Collection Forms

Strategic Tracking and Reporting Tool and Item Justification

Purpose/Usage:
This screen directs the user to the appropriate login screen.

Description/Function:
Separate links to login screens exist both in the center of the screen and in the left navigation bar for center users, HUD Coordinators, and HUD staff.

Center Users Login Screen

Purpose/Usage:
This screen takes the user to the principal login screen.

Description/Function:
The user can select to "create a new center profile", "request a login account", or login directly into the online Web tool. The user must create a new center profile before requesting a login account for the Web site.

Create A New Center Profile

Purpose/Usage:
This screen allows centers that are not listed in the center name drop-down list to request a profile for their center.

Description/Function:
After filling in all of the relevant contact and property information, the user clicks the "submit" button at the bottom of the menu. This sends the request for a new profile to the Neighborhood Networks database specialist.

Create A New Center Profile (Continued)

See description above.

New Company Profile - Windows Internet Explorer

http://lnshhq05w.hud.gov/NN/contacts.nsf/Center

Google

File   Edit   View   Favorites   Tools   Help

Section 508 Toolbar ▼   Validate   ▼   Section 508 Tests ▼   Internationalization ▼   Page Information ▼   Resources ▼

New Company Profile

Home ▼   Feeds (J) ▼   Print ▼   Page ▼   Tools ▼

Fax (### ### ####)

Second Property Information (if any)

Property Name

Property Address

City   **State**

Zip   **E-mail**

Phone(### ### ####)   **Ext**

Fax (### ### ####)   **REMS #**

Section 8 #   **FHA #**

Second Property Management Agency Information

Agency Name

Agency Address

City   **State**

Zip   **E-mail**

Phone(### ### ####)   **Ext**

Fax (### ### ####)

☑ Starting an NN Center
☑ Programs for Children and Youth
☑ Programs for Adults
Mailing List Area of   ☑ Partnerships
Interests   ☑ Training Events (includes monthly conference call announcements)
☑ Funding Opportunities

Print   **Submit**

Internet   🔍 100% ▼

See description above.

Center Login Creation

Purpose/Usage:
This screen allows centers to log into the portal.

Description/Function:
This is the initial login screen for the center user, where they enter their center's credentials and log into the portal.

Portal Welcome Site

Purpose/Usage:
This screen welcomes the centers to their customized portal and lists the tools available to them.

Description/Function:
This page lists all of the portal's tools and resources available to the center.

Purpose/Usage:
This screen allows centers to advertise center events, which populates the Calendar of Events on the Neighborhood Networks Web page.

Description/Function:
This is a Web site page for centers to submit and organize their planned events.

Center Activity
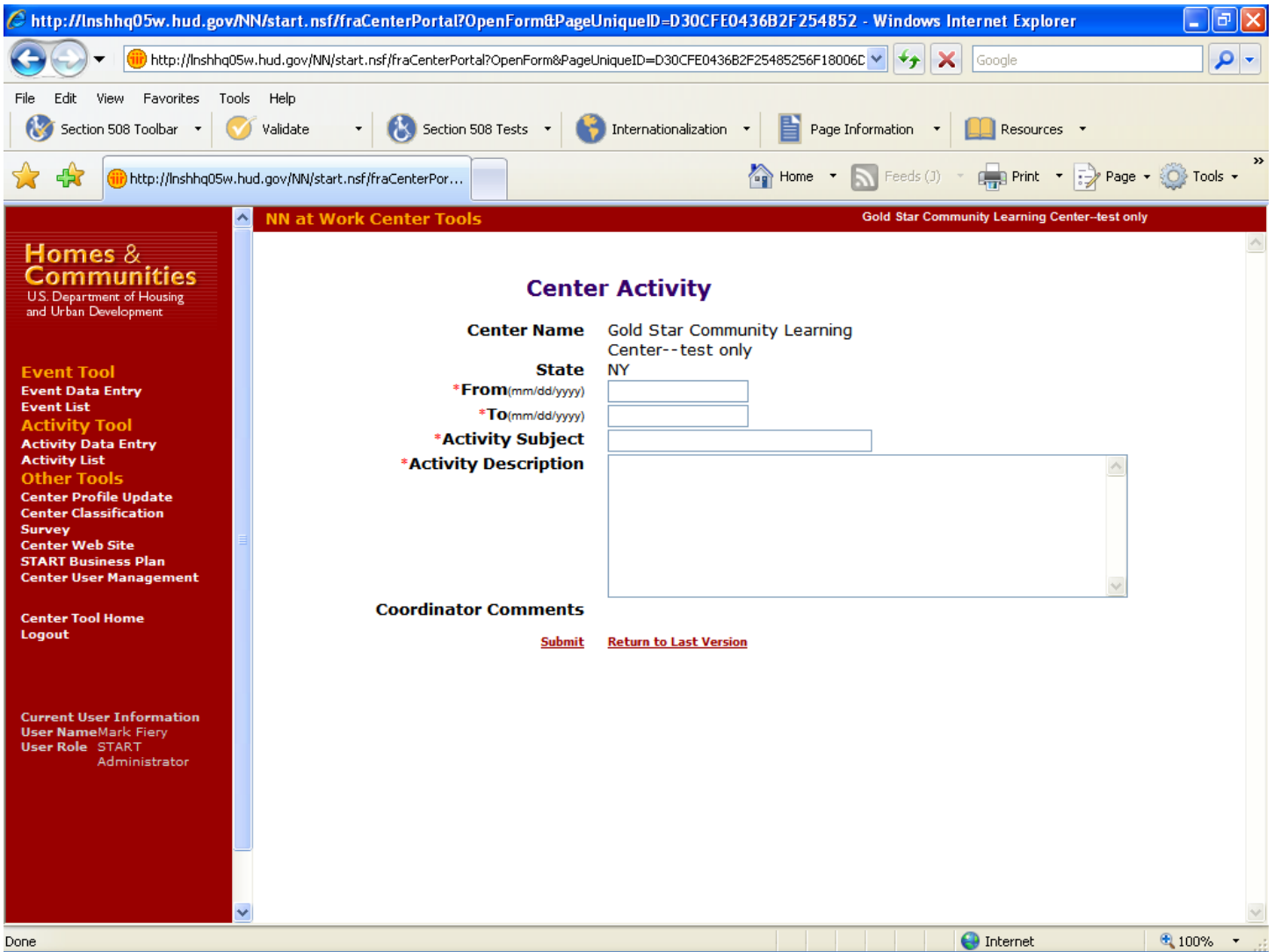
Purpose/Usage:
This tool allows centers to inform their HUD Coordinator of center activities and ongoing events. It functions as a weekly/monthly "report" to let HUD Coordinators know what's going on.

Description/Function:
This page allows the centers to inform their HUD Coordinators about center events.

Modify Existing Center Profile

Purpose/Usage:
This screen allows centers to access their profile and update contact information.

Description/Function:
This page allows the center staff to submit updates to their center's existing profile.

http://lnshhq05w.hud.gov/NN/start.nsf/fraCenterPortal?OpenForm&PageUniqueID=D30CFE0436B2F254852 - Windows Internet Explorer

http://lnshhq05w.hud.gov/NN/start.nsf/fraCenterPortal?OpenForm&PageUniqueID=D30CFE0436B2F25485256F18006D

Google

File   Edit   View   Favorites   Tools   Help

Section 508 Toolbar   ▾   Validate   ▾   Section 508 Tests   ▾   Internationalization   ▾   Page Information   ▾   Resources   ▾

http://lnshhq05w.hud.gov/NN/start.nsf/fraCenterPor...   Home   ▾   Feeds (J)   ▾   Print   ▾   Page   ▾   Tools   ▾   »

NN at Work Center Tools   Gold Star Community Learning Center--test only

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

Event Tool
Event Data Entry
Event List
Activity Tool
Activity Data Entry
Activity List
Other Tools
Center Profile Update
Center Classification
Survey
Center Web Site
START Business Plan
Center User Management

Center Tool Home
Logout

Current User Information
**User Name** Mark Fiery
User Role START
          Administrator

Field	Value
Field Office *	Tester1 Field Office
Designated HUD Coordinator *	Tester1 Tester1

Contact Information

Field	Value	Field	Value
Prefix	Mr.	**First Name** *	Art
Middle Name		**Last Name** *	Vanderlay
Address *	1 Frederick Douglas Boulevard		
City *	New York1	**State** *	New York
Zip *	10278	**E-mail** *	test@yahoo.com
Phone * (###-###-####)	212-264-0777	**Ext**	
Fax (###-###-####)	212-264-1277		

Property Information
**For property, at least one of the three fields (REMS #, Section 8 #, FHA #) has to be filled.

Field	Value	Field	Value
Property Name *	American Park Apartments		
Property Address	1 Frederick Douglass Boulevard		
City	New York	**State**	New York
Zip	10278	**E-mail**	
Phone (###-###-####)		**Ext**	
Fax (###-###-####)		**REMS #** **	
Section 8 # **	NY36H999999	**FHA #** **	012-99999

Property Management Agency Information

Done   Internet   100%

Online form continued.

Online form continued.

Center Website Creation

Purpose/Usage:
This screen allows center staff to create a Web site specifically for their center.

Description/Function:
This page allows the center staff to create or update a Web site for their location by using the provided templates or HTML.

Online form continued.

Online form continued.

http://lnshhq05w.hud.gov/NN/start.nsf/fraCenterPortal?OpenForm&PageUniqueID=D30CFE0436B2F254852 - Windows Internet Explorer

http://lnshhq05w.hud.gov/NN/start.nsf/fraCenterPortal?OpenForm&PageUniqueID=D30CFE0436B2F25485256F18006D

Google

File   Edit   View   Favorites   Tools   Help

Section 508 Toolbar ▼   Validate   ▼   Section 508 Tests ▼   Internationalization ▼   Page Information ▼   Resources ▼

http://lnshhq05w.hud.gov/NN/start.nsf/fraCenterPor...

Home ▼   Feeds (J) ▼   Print ▼   Page ▼   Tools ▼

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

Event Tool
Event Data Entry
Event List
Activity Tool
Activity Data Entry
Activity List
Other Tools
Center Profile Update
**Center Classification
Survey**
Center Web Site
START Business Plan
Center User Management

Center Tool Home
Logout

Current User Information
User Name Mark Fiery
User Role START
            Administrator

NN at Work Center Tools   Gold Star Community Learning Center--test only

HTML code for About page   **About Page Preview**   **Reset About Default**

```
<b>Here is some information about our center.</b>

<br>

<img src=/NN/websites.nsf/AttachmentsA/456E7EEFD772500C8525703F00614E6A/
$File/homeIntro.jpg?OpenElement>

<img src=/NN/websites.nsf/AttachmentsA/456E7EEFD772500C8525703F00614E6A/$File/NN
Poster.jpg?OpenElement>
```

HTML code for Services page   **Services Page Preview**   **Reset Services Default**

```
<b>Following are servers our center provides:</b>
<br>
<br>
<b>Heading</b>
<UL>
<LI><a href="http://www.neighborhoodnetworks.org">Neighborhood Networks</a></li>
<LI><a href="http://www.dbconsultinggroup.com">DB</a></li>
<LI><a href="http://www.washingtonpost.com">Washington Post</a></li>
</ul>
```

Done   Internet   100%

Online form continued.

Online form continued.

Center Website Creation (Continued)

Online form continued.

Strategic Tracking and Reporting Tool and Item Justification

Purpose/Usage:

This screen welcomes users to the START database.

Description/Function:

This page provides a brief description of how to use the START database.

http://lnshhq05w.hud.gov/NN/start.nsf/bizplan?OpenForm&PageUniqueID=D30CFE0436B2F25485256F18006 - Windows Internet Explorer

http://lnshhq05w.hud.gov/NN/start.nsf/bizplan?OpenForm&PageUniqueID=D30CFE0436B2F25485256F18006D92ED&se

Google

File   Edit   View   Favorites   Tools   Help

Section 508 Toolbar   ▼   Validate   ▼   Section 508 Tests   ▼   Internationalization   ▼   Page Information   ▼   Resources   ▼

http://lnshhq05w.hud.gov/NN/start.nsf/bizplan?Open...   Home   ▼   Feeds (J)   ▼   Print   ▼   Page   ▼   Tools   ▼

Gold Star Community Learning Center--test only   FY: 2006 - 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

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   Mark Fiery

In order to create a START Neighborhood Networks Business Plan, information is inputted into a database. Although it is possible to input all of the required information in one session to be able to create a complete START Business Plan, you may need more than one session. You can work through the data input process at your own pace. You may need to take some time, for example, to consult with other staff, undertake resident surveys, obtain demographic information, obtain cost estimates, or clarify the center's goals. Once you receive this information, it is suggested that you input the data as soon as possible.

Estimates can be used for demographic information entered into START for Neighborhood Networks centers that are in the planning stage and not yet operational. As Neighborhood Networks centers evolve and center needs change the START Business Plan can be updated. At this time more accurate demographic information can be entered into START. Once the START Business Plan is completed it should be updated every three years.

This is your private working document. No other HUD Neighborhood Networks Center can read or edit this information. Your local HUD Field Office Neighborhood Networks Coordinator cannot view your information until you transmit the START Business Plan to the local HUD Field Office. You are advised, however, that HUD Neighborhood Networks staff in Washington, D.C. has the ability to view your data at any time.

The information that you will input relates to the section listed on the left side of this page. When all sections have been completed, you will be ready to convert the data into a START Business Plan. Go to the "Business Plan Reports" section and click the "Preview Business Plan Report" link. This will prepare a preview Business Plan report. If you are satisfied with the "Preview" click on "Create a Business Plan Report", a Business Plan will be created and you will be able to click on the "Submit Report To HUD" link. A data validity check will be performed and let you know if any required information is missing. When you are ready, you can print a copy of your business plan report and submit it to your HUD Neighborhood Networks Coordinator.

Public reporting burden for this collection of information is estimated to average 4.5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to:
HUD Reports Management Officer
Department of Housing and Urban Development
451 7th Street, SW.
L'Enfant Plaza Building, Room 8003
Washington, DC 20410
Do not return the completed form to this address.

Done   Internet   100%

See description above.

Welcome to START!

This process can be completed in four phases:

Phase 1: Before You Begin - Data Collection	Phase 2: Inputting Data into START
The START Workbook is available to help you collect data that you will need to complete the START tool. The data you collect in the START Workbook will help you make decisions about your center and build your business plan in START. This information includes: ➢ Your mission statement ➢ Benefits to stakeholders and the community ➢ A community assessment ➢ A resident assessment ➢ Potential partners ➢ Annual program outcomes ➢ And much more ...	Once data collection is complete, you will input the data into START. You will also be asked to answer additional questions that will help you make decisions about your center. The START sections include: ➢ Program Planning ➢ Marketing and Outreach ➢ Organization and Management ➢ Planning for Center Operations ➢ Budgeting and Fundraising ➢ Business Plan Reports ➢ Assessment and Evaluation In several sections, you will be asked to input Goals, Activities, and Outcomes for that section.
Phase 3: Create Your Business Plan	**Phase 4: Ongoing Updates and Maintenance**
Once the data for your center is entered in START, you can generate a Business Plan that can be submitted to HUD.	START's usefulness as a tool does not end once you submit your Business Plan. If used properly, it will help you track your center's changes and accomplishments over time. You should return to START frequently to update items such as: ➢ Your funding and partnership information ➢ Your progress toward your goals, activities, and outcomes ➢ Changes in center staffing and their responsibilities

If you need help at any point in this process, please contact the Neighborhood Networks Technical Assistance Hotline at 1-888-312-2743

NEXT   PRINT

Purpose/Usage:
This page suggests phases to be followed when creating a START business plan.

Description/Function:
This page divides the business plan process into four distinct phases. Links are provided to a .PDF of the START workbook, a general description of business plans, and information about "goals, activities, and outcomes".

Business Plan Timeframe

Purpose/Usage:

This page allows the user to pick the appropriate fiscal year for the business plan.

Description/Function:

The user selects the fiscal year from the drop-down list and clicks on "next" to advance to the next screen.

Purpose/Usage:
This screen allows the user to enter the center's mission statement.

Description/Function:
-   The user clicks on the "SAVE" button to save* entry.
-   The user clicks on the "NEXT" button to move to the next screen.

The center's mission statement is entered into the START business plan via the text box. Information typed into a text box will be lost after moving to a new screen, if "save" is not clicked. This holds true for all subsequent screens with text boxes.

Purpose/Usage:
- This page allows the user to enter text that describes benefits the center will provide to various stakeholders.

Description/Function:
- Separate text boxes are available for users to enter a description of benefits provided to the following groups: Owners/Managers, Residents, Local Community/Employers & Other Stakeholders.
- The user clicks on the "SAVE" button to save the entry.
- The user clicks on the "NEXT" button to move to the next screen.

See description above.

Identify Community Resources

Purpose/Usage:
- This screen allows the user to identify community resources that can assist with center operations.

Description/Function:
- The user clicks on the "Click to Add an Institution" button and a pop-up window appears.
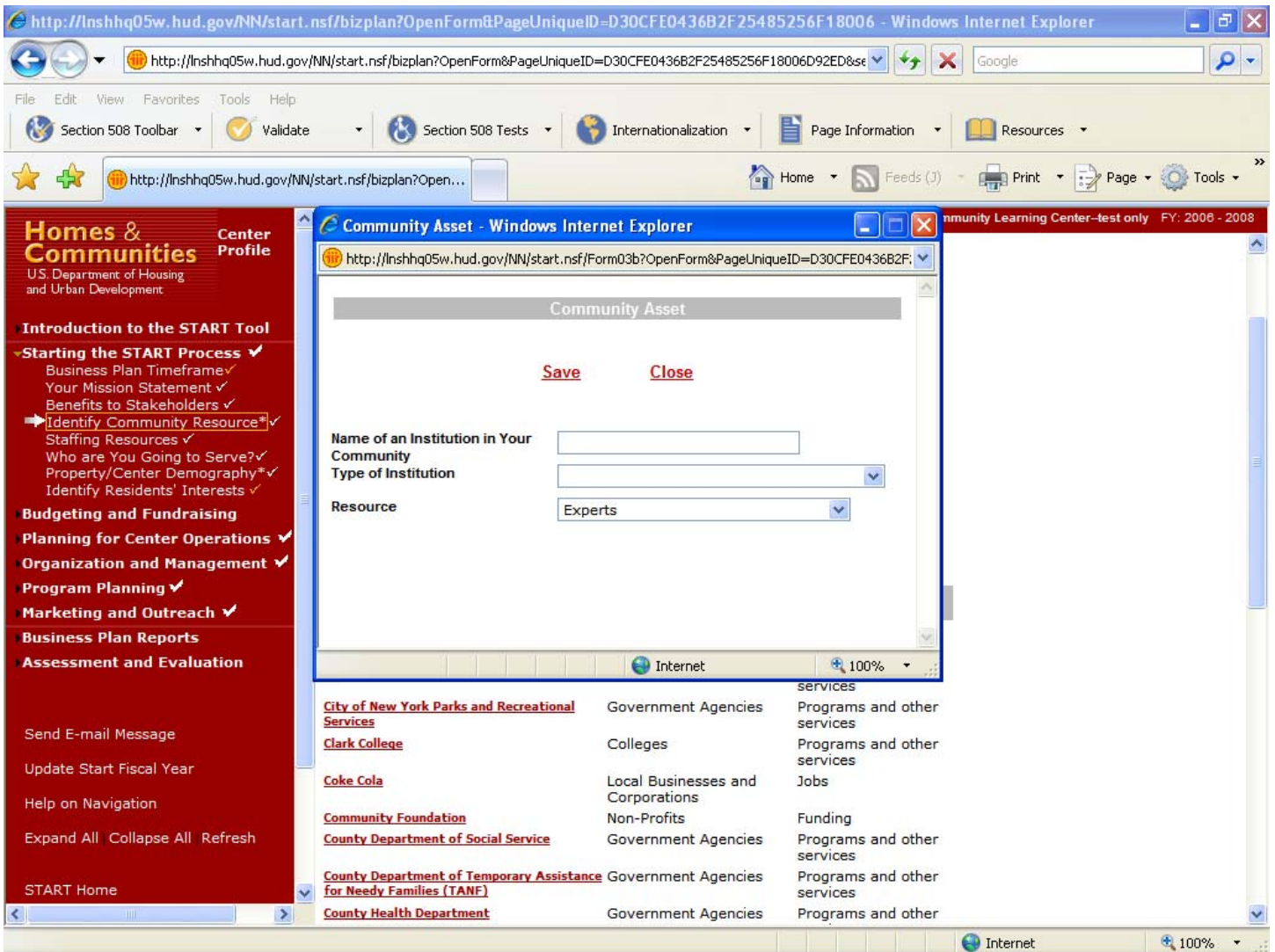- Once all community resources are entered, the user clicks on "NEXT" to advance to the next screen.

http://lnshhq05w.hud.gov/NN/start.nsf/bizplan?OpenForm&PageUniqueID=D30CFE0436B2F25485256F18006 - Windows Internet Explorer

http://lnshhq05w.hud.gov/NN/start.nsf/bizplan?OpenForm&PageUniqueID=D30CFE0436B2F25485256F18006D92ED&se

Google

File   Edit   View   Favorites   Tools   Help

Section 508 Toolbar   ▼   Validate   ▼   Section 508 Tests   ▼   Internationalization   ▼   Page Information   ▼   Resources   ▼

http://lnshhq05w.hud.gov/NN/start.nsf/bizplan?Open...   Home   ▼   Feeds (J)   ▼   Print   ▼   Page   ▼   Tools   ▼

Gold Star Community Learning Center--test only   FY: 2006 - 2008

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

Introduction to the START Tool

▾**Starting the START Process** ✔
  Business Plan Timeframe✔
  Your Mission Statement ✔
  Benefits to Stakeholders ✔
➡ Identify Community Resource*✔
  Staffing Resources ✔
  Who are You Going to Serve?✔
  Property/Center Demography*✔
  Identify Residents' Interests ✔

▸**Budgeting and Fundraising**
▸**Planning for Center Operations** ✔
▸**Organization and Management** ✔
▸**Program Planning** ✔
▸**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

		services
Faith Community Church	Religious Institutions	Programs and other services
Friendly Market	Local Businesses and Corporations	Jobs
Housing Foundation	Non-Profits	Funding
James Augone	Government Agencies	Business Development Opportunities
Memorial Hospital	Hospitals	Programs and other services
My Company	Community Based Organizations	Funding
New York School District	Schools	Programs and other services
PCohen Foundation	Community Based Organizations	Experts
Police Department	Police	Programs and other services
Salvation Army	Non-Profits	Programs and other services
Small Business Administration	Government Agencies	Business Development Opportunities
University of New York	Colleges	Experts
Wal-Mart	Local Businesses and Corporations	Jobs
YMCA	Non-Profits	Experts
Youth Development Center	Community Based Organizations	Programs and other services

* Required form or field

◀ **PREVIOUS**   **NEXT** ▶   ☑ Done Help on "Done"   💾 **SAVE**   🖨 **PRINT**

Internet   🔍 100%   ▼

See description above.

Community Asset Pop-Up*

Purpose/Usage:
- This screen allows the user to enter community institutions that may assist with center operations.

Description/Function:
- Users enter the name of the institution and then select the type of institution and the resource provided from drop-down lists.
- The user clicks on "Save" to save the data.
- The user clicks on "Close" to return to the Identify Community Resources page.

* This functionality is consistent across all pop-ups, so it will only be described here.

Staffing Resources

Purpose/Usage:
- This screen allows the user to list staff members that support the center.

Description/Function:
- The user clicks on "Click to Add a Staff Member," which produces pop-up window.
- The user fills out information on pop-up, save and close.
- The user clicks on "NEXT" to advance to the next screen.

http://lnshhq05w.hud.gov/NN/start.nsf/bizplan?OpenForm&PageUniqueID=D30CFE0436B2F25485256F18006 - Windows Internet Explorer

http://lnshhq05w.hud.gov/NN/start.nsf/bizplan?OpenForm&PageUniqueID=D30CFE0436B2F25485256F18006D92ED&se

Google

File   Edit   View   Favorites   Tools   Help

Section 508 Toolbar   ▼   Validate   ▼   Section 508 Tests   ▼   Internationalization   ▼   Page Information   ▼   Resources   ▼

http://lnshhq05w.hud.gov/NN/start.nsf/bizplan?Open...   Home ▼   Feeds (J) ▼   Print ▼   Page ▼   Tools ▼

Gold Star Community Learning Center--test only   FY: 2006 - 2008

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

Introduction to the START Tool

Starting the START Process ✔
  Business Plan Timeframe ✔
  Your Mission Statement ✔
  Benefits to Stakeholders ✔
  Identify Community Resource* ✔
➡ Staffing Resources ✔
  Who are You Going to Serve? ✔
  Property/Center Demography* ✔
  Identify Residents' Interests ✔

Budgeting and Fundraising

Planning for Center Operations ✔

Organization and Management ✔

Program Planning ✔

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

- Select a title for each staff position and type in the staff member's name.
- Select "paid" or "volunteer" for each staff person.

If you are an existing center, enter your current staff.

If you are a new center, enter the staff you will need to open and operate in the first year.

If you do not have names yet for each of the staff persons you intend to hire, you can input temporary names (such as manager1 and manager2) as placeholders.

Click to Add a Staff Member

Title	Staff Name	Paid or Volunteer?
Administrative Support Staff	Peng Chan	Paid
Technical Support Staff	Biby	Volunteer
Center Director	Mary Joe	Paid
Fundraising/Development Staff	Jane Doe	Volunteer
Instructor(s)	John Johnson	Volunteer
Mentors/Tutor(s)	Diana Smith	Volunteer
Manager (s)	John Tesh	Paid
Manager (s)	jacy	Paid
Center Director		Paid
Center Director	Mary Lee	Paid
Marketing/Promotions Staff	Barbara Post	Volunteer
Research/Evaluation Staff	Luticia Williams	Paid
Instructor(s)	Pcohen	Volunteer

⬤ PREVIOUS   NEXT ⬤   ☑ Done Help on "Done"   💾 SAVE   🖨 PRINT

Internet   100%

See description above.

Purpose/Usage:

- This screen allows the user to determine the population that the center will serve.

Description/Function:

- Users click in the check boxes to indicate center users.
- The user clicks on the "SAVE" button to save the entry.
- The user clicks on the "NEXT" button to move to the next screen.

Purpose/Usage:
- This screen allows users to record center user demographics.

Description/Function:
- Users fill in the demographic information for the center users.
- The user clicks on the "SAVE" button to save the entry.
- The user clicks on the "NEXT" button to move to the next screen.

http://lnshhq05w.hud.gov/NN/start.nsf/bizplan?OpenForm&PageUniqueID=D30CFE0436B2F25485256F18006 - Windows Internet Explorer

http://lnshhq05w.hud.gov/NN/start.nsf/bizplan?OpenForm&PageUniqueID=D30CFE0436B2F25485256F18006D92ED&se

Google

File   Edit   View   Favorites   Tools   Help

Section 508 Toolbar   ▼   Validate   ▼   Section 508 Tests   ▼   Internationalization   ▼   Page Information   ▼   Resources   ▼

http://lnshhq05w.hud.gov/NN/start.nsf/bizplan?Open...   Home   ▼   Feeds (J)   ▼   Print   ▼   Page ▼   Tools ▼

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

Gold Star Community Learning Center--test only   FY: 2006 - 2008

Introduction to the START Tool
▼Starting the START Process ✔
   Business Plan Timeframe✔
   Your Mission Statement ✔
   Benefits to Stakeholders ✔
   Identify Community Resource*✔
   Staffing Resources ✔
   Who are You Going to Serve?✔
➡ Property/Center Demography*✔
   Identify Residents' Interests ✔
Budgeting and Fundraising
Planning for Center Operations ✔
Organization and Management ✔
Program Planning ✔
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

Gender				
Female	35	5.84	0	0
Male	20	3.34	0	0
Total	55	9.18	0	0
ESL - Number of residents who need classes (English as Second Language)	300	50.08	0	0
Single-parent household – female head of household	270	45.08	0	0
Single-parent household – male head of household	30	5.01	0	0
Residents with disabilities				
Physical	80	13.36	0	0
Mental	200	33.39	0	0
Other	3	0.5	0	0
Total	283	47.25 **	0	0 **
Education level				
Some high school	89	14.86	0	0
High school graduate or GED	145	24.21	0	0
Associate	31	5.18		
Bachelor	0	0	0	0
Master	0	0	0	0
Doctoral	0	0	0	0
Total	265	44.24 **	0	0 **
Computer literacy levels				
Minimal	100	16.69	0	0
Average	0	0	0	0
Above average	0	0	0	0

Internet   100%

See description above.

Window title bar: http://lnshhq05w.hud.gov/NN/start.nsf/bizplan?OpenForm&PageUniqueID=D30CFE0436B2F25485256F18006 - Windows Internet Explorer

Address bar: http://lnshhq05w.hud.gov/NN/start.nsf/bizplan?OpenForm&PageUniqueID=D30CFE0436B2F25485256F18006D92ED&se

Menu bar: File Edit View Favorites Tools Help

Toolbar: Section 508 Toolbar ▼ | Validate ▼ | Section 508 Tests ▼ | Internationalization ▼ | Page Information ▼ | Resources ▼

Home ▼ | Feeds (J) ▼ | Print ▼ | Page ▼ | Tools ▼

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

Center Profile

Left navigation:
- **Introduction to the START Tool**
- **Starting the START Process** ✓
  - Business Plan Timeframe ✓
  - Your Mission Statement ✓
  - Benefits to Stakeholders ✓
  - Identify Community Resource* ✓
  - Staffing Resources ✓
  - Who are You Going to Serve? ✓
  - ➡ Property/Center Demography* ✓
  - Identify Residents' Interests ✓
- **Budgeting and Fundraising**
- **Planning for Center Operations**
- **Organization and Management** ✓
- **Program Planning** ✓
- **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

Gold Star Community Learning Center--test only   FY: 2006 - 2008

Total	283	47.25 **	0	0 **
Education level				
Some high school	89	14.86	0	0
High school graduate or GED	145	24.21	0	0
Associate	31	5.18		
Bachelor	0	0	0	0
Master	0	0	0	0
Doctoral	0	0	0	0
Total	265	44.24 **	0	0 **
Computer literacy levels				
Minimal	100	16.69	0	0
Average	0	0	0	0
Above average	0	0	0	0
Total	100	16.69	0	0
Employment status				
Employed full-time	46	7.68	0	0
Employed part-time	16	2.67	0	0
Unemployed	18	3.01	0	0
Public assistance recipients	110	18.36	0	0
Total	190	31.72 **	0	0 **

* Required form or field
** Fields with "**" may exceed 100% if a resident is counted in multiple categories.

PREVIOUS   NEXT   ☑ Done Help on "Done"   SAVE   PRINT

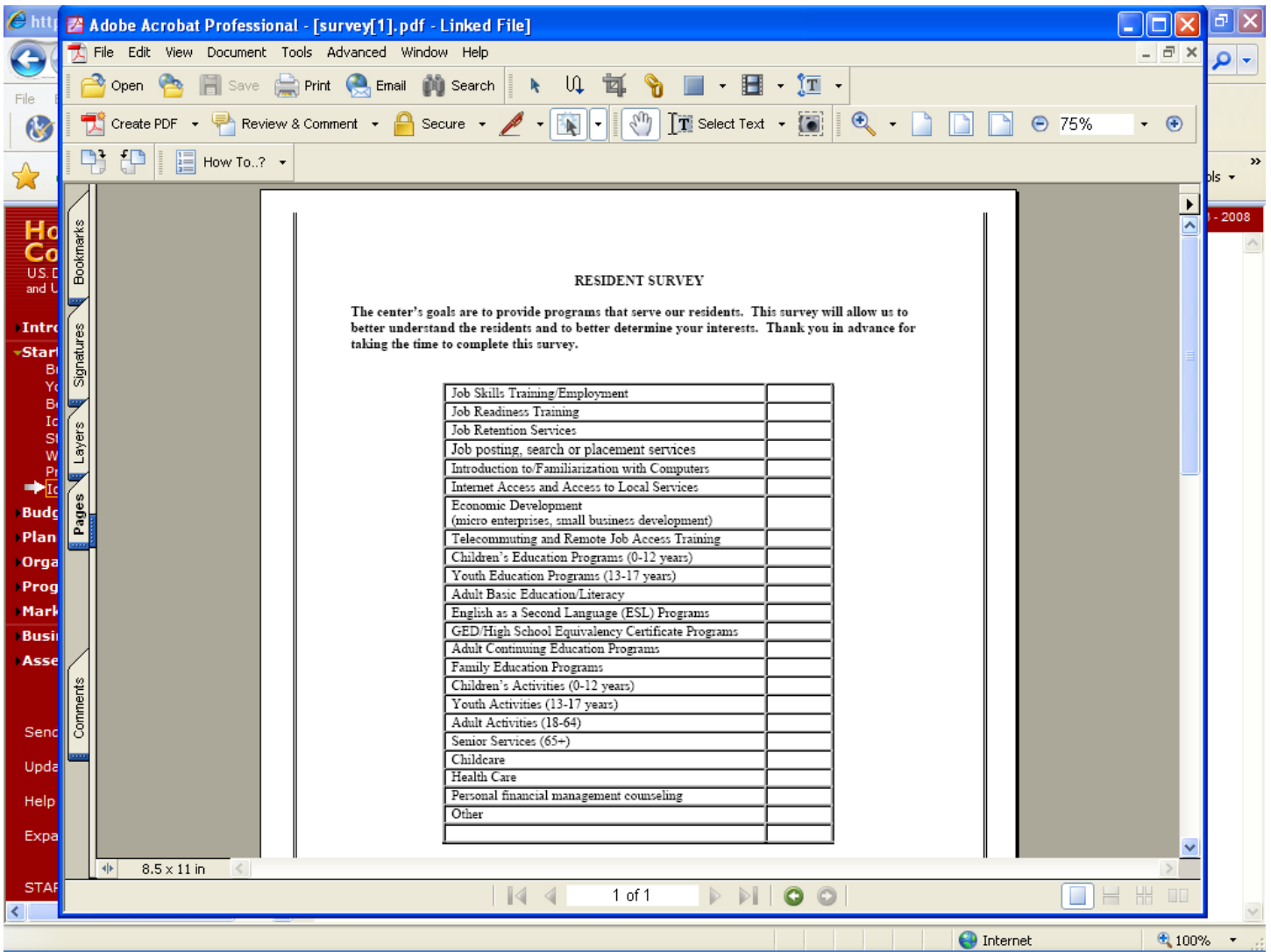Internet   100% ▼

See description above.

Purpose/Usage:
- This screen provides information that helps determine the types of services most beneficial to the center users.

Description/Function:
- This screen provides links to a .PDF document that describes how to conduct a resident interest survey.
- Users click "NEXT" to proceed to the next screen.

Purpose/Usage:
- This document gives the user a hard copy to distribute to residents.

Description/Function:
- This .PDF document allows the user to print out copies and distribute it to residents for submission.

Purpose/Usage:
- This screen helps centers prepare a list of expenses to determine budget needs.

Description/Function:
- Users enter dollar amounts for appropriate categories in the "Startup" column.
- The system automatically populates the amounts for the following years based on the rate of inflation the user selects from the drop-down list.
- The user clicks on the "SAVE" button to save the entry.
- The user clicks on the "NEXT" button to move to the next screen.

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➡ Expense Budgeting Worksheet*
 Center Funding ✔
 Sources of Funding Worksheet* ✔
 Fundraising Goals* ✔
Planning for Center Operations ✔
Organization and Management ✔
Program Planning ✔
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Gold Star Community Learning Center--test only   FY: 2006 - 2008

John Tesh/Manager (s)	0	0	0	0
Luticia Williams/Research/Evaluation Staff	0	0	0	0
Mary Joe/Center Director	$20,000	$20,000	$21,000	$22,050
Mary Lee/Center Director	0	0	0	0
Poohen/Instructor(s)	0	0	0	0
Peng Chan/Administrative Support Staff	0	0	0	0
/Center Director				
Staff training	$0	$0	$0	$0
Subtotal	$36,000	$36,000	$37,800	$39,690
Space Needs and Utilization				
Rent	$10,000	$15,000	$15,750	$16,537
Heat, ventilation, air conditioning	$5,000	$5,000	$5,250	$5,512
Partition walls	$5,000	$0	$0	$0
Installation of closets/secure space	$0	$0	$0	$0
Expansion of power capacity	$0	$0	$0	$0
Installation of electrical outlets	$0	$0	$0	$0
Installation of overhead lights	$0	$0	$0	$0
Other:	$0	$0	$0	$0
Subtotal	$20,000	$20,000	$21,000	$22,049

Done   Internet   100% ▼

See description above.

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Subtotal	$20,000	$20,000	$21,000	$22,049
Security				
Deadbolts, locks for windows	$450	$0	$0	$0
Locks and cables to secure equipment to tables	$1,500	$0	$0	$0
Locks to securing filing cabinets	$500	$0	$0	$0
Locks to secure closets	$0	$0	$0	$0
Engraving pen to identify equipment	$0	$0	$0	$0
Alarm system	$100	$100	$105	$110
Installation of alarm system	$5,000	$0	$0	$0
Security cameras	$1,200	$1,200	$1,260	$1,323
Installation of security cameras	$15,000	$0	$0	$0
Security guard	$0	$0	$0	$0
Other:				
Subtotal	$23,750	$1,300	$1,365	$1,433
Equipment & Hardware				
Computers (including monitor, keyboard, and mouse). Refer back to the computer calculations you did earlier.	$15,000	$2,500	$2,625	$2,756
Printer	$500	$0	$0	$0
Modem				

Done   Internet   100%

See description above.

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Computer cable	$100	$0	$0	$0
Computer wires				
Extension cords	$50	$0	$0	$0
Surge protectors	$30	$0	$0	$0
Network wiring/hubs	$200	$0	$0	$0
Router	$0	$0	$0	$0
Additional warranties	$0	$0	$0	$0
Service contract	$150	$150	$157	$165
Networking hardware	$0	$0	$0	$0
Telephones	$100	$100	$105	$110
Telephone installation	$300	$0	$0	$0
Photocopier	$250	$0	$0	$0
Fax machine	$150	$0	$0	$0
Other:				
Subtotal	$16,830	$2,750	$2,887	$3,031
Standard Software Programs				
Word-processing	$2,500	$1,000	$1,050	$1,102
Spreadsheets	$250	$250	$262	$275
Graphics	$300	$300	$315	$330
Databases	$300	$300	$315	$330

See description above.

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  - Center Funding ✔
  - Sources of Funding Worksheet* ✔
  - Fundraising Goals* ✔
- **Planning for Center Operations** ✔
- **Organization and Management** ✔
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Anti-virus program	$80	$80	$84	$88
Networking operating				
Other: Internet	$100	$100	$105	$110
Subtotal	$3,530	$2,030	$2,131	$2,235
Furniture				
Computer tables	$1,500	$0	$0	$0
Sign-in table	$0	$0	$0	$0
Work tables, desk	$2,500	$0	$0	$0
Chairs for desks, computers, tables	$600	$0	$0	$0
Lighting	$0	$0	$0	$0
Bulletin boards	$50	$0	$0	$0
Coat racks	$0	$0	$0	$0
Filing cabinets	$500	$200	$210	$220
Anti-static floor covering	$0	$0	$0	$0
Carpet	$0	$0	$0	$0
Center sign	$0	$0	$0	$0
Other:				
Subtotal	$5,150	$200	$210	$220
Program Costs and Materials				
Adult education				

Done   Internet   100%

See description above.

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Office Supplies				
Paper	$250	$250	$262	$275
Pens, pencils, crayons, markers	$250	$150	$157	$165
Printer toner	$600	$600	$630	$661
First aid kit	$100	$100	$105	$110
Soap	$150	$150	$157	$165
Paper towels	$300	$300	$315	$330
Other:			$105	$110
Subtotal	$1,650	$1,550	$1,731	$1,816
Other Expenses				
Subtotal	$0	$0	$0	$0
TOTAL	$113,710	$70,630	$74,264	$77,968

* Required form or field

PREVIOUS   NEXT   ☐ Done Help on "Done"   SAVE   PRINT

Done   Internet   100%

See description above.

Sources of Funding Worksheet

Sources of Funding Worksheet *

Sources - Revenue
What type of federal funding is used by the property?
- [x] Section 8
- [x] FHA Insured
- [ ] Other

Sources of Funding	Startup Funds	FY2006	FY2007	FY2008
Project funds from HUD	$	$	$	$
• Residual receipts account	$0	$0	$0	$0
• Funds borrowed from the Reserve for Replacement Account	$0	$0	$0	$0
• 236 Excess income	$0	$0	$0	$0
• Rent increase	$0	$0	$0	$0
• Request for special rent adjustment	$0	$0	$0	$0
• Owner's equity	$0	$0	$0	$0
Subtotal of Project Funds from HUD	$0	$0	$0	$0
Other HUD Funding	$0	$0	$0	$0
Subtotal of HUD funds	$0	$0	$0	$0
Other government grants (state, local, federal)	$60,000	$60,000	$60,000	$60,000
Foundation grants	$50,000	$60,000	$60,000	$60,000
Private donations	$5,000	$20,000	$20,000	$20,000

Purpose/Usage:
- This screen establishes the amounts of funding available to the center, and helps uncover deficits.

Description/Function:
- Users input amounts of funding that will be contributed from various sources.
- The source of funding is indicated at the top of the screen via check boxes.
- The user clicks on the "SAVE" button to save the entry.
- The user clicks on the "NEXT" button to move to the next screen.

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Subtotal of Project Funds from HUD	$0	$0	$0	$0
Other HUD Funding	$0	$0	$0	$0
Subtotal of HUD funds	$0	$0	$0	$0
Other government grants (state, local, federal)	$60,000	$60,000	$60,000	$60,000
Foundation grants	$50,000	$60,000	$60,000	$60,000
Private donations	$5,000	$20,000	$20,000	$20,000
Corporate contributions	$5,000	$10,000	$10,000	$10,000
Fundraising events (for example: annual events, auctions, drawings/raffles)	$0	$0	$0	$0
User fees (membership fees, class fees, public access fees)	$0			
Business development profits	$1,000	$1,000	$1,000	$1,000
In-kind donations	$11,000	$10,000	$10,000	$10,000
Other	$0			
Subtotal of All Other Funding Sources	$132,000	$161,000	$161,000	$161,000
Total estimated revenue funds (sources)	$132,000	$161,000	$161,000	$161,000
Total budget expenses (uses)	$113,710	$70,630	$74,264	$77,968
Deficit or Surplus	$18,290	$90,370	$86,736	$83,032

Note: If you have a deficit you may want to look carefully at your itemized expenses and think about additional items that can be donated.

* Required form or field

PREVIOUS   NEXT   ☑ Done Help on "Done"   SAVE   PRINT

Done   Internet   100%

See description above.

Fundraising Goals

Purpose/Usage:
- This screen encourages the user to establish goals, outcomes, and activities related to fundraising.
- This screen represents the last part of data necessary to complete the business plan.

Description/Function:
- Users click on the "Click to Add Goal" link to access a pop-up screen allowing them to add information about goals related to fundraising.
- The user clicks on the "SAVE" button to save the entry.

Purpose/Usage:
This screen allows users to enter goals and timelines to support successful goal completion.

Description/Function:
This "pop up" box appears for the user to enter goal information.

Space Requirements

Purpose/Usage:
- This screen collects information on the physical infrastructure of the center, and gathers dates for activities required to "make the space work".

Description/Function:
- Users enter a description of the center's physical infrastructure in the text box.
- Users also have the opportunity to schedule dates, via a pop-up calendar, for physical modifications needed.
- The user clicks on the "SAVE" button to save the entry.
- The user clicks on the "NEXT" button to move to the next screen.

Equipping Your Center

Purpose/Usage:
- This screen assists the user in determining the center's equipment needs.

Description/Function:
- The user enters the square footage of the center in the first text box; the number of computers that the center can support (based on 20 sq. ft./computer) is automatically calculated in the second text box.
- The remaining text boxes gather information on computers needed, computers available, and the plan for acquiring additional resources.
- The bottom section of the screen provides pop-up calendars that assists the center to schedule obtaining and testing of new equipment, as well as implementation of a security plan (the presence of which will be indicated by a radio button).
- The user clicks on the "SAVE" button to save the entry.
- The user clicks on the "NEXT" button to move to the next screen.

See description above.

Purpose/Usage:

- This screen encourages the user to consider users with disabilities when planning the center.

Description/Function:

- The user indicates if a plan to accommodate center users with disabilities is in place via radio buttons.
- The user enters dates relating to accessibility in the first two boxes with help of a pop-up calendar, which is accessed by clicking on the icon to the right of the text box.
- Pop-up containing information, which pertains to ADA requirements, is accessed by clicking on "Click here".
- A third text box allows users to enter the details of their accessibility plan.
- The user clicks on the "SAVE" button to save the entry.
- The user clicks on the "NEXT" button to move to the next screen.

Center Operations Timeline

Purpose/Usage:

- This screen establishes a schedule of required tasks to ready the center for operation.

Description/Function:

- The system automatically populates dates for the first four items in this list if they were entered in subsequent pages. If the dates are not entered, the corresponding fields are blank.
- A pop-up window, accessed by clicking the icon to the right of the text box assists users in establishing dates for the remaining items in the list.
- The user clicks on the "SAVE" button to save the entry.
- The user clicks on the "NEXT" button to move to the next screen.

Purpose/Usage:
-   This screen establishes a timeline for overall center management tasks.

Description/Function:
-   Users indicate their answers to the questions on the screen via radio buttons.
-   Pop-up windows with calendar information to assist in choosing dates are accessed by clicking the icon to the right of the text boxes.
-   The user clicks on the "SAVE" button to save entry.
-   The user clicks on the "NEXT" button to move to the next screen.

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Logout

If not, when will the bylaws be adopted? [   ] 🔢 **

If your center is a 501(c)(3) organization you will be able to fundraise more easily. Does your center currently have a 501(c)(3)? ○ Yes ○ No ⊙ N/A

If not, when do you plan to apply for one? [   ] 🔢 **

Accounting Infrastructure
Do you have an accounting system to track money received and money spent?
⊙ Yes ○ No ○ N/A

If not, when do you propose to have a system in place? [   ] 🔢 **

Personnel Policies and Procedures

Does your organization:

Offer employee benefits?	⊙ Yes ○ No ○ N/A	If no, target date: [ ] 🔢 **
Have a personnel manual?	⊙ Yes ○ No ○ N/A	If no, target date: [ ] 🔢 **
Have staff training plan?	⊙ Yes ○ No ○ N/A	If no, target date: [ ] 🔢 **
Have a staff evaluation plan?	⊙ Yes ○ No ○ N/A	If no, target date: [ ] 🔢 **

** Dates are only stored if answer is "No"

◀ **PREVIOUS**   **NEXT** ▶   ☑ Done **Help on "Done"**   💾 **SAVE**   🖨 **PRINT**

Internet   100%

See description above.

Organizational Goals

Purpose/Usage:
- This screen allows the user to enter goals for their organization.

Description/Function:
- Users click on "Click to Add Goal" to access the pop-up utility allowing them to add organizational goals to their business plan.
- The user clicks on the "SAVE" button to save entry.
- The user clicks on the "NEXT" button to move to the next screen.

See description above.

Management and Governance

Purpose/Usage:
- This screen captures information on the management infrastructure and governance of the center.

Description/Usage:
- Users utilize the provided text boxes to enter descriptions of the management infrastructure and governance policies of their center.
- The user clicks on the "SAVE" button to save entry.
- The user clicks on the "NEXT" button to move to the next screen.

Resident Survey Summary

Purpose/Usage:
This Web page allows the user to submit all of their resident survey information online.

Description/Function:
- This helps the user compile accurate and up-to-date information about center residents.
- The user clicks on the "SAVE" button to save entry.
- The user clicks on the "NEXT" button to move to the next screen.

Appendix B: Resident Survey Summary (Continued)

Internet access and access to local services	67
Economic development (microenterprises, small business development)	3
Telecommuting and remote job access training	0
Children's education programs (0-12 years)	30
Youth education programs (13-17 years)	20
Adult basic education/literacy	15
English as a Second Language (ESL) programs	5
GED/high school equivalency certificate programs	25
Adult continuing education programs	0
Family education programs	13
Children's activities (0-12 years)	50
Youth activities (13-17 years)	45
Adult activities (18-64)	20
Senior services (65+)	15
Childcare	12
Healthcare	35
Personal financial management counseling	27
Other, specify:	

See description above.

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 survey results from the previous screen shot.

Description/Function:

- The user clicks the radio buttons to indicate which programs are being offered.
- The user clicks on the "SAVE" button to save entry.
- The user clicks on the "NEXT" button to move to the next screen.

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- **Organization and Management** ✔
- ▾**Program Planning** ✔
  - Resident Survey Summary ✔
  - → Program Planning ✔
  - Annual Program Objectives* ✔
  - Goals, Activities, Outcomes ✔
  - Program Calendar ✔
- **Marketing and Outreach** ✔
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Economic development (microenterprises, small business development)	Low	◉ Yes ○ No
Telecommuting and remote job access training	N/A	○ Yes ◉ No
Children's education programs (0-12 years)	Low	◉ Yes ○ No
Youth education programs (13-17 years)	Low	○ Yes ◉ No
Adult basic education/literacy	Low	◉ Yes ○ No
English as a Second Language (ESL) programs	Low	○ Yes ◉ No
GED/high school equivalency certificate programs	Low	◉ Yes ○ No
Adult continuing education programs	N/A	○ Yes ◉ No
Family education programs	Low	◉ Yes ○ No
Children's activities (0-12 years)	Medium	○ Yes ◉ No
Youth activities (13-17 years)	Low	◉ Yes ○ No
Adult activities (18-64)	Low	○ Yes ◉ No
Senior services (65+)	Low	◉ Yes ○ No
Childcare	Low	○ Yes ◉ No
Healthcare	Low	◉ Yes ○ No
Personal financial management counseling	Low	○ Yes ◉ No
Other:	N/A	◉ Yes ○ No

◉ PREVIOUS   NEXT ◉   ☑ Done Help on "Done"   🖫 SAVE   🖶 PRINT

Internet   100%

See description above.

Purpose/Usage:
- This screen captures statistics for program objectives. These proposed statistics are later compared against actual results in the assessment.

Description/Function:
- The user enters totals in each space where applicable.
- The user clicks on the "SAVE" button to save entry.
- The user clicks on the "NEXT" button to move to the next screen.

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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

Gold Star Community Learning Center--test only   FY: 2006 - 2008

Onsite childcare programs	0
Subsidized childcare onsite or in the community	0

Provide individuals with opportunities to develop

Telecommuter centers	0
Small business or microenterprises	3
Youth-based businesses	3

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

	Families	Seniors	Total
Onsite health-related education and resources	100	20	120
Improved access to health-related education and resources	100	15	115

Other objectives?

Provide optional life-skills and biblical programs for youth in grades 1-12 (approximately 150 youth).

Provide informal counseling and support for adults who seek out our assistance.

Serve as an advocate for parents in their children's education.

* Required form or field

◀ PREVIOUS   NEXT ▶   ☑ Done Help on "Done"   💾 SAVE   🖨 PRINT

Internet   100%

See description above.

Goals, Activities, and Outcomes

Purpose/Usage:
- This screen allows the user to establish goals, activities, and outcomes for their center.

Description/Function:
- Sample goals, activities, and outcomes are provided.
- The user clicks on the "Click to Add Goal" link to access the pop-up utility, which allows the addition of new goals, activities, and outcomes.
- The user clicks on the "SAVE" button to save entry.
- The user clicks on the "NEXT" button to move to the next screen.

Purpose/Usage:
- This screen displays the pop-up utility for the users to enter a goal, activity, or outcome.

Description/Function:
- Users may enter as many goals, activities, or outcomes as is necessary for their center.

Purpose/Usage:
- This screen allows the user to enter daily center programs or events, and generate a printed calendar that can be displayed for center users.

Description/Function:
- Users click on the date in each square on the calendar that provides access to the "daily scheduler" pop-up. The "daily scheduler" allows 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 displays all events scheduled for that month via a pop-up window.
- Navigation is accomplished one month at a time, backwards and forwards, via the << >> buttons.
- A help screen is accessible by clicking on "Click here" at the top of the page.
- A print utility is provided to allow the user to print a copy of the calendar for display at the center.
- The user clicks "NEXT" to proceed to the next screen.

Purpose/Usage:
- This page establishes goals, activities, and outcomes for internal marketing.

Description/Function:
- Users click the "Click to Add Goal" link to access the pop-up utility.
- The user clicks on the "SAVE" button to save entry.
- The user clicks on the "NEXT" button to move to the next screen.

Purpose/Usage:

-   This page provides contact information for Neighborhood Networks staff that can assist with national partnerships. Also, a link is provided to the partnerships section of the Neighborhood Networks Web site.

Description/Function:

-   Users click on the link for "Neighborhood Networks National Partners" to go to the partnership section of the Neighborhood Networks Web site where they can find more information on partnership resources.
-   Users click "NEXT" to proceed to the next screen.

Purpose/Usage:
- This screen allows the user to select community resources that can function as partners for the center.

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

Purpose/Usage:
- This screen helps the center staff keep track of interactions with partners.

Description/Function:
- After selecting a partner from the drop-down list, a pop-up window is activated to capture the details of the interaction (date, responsible staff person, and notes).
- Previously established entries are edited by clicking on the "action" name from the list.
- The user clicks on the "SAVE" button to save entry.
- The user clicks on the "NEXT" button to move to the next screen.

Funding Commitments

Purpose/Usage:

- This page tracks resources and funding commitments from partners.

Description/Function:

- Users 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 enter the dollar amount of funds (or in-kind value) of donations from partners, if applicable.
- The user clicks on the "SAVE" button to save entry.
- The user clicks on the "NEXT" button to move to the next screen.

Purpose/Usage:
- This screen allows the user to review data that was submitted to the HUD Coordinator.

Description/Function:
- Users access this screen to view their submitted business plans.
    - Next, users await approval/denial of their START business plan by their HUD Coordinator.

Purpose/Usage:
- This screen explains the minimum requirements to complete and save a START business plan.

Description/Function:
- This Web site is purely informational. The user clicks on the link labeled "required forms" for a pop-up window that lists the forms necessary to establish a complete business plan.

Purpose/Usage:

- This page displays existing business plans, and shows their approval status, timeframe, submission date, and review date.

Description/Function:

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

Purpose/Usage:

- This page displays existing business plans, and indicates their approval status, timeframe, submission date, and review date.

Description/Function:

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

View/Edit Existing Assessment

Purpose/Usage:
- This page displays existing assessments, and indicates their fiscal year, creation date, submission date, completion date, and review date.

Description/Function:
- User preview their latest assessment and can print it by clicking on any assessment link in the creation date column.

See description above.

See description above.

See description above.

See description above.

See description above.

http://lnshhq05w.hud.gov/NN/start.nsf/bizplan?OpenForm&PageUniqueID=D30CFE0436B2F25485256F18006D92ED&se | Google

File   Edit   View   Favorites   Tools   Help

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

Center Profile

Gold Star Community Learning Center--test only   FY: 2006 - 2008

▸ **Introduction to the START Tool**
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▸ **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

5. What worked well? What did not work well and why? Additional comments?
Coordinator's comment on Section 5

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

Did you provide job training/placement?	
Type of training, check all apply:	
Number of participants who received job training	
Number of participants who improved skills	
Number of unemployed people who got a job	
Number of people that, through the training, got a better job	
How many jobs have health benefits?	
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?	

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?

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

Print   Back

Done   Internet   100%

See description above.

Purpose/Usage:
-   This screen allows the user to contact a Neighborhood Networks specialist for assistance with START.

Description/Function:
-   Users click on the link in the left navigation bar labeled "Send E-mail Message" to access the e-mail utility. A pop-up window provides a text box that allows the user to type a message for the Neighborhood Networks specialist.
-   The "To" section of the e-mail is automatically populated by the system, as is the "Subject" of the message.
-   Users may add additional recipients to the message by entering their e-mail address (es) in the "cc" field.

See description above.

See description above.

Purpose/Usage:
This tool allows center administrators to create or update new center user logins.

Description/Function:
This tool allows the center to add or delete authorized users to their Web site portal.

Classification Tool and Item Justification

Purpose/Usage:
This screen displays the center's present classification status.

Description/Function:
The user can view the requirements to advance to the next classification.

Purpose/Usage:
This screen displays to the center the requirements for each level of classification.

Description/Function:
The user can view the requirements for each level of classification.

Level Three Classification (Must Qualify)

Purpose/Usage:
This screen displays the form for requesting advancement to Model classification.

Description/Function:
This screen displays only after a center has attained Certified classification. After the center staff has filled the Model classification requirements, they may submit this request. This form is "submitted" by clicking on the "submit" button at the end of the form.

When the "submit" button is activated it e-mails the HUD Coordinator to review their request for advancement to Model classification.

Online form continued.

Online form continued.

Electronic Postcard Contact Information Update and Item Justification

Justification: The items to be collected from the postcard will assist HUD in maintaining accurate and up-to-date information about Neighborhood Networks centers. The request for multiple methods of contact will help to ensure that center staff members receive appropriate resources and announcements. Regular verification of these items is the first step in addressing HUD's need for more complete knowledge of the centers and the residents served.

Electronic Postcard Telephone Follow-up Script and Item Justification

<u>Section A</u>
Hello. I am calling from HUD's Neighborhood Networks Initiative. Neighborhood Networks is committed to maintaining accurate and up-to-date information about Neighborhood Networks centers to ensure that all important resources and announcements are received. We normally ask Neighborhood Networks centers to provide updates via e-mail. Did you receive an e-mail requesting an update of your contact information?

If Yes: Great. We only call those centers that don't respond. If you don't mind, can you provide your updates to me over the phone right now? Next time, you can simply reply to the e-mail. (Go to Section B.)

If No: I apologize for that. We will be sure to send you an electronic request next time. (Go to Section B.)

<u>Section B</u>
Do you have two minutes to verify your Neighborhood Networks center's contact information?

If No: Okay. Is there a better time when I can call you back? _____ Thank you for your time. (End of call.)

If Yes: Thank you. I have your center name listed as _____. Is this correct?

I have your center address listed as _____. Is this correct?

I have your center contact person listed as _____. Is this correct?

I have your center phone number listed as _____. Is this correct?

I have your center fax number listed as _____. Is this correct?

I have your center e-mail address listed as _____. Is this correct?

Thank you very much for your time. If you have any questions about Neighborhood Networks, feel free to call the Neighborhood Networks Information Center at (888) 312-2743. (End of call.)

Justification: The items to be collected from the telephone follow-up call will assist HUD in maintaining accurate and up-to-date information about Neighborhood Networks centers. The request for multiple methods of contact will help to ensure that center staff members receive appropriate resources and announcements. Regular verification of these items is the first step in addressing HUD's need for more complete knowledge of the centers and the residents served.