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On November 23, 1994, the Public Utilities Commission of Ohio issued an Order and Entry adopting the settlement in the Ameritech Alternative Regulation case. That settlement included a commitment which allocated 2.2 million dollars to establish 14 computer centers in low income neighborhoods throughout the Ameritech service territory. It also created a committee to allocate those funds and oversee the establishment of these centers. (Attachment 1). All of the 14 centers are now operating and the allocation committee has grown into the Ohio Community Computing Center Network (OCCCN) which provides technical support to these 14 centers and 13 other centers engaged in similar work. Recently, on April 9, 1998, the PUCO adopted a stipulation in the Cincinnati Bell Alternative Regulation case which provided \$90,000 to the OCCCN for a community computing center in Cincinnati.

The centers and the Network are a true success story. During the last quarter of 1997, there were over 26,000 visits by children and adults to the 14 Ameritech funded centers, with over 6,000 using the centers for the first time during that period. Many of the centers have people waiting in line at the door when they open. Most of the centers are located in communities where, without them, there would be no access to this technology.

The success of the centers has been helped along by the OCCCN. The Network has attracted dedicated and capable board members. The board has met every month since the settlement was signed. The Network hired two part-time staff people, who have considerable expertise, to work closely with each center to ensure that it is successful.

The Allocation Process

The Ameritech settlement mandated that a committee which was representative of the

parties to the Alternative Regulation case and the cities which would receive computer centers would have sole responsibility for allocation of the computer center funds.

The committee has been composed of:

Ellis Jacobs, Chairman, Attorney for Edgemont Neighborhood Coalition.

Kerry Bruce, Counsel for the City of Toledo.

Mick Knisley, External Relations, Ameritech Ohio.

Mike McKee, City of Columbus, Dept. of Administrative and Information Services.

Mike Williams, City of Akron, Councilman.

Edna Pincham, Youngstown Board of Education member and assistant to the Mayor.

Phil Case, Marietta Councilman.

Linda Broadus, Director of the Edgemont Neighborhood Coalition.

A representative of the City of Cleveland, presently, Rod Priebe of the Mayor's office.

Dan Farslow, PUCO staff.

Peter Miller, Community Technology Center Network.

Ray Mulhern, retired Director of the Greene County Public Library.

Bernette Williams, Akron Urban League

The committee adopted the name The Ohio Community Computing Center Network and became the Board of that Network. This Board has been very active and has established a close working relationship with the Community Technology Center Network, the nationally recognized leader in bringing computer and telecommunication technology to low-income neighborhoods.

The Board began the allocation process by writing a request for proposals describing the

type of center it was seeking to fund. (Attachment 2). The request for proposals was circulated in each of the communities that were to receive centers. (Pursuant to the agreement, funding was earmarked for 3 centers in Cleveland, 3 in Columbus, 2 in Dayton, 2 in Toledo, 2 in Akron, 1 in Youngstown, and 1 in Marietta.) Proposals were submitted, evaluated by the Board, and an initial site in each city was provisionally chosen. At that point, the Network staff began working closely with the provisional site to clarify expectations and the project design. Proposal modifications were submitted memorializing any changes. The Board then voted to finally approve funding to each center. Contracts were signed with each center receiving an allocation. (Attachment 3).

Most of the centers opened soon after the awards were made. Well attended public ceremonies accompanied each opening, with PUCO and Ameritech representatives, local politicians, the news media, and representatives of the education, library, social service and non-profit communities in attendance. This allocation process was repeated for each city where there was to be more than one center. (A sample of the press coverage of the centers appears in Attachment 4).

The Centers

All of the centers are located in low income communities. Each funded center received \$40,000 startup funds, \$40,000 in operating funds for each of the first and second year and \$30,000 operating funds for the third year. Each center has at least 10-12 multi-media computer workstations with at least two Internet connections. Each offers classes in computer basics, introductions to Windows, and how to access the Internet. Most offer after-school programs, GED preparation, and job-skills workshops. All are establishing vast CD libraries of software

for all age ranges to be utilized for workshops, programs, and open access. The centers also assist participants in the process of obtaining free e-mail accounts. Each center has open access hours when community members are invited to experiment or use the computers for their own projects.

Every center reflects the uniqueness of its community. After school, hundreds of children and teens visit the centers. In the process of having fun in a safe and structured environment, they practice their math and reading skills, learn about computers, and search the web. Adults improve keyboarding and learn business applications and skills for re-entering or advancing in the job market. Participants of all ages gain confidence in their ability to use a computer, along with a basic understanding of the skills needed to work in a technical environment. Many develop an interest in technical jobs.

Below is a brief profile of each center, listed in the order in which the centers opened to the public.

1. The Marietta Area Community Computing Center is located in the Marietta City Schools Family Learning Center at 701 Wayne Street, Marietta. The computer center was awarded Ameritech funding in October, 1995 and opened its doors to the rural Marietta area community in January, 1996. The center is open 67 hours a week including 23 hours of day, evening, and weekend hours devoted to open access. The last six-month report for this center covered the time period between April 1 - September 30, 1997. During this period of time programming included six computer usage and software specific workshops, ABLE (Adult Literacy) classes, 4-H, and a summer youth education training program. Demographic indicators include a 334 unduplicated count of individuals coming to the center for the first time and a duplicated count of 1,849. The reports indicate that on average 50% of its users are within their targeted low-income range.
2. The Youngstown Community Computing Center is located in the Youngstown Main Library, 305 Wick Avenue, Youngstown. This center also began receiving its Ameritech funding through OCCCN in October, 1995. The center opened in February, 1996 and is open 72 hours per week with a schedule that includes, days, evenings, and weekends. The most recent six-month report covered April 1, September 30, 1997. During this time

programming included five workshops and weekly and monthly usage by such groups as the Youngstown Youth Academy, Mahoning County Joint Vocational School Jobs Club, and children's groups from the Youngstown Parks & Recreation Department. This urban center's 6-month demographic report included an unduplicated count of first time users of 1306 and a 3072 duplicated count of repeat visits. This report indicates an average 71% of users to this center are within their targeted low-income range.

3. The Akron Community Services Center and Urban League began receiving funding from Ameritech for a community computing center in November, 1995. Two sites encompass this program. The first is located at the Akron Community Services Center and Urban League, 250 East Market Street and the second is located at the Akron Urban League's United Services for All at 470 Wooster Avenue, Akron. The centers opened in February, 1996. Within the last reporting period of July - December, 1997 the centers were opened 55 hours per week and reported a combined unduplicated total of 331 first time users and a duplicated count of 2027 visits. Thirteen workshops were conducted in conjunction with other regularly scheduled programming which includes GED classes; Basic Literacy and Remediation, Business Technology, ASSET, After School Recreation, ACT/SAT Proficiency Test Preparation, and a very strong and active seniors program. The centers report 100% of users are from their targeted low-income range.
4. The Information Technology Center (ITC) is located within the Frederick Douglas Community Center at 1001 Indiana Avenue, Toledo. This center began receiving its Ameritech funding through the Toledo Area Black Data Processing Association (BDPA) in January, 1996 and opened in June, 1996. The center is open 25 hours a week. During this reporting period 12 workshops were conducted including workshops, and on-going programs for after-school, visual basic programming with the BDPA junior computer club, web design, and desktop publishing for children and adults. During this reporting period the center had an unduplicated count of 542 first time visits, and a duplicated count of 3,609 repeat visits, 64% of the users are from their targeted low-income range.
5. The North Education Community Computing Center began receiving funding from Ameritech in January, 1996 and opened in April. The center is located in the Columbus Public Schools North Education Center (NEC) at 100 Arcadia Avenue, Columbus. It is open 36 hours a week for open access and 11 hours a week for special programming. The most recent six month report covers July 1 - December 31, 1997. During this period the center offered four workshops and programming which includes: Black Data Processing Association (BDPA) Youth Program and Adult Basic Literacy Education. In addition, NEC nursing classes, and heating and cooling training programs utilize the center. The center has forged collaborative partnerships with the Ohio State University Campus Partners, BDPA, Homeless Children's Project, Job Connection Project, Columbus Employment Consortium, and Columbus Free-Net. During this six-month reporting period the center had an unduplicated count of 240 first time users and a duplicated count of 961 repeat visitors. 87% of those using the center are from the targeted low-income

population.

6. EdgeNet Community Computing Center began receiving funding from Ameritech in April, 1996 and opened in May. The center is located within the Edgemont Neighborhood Coalition at 919 Miami Chapel Road, Dayton. In their last six-month report covering the time period between April 1 - September 30, 1997, this center had a 309 unduplicated count of first time participants and a 1,864 duplicated count. The center is open for 32 hours a week for open access and 12 hours per week for special programming. During this reporting period the center conducted 10 workshops including sessions for adults obtaining computer skills, preschool, and school age day camps, and a summer employment program. Collaborations and networking with other groups include: West Dayton Youth Services Coalition, Community Advisory Council of Bank One, City of Dayton's CitiPlan 2000 Committee, Miami Valley Literacy Council, Project READ, Dayton Legal Aid Society, and the Catholic Social Services. The EdgeNet computer center reports 70% of their users are within their targeted low-income range.
7. The Otterbein Computer Center is located at 111 Xenia Avenue, in Dayton, Ohio. This center is located within the Otterbein Methodist Church building and began receiving its funding from Ameritech in May, 1996. The center held its grand opening in September, 1996. In its last six month reporting period, the center is open 30 hours a week for open-access and programming. Their programming includes sessions for seniors, after-school, and an office education course. During this reporting period the center had an unduplicated count of 170 first time users and a duplicated count of 648 visits. The Otterbein Computer Center reports 64% of their users are within their targeted low-income range.
8. The Westside Neighborhood Computer Center is located at the Volunteer's of America at 379 West Broad Street, Columbus. This center is situated in an area called Franklinton and is part of the VOA programs which includes an emergency shelter. The computer center began receiving its Ameritech funding in October of 1996 and opened in November, 1996. The schedule includes 44 hours of open access and programming. During its last six-month reporting period the center conducted 14 workshops which included; Windows tutorials, a VOA tutoring program for VOA Shelter children, adult education/life skills, basic computer skills, and a production workshop to create the VOA Shelter Newsletter. There were 696 first time participants and a duplicated count of 2,363 return visits with 76% of users from their targeted low-income range.
9. The Columbus Urban League is located at 788 Mt. Vernon Avenue in Columbus. It began receiving its Ameritech funding in October, 1996 and opened in December, 1996. The most recent six-month report for this center includes April 1 - September 30, 1997. The center is opened for 13 hours a week open access and 34 hours a week for scheduled programs. During this reporting the period the center conducted five workshops and programs which included: Basic Skills/GED test preparation, after-school, math and

science tutoring, and summer camp. Collaborations and/or networking efforts include relationships with Champion Alternative Middle School, PC Allies, Columbus Metropolitan Housing Authority, and Columbus Public Schools. During this reporting period an unduplicated count of 174 first time participants came to the center and a duplicated count of 2,241 repeat visits took place. On average, 90% of participants are from their target low-income range.

10. The Akron Urban Minority Alcoholism and Drug Abuse Outreach Program's Lawton Street Computer Learning center is located at 1225 Lawton Street, Akron. This center began receiving funding from Ameritech in January, 1997 and opened in March, 1997. The most recent six-month report covers July 1 - December 31, 1997. The center is open 40 hours a week with day, evening, and weekend hours available for open access, workshops, and programming. During this time period the center conducted 11 workshops collaborating with organizations such as Summit County Volunteer Center, Alpha Phi Alpha's Mother to Son program, and the Betty Shabazz Academy. The center is currently in the process of opening a second center to be located at the Akron UMADAOP, 665 W. Market Street, Akron. The center reports an unduplicated count of 507 first time participants and a duplicated count of 922 repeat visits for its duplicated count with 64% of participants from within their low-income range.
11. The Community Computing Center at the Friendly Inn Settlement House began receiving its Ameritech funding through the Cuyahoga Metropolitan Housing Authority in November, 1996. Their center opened in June, 1997 and is located at 2382 Unwin Road, Cleveland. The center is open 55 hours a week for programming and open access. This includes evening and weekend hours. During the last six-month reporting period, August 1, 1997 - January 31, 1998, the center offered 4 workshops. During this same time their on-going programming includes: GED preparation sessions, after school, evening, parent education and support, and preschool programs. During this reporting period the unduplicated count of first time participants was 360 and the duplicated count of repeat visits was 2,717. This center reports that 100% of their participants fall within the low-income range.
12. The Salvation Army-Cleveland Temple Corps Computer Center is located at 17625 Grovewood Avenue, Cleveland. It began receiving its funding from Ameritech in April 1997 and opened in September, 1997. The center is open 17 hours a week for open access and 41 hours a week for scheduled programs. The open access hours include days, evenings, and weekend time slots. The last six-month reporting period includes August 1, 1997 - January 31, 1998. During this time the center conducted 3 workshops and on-going program which includes: Head Start, Latch Key, Seniors, meals-on-wheels, job training, and a computer course which focuses on lessons using Office'97. The center has formed collaborative relationships with Cleveland State University, and their local schools and libraries. This last report shows an unduplicated count of 438 of first time participants and a duplicated count of 2,280 of repeat visits. Their is an average 70% of

users from their low-income range.

13. The Westside Community Computing Center began receiving its Ameritech funding in July, 1997 through Merrick House in Cleveland. The center opened in October, 1997 and is located at 6209 Storer Avenue, Cleveland and is a project of the West Side Community Computer Partners, a coalition of community based organizations which include: Merrick House, Stockyard Area Development Association, May Dugan Center, Westside Industrial Retention and Expansion Network, Neighborhood Family Practice, Westside Community House, Cudell Improvement, West Town Community Development Corporation, El Barrio, Saint Colman Computer Lab, Saint Malachi Center, Detroit-Shoreway Community Development Organization, and other community organizations of Cleveland's West Side. The Westside Community Computing Center is open 39 hours a week, which includes days, evenings, and weekend hours. The last six-month reporting period covered July 1, - December 31, 1997. During this time the center conducted 8 workshops which included basic introductory courses to computers and the internet, and several on-going after-school programs, and programs for adults and students in spanish. During this reporting period there were 280 first time (unduplicated count) users and 1,170 repeat visits (duplicated count). On average, 64% of the users are from their target low-income range.

14. The Computer Technology Center at the YMCA of Greater Toledo's Wayman Palmer Community YMCA is located at 2053 N. 14th Street, Toledo. This center began receiving Ameritech funding in June, 1997 and opened in October, 1997. The center is open 48 hours a week of which 13 hours a week are dedicated to open access. The last six-month report covered the period of July 1, - December 31, 1997. During this period the center conducted 4 workshops which include the following programs: Professional Office Skills Classes (in collaboration with Owens Community College), and Kids Labs. All of the YMCA programs utilize the center including the pre-school, after-school, and tutoring programs. The center has developed collaborative relationships with the Toledo Area Private Industry Council, the Department of Human Services, and H.O.P.E. Center at Owens Community College. During this time period the center reported an unduplicated count of first time participants of 186 and a 586 duplicated count of repeat visits. On average 99% of users are from within their targeted low-income range.

The Ohio Community Computing Center Network

In addition to writing an RFP and choosing sites, the Network Board has played an active role in overseeing each centers' use of the funds. The board designed several evaluation tools. (Attachment 5). The centers submit quarterly, semi-annual, and annual reports according to a schedule based on their opening dates. Each month the board reviews written reports from

centers and hears reports from staff members who have visited them. Based upon these reports, the committee votes twice each year on whether to allocate further operating funds to each center.

In most instances the written reports and the staff's observations showed that the centers were making great progress. Most funding checks were released on time, occasionally accompanied by a letter stating certain concerns or suggestions. In two instances, checks were held up. In one case, the fiscal agent delayed passing funds to the center operator and seemed intent on imposing bureaucratic delays on the project. The Board was able to resolve the problem and the center has opened and is now flourishing. In the other instance, a center had hired a director who was proceeding far too slowly. The center did very little publicity, was open too few hours, and had not purchased adequate software. The OCCCN Board and staff worked closely, first with the center's director, then with the center's board to resolve these problems. The result was that the initial director left, and a new director was hired. The center has made remarkable progress under the new leadership.

In addition to this funding review and oversight, the Network board has focused on providing technical and material assistance to the centers. The staff publishes a quarterly newsletter, hosts on-line discussions for center staff, and holds quarterly statewide meetings and an annual conference which features a variety of workshops and speakers. In addition, the Network administers a VISTA project which provides volunteers to the centers. The staff has also secured a variety of hardware and software donations for the centers. These activities have attracted 13 other centers, doing similar work but not funded from the Ameritech settlement.

OCCCN is the first and only organization of its kind in Ohio. It is a vital organization

because of the unique needs of community computing centers. In order to do their work effectively, centers need expertise in programming, outreach, social service and computer technology. This requires staff with a far broader array of skills than is found in most community-based service agencies. The centers have found it is much more efficient and cost effective for them to share knowledge and resources with each other than it is for each to go it alone. The OCCCN supports the centers' needs for training, information, fundraising, program development and advocacy, allowing the centers to devote their time and resources to implementing programs for end-users.

Plans for the Future

The Board has implemented a strategic planning process designed to transform the Network into a self governing organization that would pursue the mission of

continuing support of existing, and the ongoing development of new, Community Computing Centers throughout Ohio. These centers provide opportunity and support to those who typically lack access to computer and telecommunications technology. OCCCN will provide technical, program, and fund raising support, advocacy, and develop and encourage communication and collaboration among organizations and communities.

A strategic plan has been drafted. (Attachment 6). By-laws, establishing a new structure for the Network, were adopted November 22, 1997 (Attachment 7), and at this year's annual meeting, in June, 1998, the Network's Board will be reformed under these by-laws. Most of the original members will stay, but the board will expand to add representatives of the centers and other important constituencies. The Network recently incorporated and received its own 501C(3) tax exempt status.

The originally mandated allocation committee will remain as a committee of the Network

to discharge any remaining responsibilities related to the Ameritech funds.

The work of the Network has been financed from \$100,000 set aside for this purpose in the Ameritech Alternative Regulation settlement. These funds are now almost exhausted and the staff has been writing grant proposals and engaging in other fund raising. Many of the cities which have centers have made contributions. All of the centers and other organizations which support the Network's work will begin to pay dues in 1998.

Conclusion

When the PUCO approved the Ameritech settlement it became the first Public Utility Commission to adopt funding that enables low income neighborhoods to have access to the information super highway through community computer centers. Since then, Ameritech has lived up to the letter and spirit of the agreement. The company has provided additional resources, materials, and support to foster the work of the OCCCN Board and the Centers. As a result of what has become a truly cooperative effort, important progress is being made in Ohio. The centers are thriving, the Network is growing, and through this work, many communities which would otherwise not have access to computer and telecommunication technology are getting access and training in the use of this technology.

Respectfully submitted,



Ellis Jacobs
Chairman
Ohio Community Computing Center Network

May 4, 1998

COMMUNITY COMPUTER CENTERS

Community Computer Centers bring together hardware, software, network access and training in a tutorial and workshop atmosphere. To be eligible for funding, a Center shall be housed in a location that is readily accessible to the Community it serves, such as a school, library, church or community center, shall be open after school hours, shall be located in a low income neighborhood, and shall contain an appropriate number of computer workstations.

There will be 14 such centers, located as follows:

<u>Location</u>	<u># of Centers</u>
Cleveland	3
Columbus	3
Dayton	2
Toledo	2
Akron	2
Youngstown	1
Marietta	1

The centers will be phased in. In the first year of the Plan one center will be funded in each city. In the second year of the Plan the additional centers will be funded.

Each center will receive \$40,000 start-up costs at the start of its first year.

\$ 560,000

Each center will receive operating funds for three years. For the first two years that each center is funded, each center will receive a \$40,000 per year annual grant. In the third year, each center will receive a \$30,000 annual grant.

\$ 1,540,000

All funds described herein are to be expended by the Company. All operating and start-up funds shall be made available beginning on the effective date of this Plan and on the anniversary of that date every year thereafter pursuant to the schedule set forth above. Should a center not be ready to receive funding in a particular year, that money will be made available in subsequent years. Monies not claimed by the beginning of the fourth year shall be made available to existing operating centers. All centers shall be notified of that availability and the decision on how the funds shall be allocated shall be made by the committee described below.

The entities to receive funding for community computer centers and the use of these grants shall be determined solely by a committee composed of one representative each from the Company, the City of Cleveland, Greater Cleveland Welfare Rights Organization, the City of Columbus, the City of Toledo, the Edgemont Neighborhood Coalition, and a representative to be selected, by those Stipulating Parties who will be part of the Committee, from each of the cities of Akron, Youngstown and Marietta. The Committee will be convened and initially chaired by the Edgemont Neighborhood Coalition.

The Committee and each center will have equal access to funds to hire a consultant for a period of four years to provide assistance in choosing the entities to be funded and to assist in program design and implementation. Consultant expenditures shall be decided on and allocated by the Committee and shall become available on the effective date of the Plan and on the anniversary of that date every year thereafter pursuant to the following schedule: funding for the consultant shall be \$30,000 for year 1 and 2, and \$20,000 for years 3 and 4 of this program.

\$ 100,000

\$ 2,200,000

REQUEST FOR PROPOSALS
FOR OPERATION OF A
COMMUNITY COMPUTER CENTER

Deadline for submission: June 1, 1995

INTRODUCTION

On November 23, 1994, the Public Utilities Commission of Ohio approved a stipulation filed in the Ameritech alternative regulation case. Among other things, the stipulation provided for rate decreases, infrastructure development, and deployment of advanced telecommunication services in Ameritech's service area. It also provides \$2.2 million to create and operate 14 community computer centers throughout the service territory to be located in Akron (2), Cleveland (3), Columbus (3), Dayton (2), Marietta (1), Toledo (2) and Youngstown (1).

Each center will be eligible to receive \$40,000 for start-up costs during its first year. In addition, operating funds will be available for three years in the amount of \$40,000 for each of the first and second years and \$30,000 for the third year. The Ohio Community Computing Center Network (OCCCN) has been formed by the parties to the stipulation and Ameritech to coordinate the establishment, funding and operation of the centers. At the conclusion of each year, the OCCCN will evaluate the performance of the center and funding for the succeeding year will be contingent upon a successful review. Each center will have access to a consultant hired by the OCCCN. The center will be expected to coordinate its activities with the other Ohio computer centers and to join the Playing to Win network. The specifics of the funding are detailed in Appendix A.

The centers will bring together hardware, software and telecommunications access and support through tutorial, workshop, and open public access programs. It will provide basic computer training and support targeted towards low income individuals who have limited access to computer technology. The center will be operated by staff and volunteers experienced in community outreach and computer technology, will be open in the evenings, and will be easily accessible to the low income communities it will serve.

The center can be located in an existing community center serving the low-income population or at another site developed by the agency. Final approval of the site will be made by the OCCCN.

OBJECTIVE

The OCCCN seeks a proposal from an agency or organization to establish and operate a community computer center which meets the following minimum standards: (1) located in a low income neighborhood and readily accessible to that segment of the population; (2) open after school hours; (3) containing an appropriate number of computer workstations; and (4) staffed by knowledgeable personnel.

Proposals which supplement OCCCN funding through the use of up-to-date donated hardware, software and site facilities will be given preferential attention.

ELIGIBILITY REQUIREMENTS

The applicant must be a not-for-profit organization and must be certified as a 501(c)(3) or have a 501(c)(3) sponsor. If the organization is a corporation, applicant must currently be in good standing with the State of Ohio.

The applicant must be located within the City of Youngstown, or providing services within the city.

The applicant's existing programs must have been in operation for at least one year.

The applicant must have sources of funding other than the OCCCN.

The applicant must be able to submit a regular audit of operations or its most recent financial statements.

The applicant must be governed by a board with representation from the population being served.

EVALUATION AND SELECTION CRITERIA

Proposals for funding will be evaluated by the OCCCN which will make a provisional determination of acceptance. Detailed discussions will then commence with the applicant to finalize the details of the proposal before final approval.

Each application will be reviewed using the following criteria:

- Ability of the proposed activities to meet the stated objective of the OCCCN.
- Cost effectiveness of the proposed activities and reasonableness of the funding request.

- Support for the proposed activities from other funding sources including donations.
- Feasibility of the proposed activities in terms of schedule and budget, including the ability to implement the activities immediately upon receipt of funding.
- Track record, experience and expertise of the applicant to carry out the proposed activities.

REQUIREMENTS OF APPLICANT

The successful applicant will be required to enter into a contract with OCCCN and Ameritech to operate the computer center. The contract will:

1. identify the work to be performed, reporting requirements and the amount of funding;
2. identify the OCCCN as the evaluator of work of the applicant; reviews of the applicants performance will be made every six months and will be used to determine whether funding will be continued the following year;
3. provide that the applicant shall act as an independent contractor and shall not be an employee or agent of Ameritech or the OCCCN;
4. provide that the applicant shall not engage in any other activity which would create a conflict of interest with the performance of the contract;
5. provide that the applicant shall not discriminate against any person because of race, color, religious creed, ancestry, national origin, age or sex;
6. provide that the applicant shall procure and maintain adequate insurance during the life of the contract covering property damage, comprehensive general liability and workers' compensation.
7. provide that the applicant shall maintain books, records, documents and other evidence relating to performance of the work in accordance with generally accepted accounting principles, and shall grant Ameritech or the OCCCN access to such books, records, documents for the purpose of inspection, audit and copying;
8. provide that the contract shall not be assigned or transferred without the written consent of the OCCCN;

9. provide that either party may terminate the contract if the other party substantially fails to fulfill its obligations;
10. provide that the applicant shall indemnify and hold harmless Ameritech and the OCCCN against any claim for damages resulting from the performance of the contract by the applicant.

PROPOSAL CONTENTS

The submission consists of a completed application and a proposal. The application is attached to the end of this document and may be detached and returned by the applicant when completed. The proposal should contain no more than 10 double-spaced pages and must include the following information:

A. Activity Description

1. A detailed narrative of the proposed activities that clearly identifies the need to be addressed, the population to be served or the area of benefit and the projected impact on the neighborhood.
2. A description of the geographic area or segment of the community to be served.
3. A description of how the services will be provided and coordinated with other service providers (schools, libraries, etc.).
4. The hours of operation.
5. A description of how you will provide open public access to reach those who do not ordinarily have access to computer technology and during what hours you will provide this open public access.
6. Plans for outreach and publicity.
7. If this a collaborative program with other agencies, please list those organizations and attach letters from them specifying their involvement and role.
8. A description of how you will integrate your current programs into this program.
9. A description of your plans to work with or serve other organizations that serve the same population that will be using the center.

B. Activity Site

1. The location of the proposed computer center including current use and ownership of the building.
2. A listing of all rehabilitation work to be done to prepare the site as a computer center, the estimated cost of such work and the time frame in which such work will be done.

C. Activity Resources

1. A description of all hardware, software and other computer materials which will be donated/purchased and used at the computer center.
2. A description of all other resources which are available or which will be utilized to serve the clientele of the computer center.

D. Activity Schedule

A schedule of proposed activities which identifies:

1. The major tasks to be undertaken as a result of OCCCN funding.
2. A description, in measurable terms, of what will be accomplished and how accomplishments should be evaluated.
3. The key personnel (include names and titles).
4. Any contracts/arrangements with consultants, advisors or subcontractors.
5. Quantify projected outcomes for each activity (number of users, etc.)
6. A time line listing the sequence of events from the date of funding leading to the opening of the computer center.
7. Plans and timeline for developing an advisory or support committee or board. Note how the program will be governed.
8. Your plans for integrating volunteers.
9. The types of support services and technical assistance needed by your organization (e.g., staff selection, technical training, program development, fundraising, resource referral). List in order of priority.

E. Financial/Budget Schedule

1. **Submit a complete start up budget including the total cost of all renovations to the site, hardware and software purchases and other one-time expenses prior to the commencement of operations.**
2. **Submit a complete budget for the first year of operations indicating sources and uses, other sources of funds that may be used for the project and project income, if any.**
3. **Submit your plans for the financial self-sufficiency of the community computer center once OCCCN funding ends.**

APPLICATION

1. Organizational information:

Organization: _____
Executive Director: _____
Address: _____

Phone and Fax: _____
Email: _____
Contact Person: _____

2. a. What is your organization's main mission or goal:

b. What are your primary services and main programs:

c. What populations do your programs serve (note appropriate categories, e.g., age, range, ethnic background, education and income levels):

d. Who would oversee your proposed Community Computer Center program? Attach that person's resume:

e. Please attach your organization's 501(c)(3) certification and most recent financial statement:

3. a. How are computers currently being used by your organization:

b. Do you presently have a computer or other technology facility (e.g. video). If so, please briefly describe (space, equipment/software, staffing, program use):

**OHIO COMMUNITY COMPUTING CENTER NETWORK
RECIPIENT FUNDING AGREEMENT**

THIS AGREEMENT is made this _____ day of _____, 1995 by and between Ameritech Ohio, hereinafter referred to as "AMERITECH", and the _____, hereinafter referred to as "RECIPIENT", both acting by and through properly authorized officials.

WHEREAS, on November 23, 1994, the Public Utilities Commission approved a stipulation filed in the Ameritech alternative regulation case which provided 2.2 million dollars for the creation and operation of 14 community computer centers throughout the AMERITECH service territory; and,

WHEREAS, the stipulation provides that each computer center is eligible to receive \$40,000 for start-up costs and operating funds for three years in the amount of \$40,000 for each of the first and second years and \$30,000 for the third year; and,

WHEREAS, the Ohio Community Computing Center Network (OCCCN), consisting of representatives of the communities designated to receive the computing centers, is charged with the task of administering the community computing center program in coordination with AMERITECH; and,

WHEREAS, the OCCCN has approved the proposal of RECIPIENT to operate a community computer center;

NOW, THEREFORE, in consideration of the mutual promises, covenants, conditions and terms to be kept and performed, it is agreed by the parties as follows:

SECTION 1 RESPONSIBILITY FOR FUND ADMINISTRATION

AMERITECH and RECIPIENT acknowledge that the Ohio Community Computing Center Network (OCCCN) is responsible for administering the funds for the community computing centers in conformance with the November 23, 1994 stipulation approved by the Public Utilities Commission of Ohio. In addition, both parties acknowledge that OCCCN is responsible for directing and determining the adequacy of RECIPIENT'S performance under this agreement.

SECTION 2 SCOPE OF WORK

RECIPIENT agrees to undertake, perform, and complete the services specified in OCCCN's Request for Proposals, attached hereto as Exhibit A, and RECIPIENT'S proposal, attached hereto as Exhibit B, as modified. RECIPIENT'S proposal has been modified by

OCCCN as shown in Exhibit C, attached hereto, and RECIPIENT agrees to perform such additional or modified services as part of its scope of work. RECIPIENT and its members, employees and volunteers shall be consultants and advisors to AMERITECH and OCCCN, as independent contractors, and shall not be deemed employees, agents or representatives of either AMERITECH or OCCCN.

SECTION 3 TIME OF PERFORMANCE

RECIPIENT shall commence performance of the work under this Agreement upon receipt of an executed copy of this Agreement and shall complete its work within one year, subject to a satisfactory six month evaluation, provided that one year extensions may be approved by AMERITECH and RECIPIENT. RECIPIENT shall not be responsible for any time delays in the project caused by circumstances beyond RECIPIENT'S control.

SECTION 4 RESPONSIBILITIES OF THE RECIPIENT

A. RECIPIENT shall be responsible for the professional quality and timely completion of all tasks required under this Agreement. OCCCN's approval of the proposal shall not in any way relieve RECIPIENT of responsibility for the professional quality of its work or subject OCCCN or AMERITECH to any liability.

B. RECIPIENT shall name a contract administrator who shall act as RECIPIENT'S representative with respect to the work to be performed under this Agreement. The contract administrator shall have the authority to receive instructions, transmit information and represent the RECIPIENT in all matters dealing with the computer center. In the event a different contract administrator is appointed during the term of this Agreement, RECIPIENT shall notify OCCCN of the change.

C. RECIPIENT shall not engage in any other activities which would create a conflict of interest with the performance of this contract.

SECTION 5 FUNDING

A. AMERITECH shall advance funds to RECIPIENT in accordance with the approved budget attached hereto as Exhibit D, subject to the limits specified in the November 23, 1994 stipulation. The parties understand that budget adjustments may be required during the contract period to respond to changes in organizational needs. Budget adjustments in excess of ten percent (10%) in any given category (personnel, equipment, etc.) shall require the approval of OCCCN.

B. In the first year of operation, RECIPIENT shall be advanced one hundred percent (100%) of its start-up budget and fifty percent (50%) of its operating budget after execution of this agreement by the parties. After a satisfactory six month review by OCCCN, RECIPIENT shall be advanced the remaining fifty percent (50%) of its operating budget.

C. RECIPIENT is not guaranteed funding past the first year. At the end of one year of operation, OCCCN will evaluate RECIPIENT's performance. If OCCCN finds the performance acceptable, an additional year of funding will be approved. RECIPIENT will receive one hundred percent (100%) of operational funding from AMERITECH after approval has been granted by OCCCN. The same process will be followed for the third year of funding.

D. RECIPIENT shall maintain a fund accounting record keeping system to document the use of funds under this program. Funds received from AMERITECH shall be accounted for separate from the other funds controlled by RECIPIENT. Invoices for purchases, services and expenses of RECIPIENT shall be provided to AMERITECH and OCCCN on a quarterly basis. Failure to properly account for funds, services and equipment shall be grounds for termination of further funding.

SECTION 6 REVERSION OF ASSETS

A. In the event OCCCN determines not to provide further funding to RECIPIENT for the operation of the computer center, RECIPIENT shall transfer to AMERITECH any AMERITECH funds on hand at the time of cancellation and any accounts receivable attributable to the use of AMERITECH funds. RECIPIENT shall also return any personal property that was acquired with AMERITECH funds.

B. At the end of the final year of funding, OCCCN shall determine whether RECIPIENT has achieved self-sufficiency and demonstrated the capability to continue the operation of the center on its own. If RECIPIENT is found to have met this criteria, then title to the personal property acquired with AMERITECH funds will be vested in RECIPIENT subject to its use in the operation of a community computing center. Otherwise, RECIPIENT shall be required to return to AMERITECH any personal property that was acquired with AMERITECH funds.

SECTION 7 REPORTS

A. RECIPIENT shall submit quarterly program performance reports (see Exhibit E) to OCCCN which list the:

- (1) days and hours the center was open, and the number of hours available for open public access;

- (2) services and workshops provided, identifying the variety of programming offered and target audience;
- (3) number of individuals using the center, including their age brackets (unduplicated count);
- (4) demographic indicators that show how the center is reaching people with low incomes (i.e., household income, or other indicators as approved by OCCCN);
- (5) financial statement showing activity for the past quarter.

B. During each year of funding, RECIPIENT shall submit a six month program performance report (see Exhibit E) to OCCCN which provides the following information:

- (1) a narrative report describing how the services provided by RECIPIENT meet the objectives contained in OCCCN'S Request for Proposals;
- (2) results of user satisfaction measures, including surveys given to computer center users.

C. At the end of each year of operation, the RECIPIENT shall submit a yearly performance report to OCCCN in addition to the six month report. This report shall:

- (1) explain how the center met the needs of its targeted clients;
- (2) outline progress toward self-sufficiency;
- (3) detail goals for the coming year;
- (4) include a proposed budget for the coming year.

D. As part of the reporting requirements, members of the OCCCN including the Statewide Coordinator shall, at all reasonable times, have access to the offices, work sites, books and records of RECIPIENT for the purpose of inspection and evaluation of the services performed under this Agreement. This shall include verification of all information required in the monthly, semiannual and annual reports.

SECTION 8 TERMINATION OR MODIFICATION

A. AMERITECH, on behalf of the OCCCN, and RECIPIENT may terminate this Agreement, in whole or part, in writing, if the other party substantially fails to fulfill its obligations under this Agreement through no fault of the terminating party. However, no such termination may be effected unless the other party is given (1) not less than ten (10) calendar days written notice of intent to terminate and (2) an opportunity for consultation with the terminating party before termination.

B. AMERITECH, on behalf of the OCCCN, may terminate this Agreement, in whole or part, in writing, for its convenience, if the termination is for good cause (such as for legal or financial reasons, major changes in the work or program requirements) and

RECIPIENT is given (1) not less than ten (10) calendar days written notice of intent to terminate, and (2) an opportunity for consultation with the terminating party before termination.

C. Upon termination, RECIPIENT shall transfer to AMERITECH any AMERITECH funds on hand at the time of termination and any accounts receivable attributable to the use of AMERITECH funds. RECIPIENT shall also return any personal property that was acquired with AMERITECH funds. RECIPIENT may be entitled to an equitable adjustment for services rendered and expenses incurred before the termination, if not covered by AMERITECH advances, relating to commitments which had become firm before the termination. This equitable adjustment may be adjusted by additional costs incurred by AMERITECH as a result of RECIPIENT's default.

D. Upon receipt of a termination action under paragraphs A or B of this section, RECIPIENT shall (1) promptly discontinue all services affected (unless the notice directs otherwise), and (2) deliver or otherwise make available to AMERITECH and OCCCN all information and materials as RECIPIENT may have accumulated in performing this Agreement, whether completed or in process.

SECTION 9 INDEMNIFICATION

RECIPIENT agrees to indemnify and hold harmless AMERITECH and OCCCN for any claim, cost, loss, damage or obligation resulting from RECIPIENT's breach of any of the conditions of this Agreement or from any negligent or wrongful act or omission committed by such party.

SECTION 10 INSURANCE

RECIPIENT shall not begin performance under this Agreement until such time as it has filed with AMERITECH a copy of a current insurance policy which provides public liability and property damage insurance for the community computer center site as well as worker's compensation insurance. The amount of such bodily injury insurance shall be not less than \$500,000.00 for injuries, including accidental death, to any one person and not less than \$1,000,000.00 for each accident involving injury to more than one person. The amount of such property damage insurance shall be not less than \$500,000.00 for each accident and not less than \$1,000,000.00 aggregate property damage liability.

SECTION 11 AUDIT AND EXAMINATION OF ACCOUNTS

RECIPIENT shall maintain books, records, documents and other evidence directly pertinent to its performance under this Agreement in accordance with generally accepted

accounting principles. AMERITECH and OCCCN shall have access to such books, records, documents and other evidence for the purpose of inspection, audit and copying.

SECTION 12 ASSIGNMENT

RECIPIENT may not assign or transfer rights and obligations under this Agreement without the written consent of AMERITECH and OCCCN.

SECTION 13 EQUAL EMPLOYMENT OPPORTUNITY

RECIPIENT agrees that it will not discriminate against any employee or applicant for employment or any individual seeking to utilize the community computing center because of race, religion, color, sex, age, disability or national origin.

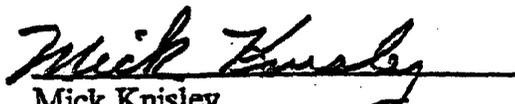
IN WITNESS WHEREOF, AMERITECH and RECIPIENT have caused this Agreement to be executed as of the date first mentioned above.

By:

Title:

AMERITECH

By:


Mick Knisley

Title: Community Relations Director

BLADE PHOTO BY LOREN KING



Doug Chea of Black Data Processing Associates instructs Brittany Norwood on the computers.

Central-city community set to learn how to surf the net

BY NANCY COSTELLO
BLADE STAFF WRITER

Residents of a central-city neighborhood will be surfing the net, trolling computer-based encyclopedias, and clicking through online data bases as the first Ameritech-funded community computer center plugs into Toledo.

"We have been screaming for technology in the community," said Ann Moore, board president of ONYX, Organized Neighborhood Yielding excellence. "There's a lack of it; we don't have it. And that shuts us off to the rest of the world.

"For us to have equal footing and step off into the 21st century — this is it," Mrs. Moore said, making a sweeping gesture toward the 15 computers lining the new information center at the Frederick Douglass Community Center.

The center targets youths and adults with the goal of improving computer literacy.

Instructors will provide training for using keyboards, creating databases, doing word processing, producing spreadsheets, using graphics and desktop publishing, and using the Internet.

Computer training and use of the computers are free. The center

Fifteen computers are in place at the Frederick Douglass Community Center.

day from 3 to 8 p.m. and Saturdays from noon to 3 p.m. Users will include members of youth organizations, churches, social service agencies, and adults in high school diploma programs.

"The importance of this center cannot be overstated," Mayor Carty Finkbeiner said at the ribbon-cutting Friday. "We cannot allow the lack of a computer in the home to jeopardize the future employability of our young people as well as those adults who seek new job skills."

To launch the center, ONYX teamed up with the Toledo Chapter of the national Black Data Processing Associates, a group of volunteers employed as computer professionals. The volunteers designed the facility and organized computer and software purchases.

Ameritech provided a three-year, \$150,000 grant to pay for equipment and staff. The project is one of 14 community computer centers in the state and for low

that Ameritech will fund.

The program falls under an agreement negotiated by Toledo and other customer groups in 1994 when the telecommunications company was deregulated. A second center will be located in Toledo, but a sponsoring organization has not been chosen.

Sixteen-year-old Brittany Norwood, who started tapping on a keyboard shortly after the press conference, said she hopes to serve as computer trainer at the center on weekends.

The high school junior uses a computer at home to do research for science projects and scan for information on colleges and careers, but computers at the center offer more online services.

"You need to be informed about computers because that's what the future is about," she said. "You might as well start learning about them when you're young."

Ameritech officials say they are glad to aid that learning process.

"Youths have to adjust their sights to compete in a world that is no longer what it used to be," said James Dennis, director of external programs for Ameritech. "They have to move down the information highway. Perhaps this computer center will fill in the chink holes and straighten out the bumps."



Billie Mandel/Dispatch

Kimberly Price, 12, of Columbus works on a school paper at the computer center at the former North High School, 100 Arcadia Ave. Computer users of every skill level are invited to the center Monday and Wednesday evenings.

Free Ameritech computer center gives users quick trip to Internet

Volunteers show initiates how to use the top-of-the-line equipment, while veterans can go it alone.

By Mary Mogan Edwards
Dispatch Schools Reporter

Every Monday and Wednesday evening, a window to the world opens at North Education Center for anyone who wants to get online.

The Ameritech Community Computer Center has open-access night 4-9 p.m. Anyone, from the most keyboard-impaired neophyte to the seasoned bytehead who wants to use better stuff than he has at home, can link up with a sophisticated computer network with the help of volunteers.

Kimberly Price, 12, lives near the center in the former North High School at 100 Arcadia Ave. and is a major fan.

"I come here every Monday," Kimberly said recently as she tinkered with lettering styles and page design on a story she was writing for a school project. "First, I do my homework, and then I play games when I'm done."

Kimberly and her sister Tiffanie, 10, walk to the center from their home a few blocks away.

The girls said they enjoy taking pictures and videos of themselves

atop a computer terminal. Playing on the computers also pays classroom dividends.

"We get extra credit for having things typed out," Kimberly said.

The center is one of three in Columbus and 14 statewide. Ameritech agreed in 1994 to spend \$2.2 million on the centers as part of a pact with the Public Utilities Commission of Ohio that resulted in lower phone rates and less regulation of Ameritech in providing new telecommunications services.

The city of Columbus chose the local sites. The North center opened in January, the others more recently at the Columbus Urban League, 788 Mount Vernon Ave., and Volunteers of America, 379 W. Broad St.

"The idea is to ensure access to technology for low-income and disadvantaged people," said Leslie Steinar, director of community education for Columbus Public Schools.

Most days, the center is reserved for use by adult education classes and community programs, but on Monday and Wednesday evenings anyone can use the equipment with the help of a coordinator paid through the federal VISTA program, as well as volunteers.

Software written for those age 4 and older is available. Twelve IBM-compatible computers with Windows 95 are tied to a network that records user names and passwords; two of those are connected to the Internet.

Another five Macintosh computers run a variety of stand-alone pro-

grams are there for simple word processing or typing lessons.

Robert Thomas, 51, read about the center in a North High School alumni newsletter. He has a computer at home, but it doesn't do much more than word processing.

"I'm kind of exploring what the possibilities are," said Thomas, a former teacher.

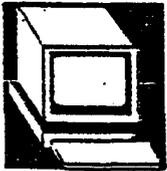
Sitting next to 16-year-old James Wolfinger, a computer center regular and dedicated player of the urban-planning simulation game Sim City, Thomas quickly got interested.

Richard, 20, who didn't want his last name used, is a native of a Russian republic who is in the United States to study English. Through e-mail, the center allows him to exchange messages with his brother back home — both quickly and free.

"I come every Monday and Wednesday," he said. "I usually have mail. Not tonight, though."

Main library set to dedicate community computer center

■ The library becomes an access ramp today to the information superhighway.



YOUNGSTOWN — A community computer center was to be formally dedicated today at the main branch of the Public Library of Youngstown and Mahoning County.

Mayor Patrick J. Ungaro, Bishop Thomas Tobin, and library, Ameritech and PUCO officials were expected to attend today's ribbon-cutting ceremony.

Joint project: The center is a joint project of the library, Ameritech and the Ohio Community Computer Center Network.

Ameritech has provided \$60,000 in start-up funds for the center, which is designed to provide an opportunity for hands-on computer orientation and skill development for low-income, inner-city residents.

"Low-income residents can use the center's computers to learn skills which will enable them to participate in today's information revolution," said Theresa A. Trucksis, library director, in a prepared statement.

The mayor said the center offers "opportunity for exposure to information and technology to those who have no other access."

His assistant, Edna D. Pincham, said the center is especially beneficial "for those who are disenfran-

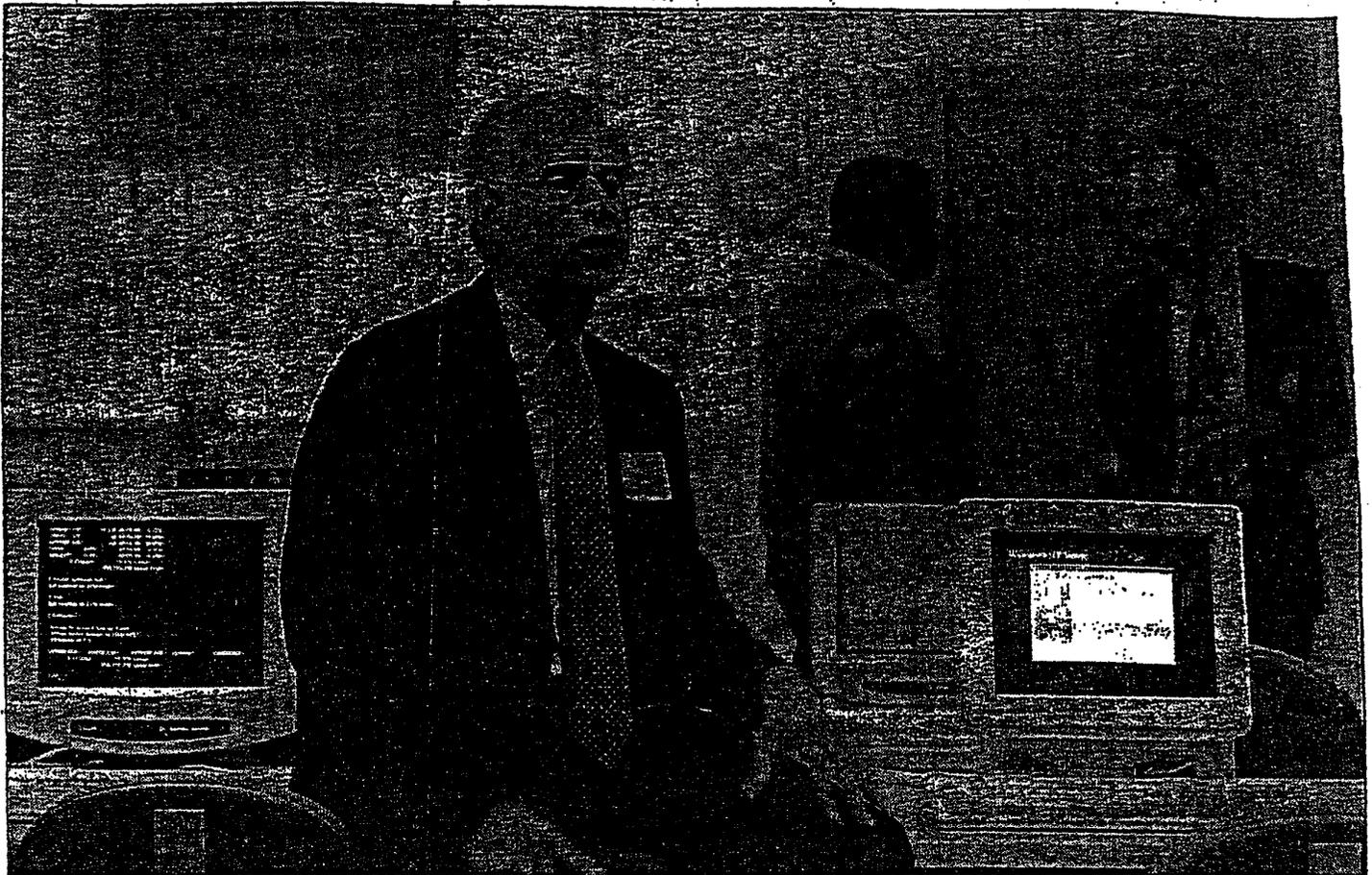
chised and sometimes left out of the system."

Hours: The center, in which computers may be reserved in advance, will be open from 9 a.m. to 8:50 p.m. Monday through Thursday and from 9 a.m. to 5:20 p.m. Fridays and Saturdays. Patrons will be limited to two hours per day of computer use.

The center offers eight computers and a variety of software and printers. Basic instruction will be available to help computer users get started.

"Ability to access the information highway is becoming a necessity for the success of our young people. We need to expand opportunities like those offered by this community center," said Craig Glazer, PUCO chairman.

COMPUTERS



BILL REINKE/DAYTON DAILY NEWS

Nick Colaricci, director of the second community computer center, speaks about its usefulness at Otterbein United Methodist Church in the Twin Towers neighborhood. The first center opened in the Edgemont neighborhood.

2nd center opens

► Dayton residents can enhance their job skills at the Ameritech-funded center.

By Jim Dillon
DAYTON DAILY NEWS

In Dayton's Twin Towers neighborhood, where job skills and incomes often lag, there is a new place where residents can boost their computer literacy and their chances of excelling in the electronic age.

Dayton's second community computer center opened Thursday in the former Boy Scout meeting room at Otterbein United Methodist Church, 111 Xenia Ave.

The first center opened May 16 in Dayton's Edgemont neighborhood. Both were funded by \$150,000 grants from Ameritech Corp. The grants cover start-up costs and expenses for

three years.

Ameritech agreed two years ago to provide \$2.2 million for 14 such centers throughout Ohio in exchange for less stringent oversight by state regulators.

The church's center has 10 personal computers loaded with work-oriented word processing, spreadsheet and database software. Educational games and other software will be added, said Nick Colaricci, the center's director.

The computers also are linked in a small network so they can share files, Colaricci said.

The center will be used to teach neighborhood residents the basic computer skills necessary to succeed in today's job market, Pastor Harvey Smith said.

"All of us know that computers are so important in our lives today. If you don't have some skills, you're in trouble. You may not be hired," Smith

said.

Colaricci called the center a "community data center" where individuals can walk in and learn how to use different programs and access the Internet or other computer networks.

In addition, neighborhood churches, schools and businesses can send people to the center to get supervised computer training from volunteers, Colaricci said.

Dayton City Commissioner Abner Orick praised Ameritech for funding the center. Such efforts help reduce the technological disparity between poorer neighborhoods, where "the Internet is a rumor," and wealthier neighborhoods, where "people get aggravated when the Internet doesn't work fast enough for them."

The center will be open to neighborhood residents Monday through Friday from 8 to 9 p.m. and to special interest groups from 10 a.m. to 5 p.m.

APPENDIX E
OHIO COMMUNITY COMPUTING CENTER NETWORK
QUARTERLY EVALUATION REPORT

Center: _____

Quarter: _____

1. Days and hours the center was open, including open public access, during past quarter.

DAY	HOURS OPEN	HOURS OPEN
	ALL PROGRAMMING	OPEN PUBLIC ACCESS
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

2. Workshops and other programming provided during past quarter.

WORKSHOP TITLE	TARGET AUDIENCE	NUMBER OF PARTICIPANTS

**APPENDIX E
 QUARTERLY EVALUATION REPORT - Page 2**

3. Unduplicated count of individuals using center, by age, during past quarter.

SERVICE	PRESCHOOL (< 6 YRS)	SCHOOL AGE (6 - 12 YRS)	YOUTH (13-18 YRS)	ADULTS (19-64 YRS)	SENIORS (64+ YRS)	TOTAL
TOTAL						

4. Total activity in center (duplicated count), by age, during past quarter.

SERVICE	PRESCHOOL (< 6 YRS)	SCHOOL AGE (6 - 12 YRS)	YOUTH (13-18 YRS)	ADULTS (19-64 YRS)	SENIORS (64+ YRS)	TOTAL
OPEN ACCESS						
WORKSHOPS						
OTHER PROGRAMS*						
TOTAL						

* Provide a brief description of the other programs being offered. Use back side if needed.

5. Demographic indicators for past quarter that show the center is reaching people with low-incomes.

SERVICE	NUMBER OF PARTICIPANTS WITH LOW INCOMES	NUMBER OF OTHER PARTICIPANTS	TOTAL NUMBER OF PARTICIPANTS
OPEN ACCESS			
WORKSHOPS			
OTHER PROGRAMS			

Please describe how you are defining low-income and how you are gathering this information:

APPENDIX E
OHIO COMMUNITY COMPUTING CENTER NETWORK
SIX-MONTH EVALUATION REPORT

A. ACTIVITY DESCRIPTION

1. Describe your activities related to outreach and publicity. Which of these have been most successful? What are your plans for the next six-months?
2. Describe collaborative efforts with other agencies. How has this helped your computing center reach people with low-incomes in your community? What has proved most difficult in establishing partnerships with other agencies? What are your plans for working with other organizations over the next six-months?
3. How have you integrated other programs of your organization into the community computing center? What are your plans for the next six-months?

B. ACTIVITY SITE

1. Describe your community computing center facility. What has worked best? What changes would you like to make? (Photos can be provided to describe site.)

C. ACTIVITY RESOURCES

1. Provide a list of all the hardware, software and other computer materials being used at the center. Indicate which have been purchased with OCCCN funds and which have been donated or purchased with other funds.
2. Describe other resources which have been available to serve the clientele.

D. ACTIVITY SCHEDULE

1. In your proposal, you detailed major tasks and measurable accomplishments. Which of these have been completed? Of those that have not, why not and what is the timeline for their completion?
2. Who are the key personnel, their titles and job descriptions? If this is different from your proposal, how so?
3. Please describe your advisory committee and its functions. How has the advisory committee benefited the community computing center? What has been most difficult in establishing an effective advisory committee?
4. Describe your community computing center's use of volunteers and how they have been integrated into the program. What has worked best in the use of volunteers? What problems have you encountered?
5. Describe the types of support, technical assistance and services needed by your community computing center. What could the OCCCN do to better provide assistance to your center?

E. CUSTOMER SATISFACTION

1. Present results from customer surveys. At a minimum, customer surveys should seek to find out information related to user satisfaction in the areas of: hours of operation; helpfulness of staff; comfortableness of facility; and with the variety of equipment, software and programming available.

**OHIO COMMUNITY COMPUTING CENTER NETWORK
ORGANIZATIONAL AND STRATEGIC PLAN
MAY 1996**

Vision: A society in which everyone has equal opportunity to gain access to and learn with computer and telecommunications technology.

Mission: The OCCCN pledges to support the development of community computing centers throughout Ohio, by providing technical and program support, through advocacy, and by developing and encouraging collaboration among organizations and people.

Goal 1: Strengthen OCCCN's organizational structure in order to fulfill its vision and mission.

Objective 1. Seek endorsement of the vision, mission, goals and objectives by Ohio member centers, revising and amending the organizational plan as needed.

Objective 2. Establish a broad-based governing board, recruiting members from the current steering committee, Ohio member centers, community leaders and others interested in technology and information access.

Objective 3. Secure a non-profit fiscal agent that will satisfy the need for 501(c)3 status, as well as to provide assistance to OCCCN with its organizational development.

Objective 4. Develop by-laws as needed, including defining the structure of the governing board and subcommittees, and outlining membership responsibilities for participating organizations and individuals.

Objective 5. Seek endorsement of the vision, mission, goals and objectives by the governing board, revising and amending the organizational plan as needed.

Objective 6. Seek OCCCN operating funds.

Goal 2: Fulfill the commitment outlined in the Ameritech/PUCO stipulation by overseeing the selection and start-up of 14 community computing centers.

Objective 1. Maintain current steering committee as core of the allocations committee.

Objective 2. Continue process of site selection, oversight and monitoring of the stipulation agreement.

Objective 3: Continue to support Ameritech-funded centers as outlined in the OCCCN coordinator work plan.

Goal 3: Provide technical assistance to member centers and others interested in community computing.

Objective 1. Establish technical assistance committee.

Objective 2. Working with member centers on an on-going basis, address technical assistance needs in the areas of purchasing; staff development and training; curriculum and software; and other areas as they arise.

Objective 3. Promote participation and membership with CTCNet, making use of the technical support that organization can provide, including use of its on-line technical support mailing list.

Objective 4. Continue the OCCCN newsletter

Goal 4: Establish opportunities for networking at local, state and national levels

Objective 1. Participate in the establishment and/or strengthening of local technology committees.

Objective 2. Arrange quarterly meetings for all active OCCCN members.

Objective 3. Host semi-annual statewide meetings.

Objective 4. Maintain partnership with national CTCNet.

Objective 5. Seek other opportunities for collaboration.

Goal 5: Advocate for universal computer technology and Internet access locally, statewide and nationally

Objective 1. Establish advocacy committee which includes member center representatives, governing board members, and others interested in universal service, the 1996 Telecommunications bill and technology access issues.

Objective 2. Ensure member centers are educated and informed regarding legislation and public policies that may affect their programs, initiatives and people they work with.

Objective 3. Work to educate policy makers, stakeholders, and the public on the information and technology gap, community access and similar issues.

Objective 4. Promote participation and membership with CTCNet, making use of the technical support they can provide, including use of the on-line public policy mailing list.

Goal 6: Provide support for funding initiatives

Objective 1. Establish a funding initiatives committee.

Objective 2. Continue to seek on-going funding for OCCCN operations.

Objective 3. Conduct regular research on funding opportunities for technology programs.

Objective 4. Encourage and coordinate joint funding and grant requests from member centers to promote collaboration and strengthen proposals.

PROPOSED SHORT-TERM TIMELINE

By September 1996

- Present plan to OCCCN member centers for comments and input.
- Recruit governing board members.
- Complete fiscal agency process.
- Finalize organizational plan.
- Anticipate and plan for any staffing changes needed to implement the plan.
- Identify grant request opportunities for OCCCN.

By January 1997

- Recruit chair people from the governing board to establish each committee.
- Complete selection process of 14 Ameritech centers.
- Submit grant requests sufficient to cover 1997 operating budget.
- Establish/participate with local technology groups in at least 3 cities.

RESOURCE CONSIDERATIONS

- **Staffing:** Staff time would need to increase in order to cover the new administrative responsibilities associated with a governing board and committees, as well as for the carrying out the work of the committees. This could be done with additional part-time contract staff or by creating a full-time position under the auspices of the fiscal agent.
- **Meetings and Conferences:** Funds would be needed to cover costs of quarterly committee and member center meetings, as well as expand the resources available for the semi-annual conferences.
- **Others to be identified**

**OHIO COMMUNITY COMPUTING CENTER NETWORK
BY-LAWS**

Adopted October 22, 1997

ARTICLE I - NAME

This organization, formed under the non-profit corporation laws of the State of Ohio, shall be known as the Ohio Community Computing Center Network (OCCCN).

ARTICLE II - PURPOSE

OCCCN envisions a society in which everyone has equal opportunity to gain access to computer and telecommunications technology for life-long learning and personal and community empowerment. The OCCCN is committed to the continuing support of existing, and the on-going development of new, community computing centers throughout Ohio. These centers provide opportunity and support to those who typically lack access to computer and telecommunications technology. OCCCN will provide technical, program and fund raising support, advocacy, and develop and encourage communication and collaboration among organizations and communities.

ARTICLE III - NON-DISCRIMINATION

It is the intention of the OCCCN that its board of trustees represent the communities it strives to serve, including, but not limited to, people of color, people with disabilities, and the rural and urban areas of Ohio. The selection of trustees, officers, members, and staff of OCCCN, determination of its policies and the conduct of its business shall be without regard for race, religion, sex, age, national origin, handicap or political identification.

ARTICLE IV - BOARD OF TRUSTEES

Section 1. Authority and Duties. The Board of Trustees shall determine the policies and strategic directions of OCCCN; shall elect the officers of OCCCN as hereinafter provided; shall have the responsibility for carrying out the work of OCCCN; shall have the responsibility for personnel practices and for the finances of OCCCN, including approval of the annual budget and securing the required funds; and shall present a report on the affairs of the OCCCN at its annual meeting.

Section 2. Number, Composition and Term of Office. The Board of Trustees shall consist of twenty (20) Trustees, who, shall be elected at the annual meeting of the OCCCN. Board membership shall consist of the following representation and be elected by the following process:

1. Community computing center affiliate member representatives - 5 - Voted on at the annual meeting by affiliate members. These are one-year terms with unlimited reelection possible.
2. Members-at-large - 1 - Must be affiliated with a member center, and nominated either by self or center. Selected by board invitation to a three year term.
3. Political/government representatives - 2 - Selected by board invitation to a three year term.
4. Corporate representatives - 3 - Selected by board invitation to a three year term.
5. Library representatives (statewide) - 1 - Selected by board invitation to a three year term.
6. Public Utilities Commission of Ohio - 1 - Selected by board invitation to a three year term.
7. Education (statewide) - 1 - Selected by board invitation to a three year term.
8. Municipalities/regions - 4 - Selected by board invitation to a three year term. The State of Ohio shall be divided into four quadrants and affiliate members in each quadrant will provide recommendations to the nominating committee.
9. Fundraising - 1 - Selected by board invitation to a three year term.
10. National organizations - 1 - Selected by board invitation to a three year term.

Additional corporate representative trustees may be added in order to ensure that any corporation that provides funding to OCCCN for community computing through a Public Utilities Commission of Ohio process has one seat on the Board of Trustees.

The Board of Trustees shall be elected for terms of three (3) years, except as otherwise noted; provided that the terms of the Trustees elected immediately after the adoption of these by-laws shall be adjusted so that, together with the Trustees whose terms have not then expired, approximately one-third (1/3) of the Trustees shall be elected each year thereafter. After serving three (3) consecutive three (3) year terms, a Trustee may not be reelected until one (1) year has elapsed. Any vacancy on the Board of Trustees may be filled for the unexpired term by the remaining members of the Board.

Section 3. Regular Meetings. Regular meetings of the Board of Trustees shall be held at such intervals as the Board of Trustees may determine, but not less than four (4) times per year.

Section 4. Special Meetings. Special meetings of the Board of Trustees may be called at any time by the Chairperson, or by the Chairperson within thirty days upon receipt of written request from at least one-half (1/2) of the members of the Board of Trustees. All requests for a special meeting shall state the purpose for which the meeting is requested.

Section 5. Notice of Meetings. Not less than seven (7) days before the date fixed for a meeting of the members of the Board of Trustees, written notice stating the time, place and purpose of the meeting shall be given by or at the direction of the Chairperson or Secretary. Notice shall be by mail or equivalent means addressed to the respective members at their addresses of record with the Ohio Community Computing Center Network.

Section 6. Quorum. One-half of filled positions of the Board of Trustees shall constitute a quorum. All actions will be taken with a majority vote, provided there is a quorum present.

Section 7. Telecommunications. Meetings of the members of the Board of Trustees may be held using communications equipment (telephone/video conferences) if all members participating can hear each other, and participation in such a meeting shall constitute presence thereat in accord with Ohio law.

Section 8. Voting by Mail. The Board of Trustees may determine that voting in elections of members to the Board of Trustees, of Officers and upon any other matters required or permitted to be voted upon by the members of the Board of Trustees shall be conducted by postal or electronic mail with the same effect as voting at a meeting of members duly called and held at which a quorum of members of the Board of Trustees is present, provided at least ten days has been allowed for mailing and return of the ballots. All actions which require the affirmative vote of a designated proportion or specified number of the members of the Board of Trustees for action to be authorized or taken at a meeting may be authorized or taken by such designated proportion or specified number of the members voting by mail.

Section 9. Trustee Emeritus. The Board of Trustees may from time to time honor persons who have rendered long and valuable service to the organization by conferring upon such persons the title of Trustee Emeritus. A Trustee Emeritus shall retain such title for life and shall be a non-voting permanent member of the Board of Trustees.

ARTICLE V - OFFICERS AND STAFF

Section 1. Election and Designation of Officers. The Officers of the OCCCN shall be a chairperson, not less than two (2) Vice-Chairpersons, and a Secretary/Treasurer, all of whom shall be members of the Board of Trustees. All of the officers shall be elected for terms of one (1) year at the organizational meeting of the Board of Trustees immediately following the annual meeting. All officers and chairs of standing committees shall serve as members of an executive committee. The executive committee will meet at regular intervals between meetings of the Board of Trustees, and shall be empowered by the Board of Trustees to take action as needed.

Section 2. Term of Office; Vacancies. The officers of OCCCN shall hold office for one year or until their successors are elected and qualified. The chairperson shall serve no more than three (3) successive one-year terms of office. Any vacancy among the Officers shall be filled by the Board of Trustees.

Section 3. Chairperson. The Chairperson shall be the chief volunteer officer of the OCCCN. The Chairperson shall preside at all meetings of the members and meetings of the Board of Trustees; shall appoint committees authorized by the Board of Trustees; shall serve as ex-officio member of all committees; shall be the official representative of the OCCCN; and shall carry out such other duties as are contemplated by the Code of Regulations or by action of the Board of Trustees.

Section 4. Vice-Chairpersons. In the absence of the Chairperson, or when circumstances prevent the Chairperson from acting, any of the Vice-Chairpersons, upon request of the Chairperson or the director, shall have all the authority and perform all of the duties of the Chairperson. The Vice-Chairpersons shall have such other authority and perform such other duties as may be determined from time to time by the Board of Trustees.

Section 5. Secretary/Treasurer. The Secretary/Treasurer shall be the principal fiscal officer of the OCCCN. The Secretary/Treasurer shall receive and have charge of all money, securities, and similar property belonging to the OCCCN; shall oversee and manage such property subject to direction of the Board of Trustees; shall cause accurate financial records to be kept and hold the same open for reasonable inspection by the Board of Trustees and Members; and shall perform such other duties as may be determined from time to time by the Board of Trustees.

Section 6. Director. The Director shall be selected by the Board of Trustees and shall carry out the policies of OCCCN, shall report regularly to the Board of Trustees, shall keep the minutes of the meetings of the Board of Trustees and of the members, shall send proper notice of all meetings and shall select and supervise the staff provided for in the annual budget.

ARTICLE VI - MEMBERS

Section 1. Classes of Members. This organization shall have four (4) classes of Members to wit:

A. Affiliate Members - Any community computing center organization which provides opportunity and support to those who typically lack access to computer and telecommunications technology; subscribes in writing to the purposes of this organization; and has paid dues for the current year shall be an affiliate member.

B. Members at Large - Any person who subscribes in writing to the purposes of the organization and who has paid dues for the current year shall be a member-at-large.

C. Organizational Members - Any organization which subscribes in writing to the purposes of this organization and which has paid dues for the current year shall be an organizational member.

D. Governmental Members - Any governmental body (local, state or federal) which subscribes in writing to the purposes of this organization and which has paid dues for the current year shall be a governmental member.

Section 2. Voting Power. Each member of each class shall be entitled to cast one (1) vote on any matter coming before any meeting of the members.

Section 3. Dues. Membership dues shall be determined from time to time by the Board of Trustees. The Board may waive payment of dues for any Member of class of Members at its discretion.

ARTICLE VII- COMMITTEES

The OCCCN shall be organized into such committees as the Board of Trustees from time to time may determine as necessary to carry out the work of the OCCCN. The Chairpersons and members of all committees shall be appointed by the Chairperson of the OCCCN unless the Board of Trustees designates otherwise at the time such committee is authorized.

ARTICLE VIII- ANNUAL OCCCN CONFERENCE

There shall be an annual conference of the OCCCN for the purposes of facilitating staff development for affiliate member community computing centers; and to increase awareness of technology access issues. The conference shall be organized annually by a committee designated by the Chairperson and under the direction of OCCCN staff. The annual conference will also include the annual meeting of the OCCCN Board of Trustees.

ARTICLE IX - NOMINATIONS

Not later than January 31st of each year, the Chairperson shall appoint a nominating committee of six (6) members from the Board of Trustees. The nominating committee shall actively seek recommendations for nominees for membership on the Board of Trustees from throughout the State of Ohio and shall endeavor to achieve as far as practicable a broad diversity among the nominees. The nominating committee shall prepare a slate of nominees for election to the Board of Trustees; and its report shall be submitted to the Board of Trustees at least ten (10) days prior to the annual meeting. Any member may submit recommendations for nomination to the nominating committee.

Affiliate members will elect the five (5) affiliate center Board of Trustee members at the annual conference. These names will be submitted by affiliate members to the nominating committee immediately following their election at the annual conference.

The nominating committee shall also prepare a slate of nominees for Officers; and this report shall be submitted to the members of the Board of Trustees at least ten (10) days prior to the first meeting of the Board of Trustees directly following the annual meeting. Any member of the Board of Trustees may also submit nominations for Officers in writing to the Chairperson endorsed by not less than five (5) members of the Board of Trustees at least three (3) days prior to the meeting of the Board of Trustees.

ARTICLE X - AMENDMENTS

These by-laws may be amended, or new by-laws may be adopted, by a two-thirds (2/3) affirmative vote of the Members present at any regularly called and duly held meeting of the Members; or by mail vote of two-thirds (2/3) of the Members voting by mail, provided that a copy of the proposed amendments of the new by-laws has been included with the notice of the meeting or with the mail ballot as the case may be. Any proposal to amend these by-laws or to adopt new by-laws may be submitted by the Board of Trustees, or by not less than fifteen (15) members in which latter case the Board of Trustees shall submit as such proposed amendments) or new by-laws in the manner herein above provided, together with its recommendations, if any.

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