

**HOPE VI Community & Supportive Services  
Best Practices – Job Training/Readiness/Technology Education  
Minneapolis Housing Authority**

**Residents Prepare for Employment via Technology Driven Programs**

The Minneapolis Housing Authority is working to connect work eligible adults with education technology to prepare them for potential employment opportunities.

To accomplish this goal, MHA provided one-on-one training sessions for a hands-on and personal experience. Staff also created a monthly training class to teach basic computer skills to residents. MHA aimed to make the training fun and adaptable to students' needs. Computer games such as chess, puzzles and dominos were introduced to help students search for information they were interested in, whether it was recipes, locating local stores and businesses, sending online cards or emailing family. This approach helped students see the value and benefits of computer/internet skills with minimal effort.

Residents' computer usage sky-rocketed from 1.2 hours per day at the beginning of the program in November 2006, to a current rate of 11 hours per day. Several participants received CSS staff assistance and input on buying a personal computer/laptop for the very first time. Residents learned to search the internet, send emails, type letters and save documents, among other basic but critical computer skills.

CSS staff is excited to move the program to another level and provide additional capabilities. These include adding a wireless network printer and purchasing additional software to allow greater functionality (for example, software where one speaks into a microphone and the computer automatically types the words into a letter), new computers with faster processing speed and introducing participants to new computer technologies.

The Minneapolis Housing Authority received an FY 2002 \$14,193,604 million HOPE VI Revitalization grant for Heritage Park.

**For more information on this Best Practice contact:**

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