

Neighborhood Networks

A Nationwide Family of Community Technology Centers

1 Stop Resource is a comprehensive reference for anyone interested in creating a new Neighborhood Networks community technology center or building the capacity of an existing one.



Developed expressly for Neighborhood Networks stakeholders, **1 Stop Resource** is an essential tool for center staff, property owners and managers, and HUD staff who want to know the spectrum of technical assistance services, guides and other products and services that are available to them.

Behind **1 Stop Resource** is a committed team of professionals with experience working with Neighborhood Networks centers.

So, take a look inside. If you have an interest in Neighborhood Networks, there is probably something for you inside **1 Stop Resource**.



Communications

Neighborhood Networks is growing and evolving at a remarkable pace so distribution of resources and information is essential. Through newsletters, technical assistance guides, fact sheets, Web casts and an informative Web site, the Neighborhood Networks initiative keeps stakeholders informed, empowered and engaged.

Publications

Publications are the lifeline connecting Neighborhood Networks stakeholders to the national initiative. All publications are available in hard copy or on line.

- With its nationwide distribution, the quarterly **News Brief** newsletter provides the latest news about the initiative to government, industry and other stakeholders.

- **NNewsline**, a bi-monthly technical assistance newsletter, provides important how-to information of interest to start-up and operational centers and HUD staff. **NNewsline's**



In the Neighborhood tells the real life success stories of residents who have benefited from their local Neighborhood Networks center.

- There are more than 20 comprehensive, easy-to-read **technical assistance guides**.
- **Fact sheets** are quick reads for those who want basic information about Neighborhood Networks.



Neighborhood Networks Web Site

An exciting redesigned Web site has been unveiled. At www.neighborhoodnetworks.org, viewers will find out how and why Neighborhood Networks is expanding. For the public, the Web site provides the latest news about the initiative, including articles about national partners, center openings and resident success stories. For centers, it provides important technical assistance. All Neighborhood Networks publications can be downloaded from the Web site and templates and instructions can help a center create its own press releases and Web site.

Neighborhood Networks Information Center

The Neighborhood Networks Information Center provides professional support services to those inquiring about the Neighborhood Networks initiative. The center:

- Operates a toll free phone number (1-888-312-2743) which is available for callers who have

Neighborhood Networks Technical Assistance

Neighborhood Networks centers and HUD staff have a variety of technical assistance options available.

Technical Assistance for Centers and HUD Staff

Callers to the Neighborhood Networks Technical Assistance specialist ready to help. For in-depth requests, technical assistance on funding, staffing, and volunteers, resident and community outreach, technology and program design.

Consortia Building

Neighborhood Networks consortia are groups of centers that share resources, pursue funding opportunities, form partnerships, engage local centers, community groups and HUD staff, and serve the community where it is located.

Center to Center Mentoring

A center's peers are a valuable source of assistance. To facilitate Center-to-Center Mentoring Program pairs less experienced centers with those that face unique challenges, mentoring relationships enhance the assistance it seeks. Trained Neighborhood Networks staff provide technical assistance, as needed, to enhance the mentoring relationships.

Online Networking and Technical Assistance

Online Networking allows Neighborhood Networks centers and HUD staff to share best practices, program ideas, and seek technical assistance from a center. Online technical assistance provides answers to

questions about the initiative or want to request supplemental information, such as newsletters, guides, fact sheets and other print materials. Callers also can access a recorded message listing Neighborhood Networks special activities and obtain instructions on how they can register

- Maintains current contact information for callers interested in the initiative.
- Regularly distributes announcements and new Neighborhood Networks publications. Information is distributed electronically and in hard copy.
- Is managed by well-informed staff, fully familiar with the Neighborhood Networks initiative and capable of researching and providing directional assistance.
- Assists in public outreach by maintaining and distributing promotional support material, such as banners, exhibit booths and lists of centers and HUD Neighborhood Networks coordinators.
- Plays a key role in the development of Neighborhood Networks programs and services by compiling essential data about information center inquiries.

Call the Neighborhood Networks Information Center at 888-312-2743



Workshops and Conferences

Technical assistance resources available to them.

Coordinators

Technical Hotline (1-888-312-2743) will find a technical assistance team ready to offer extended assistance in areas such as community involvement, partnerships, business plan assistance, and community groups that work together to share resources and jointly develop programs. Consortia building teams and help coordinate a sustainable consortium tailored to the needs of the community.

Facilitate peer relationships, the Neighborhood Networks connect centers with more experienced ones. Because each center is mentored, ensure that each mentored center receives the precise assistance it needs. Liaisons between the centers, providing technical assistance.

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Media Relations

Media coverage can be a valuable source to centers seeking to promote public awareness and build relations with potential center users, volunteers, partners and funders. To assist centers, Neighborhood Networks provides:

- Individual assistance for creating a center grand opening media campaign.
- Lists of local and regional media outlets, on request.
- Sample news release and news advisory templates accessible on the Neighborhood Networks Web site.
- A comprehensive Media Relations Guide, available in hard copy or on the Neighborhood Networks Web site.

Special Event Planning

In 2000, hundreds of HUD community technology centers participated in National Neighborhood Networks Week, Oct. 14-22. Special event planning and other technical assistance was available to participating local centers in the effort that helped create nationwide public awareness.

Workshops and Conferences



Workshops and conferences are an essential component of Neighborhood Networks, providing center and HUD staff access to experts in areas vital to the advancement of center development.

Regional Technical Assistance Project (RTAP)

The Neighborhood Networks Regional Technical Assistance Project (RTAP) is a series of technical assistance workshops that take place at select sites across the country. Participants learn about program design, organizational development, partnership building, communications, grant writing and other areas strategic to center success.

These free workshops are open to anyone involved with the Neighborhood Networks initiative.

RTAP Conference Call Series

RTAP teleconferences are regularly held conference calls focusing on issues relevant to Neighborhood Networks centers. Joined by experts, centers are invited to learn, discuss and share information and experiences. While conference calls have proven ideal for rural centers, the calls have become popular among centers throughout the country. A calendar of upcoming conference calls is available.

The calls are excellent resources for centers unable to travel to RTAP workshops.

The Neighborhood Networks Virtual Conference

Neighborhood Networks centers across the country participated in the initiative's first Virtual Conference—without leaving their own site. Centers were able to view presentations electronically via their own computers and participate in a voice teleconference. HUD and center staff learned about utilizing TANF funds, building partnerships, grant writing and how to benefit from the Community Reinvestment Act.

New workshops, conferences and other learning and networking events are developed on a regular basis. Call or check the Neighborhood Networks Web site for details.



Partnerships: Valuable Resources for Centers



The Neighborhood Networks initiative establishes national partnerships that are strategic to the advancement of local centers. In addition, Neighborhood Networks helps local centers build their own partnerships with federal, state and local governments, corporations, nonprofits, businesses and other stakeholders.

For more information about these partnerships, contact the Neighborhood Networks Information Center at (888) 312-2743.

Visit the Neighborhood Networks Web site at www.neighborhoodnetworks.org for information about national partners.

National Partnerships

Neighborhood Networks national partnerships are designed to provide assistance to centers in the communities where they are located, often through local affiliates. Not all partners provide resources to all centers. Among Neighborhood Networks' national partners are:

Technology For All

This national nonprofit provides online software and educational material to Neighborhood Networks centers nationwide, providing basic to advanced instruction. Among the software available are Microsoft Word, Excel, Access, PowerPoint and software for children. For advanced learning, A+, MOUS and CISCO certifications are available through Technology For All's partnership with SmartForce, an e-learning company.

To learn about Technology For All, visit Web site www.techforall.org.

U.S. Department of Health and Human Services Bureau of Primary Health Care

This partnership links Neighborhood Networks centers with nearby Bureau of Primary Health Care (BPHC) community health centers to provide residents with access to health care services, such as screenings, flu inoculations, enrollment in the state Children's Health Insurance Program and informational classes about health issues relevant to residents.

To learn about the Bureau of Primary Health Care, visit Web site www.bphc.hrsa.gov.

HOPE worldwide

This international organization provides volunteers and services to Neighborhood Networks centers nationwide. Programs and activities are generated by both the center and its local HOPE affiliate. For instance, HOPE volunteers help centers enroll children in their state Children's Health Insurance Program, organize holiday toy drives and support a variety of other programs and activities for seniors and youth.

To learn about HOPE worldwide, visit Web site www.hopeworldwide.org

The National Council on the Aging

The partnership between Neighborhood Networks and The National Council on the Aging (NCOA) is multifaceted, focusing on computer technology and health. For residents using participating centers in Pennsylvania, NCOA provides computer training and employment opportunities to enable residents to enter the job market. NCOA's Consumer Information Network makes important health information readily available.

To learn about NCOA, visit Web site www.ncoa.org.

Cisco Systems, Inc.

Cisco Systems, Inc.'s Cisco Networking Academy Program was established at 10 U.S. Department of Housing and Urban Development sites nationwide, including four Neighborhood Networks centers in Boston, Seattle, Knoxville and Houston. The objective of the two-year program is for students to obtain Cisco certification, making them eligible for employment in the IT industry. Cisco also trains Neighborhood Networks center staff to teach the courses, which are a combination of online and hands-on education.

To learn about the Cisco Networking Academy Program visit Web site www.cisco.com.

Local Partnerships

Accessing the technical assistance that is available to centers, centers learn the value of developing partnerships with academic and health institutions, corporations, businesses, nonprofits and other stakeholders in their community. They also learn how to educate potential partners about the benefits of collaboration.

To learn more about Neighborhood Networks, contact:

* U.S. Department of Housing and
Urban Development
Neighborhood Networks
2277 Research Boulevard, 5J
Rockville, MD 20850

Web site
www.NeighborhoodNetworks.org

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(888) 312-2743

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