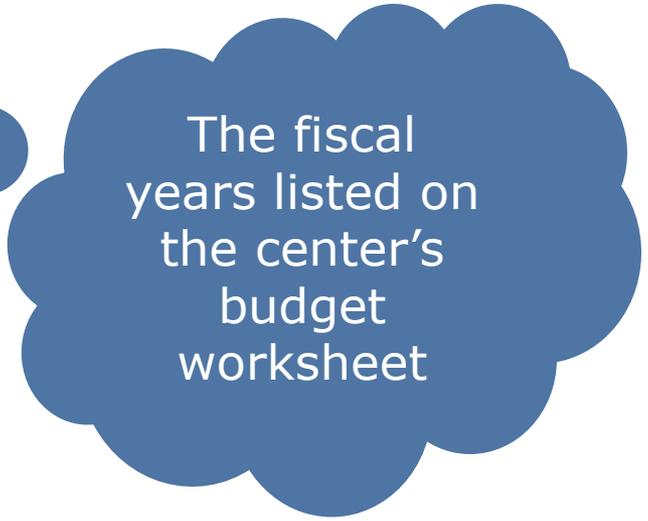
Create New Assessment

To create a new assessment for a particular fiscal year:

- There must be an existing **approved business plan** for that fiscal year.
- There cannot be an existing **assessment** for that fiscal year. Only one assessment is allowed per fiscal year.

The different fiscal years that are currently available for creating new assessments are listed below.

- [Create new assessment for fiscal year 2010](#)
- [Create new assessment for fiscal year 2009](#)
- [Create new assessment for fiscal year 2008](#)



Homes & Communities Center Profile
U.S. Department of Housing and Urban Development

- Introduction to the START Tool
- Starting the START Process ✓
- Budgeting and Fundraising ✓
- Planning for Center Operations ✓
- Organization and Management ✓
- Program Planning ✓
- Marketing and Outreach
- Business Plan Reports
- Assessment and Evaluation
 - Create New Assessment
 - Existing Assessments

Send E-mail Message
Update Start Fiscal Year
Help on Navigation
Expand All Collapse All Refresh

Work Center Tool Site Home Page
START Home
NN at Work Home
Logout

Current Status	
Submitted?	Yes
Submission Date	06/29/2009 04:33:39 PM
Completion Status?	Complete
HUD Coordinator Name	Dina Lehmann-Kim
Review Date	09/15/2009 03:53:57 PM

All Neighborhood Networks centers are encouraged to complete the following baseline assessment and evaluation on an annual basis. This report will be for the period of October 1 - September 30th and will be due to the local HUD office no later than October 31st. This is a useful tool to promote and measure the successes taking place at the centers. Please complete and return to the local HUD Neighborhood Network Coordinator.

CENTER PROFILE

Rock Island Housing Authority Learning Centers -PH

Center Address:	227 21st Street Rock Island, IL 61201	Phone:	309-788-0825
		Fax:	309-788-8610
		E-mail:	gguy@riha4rent.org
HUD Field Office:	Public Housing -PH	Web site:	
Center Contact:	Mr. George Guy 227 21st Street Rock Island IL 61201	Phone:	309-788-0825
		Fax:	309-788-8610
		E-mail:	gguy@riha4rent.org

# of computers:		Internet connection Type:	T-Line
501c(3):			

HUD PROPERTY INFORMATION

Name/Address:	Manor Homes 2601 7th Street Rock Island IL 61201	Phone:	
		Fax:	
		E-mail:	
FHA Number:			
Sect. 8 Number:	IL018		
Property Management Agency			
Agency Name:			
Address:			
City:		State:	
Zip:		E-mail:	

Homes & Communities
Center Profile
U.S. Department of Housing and Urban Development

- Introduction to the START Tool
- Starting the START Process ✓
- Budgeting and Fundraising ✓
- Planning for Center Operations ✓
- Organization and Management ✓
- Program Planning ✓
- Marketing and Outreach
- Business Plan Reports
- Assessment and Evaluation
 - Create New Assessment
 - Existing Assessments
- Send E-mail Message
- Update Start Fiscal Year
- Help on Navigation
- Expand All Collapse All Refresh
- Work Center Tool Site Home Page
- START Home
- Work at Work Home
- Logout
- Current Home Information

Phone: Fax:

1. What were your objectives, as outlined in the Business Plan Objectives Section, and how well did you succeed?
Please check and insert appropriate number to all objectives that apply.

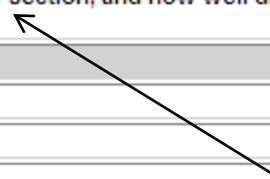
Planned	Actual	
How many people will the center serve this year?		
142	143	Adults
80	80	Children

Planned	Actual	
Job Skills Training/Employment?		
0	76	Individuals will participate in a job skills program (Job Skills)
96	96	Individuals will participate in a job readiness program (Job Readiness)
0	0	Individuals will participate in a job retention program (Job Retention)
96	96	Individuals will be assisted by a job placement program (Job Placement)
0	24	Individuals will obtain jobs (Obtain Jobs)
25	25	Individuals will retain jobs for more than 3 month – 12 months (Retain Jobs: 3-12 months)
50	50	Individuals will retain jobs for longer than 12 months (Retain Jobs: 12 months or more)

Planned	Actual	
Introduction to/Familiarization with Computers?		
25	22	Seniors will be provided with basic computer skills training opportunities (Computer Basics: Seniors)
102	122	Adults will be introduced to basic computer skills such as keyboarding, internet access (Computer Basics: Adults)
80	80	Youth will participate in a basic computer skills such as keyboarding, internet access education program (Computer Basics: Youth)
0	0	Youth will participate in a structured computer skills program (Structured skills: Youth)

Planned	Actual	
Internet Access and Access to Local Services?		
0	223	Individuals will have the ability to access the Internet through the Neighborhood Networks center (# of Internet Users)

Planned	Actual	
Economic Development (micro enterprises, small businesses, telecommuting)?		
0	0	Individuals will be provided with the opportunity to telecommute from the Neighborhood Networks center (telecommuters)
0	0	Individuals will be provided the opportunity to develop a small business or micro-enterprise (small business users)



Section 1

- Introduction to the START Tool
- Starting the START Process ✓
- Budgeting and Fundraising ✓
- Planning for Center Operations ✓
- Organization and Management ✓
- Program Planning ✓
- Marketing and Outreach
- Business Plan Reports
- Assessment and Evaluation
 - Create New Assessment
 - Existing Assessments
- Send E-mail Message
- Update Start Fiscal Year
- Help on Navigation
- Expand All Collapse All Refresh
- Work Center Tool Site Home Page
- START Home
- NN at Work Home
- Logout

Rock Island Housing Authority Learning Centers -PH FY: 2		
0	0	Individuals will be provided with the opportunity to telecommute from the Neighborhood Networks center (telecommuters)
0	0	Individuals will be provided the opportunity to develop a small business or micro-enterprise (small business users)
0	0	Seniors will be provided with small business development opportunities (Senior business development)
0	0	Youth will be provided the opportunity to develop job skills or a youth-based business (Job skills: youth)
Health Care?		
25	25	Elderly individuals will be provided with on-site health-related resources (health care: elderly)
0	47	Adult individuals will be provided with improved access to health related education and resources (health care: adult)
0	0	Children and youth will be provided with improved access to health care resources and services (health care: youth)
Basic Adult Education, Literacy, ESL, GED?		
15	13	Individuals will participate in a GED preparation class (GED preparation)
0	0	Individuals will receive their GED as a result of participation in Neighborhood Network center programs (GED recipients)
8	5	Individuals will participate in English as a Second Language (ESL) classes (ESL classes)
5	5	Individuals will participate in a literacy program (literacy program)
5	5	Individuals will participate in adult basic education (adult basic education)
Afterschool Program?		
80	80	Youth will participate in a structured afterschool program (youth afterschool)
Childcare?		
0	0	Children will participate in an on-site childcare program (on-site childcare)
0	0	Individuals will receive childcare when participating in a Neighborhood Networks center class/program (participant childcare)
0	0	Children will receive subsidized childcare on-site or in the community (subsidized childcare)
Other Objectives? (Please specify below)		
		15

Coordinator's comment on Section 1
 1. Please see number below for Internet access, and compare to "0" above.

Homes & Communities
U.S. Department of Housing and Urban Development

Center Profile

- Introduction to the START Tool
- Starting the START Process ✓
- Budgeting and Fundraising ✓
- Planning for Center Operations ✓
- Organization and Management ✓
- Program Planning ✓
- Marketing and Outreach
- Business Plan Reports
- Assessment and Evaluation
 - Create New Assessment
 - Existing Assessments

Send E-mail Message

Update Start Fiscal Year

Help on Navigation

Expand All Collapse All Refresh

Work Center Tool Site Home Page

START Home

NN at Work Home

Logout

2. Classes Offered/Participation: What classes were offered? How many residents participated out of the total resident population?

Class Type	Offered?	Participant	
		Resident	Community Member
Job Skills Training/Employment	Y	96	
Introduction to/Familiarization with Computers	Y	202	
Advanced Computer Training	Y	61	
Internet Access and Access to Local Services	Y	223	
Health Care	Y	72	
Basic Adult Education	Y	5	
Literacy	Y	5	
English as a Second Language (ESL)	Y	5	
GED	Y	13	
Economic Development (micro enterprises, small business, telecommuting)	n/a		
Youth Education Programs	Y	80	
After School Programs	Y	80	
Senior Services/Education Programs	Y	25	
Continuing Education	n/a		
Recreation	n/a		
Other (please list here)	n/a		

Section 2

Coordinator's comment on Section 2

3. SUCCESS STORIES are very IMPORTANT! We want to showcase your successes. Please include any success stories you would like to share below:

1. A low-income public housing resident teaches basic computer skills.
2. A Section 8 participant is employed as computer lab assistant.
3. 24 low-income public housing residents obtained employment through NN training.
4. 15 low-income public housing residents got better jobs through NN training.
5. 96 residents received job training.
6. 59 residents improved their skills.
7. 15 residents obtained better jobs.
8. 14 of the 24 residents who obtained employment have jobs with health benefits.

Planned	Actual	
Section 1		
How many people will the center serve this year?		
142	143	Adults
80	80	Children
Job Skills Training/Employment?		
0	76	Individuals will participate in a job skills program (Job Skills)
96	96	Individuals will participate in a job readiness program (Job Readiness)
0	0	Individuals will participate in a job retention program (Job Retention)
96	96	Individuals will be assisted by a job placement program (Job Placement)
0	24	Individuals will obtain jobs (Obtain Jobs)
25	25	Individuals will retain jobs for more than 3 month – 12 months (Retain Jobs: 3-12 months)
50	50	Individuals will retain jobs for longer than 12 months (Retain Jobs: 12 months or more)
Introduction to/Familiarization with Computers?		
25	22	Seniors will be provided with basic computer skills training opportunities (Computer Basics: Seniors)
102	122	Adults will be introduced to basic computer skills such as keyboarding, internet access (Computer Basics: Adults)
80	80	Youth will participate in a basic computer skills such as keyboarding, internet access education program (Computer Basics: Youth)
0	0	Youth will participate in a structured computer skills program (Structured skills: Youth)
Internet Access and Access to Local Services?		
0	223	Individuals will have the ability to access the Internet through the Neighborhood Networks center (# of Internet Users)
Economic Development (micro enterprises, small businesses, telecommuting)?		
0	0	Individuals will be provided with the opportunity to telecommute from the Neighborhood Networks center (telecommuters)
0	0	Individuals will be provided the opportunity to develop a small business or micro-enterprise (small business users)

I am the number of seniors, adults and children who participated in Introduction to Familiarization with Computers classes at the center

Class Type	Offered?	Participant	
		Resident	Community Member
Introduction to/Familiarization with Computers	Y	96	
Advanced Computer Training	Y	202	
Internet Access and Access to Local Services	Y	223	
Health Care	Y	72	
Basic Adult Education	Y	5	
Literacy	Y	5	
English as a Second Language (ESL)	Y	5	
GED	Y	13	
Economic Development (telecommuting)	Y		
Youth Education Programs	Y	80	
After School Programs	Y	80	
Senior Services/Education Programs	Y	25	
Continuing Education	n/a		
Recreation	n/a		
Other (please list here)	n/a		

I represent the number of people who had access to the Internet and local services at the center

Coordinator's comment on Section 2

- ▶ Introduction to the START Tool
- ▶ Starting the START Process ✓
- ▶ Budgeting and Fundraising ✓
- ▶ Planning for Center Operations ✓
- ▶ Organization and Management ✓
- ▶ Program Planning ✓
- ▶ Marketing and Outreach
- ▶ Business Plan Reports
- ▶ Assessment and Evaluation
 - ▶ Create New Assessment
 - ▶ Existing Assessments
- Send E-mail Message
- Update Start Fiscal Year
- Help on Navigation
- Expand All Collapse All Refresh
- Work Center Tool Site Home Page
- START Home
- NN at Work Home
- Logout

Job Skills Training/Employment	Y	96	
Introduction to/Familiarization with Computers	Y	202	
Advanced Computer Training	Y	61	
Internet Access and Access to Local Services	Y	223	
Health Care	Y	72	
Basic Adult Education	Y	5	
Literacy	Y	5	
English as a Second Language (ESL)	Y	5	
GED	Y	13	
Economic Development (micro enterprises, small business, telecommuting)	n/a		
Youth Education Programs	Y	80	
After School Programs	Y	80	
Senior Services/Education Programs	Y	25	
Continuing Education	n/a		
Recreation	n/a		
Other (please list here)	n/a		

Coordinator's comment on Section 2

3. SUCCESS STORIES are very IMPORTANT! We want to showcase your successes. Please include any success stories you would like to share below:

1. A low-income public housing resident teaches basic computer skills.
2. A Section 8 participant is employed as computer lab assistant.
3. 24 low-income public housing residents obtained employment through NN training.
4. 15 low-income public housing residents got better jobs through NN training.
5. 96 residents received job training.
6. 59 residents improved their skills.
7. 15 residents obtained better jobs.
8. 14 of the 24 residents who obtained employment have jobs with health benefits.
9. All computer classes throughout the year had full enrollment and attendance.

Coordinator's comment on Section 3
Excellent results! CONGRATULATIONS.

Section 3

4. Cost Analysis: How much did the operations of the Neighborhood Center cost for the year? What were the

Center Success Stories:

Rock Island Housing Authority Learning Centers, Illinois

3. SUCCESS STORIES are very IMPORTANT! We want to showcase your successes. Please include any success stories you would like to share below:

1. A low-income public housing resident teaches basic computer skills.
2. A Section 8 participant is employed as computer lab assistant.
3. 24 low-income public housing residents obtained employment through NN training.
4. 15 low-income public housing residents got better jobs through NN training.
5. 96 residents received job training.
6. 59 residents improved their skills.
7. 15 residents obtained better jobs.
8. 14 of the 24 residents who obtained employment have jobs with health benefits.
9. All computer classes throughout the year had full enrollment and attendance.

Coordinator's comment on Section 3

Excellent results! CONGRATULATIONS.

Jack Quinn Neighborhood Networks Center, Colorado

3. SUCCESS STORIES are very IMPORTANT! We want to showcase your successes. Please include any success stories you would like to share below:

Although there are many I have selected three:

- 1) Irene Hernandez is a single mom, who has been trying for five years to receive disability income. Living in poverty, we worked to get her into computer classes. She did very well and encouraged her to attend our Women's Leadership Forum. She excelled and was selected for the Administrative Jobs Training Program. She graduated from that program and is now a college-bound student. She has also purchased her first computer with our assistance and now has a home-based business.
- 2) Angela Buehler a 20-year-old single mother of two, who is expecting her third child. We got Angela to attend our GED program where she is expected to graduate in August. She was selected into our prestigious Administrative Jobs Serves Program where she excelled and found new confidence. Angela is expecting to use her new-found job skills once her baby is born in late July. She wants to build a future for her three children, where before she could only count on others to support her.
- 3) Joseph Valdez. An unemployed single young man with no idea he could build a future. We got Joe to attend some computer classes and using our job skills assessment program, he realized he had a liking of technology. We worked with Joe and got him accepted into the prestigious Manufacturing Job Certification Program through the Workforce Center and the Local Community College. Joe a housing client, was one of only 25 people selected into this program. More than 500 people applied. At the end of September Joe will have a college certification in Manufacturing Technology and will be referred to Vestas, the largest Solar Manufacturing Company in the World, for a high-paying green technology job position.

Coordinator's comment on Section 3

In a word - FANTASTIC! You have achieved tremendous success, congratulations.

4. Cost Analysis: How much did the operations of the Neighborhood Networks Center cost for the year? What were the funding sources used (including amounts) ?

Sources>>	Private Donations (Foundation Grants; Other Government Grants (state, local, federal))	Other Grants	Earned Income from Center (ie. Use fees and rents)	In-kind Donations/ Services	Property/ HUD Funds	Other (Business development profits; Corporate donations; Fundraising event)	Expenses Total	
							Actual	Planned
Expenses								
Computer Hardware								
Equipment & Hardware	\$9,527						\$9,527	\$63,997
Other Equipment								
Furniture							\$0	\$0
Computer Software								
Standard Software Programs							\$0	\$0
Staffing								
Center Staff				\$26,146			\$67,970	\$63,538
Maintenance								
Space and Utilization							\$0	\$0
Retrofitting/Security								
Security							\$0	\$0
Other Admin								
Program Costs & Materials	\$31,099			\$58,326			\$89,425	\$109,463
Program Marketing							\$0	\$567
Office Supplies							\$0	\$1,375
Other Expenses	\$9,069						\$9,069	\$2,619
Sources Total								
	Actual							
	\$91,519	\$0	\$0	\$84,472	\$0	\$0		
	Planned							
	\$0	\$50,000	\$0	\$115,692	\$0	\$0		
Grand Total>>								
	Sources	Actual	\$175,991	Expenses	Actual	\$175,991		
		Planned	\$165,692		Planned	\$241,559		

Section 4



- Introduction to the START Tool
- Starting the START Process ✓
- Budgeting and Fundraising ✓
- Planning for Center Operations ✓
- Organization and Management ✓
- Program Planning ✓
- Marketing and Outreach
- Business Plan Reports

- Assessment and Evaluation
 - Create New Assessment
 - Existing Assessments

- Send E-mail Message
- Update Start Fiscal Year
- Help on Navigation
- Expand All Collapse All Refresh
- Work Center Tool Site Home Page
- START Home
- NN at Work Home
- Logout

- START Home
- NN at Work Home
- Logout

Note: The "Planned" values are based on those corresponding values on the APPROVED business plan for the fiscal year of this assessment.

[Coordinator's comment on Section 4](#)

Homes & Communities
Center Profile
U.S. Department of Housing and Urban Development

Introduction to the START Tool

- Starting the START Process ✓
- Budgeting and Fundraising ✓
- Planning for Center Operations ✓
- Organization and Management ✓
- Program Planning ✓
- Marketing and Outreach
- Business Plan Reports
- Assessment and Evaluation
 - Create New Assessment
 - Existing Assessments

Send E-mail Message
Update Start Fiscal Year
Help on Navigation
Expand All Collapse All Refresh
Work Center Tool Site Home Page
START Home
N at Work Home
Logout

5. What worked well? What did not work well and why? Additional comments?

← Section 5

Our partnerships with local agencies worked very well for us. They already had pre-established programs in place and easily formatted them into our self-sufficiency programs, such as our after school program and our work readiness seminars/trainings. The partners were always on the same page as we were regarding the provision of quality programming for underserved and low-income populations.

Coordinator's comment on Section 5

6. For centers focusing on Job Skill Training/Employment:

← Section 6

Did you provide job training/placement?	Yes
Type of training, check all apply:	work skills, life skills, resume training
Number of participants who received job training	96
Number of participants who improved skills	59
Number of unemployed people who got a job	24
Number of people that, through the training, got a better job	15
How many jobs have health benefits?	14
What new skills did the residents learn (i.e. life skills, decision making skills) that will better prepare them for the post welfare reform era?	
Decision making skills, budgeting, basic computer skills, resume skills, job search dealing with difficult people	

I am the same number found in Section 1 under Job Skills Training/Employment

Coordinator's comment on Section 6

These are success stories too! NOTE: the numbers differ from what is cited under success stories and also what is listed in the charts above for sections 1 and 2. Please check.

← Section 7

7. Housing/Homeownership Education:

Type of education, check all apply:	homeownership, housing counseling, credit counseling
Number of people that, through the training, become a homeowner	8

Coordinator's comment on Section 7

Was the training combined with other HUD or non-HUD sponsored homeownership training, e.g. through HUD's ROSS program?

8. Has the center been operational for the entire period of this assessment?

Homes & Communities Center Profile
 U.S. Department of Housing and Urban Development

- Introduction to the START Tool
- Starting the START Process ✓
- Budgeting and Fundraising ✓
- Planning for Center Operations ✓
- Organization and Management ✓
- Program Planning ✓
- Marketing and Outreach
- Business Plan Reports
- Assessment and Evaluation
 - Create New Assessment
 - Existing Assessments

Send E-mail Message
 Update Start Fiscal Year
 Help on Navigation
 Expand All Collapse All Refresh

Work Center Tool Site Home Page
 START Home
 NN at Work Home
 Logout

Did you provide job training/placement?	Yes
Type of training, check all apply:	work skills, life skills, resume training
Number of participants who received job training	96
Number of participants who improved skills	59
Number of unemployed people who got a job	24
Number of people that, through the training, got a better job	15
How many jobs have health benefits?	14
What new skills did the residents learn (i.e. life skills, decision making skills) that will better prepare them for the post welfare reform era?	
Decision making skills, budgeting, basic computer skills, resume skills, job search skills, interviewing skills, dealing with difficult people	

Coordinator's comment on Section 6
 These are success stories too! NOTE: the numbers differ from what is cited under success stories and also what is listed in the charts above for sections 1 and 2. Please check.

7. Housing/Homeownership Education:

Type of education, check all apply:	homeownership, housing counseling, credit counseling
Number of people that, through the training, become a homeowner	8

Coordinator's comment on Section 7
 Was the training combined with other HUD or non-HUD sponsored homeownership training, e.g. through HUD's ROSS program?

8. Has the center been operational for the entire period of this assessment?
 Yes

Section 8

9. Does the center actively operate programs designed to support residents' self-sufficiency?
 Yes

Section 9



Congratulations to:

- The Spartanburg Housing Authority Computer Centers, SC
- Elizabeth Canty Neighborhood Networks Center, GA
- The Bloomington Housing Authority, IL
- Fairground Valley Neighborhood Networks Center, IL
- Orton Keys Neighborhood Networks Center, IL
- The Rock Island Housing Authority Learning Centers, IL
- Jack Quinn Neighborhood Networks Center, CO

Certified Center Award

MODEL

A Model Center:

- Model centers are examples of excellence and leadership. Model centers represent:
 - Dedication to residents
 - Commitment to their communities
 - Leadership in partnership building, sustainability and creative “out-of-the-box” thinking.
- They encompass the kinds of standards and commitment that make Public Housing Neighborhood Networks a vital asset to their community.

Standard 1: Period of Operation, Mandatory

- The center has been open and offering programs and services for three years.
- Documentation Required:
 - One HUD-approved START business plan to verify the date the center opened.
 - Three completed HUD-accepted assessments and evaluations.



Standard 2: Resident Involvement, Mandatory

- The center conducts resident surveys at least once every three years. The survey results are used to guide the choices of center programs and services.
- Documentation Required:
 - An initial resident survey (data entered into START).
 - A follow-up resident survey (completed within three years and data entered into START).
 - Listings of programs and services offered within the past three years.



Resident Survey

The _____ Neighborhood Networks center's goals are to provide programs that serve residents. This survey will help center staff to better understand resident interests and needs. Please indicate interest by checking the box next to the topic. Thank you.

Job skills training/employment	<input type="checkbox"/>
Job readiness training	<input type="checkbox"/>
Job retention services	<input type="checkbox"/>
Job posting, search, or placement services	<input type="checkbox"/>
Introduction to/familiarization with computers	<input type="checkbox"/>
Internet access and access to local services	<input type="checkbox"/>
Economic development (microenterprises, small business development)	<input type="checkbox"/>
Telecommuting and remote job access training	<input type="checkbox"/>
Children's education programs (ages 0-12 years)	<input type="checkbox"/>
Youth education programs (ages 13-17 years)	<input type="checkbox"/>
Adult basic education/literacy	<input type="checkbox"/>
ESL programs	<input type="checkbox"/>
GED/high school equivalency certificate programs	<input type="checkbox"/>
Adult continuing education programs	<input type="checkbox"/>
Family education programs	<input type="checkbox"/>
Children's activities (ages 0-12 years)	<input type="checkbox"/>
Youth activities (ages 13-17 years)	<input type="checkbox"/>
Adult activities (ages 18-64 years)	<input type="checkbox"/>
Senior services (ages 65+ years)	<input type="checkbox"/>
Childcare	<input type="checkbox"/>
Healthcare	<input type="checkbox"/>
Personal financial management counseling	<input type="checkbox"/>
Other	<input type="checkbox"/>

Standard 3: Program Guidelines, Mandatory

- The center offers programs and services guided by a written curriculum or program guidelines to ensure structure, organization, and outcomes.
- Documentation Required:
 - A copy of each program curriculum or guideline.
 - Written classes descriptions with an explanation of learning objectives and expected (or achieved) outcomes
 - Lesson plans are also acceptable.



Standard 3: Program Guidelines
September 20, 2009 – v1

Financial Literacy Curriculum Guideline



Financial Literacy Education	Description	Media, Books, and other Resources	Expected Outcome(s)
Lesson One Objectives			
Developing A Credit Profile What is Credit?			
<ul style="list-style-type: none"> ▪ Checking Accounts ▪ How to get it - Establishing Credit ▪ Balancing your checkbook ▪ How to keep it - Maintaining Credit ▪ How to shop for a bank with products ▪ How to repair it if it's bad - Rebuilding Credit that are right for you ▪ Alternative Credit Sources ▪ What is credit? ▪ Understanding your credit score ▪ How to improve your credit score ▪ Understanding your credit score ▪ How to improve your credit score 			
Lesson Two Objectives			
Establishing Savings and Checking Accounts			
<ul style="list-style-type: none"> ▪ How to deposit into savings or checking accounts ▪ How to write checks ▪ How to read your monthly statements ▪ How to balance your 			

Standard 4: Tracking, Evaluation, and Reporting, Mandatory (cont'd)

- Systems should be in place to track, evaluate, and report program outcomes; to determine whether outcomes meet expectations or whether improvement is needed; and to increase resident participation.
- Documentation Required:
 - Description of the center's system for tracking, evaluating, and reporting on its programs; how results are used to improve performance, produce outcomes, and increase resident participation.

PROGRAM PLANNING & MONITORING

Standard 4: Tracking, Evaluation, and Reporting

September 20, 2009 – v1

Program	Number of potential participants	Target number of participants	Target number of those achieving outcome	Define Successful Outcome	Number of Participants Completing Program	Number of Participants Achieving Success	Percent of Target Achieved	Verification Method	Period of Performance
Name of Program	Based on surveys and discussions with residents, this is the total number of residents that could participate in program	Based on previous column and the capacity of the program, this is the ideal number of participants for the program	This is the number that you expect to achieve the pre-defined level of success in the program	This is a description of what qualifies as success in this program. See examples below.	Actual number of those completing the program	Actual number of those achieving the successful outcome.	Calculation of the number who achieved the outcome divided by the target number for achieving outcome	What is used to verify the successful outcomes? Examples are test scores, report cards, improved credit scores, etc.	What is the period of performance, a month, six months, school year, and full year? This depends on the program and its participants
Sample Information Below									
ESL	8	10	6	Mastery of ESL level	7	7	117%	Test scores	September -- December
After School Tutoring	35	35	32	Improved grades	31	31	97%	Report Cards	September -- January
Financial Literacy	12	12	10	Improved credit scores	12	10	100%	Credit scores from website	September -- March

Standard 5: Partnerships, Mandatory

- The center is actively engaged with a minimum of two partner entities.
- Documentation Required:
 - A minimum of two written partnership agreements specifying roles, responsibilities, and services to be provided.



Standard 5: Partnerships (MOU)
September 20, 2009 – v1



Neighborhood Networks



MEMORANDUM OF UNDERSTANDING Template

Between
[Partner Name], [City and State]

And
[Neighborhood Networks Center Name]

This Memorandum of Understanding (MOU) formalizes a partnership between the [Partner's Name Here] and [Neighborhood Networks Center's Name]. Under this partnership agreement, the [Partner's Name Here] will provide [list services and/or gifts here]. By participating in this partnership, the [Partner's Name Here] will reach its targeted constituency of underserved young adults interested in achieving greater economic opportunity and self-sufficiency.

[Partner's Name] is a no-cost education and training program administered by the U.S. Department of Labor (DOL) that helps disadvantaged young people ages 18 through 24 to obtain better jobs, earn more money, and take control of their lives. Funded by Congress, [Partner's Name] has trained young adults for meaningful careers since 1964. The [Neighborhood Networks Center's Name] was created in [year], to provide computer technology access and services for low-income and moderate-income residents of the [Apartment Complex Name] housing community.

The [Neighborhood Networks Center's Name] and the [Partner's Name] both believe that residents of underserved communities can achieve economic opportunity and self-sufficiency if provided proper training, access, and support. Accordingly, under this MOU, they agree as follows:

I. Purpose and Scope

To address low job skills levels of [Apartment Complex Name] housing residents by providing quarterly onsite job training presentations and initial application screening for placement at a [Partner's Name] Training Center.

II. Responsibilities

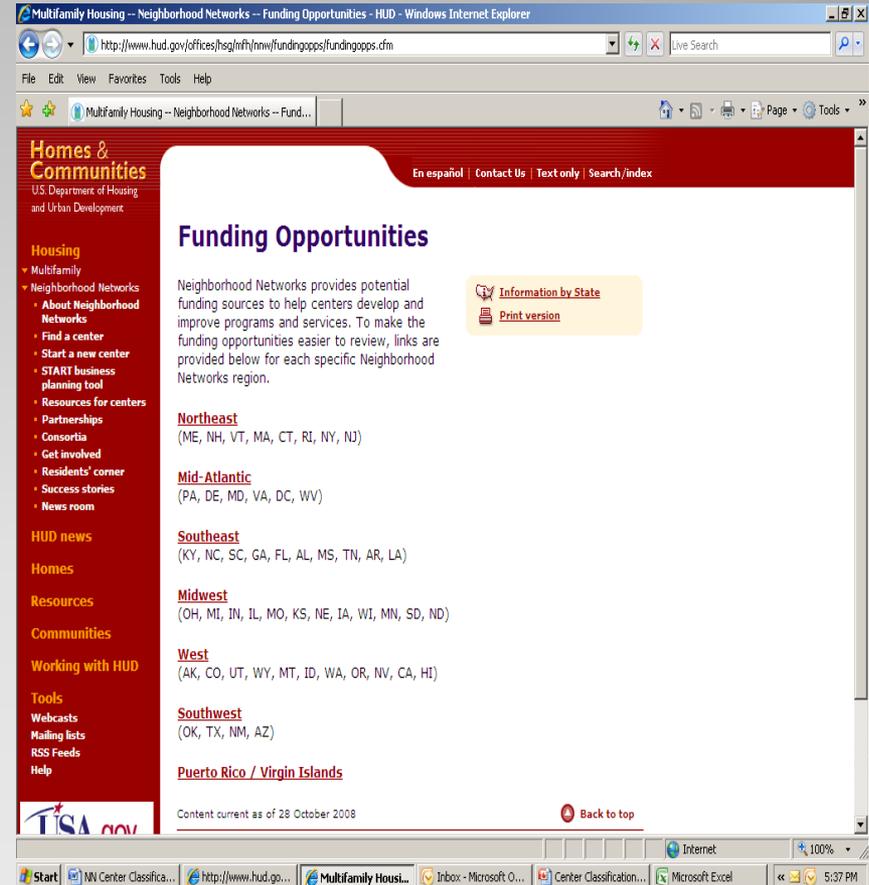
The [Partner's Name] and the [Neighborhood Networks Center's Name] together will:

- Provide quarterly onsite presentations and informal application screening that will address the residents' training and employment needs;
- Promote the partnership to residents, community stakeholders, and media outlets; and
- Monitor and evaluate the outcomes of the partnership.



Standard 6: Funding, Mandatory

- The center seeks funding opportunities to increase financial sustainability, and has submitted a minimum of three proposals for funding in the past three years.
- The center should use a variety of fund development mechanisms to finance current and future operations. The center should demonstrate the capacity to develop proposals to secure equipment, operate programs, maintain staff, and meet other center needs.
- Documentation Required:
 - Copies of proposals submitted during the past three years.
 - Sample materials from other types of fundraising efforts.



Standard 7: Center Environment, Mandatory

- The center environment has the following characteristics: (a) high speed Internet access; (b) up-to-date and working equipment and operating systems; (c) accessible work space and equipment; (d) implemented security features; (e) operational for at least 30 hours weekly; and (f) attractive and clean physical facilities.
- Documentation Required:
 - Operating statement that discusses items stated in the standard.
 - Interior and exterior photographs of the center.



Standard 8: 501(c)(3), Optional

- The center has obtained 501(c)(3) status or is aligned with a 501(c)(3) organization.
- The 501(c)(3) status permits the center to seek and receive grants, contracts and tax-deductible donations, thereby increasing opportunities for sustainability.
- Documentation Required:
 - Copy of 501(c)(3) letter of designation from the Internal Revenue Service (IRS) or copy of 501(c)(3) letter of designation from IRS for organization with which center is aligned or is sponsored.

Mail to: PO Box 308
Trenton, NJ 08646

STATE OF NEW JERSEY
DIVISION OF REVENUE

Overnight to: 225 West State St.
3rd Floor
Trenton, NJ 08608-1001

"FEE REQUIRED" PUBLIC RECORDS FILING FOR NEW BUSINESS ENTITY

Fill out all information below INCLUDING INFORMATION FOR ITEM 11, and sign in the space provided. Please note that once filed, this form constitutes your original certificate of incorporation/formation/registration/authority, and the information contained in the filed form is considered public. Refer to the instructions for delivery/return options, filing fees and field-by-field requirements. Remember to remit the appropriate fee amount. Use attachments if more space is required for any field, or if you wish to add articles for the public record.

1. Business Name: New Jersey NetWorks

2. Type of Business Entity: N P
(See Instructions for Codes, Page 21, Item 2)

3. Business Purpose:
(See Instructions, Page 22, Item 3)

4. Stock (Domestic Corporations only; LLCs and Non-Profit leave blank):

5. Duration (If Indefinite or Perpetual, leave blank):

6. State of Formation/Incorporation (Foreign Entities Only):

7. Date of Formation/Incorporation (Foreign Entities Only):

8. Contact Information:
Registered Agent Name: New Jersey NetWorks

Registered Office:
(Must be a New Jersey street address)

Main Business or Principal Business Address:

Street 33 Mill Street Street 33 Mill Street
City Newton Zip 07860 City Newton State NJ Zip 07860

9. Management (Domestic Corporations and Limited Partnerships Only)

- For-Profit and Professional Corporations list initial Board of Directors, minimum of 1;
- Domestic Non-Profits list Board of Trustees, minimum of 3;
- Limited Partnerships list all General Partners.

Street Address	City	State	Zip
<u>33 Mill Street</u>	<u>Newton</u>	<u>NJ</u>	<u>07860</u>
<u>60 Glenridge Ave</u>	<u>Montclair</u>	<u>NJ</u>	<u>07042</u>
<u>1 Kingsbury Square</u>	<u>Trenton</u>	<u>NJ</u>	<u>08611</u>

The signatories below certify that the business entity has complied with all applicable filing requirements pursuant to the laws of the State of New Jersey.

10. Incorporators (Domestic Corporations Only, minimum of 1)

Name	Street Address	City	State	Zip
<u>[Redacted]</u>	<u>33 Mill Street</u>	<u>Newton</u>	<u>NJ</u>	<u>07860</u>

Signatures for the Public Record (See instructions for Information on Signature Requirements)

Name	Title	Date
<u>Sonya Craig</u>	<u>Vice President</u>	<u>1/9/08</u>
<u>Shari Sabath</u>	<u>Treasurer</u>	<u>1/7/08</u>

- 23 -

Standard 9: Governance, Optional

- A board of directors or similar body provides center governance.
- A volunteer body representative of all center stakeholders should guide center operations and the center's director. The board should have regularly scheduled meetings.
- Documentation Required:
 - List of board members and the stakeholders or organization they represent.
 - Copies of recent meeting minutes.

Standard 9: Governance
September 20, 2009 – v1



Neighborhood Networks



Public Housing

Neighborhood Networks Board Members:

Board Member Title:	Name:	Date of Induction:
President		
Vice-President		
Secretary		
Treasurer		
Member		

Standard 10: A Neighborhood Networks Web Site, Mandatory

- Center has an operating NN One-Stop-Shop Web page or another functioning Web site for the center linked to the Neighborhood Networks Web site.
- Documentation Required:
 - Picture of Homepage with the link to the Neighborhood Networks Web site.

The screenshot shows a Windows Internet Explorer browser window displaying the website for the Platte Valley ROSS NN Center. The browser's address bar shows the URL: <http://lnshhq05w.hud.gov/NN/websites.nsf/5d2bf527318dea97852570180065cd70/6cc23b688a9387c785257>. The website has a dark vertical navigation menu on the left with the following items: Neighborhood Networks, About, Services, News/Events, Useful Links, Contact/Feedback, and Home. The main content area features the title "Platte Valley ROSS NN Center -PH" and contact information: "3050 Champa St., Denver, CO 80205", "Phone: 303-298-7491", and "Fax: 303-296-5079". Below the text is a photograph of the center building and the Denver Housing Authority logo, which includes the letters "DHA" and the tagline "THE BUSINESS OF HOUSING". The page is titled "Platte Valley ROSS Neighborhood Networks Center". The text on the page describes the center as a Denver Housing Authority property that offers multiple programs for free to residents of Denver Housing Authority and surrounding communities. It lists programs for youth and adults of all ages, aimed at helping low-income neighborhoods become self-sufficient through classes taught by skilled professionals. The center's hours are Monday through Thursday from 8:00am to 6:00pm, Friday from 8:00am to 4:00pm, and closed on Saturday and Sunday. It also mentions that the center has sixteen Dell desktop computers with access to the Internet and Microsoft applications like Word, Excel, Power Point, and Publisher. A note at the bottom encourages visitors to feel free to stop by during operating hours to take classes or use the center's computers.



**THIS COULD
BE YOU!!**

Model Center Award



**Neighborhood Networks
15th Year Anniversary**

Interactive Virtual Learning

More Opportunities to Network

WHAT'S IN STORE