

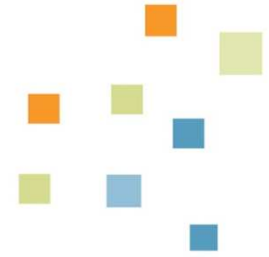


eChicago 2012

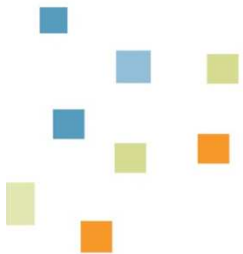
Saturday, April 21, 2012



BROADBANDUSA
CONNECTING AMERICA'S COMMUNITIES



Microsoft IT Academy



MS IT Academy

- Train CTC Trainers on how to take self-paced, self learned curricula into blended learning, instructor led, classroom experiences
- Free to CTCs in IL through DCEO funding
- Working with 16 CTCs statewide
- Aurora, Chicago, East Chicago, Rockford, and Springfield
- Graduation Summer 2012 for 68 graduates
- For more information, contact Melinda Carter:
 - (312) 237-4210 or mcarter@Lumity.org

MS IT Academy

- Served 3,200 participants since July 1, 2011 via MS IT Academy
- Surpassed training goals:
 - 2,194 youth trained (goal: 300)
 - 1,912 adults trained (goal: 400)
 - 58 landed jobs after training (goal: 20)
 - 252 youth took advanced training (goal: 75)
 - 208 adults took advanced training (goal: 100)
 - 68 youth took workforce training (goal: 50)
 - 353 adults took workforce training (goal: 80)

The logo for CTC Connect features a cluster of small, multi-colored squares (blue, green, orange) on the left, followed by the letters "CTC" in a large, bold, blue sans-serif font, and the word "Connect" in a smaller, blue sans-serif font below it.

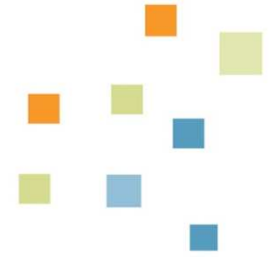
CTC Connect

The logo for Smart Chicago Collaborative features the text "Smart Chicago" in a blue sans-serif font with a red star above the "i" in "Chicago", and the word "COLLABORATIVE" in a smaller, green, all-caps sans-serif font below it.

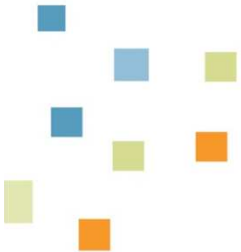
Smart Chicago
COLLABORATIVE



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CTC Program Models & Components



4 CTC Program Models

Basic

- General access to computers and internet (pay bills, search the 'net, check email)
- Teach basics on how to use a computer

Training Specific

- Classes designed for certification (A+, Cisco, MS IT Academy)
- Workforce Development
- Job Readiness
- Job Placement

Specialized Programs

- Specialized training focus such as Photo-shop, Gaming
- Hands-on Exhibition
- Cyber Cafe

Business Development

- Serves as small business / entrepreneur resource center
- Customized technical training to help small businesses be efficient and expand

Program Components

70 participating CTCs will receive:

- Technology support
- Best practice materials and training
- Networking events
- Volunteer management tools and training



Pilot Site Criteria

- Target diverse neighborhoods, ethnicities and race, and program model types
- Avoid CTCs funded via federal stimulus initiatives such as:
 - Woodlawn CHOICE Broadband Neighborhood
 - Smart Communities (Humboldt Park, Pilsen, Auburn Gresham, Englewood, Chicago Lawn)
- Ability to partner and be compliant with expectations



11 Pilot Site Recommendations by Program Model

Basic

- Breakthrough Ministries
- New Mt. Sinai
- Onward House
- The Night Ministry

Training Specific

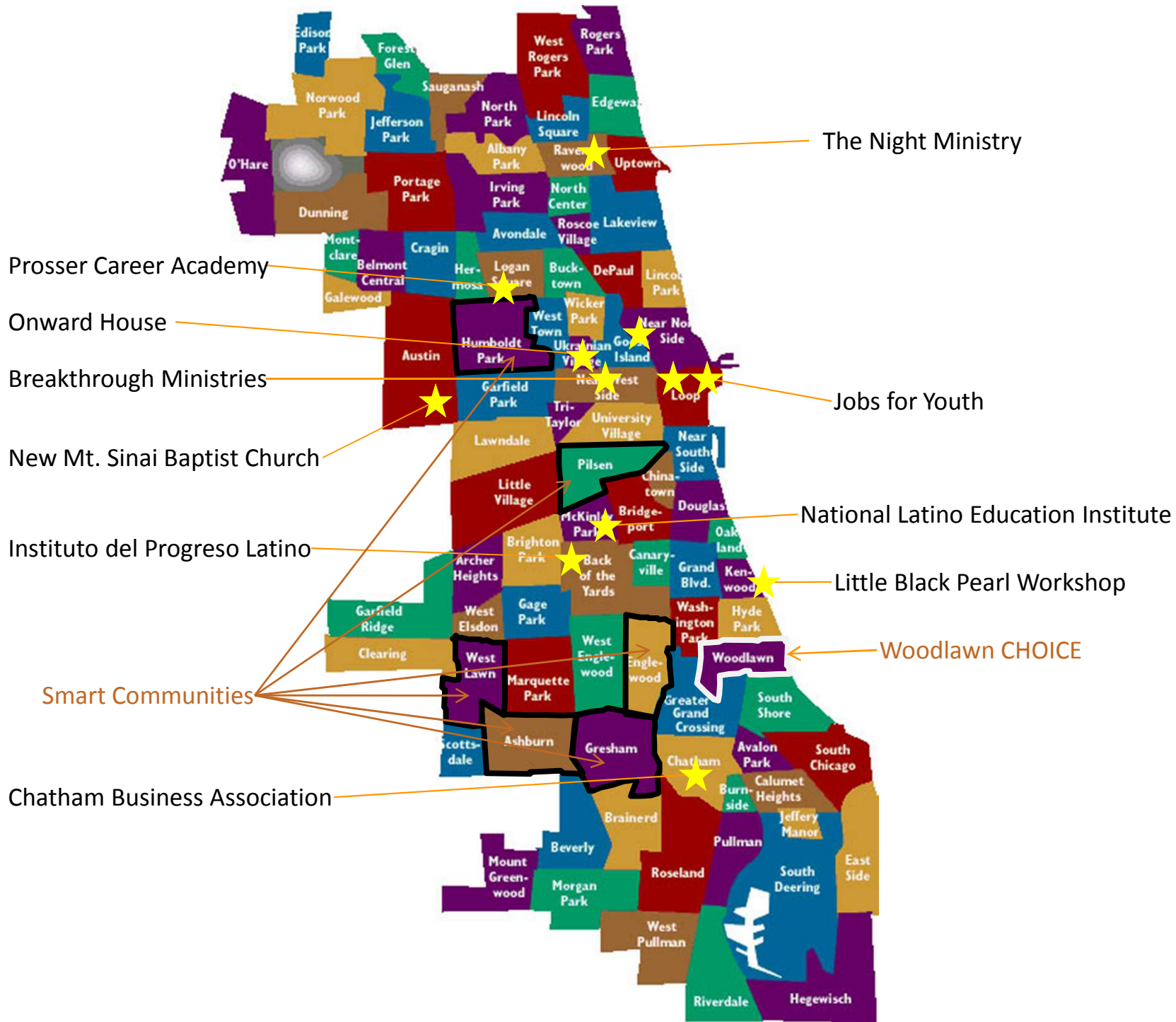
- Instituto Del Progreso Latino (Back of the Yards)
- Little Black Pearl
- National Latino Education Institute

Specialized Programs

- Jobs for Youth
- Prosser Career Academy

Business Development

- Chatham Business Association



Technology Support



-
- Empower and equip CTCs to sustain tech support via:
 - Hands-on tech maintenance training
 - FAQ and “how-to” materials
 - Call center support
 - Instructional onsite tech support



Tech Support

- Assessments & Recommendations
 - Conducted by Lumity
 - Shared with tech vendors
- Weekday Call Center & Onsite Support
- Hands-on Tech Maintenance Training
 - Proactive & reactive on use of Tech Services
- FAQ- regularly updated based on inquires

Call Center / On-site Support



- **Help Desk Support**

- Available during set hours to assist CTC staff with tech issues and problem solving.



- **On-Site Support**

- Will dispatch on-site support for problem solving and repair. (CTC Connect Approval Protocol Required)



- **Monthly Tech Review**

- Monthly Review with CTC Connect Team of Call / On-Site Service Logs – Develop FAQ and Self Help Guide / Trainings

Tech Support Discussion Guide

Tech Assessments

- Establish Baseline Tech Needs for CTC by Type(1-4)
- Determine Software Needs
- Establish CTC Rollout Schedule
- Identify “Covered” Hardware / Software for Service
- Determine Call Centers Support Hours
- Provide “covered” list to Service Providers
- Establish On-Site Approvals and “911” Service Guidelines

Help Desk Support

- Provide Remote support for Trouble Shooting and Problem Solving
- Maintain detailed call log by CTC and provide to CTC Connect Leadership
- Schedule On-Site Service as required for items not resolved that are “in Scope” and approved by CTC Connect

On Site Service

- Provide on-site repair as needed (Hardware and Software Needs require proposal / approval)
- Maintain detailed issue / action log by CTC and provide to CTC Connect Monthly

Tech Review / Training

- Monthly Review of Service / Call Logs
- Establish FAQ's and Actions
- Work with CTC Connect to develop Training for CTC Staff on “Self Help”
- Participate in Tech Training Seminars with CTC Tech Advisors and Team
- Participate in CTC Connect Network Events

Operational Best Practices and Training

- Gathering resources nationwide and taking the best (*crediting sources*)
- Integrating best practices into existing training program and creating new



Best Practice Materials and Training

- **Tech Maintenance-** minimum specs on hardware; standards to maintain hardware/software; troubleshooting common situations
- **Operations-** tips & templates for budgets, staffing, class/training scheduling, etc.
- **Marketing Strategies & Tools-** Gather and share current marketing tactics as well as creating new strategies to increase visibility and utilization of CTCs; coordinate with Get Smart Chicago campaign
- **Volunteer Management-** Tools to recruit, evaluate, and sustain volunteerism
- **Evaluation Tools & Tips-** Share indicators and tools to measure program effectiveness
- **Sustainability Strategies-** Provide grant opportunity notices, proposal templates, grant writing tips, and business development ideas
- **Curriculum Sharing-** Gather curriculum and provide forums for CTCs to train-the-trainers on interested curriculum

Community Corps - Chicago

The screenshot shows the website for 'the communityCORPUS beta'. The header includes social media icons for Facebook, Twitter, and LinkedIn, a 'donate' button, and a 'Login / Register as:' section with radio buttons for 'nonprofit' and 'volunteer'. A navigation menu lists 'About', 'Corporations', 'Volunteers', 'Nonprofits', 'Resources', and 'Contact'. A breadcrumb trail reads 'You are here: Home > Corporations'. The main content area features a large banner with the text 'Lumity presents the communityCORPUS in Chicago!' and a city skyline. Below the banner, a headline reads 'The Community Corps is coming to the Windy city!'. Two columns of text provide details about the partnership with Lumity and the services offered. The footer lists 'community corps founders' (Accenture, JPMorgan Chase & Co., Bank of America, Cisco, Cognizant, CSC, UBS) and 'community corps partners' (powered by nPower). A vertical sidebar on the right contains a grid of small images and logos for various organizations like RAM, SAMA, BDC, AASHE, and GOOD FIRST.

the communityCORPUS beta

HELP IDEAS

Login / Register as: nonprofit volunteer

About Corporations Volunteers Nonprofits Resources Contact

You are here: Home > Corporations

Lumity presents
the communityCORPUS in Chicago!

The Community Corps is coming to the Windy city!

Through a partnership with Lumity (www.lumity.org), an organization who has provided technology and finance consulting services and training to nonprofits in the Chicago area for the past 25 years, nonprofits and public schools in the Chicago area can now benefit from pro bono IT help.

If you are a Chicago-based nonprofit or volunteer, contact us [here](#) for more information.

More on Lumity...
Lumity's goal is to provide professional, specialized services at a cost that is accessible to all budget sizes. We want to provide your nonprofit with sustainable technology and finance services so you can focus on your mission. Some of the services and expertise Lumity provides to nonprofits include operational assessment and strategic technology plans, data analysis and management, and websites.

Lumity is pleased to partner with NPower and The Community Corps to help Chicago area nonprofits bridge the gap between budget constraints and technology needs. Through The Community Corps, we will identify local volunteers who have the expertise needed to complete your project.

community corps founders

community corps partners

powered by nPower

accenture JPMORGAN CHASE & CO. Bank of America CISCO Cognizant CSC UBS

about the community corps | contact us | help | ideas | Privacy Policy | © 2010 NPowerNY, Inc. All Rights Reserved

Coordinate with
One Good Deed
Chicago



Networking Events

- Opportunities for CTCs to network and share information
- Experiment with formats
- Next Event: Security Issues
 - Friday, May 11 at 9:00 – 11:00 am
 - CNA, 333 E. Jackson
 - RSVP ONLY
 - (312) 372-4872 or jvinson@lumity.org

CTC Connect

Prosser Career Academy is a CTC serving the Belmont Cragin neighborhood.

From July–September 2011, 173 local residents were trained in at least one Microsoft software program. Of these participants, 7 obtained employment crediting this training as an asset to getting their position.



CTC Connect is designed to increase the capacity and sustainability of Community Technology Centers in Chicago.

CTC Connect sites will receive complimentary access to:

- Call Center and Onsite Technology Support
- Best Practice Resources and Training
- Networking events
- Community Corp-Chicago, a volunteer recruitment/management tool

Lumity will launch the program with 10 CTCs that reflect a cross-section of program models, demographics served, and geographic representation of Chicago. An additional 60 CTCs will be incorporated for a total of 70 CTCs over two years.

Non-participating CTCs will be notified when space is available at best practice training sessions, invited to networking events, given access to the Best Practice portal, and encouraged to enter volunteer projects such as Community Corps-Chicago.

Interested in participating in CTC Connect? [Submit an application](#) for your CTC to be considered—we'll keep you informed as we continue to learn and grow from our experiences.

Our Partners:

BROADBANDUSA
CONNECTING AMERICA'S COMMUNITIES

Smart Chicago
COLLABORATIVE

Interested?

- Announcement will be made in early May
- Looking for up to 60 additional CTCs
- Must be in Chicago to participate
- Applications online via CTC Connect website
- Contact Janice Vinson to be added to distribution list for events and announcements:

(312) 372-4872

jvinson@lumity.org