

Appendix B: Resident Survey Summary

The screenshot shows a Microsoft Internet Explorer browser window displaying the 'Resident Survey Summary' page. The browser's address bar shows the URL: <http://lnshhq05w.hud.gov/NN/start.nsf/bizplan?OpenForm&PageUniqueID=6DBECDDEC8274D1985257005005CADFF&sessionid=LNSH-6LVRCLJ90.241855497062714545&>. The page title is 'Executive Estates Neighborhood Networks Community Center FY: 2005 - 2007'.

The page content includes a navigation menu on the left with the following items:

- Center Profile
- Introduction to the START Tool
- Starting the START Process
- Budgeting and Fundraising
- Planning for Center Operations ✓
- Organization and Management ✓
- Program Planning ✓
 - Resident Survey Summary ✓
 - Program Planning ✓
 - Annual Program Objectives* ✓
 - Goals, Activities, Outcomes ✓
 - Program Calendar ✓
- Marketing and Outreach ✓
- Business Plan Reports
- Assessment and Evaluation

The main content area is titled 'Resident Survey Summary' and contains the following text:

Take the completed surveys and total the results. Record the total number of marks for each type of training or program.

After you enter the number of responses for each type of training or program, the system will calculate whether resident interest for each program area is high, medium, or low. The results of this calculation will appear on the next page, the beginning of the Program Planning section.

How many people completed the resident survey?

What is 75% of this number? (calculated)

What is 50% of this number? (calculated)

High = 75% or more of the respondents said yes

Medium = 50-75% said yes

Low = less than 50%

Type of Training or Program	Total Marks
Job-skills training/employment	<input type="text" value="9"/>
Job-readiness training	<input type="text" value="7"/>
Job-retention services	<input type="text" value="5"/>
Job posting, search, or placement services	<input type="text" value="10"/>
Introduction to/familiarization with computers	<input type="text" value="8"/>
Internet access and access to local services	<input type="text" value="11"/>
Economic development (microenterprises, small business development)	<input type="text" value="3"/>
Telecommuting and remote job access training	<input type="text" value="3"/>
Children's education programs (0-12 years)	<input type="text" value="2"/>

Purpose/Usage:

This webpage allows the user to submit all of their resident survey information online.

Description/Function:

- This will assist the user compile accurate and up to date information concerning their residents.
- The user shall click on the "SAVE" button to save entry.
- The user shall click on "NEXT" button to move to next screen.

Appendix B: Resident Survey Summary (Continued)

The screenshot displays a web browser window with the following elements:

- Browser Title Bar:** http://lnshhq05w.hud.gov/NN/start.nsf/bizplan?OpenForm&PageUniqueID=6DBECDDDEC8274D1985257005005CADFF&sessionid=LNSH-6LVRUCJ90.2418554970627145458&... - Microsoft Internet Explorer
- Address Bar:** http://lnshhq05w.hud.gov/NN/start.nsf/bizplan?OpenForm&PageUniqueID=6DBECDDDEC8274D1985257005005CADFF&sessionid=LNSH-6LVRUCJ90.2418554970627145458&... Go Links
- Page Header:** Executive Estates Neighborhood Networks Community Center FY: 2005 - 2007
- Sidebar (Left):**
 - 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
 - Resident Survey Summary
 - Program Planning
 - Annual Program Objectives*
 - Goals, Activities, Outcomes
 - Program Calendar
 - Marketing and Outreach
 - Business Plan Reports
 - Assessment and Evaluation
 - Send E-mail Message
 - Update Start Fiscal Year
 - Help on Navigation
 - Expand All Collapse All Refresh
 - START Home
 - NN at Work Home
 - Logout
- Main Content Area:**

Internet access and access to local services	11
Economic development (microenterprises, small business development)	3
Telecommuting and remote job access training	3
Children's education programs (0-12 years)	2
Youth education programs (13-17 years)	5
Adult basic education/literacy	5
English as a Second Language (ESL) programs	4
GED/high school equivalency certificate programs	5
Adult continuing education programs	8
Family education programs	7
Children's activities (0-12 years)	7
Youth activities (13-17 years)	5
Adult activities (18-64)	5
Senior services (65+)	3
Childcare	5
Healthcare	6
Personal financial management counseling	7
Other, specify:	5
- Navigation Buttons:** PREVIOUS, NEXT, Done, Help on "Done", SAVE, PRINT
- Taskbar:** Shows the Windows Start button, several application icons, and the system clock at 3:30 PM.

See description above.

Appendix B: Program Planning

Program Planning - Designing the Right Program for Your Center

The purpose of collecting the data on residents' interests is to help you make well-informed decisions about center programs.

Summarizing Survey of Residents' Interests

How did the residents rank their interest for each program activity? The results of the residents' survey appear below.

Consider the following:

- What programs will or does your center offer?
- How does this compare to what residents say they want?
- Have residents ranked anything high that you are not offering or do not plan to offer?
- Are you offering any programs that residents ranked low? If so, you may want to consider modifying your approach.

Type of Training or Program	Level of Interest (H,M,L) (as determined by resident survey)	Do you or do you plan to offer these programs at the center? Yes/No
Job-skills training/employment	Medium	<input checked="" type="radio"/> Yes <input type="radio"/> No
Job-readiness training	Low	<input type="radio"/> Yes <input checked="" type="radio"/> No
Job-retention services	Low	<input type="radio"/> Yes <input checked="" type="radio"/> No
Job posting, search or placement services	Medium	<input checked="" type="radio"/> Yes <input type="radio"/> No
Introduction to/familiarization with computers	Medium	<input checked="" type="radio"/> Yes <input type="radio"/> No
Internet access and access to local services	Medium	<input checked="" type="radio"/> Yes <input type="radio"/> No
Economic development (microenterprises, small business development)	Low	<input type="radio"/> Yes <input checked="" type="radio"/> No
Telecommuting and remote job access training	Low	<input checked="" type="radio"/> Yes <input type="radio"/> No

Purpose/Usage:

- The purpose of this screen is to allow the user to design the right programs for their center. The “level of interest” column is automatically populated based on results from the survey from the previous screen shot.

Description/Function:

- The user will click the radio buttons to indicate which programs are being offered.
- The user shall click on the “SAVE” button to save entry.
- The user shall click on “NEXT” button to move to next screen.

Appendix B: Program Planning (Continued)

The screenshot shows a web browser window with the following address bar text: `http://lnshhq05w.hud.gov/NN/start.nsf/bizplan?OpenForm&PageUniqueID=6DBECDDCE8274D1985257005005 - Microsoft Internet Explorer`

The page title is "Executive Estates Neighborhood Networks Community Center FY: 2005 - 2007".

Left Sidebar (Homes & Communities Center Profile):

- Introduction to the START Tool
- Starting the START Process
- Budgeting and Fundraising
- Planning for Center Operations ✓
- Organization and Management ✓
- Program Planning ✓
 - Resident Survey Summary ✓
 - Program Planning ✓
 - Annual Program Objectives* ✓
 - Goals, Activities, Outcomes ✓
 - Program Calendar ✓
- Marketing and Outreach ✓
- Business Plan Reports
- Assessment and Evaluation

Main Content Table:

Services	Priority	Yes/No
Economic development (microenterprises, small business development)	Low	<input type="radio"/> Yes <input checked="" type="radio"/> No
Telecommuting and remote job access training	Low	<input checked="" type="radio"/> Yes <input type="radio"/> No
Children's education programs (0-12 years)	Low	<input checked="" type="radio"/> Yes <input type="radio"/> No
Youth education programs (13-17 years)	Low	<input type="radio"/> Yes <input checked="" type="radio"/> No
Adult basic education/literacy	Low	<input checked="" type="radio"/> Yes <input type="radio"/> No
English as a Second Language (ESL) programs	Low	<input type="radio"/> Yes <input checked="" type="radio"/> No
GED/high school equivalency certificate programs	Low	<input type="radio"/> Yes <input checked="" type="radio"/> No
Adult continuing education programs	Medium	<input type="radio"/> Yes <input checked="" type="radio"/> No
Family education programs	Low	<input type="radio"/> Yes <input checked="" type="radio"/> No
Children's activities (0-12 years)	Low	<input checked="" type="radio"/> Yes <input type="radio"/> No
Youth activities (13-17 years)	Low	<input checked="" type="radio"/> Yes <input type="radio"/> No
Adult activities (18-64)	Low	<input checked="" type="radio"/> Yes <input type="radio"/> No
Senior services (65+)	Low	<input checked="" type="radio"/> Yes <input type="radio"/> No
Childcare	Low	<input type="radio"/> Yes <input checked="" type="radio"/> No
Healthcare	Low	<input type="radio"/> Yes <input checked="" type="radio"/> No
Personal financial management counseling	Low	<input type="radio"/> Yes <input checked="" type="radio"/> No
Other:	Low	<input type="radio"/> Yes <input checked="" type="radio"/> No

Bottom Navigation: PREVIOUS, NEXT, Done Help on "Done", SAVE, PRINT

See description above.

Appendix B: Annual Program Objectives

Annual Program Objectives *

Objectives	# Participants
Number of adults the center will serve	65
Number of children the center will serve	120
Introduction to familiarization with computers	
Provide computer courses for	
	Introductory Intermediate Advanced Total
Children	0 0 0 0
Youth	0 0 0 0
Adults	25 12 2 39
Seniors	10 2 0 12
Job skills training/employment	
Provide individuals with an opportunity to improve their quality of life by participating in job training and placement	0
Provide job readiness training	0
Track the number of individuals who retain jobs	
3 to 12 months	0
12 or more months	0
Provide individuals with opportunities to improve their quality of life and track participation in the following programs	
GED preparation classes	0
English as a Second Language (ESL) classes	0
Literacy programs	4
Adult basic education	25
Provide children and youth with opportunities to improve their quality of life through participation in	

Purpose/Usage:

- The purpose of this screen is to capture statistics for program objectives. These proposed statistics would later be compared against actual results in the Assessment.

Description/Function:

- The user will enter totals in each space where applicable.
- The user shall click on the "SAVE" button to save entry.
- The user shall click on "NEXT" button to move to next screen.

Appendix B: Annual Program Objectives (Continued)

Executive Estates Neighborhood Networks Community Center FY: 2005 - 2007

Provide children and youth with opportunities to improve their quality of life through participation in

Structured afterschool program	<input type="text" value="0"/>
Onsite childcare programs	<input type="text" value="0"/>
Subsidized childcare onsite or in the community	<input type="text" value="0"/>

Provide individuals with opportunities to develop

Telecommuter centers	<input type="text" value="0"/>
Small business or microenterprises	<input type="text" value="0"/>
Youth-based businesses	<input type="text" value="0"/>

Provide individuals with an opportunity to improve their quality of life through

	Families	Seniors	Total
Onsite health-related education and resources	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Improved access to health-related education and resources	<input type="text" value="200"/>	<input type="text" value="20"/>	<input type="text" value="220"/>

Other objectives?

Provide affordable computer based training, education and computer access to residents and the general public.

* Required form or field

Done
 [Help on "Done"](#)

See description above.

Appendix B: Goals, Activities, and Outcomes

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 ✓
 - Resident Survey Summary ✓
 - Program Planning ✓
 - Annual Program Objectives* ✓
 - Goals, Activities, Outcomes** ✓
 - Program Calendar ✓
- Marketing and Outreach ✓
- Business Plan Reports
- Assessment and Evaluation

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

START Home
NN at Work Home
Logout

Executive Estates: Neighborhood Networks Community Center FY: 2005 - 2007

Goals, Activities, and Outcomes

You will establish goals, activities, and outcomes for your programs.

Take a look at the goals and think about how you will evaluate whether or not you have attained them. Try to set goals that you can measure.

[Click to Add Goal](#)

Goal: Create networks to enhance educational opportunities and address individual learning needs.

Goal: Maintain a training schedule to educate new residents to the complex.

Outcome	Outcome progress
10 residents complete classes	

Goal: Provide hope and independence through job training and personal growth to the residents.

Goal: Provide services to the general residents of the Fairbanks North Star Borough, with emphasis toward welfare recipients and low income households.

Goal: Reducing Welfare Dependency

Outcome	Outcome progress
15% of the adult residents who participate in the program to get off welfare and into decent paying jobs.	

Goal: Support literacy language training with local literacy language council and Alaska Native Language Council.

Activities	Start date	End date	Person responsible
Provide computers and internet access for Literacy Council clients to practice their skills.	01/01/2006	12/31/2010	Michael Downing/Center Director

[PREVIOUS](#) [NEXT](#) Done [Help on "Done"](#) [SAVE](#) [PRINT](#)

Purpose/Usage:

- The purpose of this screen is for the user to establish goals, activities and outcomes for their center.

Description/Function:

- Sample Goals, Activities, and Outcomes will be provided.
- The user will click on the “Click to Add Goal” link to access the pop-up utility, which allows new goals, activities, and outcomes to be added.
- The user shall click on the “SAVE” button to save entry.
- The user shall click on “NEXT” button to move to next screen.

Appendix B: Goals, Activities, and Outcomes (Continued)

The screenshot shows a web browser window displaying a form titled "Goal, Activity, Outcome". The form is divided into several sections for data entry:

- Buttons:** "Save", "Close", and "Example" are located at the top of the form.
- Goal Entry:** A section for "Goal Name" with a dropdown menu and an "Apply To" section with radio buttons for "Ongoing", "Year 1", "Year 2", and "Year 3".
- Activity Entry (Multiple Rows):** Three rows for "Activity" entries, each with a dropdown menu, "Start Date" and "End Date" fields with calendar icons, and a "Person Responsible" field containing the text "Michael Downing/Center Director".
- Outcome Entry:** A section for "Outcome Name" with a dropdown menu and an "Outcome Progress" field with a dropdown menu.

The background shows a sidebar menu for "Homes & Communities" with various navigation options like "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", and "Assessment and Evaluation". The browser's address bar shows the URL: <http://Inshhq05w.hud.gov/NN/start...>

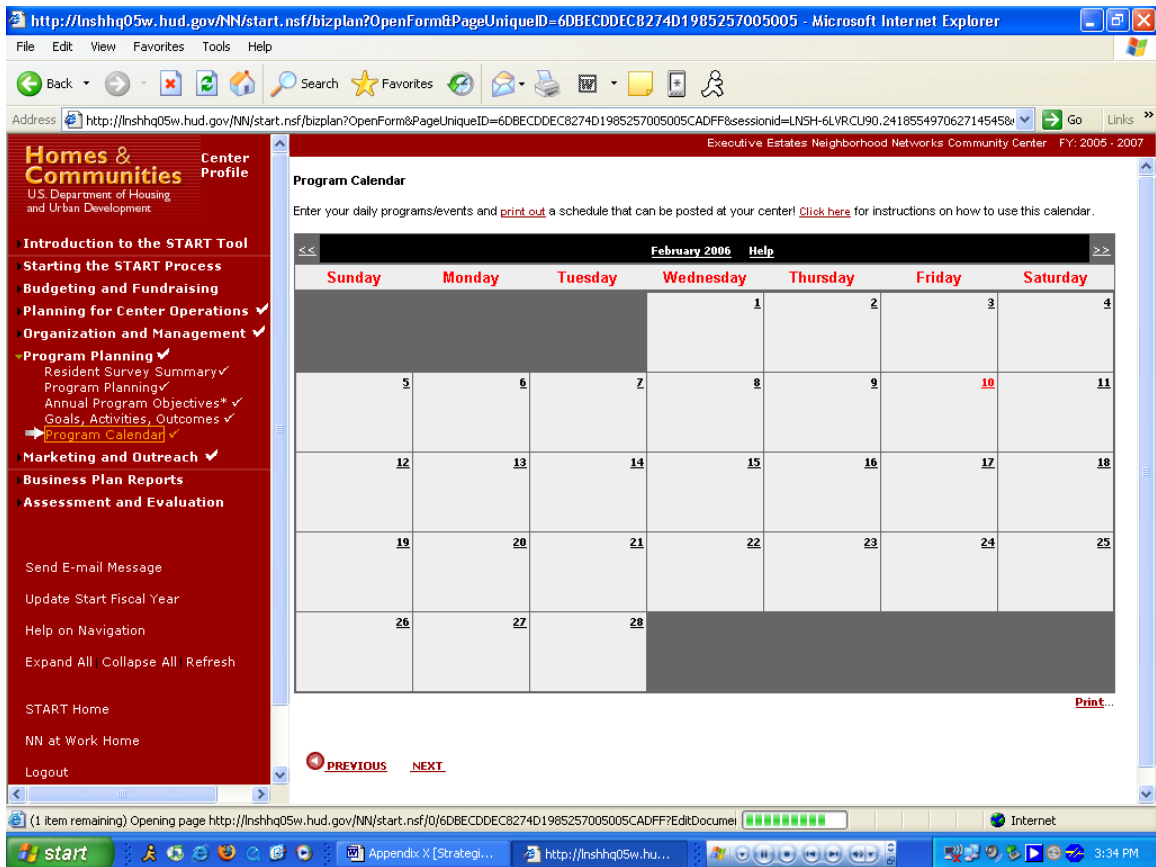
Purpose/Usage:

- This screen displays the pop-up utility that the users will enter a goal, activity, or outcome.

Description/Function:

- User can enter as many of these as necessary for their center.

Appendix B: Program Calendar



Purpose/Usage:

- The purpose of this screen is to allow the user to enter daily programs or events that occur at the center, and generate a printed calendar that can be displayed for center users.

Description/Function:

- Users will click on the date in each square on the calendar that provides access to the “daily scheduler” pop-up. The “daily scheduler” will allow the user to enter an event/program for that particular day, as well as view events that are already scheduled.
- Clicking on the name of the month at the top of the calendar will display all events scheduled for that month via a pop-up window.
- Navigation will be accomplished one month at a time, backwards and forwards via the << >> buttons.
- A help screen will be accessible by clicking on “Click here” at the top of the page.
- A print utility will be provided to allow the user to print a copy of the calendar for display at the center.
- The user will click “NEXT” to proceed to the next screen.

Appendix B: Marketing Plan

The screenshot shows a web browser window with the address bar displaying a URL from the HUD website. The page title is 'Executive Estates Neighborhood Networks Community Center FY: 2005 - 2007'. The main content area is titled 'Marketing Plan' and contains the following information:

In this section, you will establish goals, activities, and outcomes for your marketing. Try to set goals that you can measure.

[Click to Add Goal](#)

Goal: Contact local non-profits, such as Lions Club, Kiwanis etc., to generate interest in working with the computer center.

Activities	Start date	End date	Person responsible
Attend meetings and talks with members regarding activities of the Center and deired future projects	02/01/2006	12/31/2010	Michael Downing/Center Director
Maintain an ongoing relationship to encourage contiued support	02/01/2006	12/31/2010	Michael Downing/Center Director

Outcome

Outcome progress

Immediate and ongoing monetary and in-kind support to the Center provided or in equipment donated.

Goal: Develop an information packet for distribution to interested parties

Activities	Start date	End date	Person responsible
Develop and print the packet for distribution	09/12/2005	11/30/2005	Michael Downing/Center Director

Outcome

Outcome progress

Packet is developed, distributed and updated as necessary. Packet is shown to be a successful tool in seeking support.

Goal: Establish a schedule for ongoing Center activities.

Activities	Start date	End date	Person responsible
Publish and distribute a monthly calendar of events such as, classes.	01/01/2006	12/31/2010	Michael Downing/Center Director
Publish flyers to be be distributed to residents of the complex, computer businesses, local radio and TV stations and newspapers.	01/01/2006	12/31/2010	Michael Downing/Center Director

Outcome

Outcome progress

Increase participation in Center activities. An annual increase in participation of 5%.

Purpose/Usage:

- The purpose of this page is to establish goals, activities and outcomes for internal marketing.

Description/Function:

- Users will click the “Click to Add Goal” link to access the pop-up utility.
- The user shall click on the “SAVE” button to save entry.
- The user shall click on “NEXT” button to move to next screen.

Appendix B: Marketing Plan (Continued)

The screenshot displays a web browser window with the following content:

- Browser Address Bar:** <http://lnshhq05w.hud.gov/NN/start.nsf/bizplan?OpenForm&PageUniqueID=6DBECDDCEC8274D1985257005005CADFF&sessionid=LNSH-6LVRU90.241855497062714545&>
- Page Header:** Executive Estates Neighborhood Networks Community Center FY: 2005 - 2007
- Left Navigation Menu:**
 - 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 ✓
 - Marketing and Outreach ✓
 - Marketing Plan ✓
 - National Partnership Resource ✓
 - Partnership Profile* ✓
 - Partnership Tracking Log ✓
 - Funding Commitments* ✓
 - Business Plan Reports
 - Assessment and Evaluation
 - Send E-mail Message
 - Update Start Fiscal Year
 - Help on Navigation
 - Expand All Collapse All Refresh
 - START Home
 - NN at Work Home
- Main Content Area:**
 - Outcome:** Packet is developed, distributed and updated as necessary.
 - Outcome progress:** Packet is shown to be a successful tool in seeking support.
 - Goal:** Establish a schedule for ongoing Center activities.
 - Activities Table:**

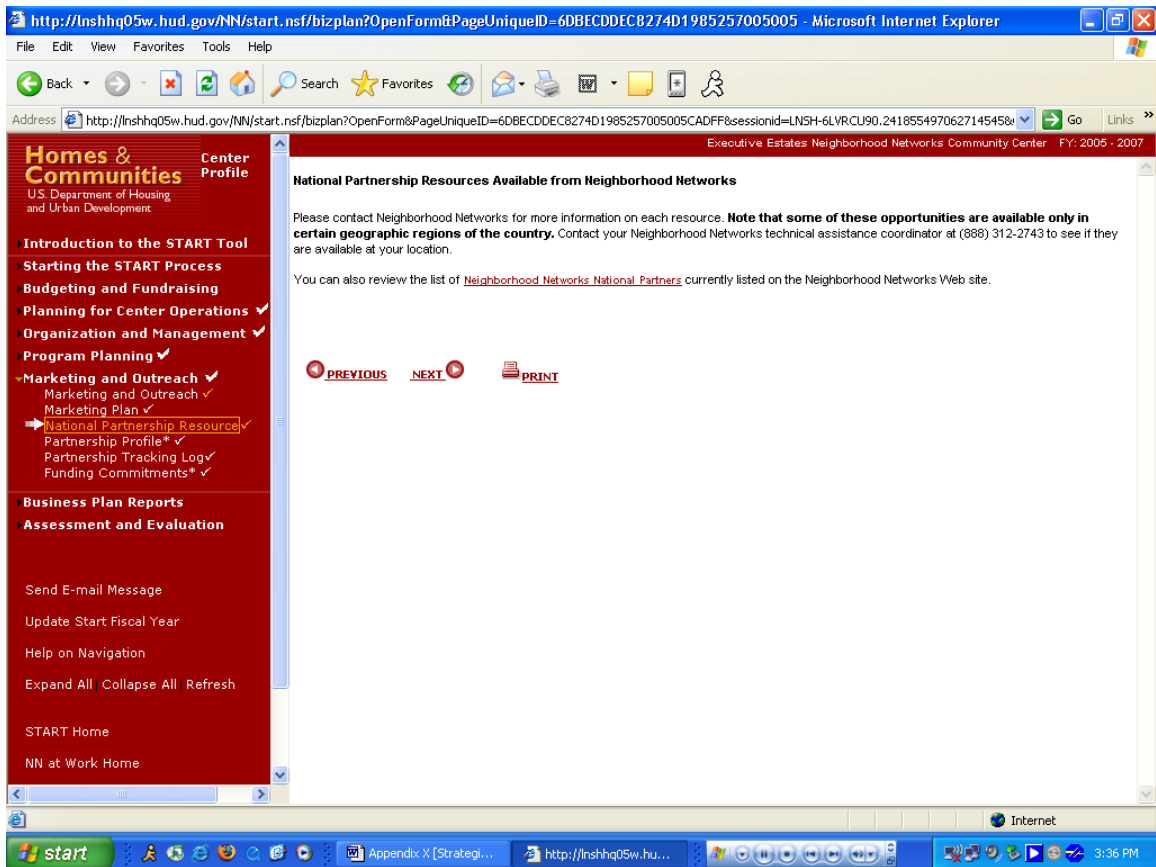
Activities	Start date	End date	Person responsible
Publish and distribute a monthly calendar of events such as, classes.	01/01/2006	12/31/2010	Michael Downing/Center Director
Publish flyers to be distributed to residents of the complex, computer businesses, local radio and TV stations and newspapers.	01/01/2006	12/31/2010	Michael Downing/Center Director
 - Outcome:** Increase participation in Center activities.
 - Outcome progress:** An annual increase in participation of 5%.
 - Goal:** Exterior sign for our building identifying the location of the Center.
 - Activities Table:**

Activities	Start date	End date	Person responsible
Contract with local sign company to make the sign.	03/15/2006	04/15/2006	Michael Downing/Center Director
Have the complex maintenance crew mount the sign to the building.	04/15/2006	04/17/2006	Michael Downing/Center Director
 - Goal:** Identify local businesses and companies that will provide either cash, in-kind or equipment donations for center programs
 - Activities Table:**

Activities	Start date	End date	Person responsible
Research and identify Chamber of Commerce members with interests in establishing neighborhood-based computer learning centers and helping low-income adults	09/01/2005	12/31/2010	Michael Downing/Center Director
 - Outcome:** Relationship building with one or more businesses and companies who have heard center pitch
 - Outcome progress:** Will be measured by number of relationships that develop as a result of this activity
- Footer:**
 - PREVIOUS
 - NEXT
 - Done Help on "Done"
 - SAVE
 - PRINT

See description above.

Appendix B: National Partnership Resources



Purpose/Usage:

- The purpose of this page is to give contact information for Neighborhood Networks staff that can assist with National Partnerships. Also, a link is provided to the Partnerships section of the NN Website.

Description/Function:

- Users will be able to click on the link for "Neighborhood Networks National Partners" to go to the Partnership section of the NN Website where they can find more information on Partnership resources.
- Users will click "NEXT" to proceed to the next screen.

Appendix B: Partnership Profile

The screenshot shows a web browser window with the URL <http://lnshhq05w.hud.gov/NN/start.nsf/bizplan?OpenForm&PageUniqueID=6DBECDDCE8274D1985257005005CADFF&sessionid=LNSH-6LVRUJ90.2418554970627145458>. The page title is "Partnership Profile *".

Partnership Profile *

To develop partnerships with your community resources, it will be important to approach these partners and track these relationships. The partnership profile can help you do that.

Each of your profiles should include:

- Contact information
- What resources they have that could benefit the center
- Log of calls and correspondence
- List of donated items for services
- Cash donations

[Click here](#) for "Six Tips for Building a Successful Partnership" Complete a profile for each potential partner that you identified.

To create a partner profile, please select a partner from the drop-down list on the right. To edit an existing profile, please click on the link to an existing profile and perform the desired updates.

Select From List Below

Partner	Contact	Phone
Rasmuson Foundation		
Noel Wein Library	Greg Hill	459-1020
Access Alaska	Jim Kraitsman	479-7940
University of Alaska		474-7211
Alaska Department of Labor	Julia Quist	451-5967
Fairbanks North Star Borough School District		452-2000
North Star Council on Aging	Lou Grose	452-1735
Literacy Council of Alaska	Mike Donaldson	456-6212
Denakanaaga	Manny Carlo	456-5827
Ben Lemond, Inc.	Diane Roe	479-5997

* Required form or field

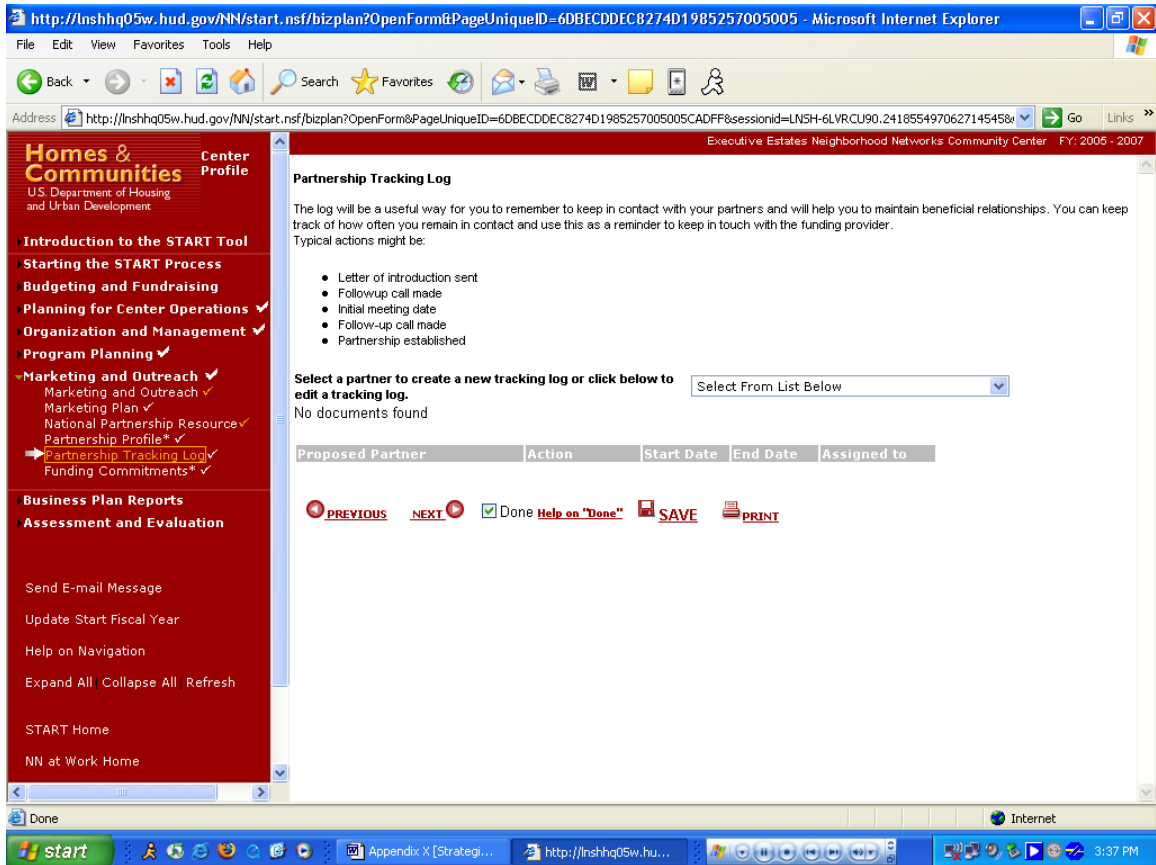
Purpose/Usage:

- The purpose of this screen is to allow the user to select community resources that can function as partners for the center.

Description/Function:

- Users will be able to click on the link labeled "Click here" to access a pop-up window containing "Six Tips for Building a Successful Partnership."
- Users will select partners from the drop-down list, and then enter contact information in to the corresponding pop-up box that appears.
- Users will be able to edit previously entered partner information by clicking on that partner's name in the list.
- The user shall click on the "SAVE" button to save entry.
- The user shall click on "NEXT" button to move to next screen.

Appendix B: Partnership Tracking Log



Purpose/Usage:

- The purpose of this screen is to assist the center in keeping track of interactions with various partners.

Description/Function:

- Upon selection of partner from drop-down list, a pop-up window will be activated to capture the details of the interaction (date, responsible staff person & notes).
- Previously established entries will be edited by clicking on the "action" name from the list.
- The user shall click on the "SAVE" button to save entry.
- The user shall click on "NEXT" button to move to next screen.

Appendix B: Funding Commitments

Funding Commitments *

This is a place to track the resources and commitments for this partner. You will be reminded of these commitments when you build your budget later.

Select a partner to edit a Funding Commitment.

Name of Institution in Your Community	Resource(s)	In-kind value	Funds donated
Access Alaska	Programs and other services	\$0	\$0
Alaska Department of Labor	Jobs	\$0	\$0
Ben Lomond, Inc.	Funding	\$0	\$0
Denakanaaga	Programs and other services	\$0	\$0
Fairbanks North Star Borough School District	Space and Facilities	\$0	\$0
Literacy Council of Alaska	Programs and other services	\$0	\$0
Noel Wein Library	Space and Facilities	\$0	\$0
North Star Council on Aging	Space and Facilities	\$0	\$0
Rasmuson Foundation	Equipment	\$0	\$10,000
University of Alaska	Experts	\$0	\$0
Totals		\$0	\$10,000

Congratulations! You have completed your business plan. You may [preview business plan report](#) OR [save a business plan report](#).

* Required form or field

[PREVIOUS](#) Done [Help on "Done"](#) [SAVE](#) [PRINT](#)

Purpose/Usage:

- The purpose of this page is to track resources and funding commitments from partners.

Description/Function:

- Users will click on the name of the partner to open a pop-up window. The pop-up allows users to select the type of institution and resource provided from a drop-down list. Users will also be able to enter dollar amount of funds (or in-kind value) of donations from partners if applicable.
- The user shall click on the “SAVE” button to save entry.
- The user shall click on “NEXT” button to move to next screen.

Appendix B: Preview Business Plan

The screenshot shows a web browser window with the following content:

Executive Estates Neighborhood Networks Community Center
Neighborhood Networks Business Plan
Fiscal Years 2005 to 2007

CENTER PROFILE

Center Address:	1620 Washington Drive Fairbanks, AK 99709	Phone:	907-479-4675
		Fax:	907-474-0465
		E-mail:	downingcomputing@att.net
HUD Field Office:	Seattle	Web site:	

Center Contact:	Mr. Michael Downing 1620 Washington Drive Fairbanks, AK 99709	Phone:	907-479-3655
		Fax:	907-479-2913
		E-mail:	downingcomputing@att.net

HUD PROPERTY INFORMATION

Name/Address:	Little Dipper 1910 Turner Street Fairbanks, AK 99701	Phone:	907-452-6092
		Fax:	907-452-6547
		E-mail:	
FHA Number:	17644016		
Sect. 8 Number:	AK02M000011		

Property Management Agency
Agency Name:
Address:
City: **State:**
Zip: **E-mail:**
Phone: **Fax:**

HUD SECOND PROPERTY INFORMATION

Name/Address:	Little Dipper 1910 Turner Street Fairbanks, AK 99701	Phone:	907-452-6092
		Fax:	907-452-6547
		E-mail:	
FHA Number:	17644016		
Sect. 8 Number:	AK02M000011		

Second Property Management Agency
Agency Name:
Address:
City: **State:**
Zip: **E-mail:**

The left sidebar contains a navigation menu for 'Homes & Communities' with various options like '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', and 'Assessment and Evaluation'. The 'Business Plan Reports' section is currently selected, showing options like 'Preview Business Plan', 'Save Business Plan Report', and 'Existing Business Plan Reports'.

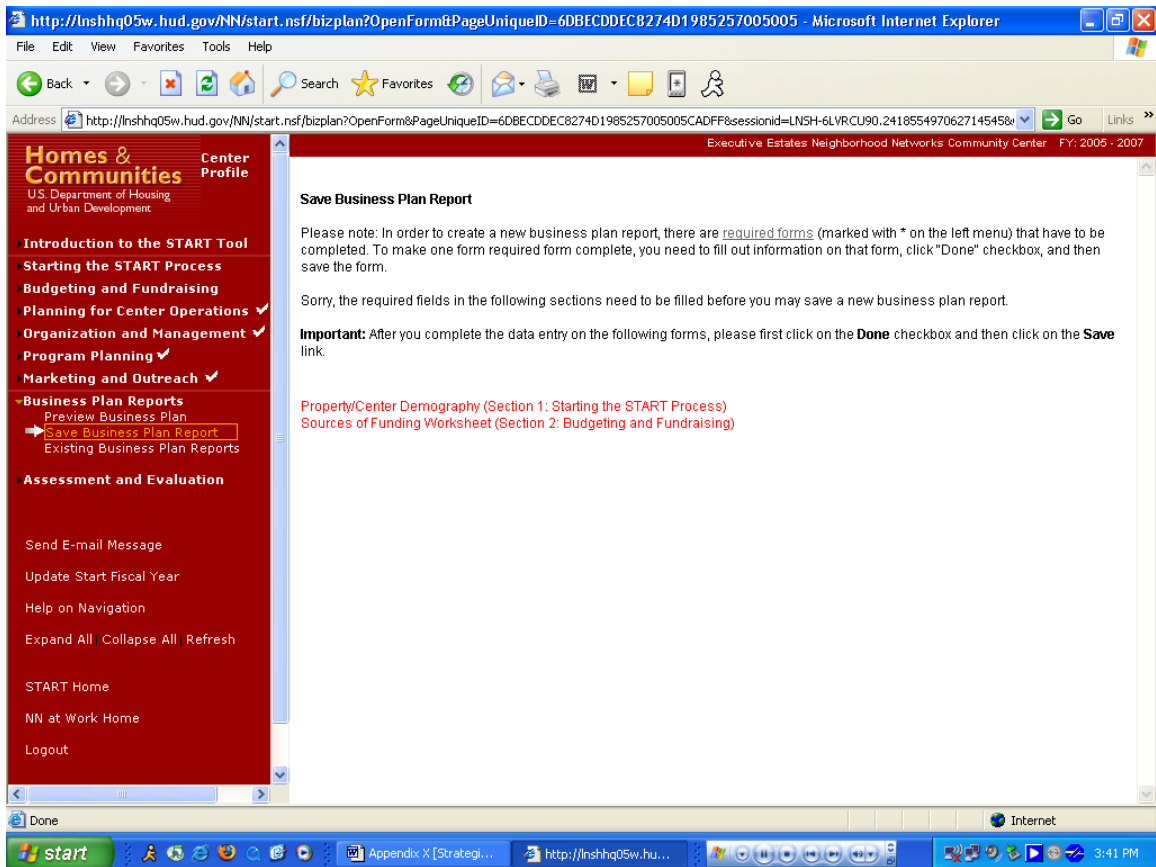
Purpose/Usage:

- The purpose of this screen is to allow the user to review data that was submitted to the HUD Coordinator.

Description/Function:

- Users access this screen as described above to view their submitted business plans.
 - At this point, users will await approval/denial of their business plan by their HUD Coordinator.

Appendix B: Save Business Plan Report



Purpose/Usage:

- The purpose of this screen is to explain to the user the minimum requirements to complete and save a business plan.

Description/Function:

- This website is purely informational. The user can click on the link labeled “required forms” for a pop-up window that will list the forms that must be entered to establish a complete business plan.

Appendix B: Existing Business Plan Report

The screenshot shows a web browser window with the address bar displaying a URL from the HUD website. The page title is 'Existing Business Plan Report'. Below the title, there is a red banner with text: 'Your most current business plan has been conditionally approved. To get it fully approved, please review the comments made by the HUD coordinator and make the corresponding updates using the START tool. Once you have completed the updates, regenerate and submit your newly updated report.' Below this banner is a table with the following data:

Business Plan Timeframe	Creation Date	Plan Submitted?	Submission Date	HUD Review Date	HUD Approval Status
2005 - 2007	09/29/2005 01:37:25 PM	Yes	09/29/2005 01:41:16 PM	12/08/2005 03:10:01 PM	Conditionally Approved

Purpose/Usage:

- The purpose of this page is to display existing business plans, show their approval status, timeframe, submission date, and review date.

Description/Function:

- There will be no entries required by the user on this screen. It is purely informational.
- Users can view the data in the business plans that have been submitted by clicking on the link(s) in the "Creation Date" column.

Appendix B: (Preview) Existing Business Plan Report (Continued)

The screenshot shows a web browser window with the following content:

Header: Executive Estates Neighborhood Networks Community Center FY: 2005 - 2007

Buttons: Print, Close, View Comments, View Individual Sections

Section: Executive Estates Neighborhood Networks Community Center Neighborhood Networks Business Plan Fiscal Years 2005 to 2007

Current Status

Submitted to HUD?	Yes
Submission Date	09/29/2005 01:41:16 PM
Approve by HUD?	Conditionally Approved
HUD Coordinator Name	Laura Cole
Conditionally Approved Date	12/08/2005 03:10:01 PM

CENTER PROFILE

Center Address:	1620 Washington Drive Fairbanks, AK 99709	Phone:	907-479-4675
		Fax:	907-474-0465
HUD Field Office:	Seattle	E-mail:	downingcomputing@att.net
		Web site:	
Center Contact:	Mr. Michael Downing 1620 Washington Drive Fairbanks, AK 99709	Phone:	907-479-3655
		Fax:	907-479-2913
		E-mail:	downingcomputing@att.net

HUD PROPERTY INFORMATION

Name/Address:	Little Dipper 1910 Turner Street Fairbanks, AK 99701	Phone:	907-452-6092
		Fax:	907-452-6547
FHA Number:	17644016		
Sect. 8 Number:	AK02M000011		

Property Management Agency

Agency Name:		State:	
Address:		E-mail:	
City:		Fax:	
Zip:			
Phone:			

HUD SECOND PROPERTY INFORMATION

Purpose/Usage:

- The purpose of this page is to display existing business plans, show their approval status, timeframe, submission date, and review date.

Description/Function:

- User can preview their latest business plan, view comments from HUD coordinators, and print it for their convenience.

Appendix B: View/Edit Existing Assessment

The screenshot displays a web browser window with the URL <http://lnshhq05w.hud.gov/NN/start.nsf/bizplan?OpenForm&PageUniqueID=010911067CA1BF6985256DD4005>. The page title is "View/Edit Existing Assessment". The main content area contains a table with the following data:

Fiscal Year	Creation Date	Submitted?	Submission Date	Completion Status	Review Date
2005	12/08/2005 11:20:00 AM	Yes	12/08/2005 11:20:22 AM	Complete	12/22/2005 11:53:40 AM

The left sidebar, titled "Homes & Communities Center Profile", includes a navigation menu with the following items:

- 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
- START Home
- NN at Work Home
- Logout
- Current User Information

Purpose/Usage:

- The purpose of this page is to display existing assessments, show their fiscal year, creation date, submitted, submission date, completion date, and review date.

Description/Function:

- User can preview their latest assessment and print it for their convenience by clicking on any assessment link listed in the creation date column.

Appendix B: View/Edit Existing Assessment (Continued)

Homes & Communities
US Department of Housing and Urban Development

Center Profile

Neighborhood Networks Center Assessment & Evaluation
Fiscal Year -- 2005

Current Status

Submitted?	Yes
Submission Date	12/08/2005 11:20:22 AM
Completion Status?	Complete
HUD Coordinator Name	William Miecuna
Review Date	12/22/2005 11:53:40 AM

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

Center Address: (Mail to: c/o The KRAUS Organization LLC, 33-01 Vernon Blvd., Long Island City, NY 11106) 367 South Second Street Brooklyn, NY 11211
Phone: 718-274-5000
Fax: 718-274-5001
E-mail: jmm@krausinc.com
Web site:

HUD Field Office: New York City

Center Contact: Mr. Joseph Mayerhoff
33-01 Vernon Boulevard
Long Island City, NY 11106
Phone: 718-274-5000
Fax: 718-274-5001
E-mail: jmm@krausinc.com

HUD PROPERTY INFORMATION

Name/Address: Hewes Mews Associates
33-01 Vernon Boulevard
Long Island City, NY 11106
Phone:
Fax:
E-mail:

FHA Number: NY036-HAD-0080-101

Property Management Agency
Agency Name:
Address:
City:
Zip:
Phone:
State:
E-mail:
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?		
65	80	Adults
35	120	Children
Job Skills Training/Employment?		
50	46	Individuals will participate in a job skills program (Job Skills)
50	41	Individuals will participate in a job readiness program (Job Readiness)
20	23	Individuals will participate in a job retention program (Job Retention)
30	26	Individuals will be assisted by a job placement program (Job Placement)

See description above.

Appendix B: View/Edit Existing Assessment (Continued)

The screenshot shows a web browser window displaying an assessment form. The browser's address bar shows the URL: <http://inshq05w.hud.gov/NN/start.nsf/bizplan?OpenForm&PageUniqueID=010911067CA18F6985256DD400544650&sessionid=LNSH-6MYLCS38.9669642175937103848&CenterUniqueID=6C876E084DASD7D985256D4200582>. The page title is "Kraus Computer Learning Center FY: 2004 - 2006".

The page content is organized into a sidebar on the left and a main table area on the right. The sidebar includes navigation links such as "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", and "Assessment and Evaluation". The "Assessment and Evaluation" section is currently selected, with sub-links for "Create New Assessment" and "Existing Assessments".

The main table area displays the following assessment items:

20	23	Individuals will participate in a job retention program (Job Retention)
30	26	Individuals will be assisted by a job placement program (Job Placement)
25	17	Individuals will obtain jobs (Obtain Jobs)
15	19	Individuals will retain jobs for more than 3 months – 12 months (Retain Jobs: 3-12 months)
12	12	Individuals will retain jobs for longer than 12 months (Retain Jobs: 12 months or more)
Introduction to Familiarization with Computers?		
25	30	Seniors will be provided with basic computer skills training opportunities (Computer Basics: Seniors)
50	56	Adults will be introduced to basic computer skills such as keyboarding, internet access (Computer Basics: Adults)
35	90	Youth will participate in a basic computer skills such as keyboarding, internet access education program (Computer Basics: Youth)
35	90	Youth will participate in a structured computer skills program (Structured skills: Youth)
Internet Access and Access to Local Services?		
100	200	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)
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?		
0	0	Elderly individuals will be provided with on-site health-related resources (health care: elderly)
0	0	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?		
30	0	Individuals will participate in a GED preparation class (GED preparation)
10	0	Individuals will receive their GED as a result of participation in Neighborhood Network center programs (GED recipients)
60	78	Individuals will participate in English as a Second Language (ESL) classes (ESL classes)
10	0	Individuals will participate in a literacy program (literacy program)
0	0	Individuals will participate in adult basic education (adult basic education)
Afterschool Program?		
0	0	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)

See description above.

Appendix B: View/Edit Existing Assessment (Continued)

http://lnshhg05w.hud.gov/NN/start.nsf/bizplan?OpenForm&PageUniqueID=010911067CA1BF6985256DD4005 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://lnshhg05w.hud.gov/NN/start.nsf/bizplan?OpenForm&PageUniqueID=010911067CA1BF6985256DD4005446508sessionid=LN3H-6MYLC338.966964217593710384&CenterUniqueID=6C876E084DA507D985256D420058; Go Links

Kraus Computer Learning Center FY: 2004 - 2006

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

START Home

NN at Work Home

Logout

Current User Information
User Name: Youqi Ma
User Role: START Administrator

Childcare?

0	<input type="checkbox"/>	Children will participate in an on-site childcare program (on-site childcare)
0	<input type="checkbox"/>	Individuals will receive childcare when participating in a Neighborhood Networks center class/program (participant childcare)
0	<input type="checkbox"/>	Children will receive subsidized childcare on-site or in the community (subsidized childcare)

Other Objectives? (Please specify below)

25 participants will use how to use Digital Medical Technology to shoot and edit digital video and pictures.

[Coordinator's comment on Section 1](#)

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	41	5
Introduction to/Familiarization with Computers	Y	155	21
Advanced Computer Training	Y	78	12
Internet Access and Access to Local Services	Y	176	24
Health Care	Y		
Basic Adult Education	Y		
Literacy	Y		
English as a Second Language (ESL)	Y	66	12
GED	Y		
Economic Development (micro enterprises, small business, telecommuting)	Y		
Youth Education Programs	Y		
After School Programs	Y		
Senior Services/Education Programs	Y		
Continuing Education	Y		
Recreation	Y		
Other (please list here)	Y		

[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:

As a tool to teach basic computer skills, we bought the Mavis Beacon typing course. Since many of our participants speak English as their primary language, we purchased the version that allowed them to complete the course in

Done

start Justification Stateme... http://lnshhg05w.hu... Internet 10:41 AM

See description above.

Appendix B: View/Edit Existing Assessment (Continued)

http://lnshhg05w.hud.gov/NN/start.nsf/bizplan?OpenForm&PageUniqueID=010911067CA1BF6985256DD4005 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://lnshhg05w.hud.gov/NN/start.nsf/bizplan?OpenForm&PageUniqueID=010911067CA1BF6985256DD4005&sessionid=LN3H-6MYLC338.966964217593710384&CenterUniqueID=6C876E084DA507D985256D420058; Go Links

Kraus Computer Learning Center FY: 2004 - 2006

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

START Home

NN at Work Home

Logout

Current User Information
User Name: Youqi Ma
User Role: START Administrator

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:

As a tool to teach basic computer skills, we bought the Mavis Beacon typing course. Since many of our participants speak Spanish as their primary language, we purchased the version that allowed them to complete the course in either Spanish or English. Since the course is self-paced, participants were able to come in whenever it was convenient for them and continue practicing and developing their skills.

Licette Burgos, our excellent Center Coordinator, turned the typing course into a competition, and offered small prizes for those who could complete the course the fastest, and achieve the highest degrees of typing proficiency. The competitive aspect of the challenge really caught on with the youth and younger adults. It was an excellent "hook" to get them into the habit of coming to the Center on a regular basis. Once they had completed the course, and received their prizes, not the least of which included bragging rights, they continued and still continue to come in the Center for additional courses to learn the full extent of what using computers can do for them, and have fun in doing so.

Coordinator's comment on Section 3

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/ HUD Services	Property/ HUD Funds	Other (Business development profits; Corporate donations; Fundraising event)	Expenses Total	
							Actual	Planned
Expenses								
Computer Hardware								
Equipment & Hardware					\$500		\$500	\$9,371
Other Equipment								
Furniture					\$125		\$125	\$5,044
Computer Software								
Standard Software Programs					\$300		\$300	\$441
Staffing								
Center Staffing					\$17,000		\$17,000	\$15,000
Maintenance, Insurance, Miscellaneous								
Space Needs and Utilization					\$4,420		\$4,420	\$13,230
Retrofitting/Security								
Security					\$8,434		\$8,434	\$8,434
Other Admin								
Program Costs & Materials							\$0	\$83
Program Marketing							\$0	\$0
Office Supplies					\$1,000		\$1,000	\$0
Other Expenses							\$0	\$0

See description above.

Appendix B: View/Edit Existing Assessment (Continued)

[Home & 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

START Home
 NN at Work Home
 Logout

Current User Information
 User Name: Youqi Ma
 User Role: START Administrator

Total	Planned	\$0	\$0	\$0	\$0	\$31,779	\$0
		\$5,000	\$2,500	\$0	\$25,000	\$0	\$0
Grand Total>>	Sources	Actual	\$31,779	Expenses	Actual	\$31,779	
	Planned	Planned	\$32,500	Planned	Planned	\$51,603	

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](#)

5. What worked well? What did not work well and why? Additional comments?
 ESL worked well but the course we used was not comprehensive enough so the success has not carried over. We certainly got our \$60 worth (program cost) though. Digital Media Technology has not worked out because we have not been able to find a qualified instructor at a reasonable cost. We continue to look for this person. We have also not found a reasonably priced GED program, so we have not been able to offer that important program at this time.
[Coordinator's comment on Section 5](#)

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

Did you provide job training/placement?	Yes
Type of training, check all apply:	
Number of participants who received job training	46
Number of participants who improved skills	39
Number of unemployed people who got a job	17
Number of people that, through the training, got a better job	5
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?	
Computer literacy skills	
Personal Competency skills (Interview skills)	

[Coordinator's comment on Section 6](#)

7. Housing/Homeownership Education:

Type of education, check all apply:	
Number of people that, through the training, become a homeowner	

[Coordinator's comment on Section 7](#)

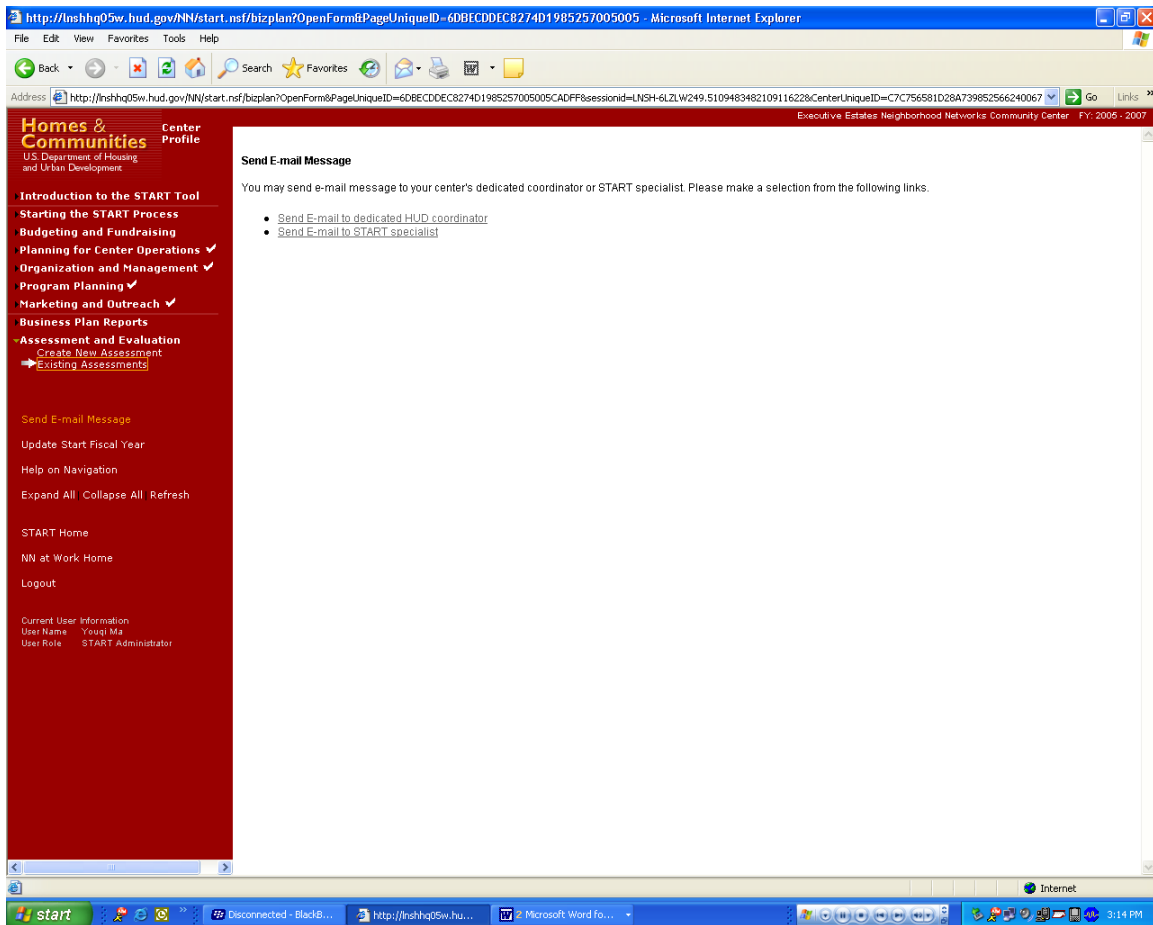
8. Has the center been operational for the entire period of this assessment?
 Yes

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

[Print](#)
[Back](#)

See description above.

Appendix B: Send E-Mail Message



Purpose/Usage:

- The purpose of this screen is to allow the user to contact a specialist with Neighborhood Networks to request assistance with issues related to START.

Description/Function:

- Users will click on the link in the left navigation bar labeled "Send Email Message" to access the email utility. A pop-up window will provide a text box where a message for the Neighborhood Networks specialist will be typed.
- The "To" section of the email will be automatically populated by the system, as will the "Subject" of the message.
- Users will be able to add additional recipients to the message by entering their email address (es) in the "Cc" field.

Appendix B: Send E-Mail Message (Continued)

The screenshot displays a web browser window with the URL <http://lnshhq05w.hud.gov/NN/start.nsf/bizplan?OpenForm&PageUniqueID=60BECDDCE8274D198525700505CADFF&sessionid=LN5H-6LZLW249.5109483482109116228&CenterUniqueID=C7C756581D28A739852566240067>. The page title is "Send E-mail Message".

The main content area contains the following text:

You may send e-mail message to your center's dedicated coordinator or START specialist. Please make a selection from the following links.

- [Send E-mail to dedicated HUD coordinator](#)
- [Send E-mail to START specialist](#)

An inset window titled "Send Email to - HUD Coordinator (Laura Cole)" is open, showing the email composition form:

Send Email to - HUD Coordinator (Laura Cole)	
To	<input type="text" value="laura_cole@hud.gov"/>
Cc	<input type="text"/>
Subject	<input type="text" value="Message to HUD coordinator"/>
Content	<input type="text"/>
<input type="button" value="Send"/> <input type="button" value="Close"/>	

The browser's status bar at the bottom shows "Done" and "Internet". The taskbar at the very bottom includes the Start button, system tray, and the time "3:16 PM".

See description above.

Appendix B: Send E-Mail Message (Continued)

The screenshot shows a Microsoft Internet Explorer browser window displaying the 'Send E-mail Message' page. The browser's address bar shows the URL: <http://lnshhq05w.hud.gov/NN/start.nsf/bizplan?OpenForm&PageUniqueID=60BECDD0EC8274D1985257005005>. The page header includes 'Homes & Communities' and 'Center Profile'.

The main content area is titled 'Send E-mail Message' and contains the following text: 'You may send e-mail message to your center's dedicated coordinator or START specialist. Please make a selection from the following links.'

- [Send E-mail to dedicated HUD coordinator](#)
- [Send E-mail to START specialist](#)

A modal window titled 'Send Email to - START Specialist' is open, showing the following fields:

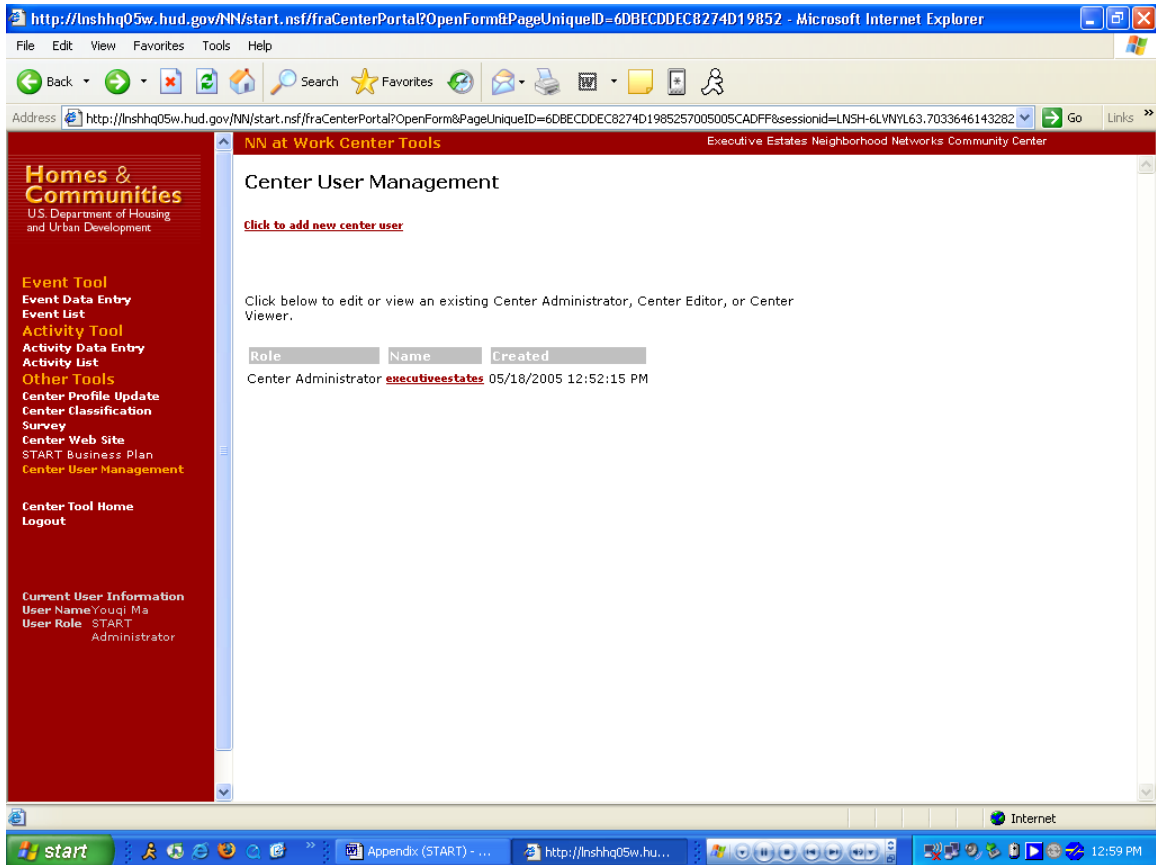
To	<input type="text" value="neighborhoodnetworks@hud.gov"/>
Cc	<input type="text"/>
Subject	<input type="text" value="Message to START Specialist"/>
Content	<input type="text"/>

At the bottom of the modal window are 'Send' and 'Close' buttons.

The browser's taskbar at the bottom shows the system tray with the time 3:18 PM and the date 3/16/07.

See description above.

Appendix B: Center User Management



Purpose/Usage:

Center administrator can use this tool to create or update new center user logins.

Description/Function:

This tool allows the center to add or delete authorized users to their website portal.