Broadband USA

Broadband Non-Infrastructure Application
Submission to NTIA – Public Computer Centers

Submitted Date: 3/15/2010 1:55:28 PM	**Easygrants ID: 6845**
Funding Opportunity: Public Computer Centers	**Applicant Organization:** BOAT PEOPLE SOS, INC.
Task: Submit Application - Public Computer Centers	**Applicant Name:** Ms. Caitlin Irene Burnett

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A. General Application Information

Applicant Information	
Name and Federal ID for Applicant	
DUNS Number	055305713
CCR # (CAGE)	30ZN3
Legal Business Name	BOAT PEOPLE SOS, INC.
Point of Contact (POC)	DR THANG NGUYEN 7035382190 Ext. 214 thang.nguyen@bpsos.org
Alternate POC	CAITLIN BURNETT 7035382190 Ext. 239 caitlin.burnett@bpsos.org
Electronic Business POC	DR THANG NGUYEN 7035382190 Ext. 214 thang.nguyen@bpsos.org
Alternate Electronic Business POC	CAITLIN BURNETT 7035382190 Ext. 239 caitlin.burnett@bpsos.org

Name and Contact Information of Person to be Contacted on Matters Involving this Application:	
Prefix	Ms.
First Name	Caitlin
Middle Name	Irene
Last Name	Burnett

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Suffix	
Telephone Number	703-647-6475
Fax Number	
Email	caitlin.burnett@bpsos.org
Title	Development Manager

Additional Contact Information of Person to be Contacted on Matters Involving this Application:

Project Role	Name	Phone	Email
Secondary Point of Contact	Ms. Brooke , Ha	5023681491	brooke.ha@bpsos.org

Other Required Identification Numbers	
Easygrants ID	6845
Funding Opportunity Number	500000
Catalog of Federal Domestic Assistance Number	BTOP CFDA Number: 11.557 BTOP CFDA Title: Broadband Technology Opportunities Program

Organization Classification	
Type of Organization	Non-profit Corporation
Is the organization a small business?	No
Does the organization meet the definition of a socially and economically disadvantaged small business concern?	No

Authorized Organizational Representative

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AOR	BURNETT, CAITLIN
Result	Applicant Authorized

Project Title and Project Description

Project Title: Neighborhood Empowerment and Support through Teamwork Community Technology Center – Louisville

Project Description: The proposed Neighborhood Empowerment and Support through Teamwork Community Technology Center (NEST-CTC) will bridge the digital divide by providing broadband access, training, education, and support for vulnerable and underserved Vietnamese immigrant and refugee community members of Louisville, Kentucky. Left out of the information age, these immigrants and refugees tend to fall behind.

Other Applications

Is this application being submitted in coordination with any other application being submitted during this round of funding?

➢   No

Easygrants ID	Project Title

If YES, please explain any synergies and/or dependencies between this project and any other applications.

Is the Applicant exempt from the Department of Commerce requirements regarding individual background screening in connection with any award resulting from this Application?

➢   No, Applicant is subject to these requirements

If the answer to the above question is "No," please identify each key individual associated with the Applicant who would be required to complete Form CD-346, "Applicant for Funding Assistance," in connection with any award resulting from this Application:

Name	Title	Employer

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Dr. Nguyen Dinh Thang, PhD	Executive Director	Boat People SOS, Inc.

B. Executive Summary, Project Purpose and Benefits

Essay Question

Executive Summary of the proposed project:

a. Need:

The NEST-CTC project will bridge the digital divide by providing broadband access, training, education, and support for vulnerable and underserved Vietnamese immigrant and refugee community members of Louisville, Kentucky. Left out of the information age, these immigrants and refugees tend to fall further behind the average American in their access to services, benefits, and opportunities, and face decreasing prospects for employment, stable income, and self-sufficiency.

Louisville is a highly diverse city, but also a city that has been hard hit by the economic downturn; unemployment in December 2009 exceeded 10% on the average, with Vietnamese immigrant and refugee individuals faring much worse. A popular refugee resettlement site, over 2,000 Vietnamese refugees and a disproportionately large number of over 1,000 Amerasians resettled to Louisville between 1983 and 2002. These relatively recent refugees and immigrants have multiple unmet needs and face multiple barriers to information and services, yet have limited access to information and services after resettlement services end.

Our target population has grown to approximately 7,000 Vietnamese individuals in Louisville, Kentucky and surrounding areas. Most of them do not have access to broadband services. They face a number of barriers to broadband access, including limited English proficiency, illiteracy, cultural differences, stigmas, disabilities, poverty, lack of transportation, and lack of culturally and linguistically competent providers.

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The most vulnerable groups within the Vietnamese community in Louisville consist of seniors, women, and Amerasians, which comprise a strikingly large proportion of the local population. According to Census 2000, 10% of the Vietnamese in Louisville were 55 or older. This figure must have grown significantly over the past ten years. Approximately 75% of all Vietnamese seniors in Louisville are either torture survivors or spouses of torture survivors. They make up arguably the most neurologically impaired group of refugees ever resettled in the U.S. Our SAMHSA-funded study of over 100 torture survivors in the national capital region revealed that 80% of them had significant cognitive deficits and could not learn English.

In addition, many Vietnamese women in Louisville have low literacy levels, which affects their ability to learn a new language and absorb new concepts. A similarly large proportion of the local Vietnamese community is comprised of Amerasians, children born to US servicemen and Vietnamese women during the Vietnam War; viewed as children of the enemy, they were denied education by the post-war government in Vietnam. Practically none of them can read or write in their own language.

With limited English and job skills, most Vietnamese in Louisville earn their livelihood through small businesses catering to their own community members. There are roughly 500 Vietnamese businesses in Louisville - mostly of nail salons and restaurants. Business owners do not have adequate knowledge on best practices of running a business and do not know how to reach the mainstream market. In addition, Vietnamese businesses have been hard hit by the economic downturn.

Despite the tremendous need for broadband access, no public computer centers in our community address the particular needs and barriers of our target population.

b. Approach:

We will accomplish the following objectives over a two year project period:

1) 500 low-income adults (including 250 adults, 100 seniors, 50 Amerasians, 50 middle and high school students, and 50 owners of small businesses) will know how to use a computer and have access to broadband technologies via our community technology center (CTC);

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2) Two faith-based and community organizations (FBCOs) will receive capacity building assistance through technical support, training, and education through the CTC; they will use the CTC to implement health and human service programs and to offer support and services to community members and businesses;

3) At least 200 community members will receive training at the CTC for English as Second Language (ESL), literacy, basic computer training, U.S. citizenship preparation, etc.; attend workshops on topics including financial literacy, health, mental health, and the laws; and access programs such as job banks, health care, and benefits check. FBCOs and businesses will use the CTC for the production of PSAs or online marketing.

Our approach includes the following activities:

• Enhance the CTC at our facility, which is located at the heart of the local Vietnamese community, and establish a CTC at our partner's facility by computers and broadband-related equipment, and networking capability including distance learning, digital media, and assistive technologies;

• Link CTC users via broadband to web-based resources stored at the virtual Vietnamese-language library (tvvn.org), and vastly expand the content of this Vietnamese-language library to include information relevant to the needs of the target population;

• Train users on basic IT skills necessary to make full use of the CTC and provide technical assistance to users, including individual community members, FBCO staff and business owners; facilitate access to broadband-related services through the CTC for individuals; and

• Offer additional training and education opportunities via distance learning: workshops, training seminars, and classes with live webinars and taped sessions. This will bring resources otherwise unavailable in Louisville.

We will leverage existing funded programs to implement the project:

Department of Labor's Senior Community Service Employment Program (SCSEP): We will train unemployed seniors in computer and office skills to assist with the CTC, and will later refer them to job placement services.

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c.	Area(s) to be served; population of the target area(s), including demographic information; and the estimated number of potential users of your public computer center(s).

Proposed Computer Technology Centers (CTCs) will serve residents of Greater Louisville, with special emphasis on Vietnamese immigrant and refugees and other families from Louisville's South End neighborhood who lack access to broadband services, and the public at large.

The full array of services will be offered to our primary target population consisting of the four underserved subgroups of Vietnamese as described above and also to Vietnamese business owners, the project's secondary target population. We estimate that at least 500 potential users will gain access to broadband through CTCs.

d.	Qualifications:
BPSOS-Louisville, the local, community-based branch office of a national Vietnamese-American social service organization, has served individuals and families in Louisville and surrounding areas for nearly a decade. We currently provide an array of programs and services including health education, citizenship classes, and immigration services. Through the NEST program, we have formed self-help groups for local Vietnamese women, seniors, torture survivors and Amerasians.

Our local branch receives support from BPSOS' national headquarters, which has operated a network of CTCs in seven cities since 2000. In 2005-2009, with NTIA and Administration for Children and Families funding, BPSOS upgraded 3 of these CTCs with digital media technologies and distance learning capabilities. BPSOS currently operates the largest national network of Vietnamese-language mass media and is co-founder of the Vietnamese-American National Chamber of Commerce.

The major partners in this proposal include: St. Jonh Vianney Catholic Church, Vietnamese Students Association, Vietnamese Library Online (VLO), and BPSOS-Louisville's Senior Group and Amerasian Group. With the requested funding, we will upgrade St. John Vianney Catholic Church's computer lab by adding 10 more computers for a total of 20 and include broadband services. The Vietnamese Students Association and the two recently formed self-help groups will assist with outreach and recruitment of participants in the Vietnamese community. VLO is a minority-owned business with 19 years of experience in information technologies and broadband

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service installation, operation and management. It maintains the tvvn.org website, which is the largest Vietnamese online library catering to the three million Vietnamese refugees and immigrants around the globe.

e. Jobs:

We will directly create one full-time job: the CTC Manager. We will also support 50% FTE of our Project Director. The CTC Manager position will be funded through tuition and service fees charged after the second year. We also expect to place 20 adults into the workforce, once they have acquired basic IT skills, and at least 2 seniors to be hired through SCSEP.

f.   Cost.

$392,000 federal; $109,500 match; $501,500 total.

Project purpose:

New to America, most Vietnamese immigrants and refugees fall increasingly behind in the digital divide, which affects their prospect for social integration, good jobs, career advancement, and stable income.

The Vietnamese community in Louisville is a very young, low-capacity one: Over 90% are refugees and 30% have been in the country for less than 10 years. According to Census 2000, 24% of Vietnamese households earned less than $10,000 a year and 57% less than $20,000 a year. Due to multiple and compounding barriers, community members have limited access to reliable sources of news, information, and services that enable families to attain and maintain financial, physical, and social health. Our own survey found that 88% of the respondents spoke little or no English, 30% did not have a bank account, 69% did not have any access to the internet.

Limited English proficiency and illiteracy constitute major barriers to information and services. For historical reasons, the number of women-headed families is disproportionately high among Vietnamese refugees. According to Census 2000, 15% of Vietnamese families in Louisville had a female head of household. A large number of these women came to the U.S. as widows of deceased political prisoners or the wives of incapacitated torture survivors; there are also many single mothers of Amerasians—abandoned children of U.S. servicemen.Many suffer symptoms

of secondary trauma. Growing up in a male-dominated society, most Vietnamese women were traditionally not encouraged or even allowed to pursue education. Another high risk subpopulation includes Amerasians. Left behind in Vietnam by their American fathers, Amerasians were severely persecuted and denied education by the communist government. The vast majority of them cannot read or write in their mother language.

The children in the community are at highest risk: 31% of Vietnamese in Louisville are under the age of 18, and most live in low-income, high-crime neighborhoods. Vietnamese youth face culture-specific challenges associated with being relatively new in the country, a lack of parental guidance, and cultural clashes within the family. As a consequence, Vietnamese children in Louisville tend to struggle at school and are at high risk of dropping out, joining gangs, or are involved in crime. In March 2004, the Drug Enforcement Administration arrested a ring of Vietnamese Ecstasy traffickers in Louisville, all in their early twenties - the largest Ecstasy trafficking operation in North America.

In order to build capacity within the community we will set up a two community technology centers (CTCs).

First, we will increase our target population's access to information and services critical to their overall wellbeing. For example, Vietnamese women are 5 times more likely to develop cervical cancer as compared to the average American woman; however, only 45% of these women have an annual Pap screening.

Second, we will increase the job options available to the vulnerable subgroups. For example, we could train community members on certain job skills (data entry, word processing, etc.) that would increase their prospects for employment.

Third, the CTC will provide a safe environment for youth to do homework under the guidance of tutors.

Fourth, we will train parents to become better equipped to contribute to the education and career choices of their children.

Finally, it will give the community as a whole access to information about critical issues affecting them, such as health care reforms and comprehensive immigration reforms.

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To narrow this digital divide, our first step will be to enhance the existing CTC and set-up a new CTC at our partner facility, including computing peripherals, broadband-related equipment, instrumentation, and networking capabilities.

Secondly, we will develop and provide web-based resources by connecting the CTC to a virtual Vietnamese-language library (tvvn.org) - the largest repository of materials (including print, audio and video) in Vietnamese. We will compile, create and manage the content to be made available to internet users through the site.

Third, our solution includes facilitating access to broadband-related services through the CTC for both individual disadvantaged community members and local FBCOs and businesses. For individuals, we will provide access to broadband services in order to create a bridge to programs such as job banks and benefits check, as well as on-going support.

For local FBCOs and business owners, the broadband-equipped CTC will be a technology hub for training on computer skills and broadband access, as well as provide the technologies for web marketing and production of radio and print PSAs or ads. We will also offer these users technical assistance to access specific information and to utilize online applications (such as accounting software, tax preparation, relational database, web marketing tools).

Lastly, the CTCs will be platforms for conducting workshops, training, seminars, and classes for on-going programs such as preventive health, workplace safety, financial education, and homeownership, among other topics, through live webinars and taped sessions (which will be shared with other communities via virtual library).

Over the two years of the project period, our solution will impact broadband access for at least 500 low-income users.

This project addresses statutory purpose: 1) To provide broadband education, awareness, training, access, equipment, and support to: (i) schools, libraries, medical and healthcare providers, community colleges and other institutions of higher learning, and other community support organizations; (ii) organizations and agencies that provide outreach, access, equipment, and support services to facilitate use of broadband services by vulnerable populations.

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Recovery Act and Other Governmental Collaboration:

The proposed project will enhance the delivery of a number of BPSOS' on-going programs and leverage Recovery Act objectives and other federal or state development programs:

(1) Neighborhood Empowerment and Support through Teamwork – Louisville (NEST-Louisville): Participants of NEST will understand their needs and be able to access services through this project. In addition, the target population will have access to additional information and resources about cancer and health issues, resources, and services using the CTC.

(2) English as second language and naturalization preparation: BPSOS has implemented this program in Louisville for the past seven years with great success. Over 50 students have improved their English proficiency or acquired US citizenship. Under this proposal, we will offer ESL and citizenship classes at our CTC so as to reduce the backlog of applicants on the waiting list.

(3) Cancer awareness, education, and screenings: In collaboration with the Kentucky Cancer Program, we refer Vietnamese women to their health and breast cancer education programs and screening services. The CTC would enable our clients to research online health related issues, social and public services.

(4) Assistance to Refugee Couples: Through this program BPSOS provides healthy marriage and family enrichment services to refugees and Amerasians. Services include support, family workshops, and referrals to local counseling services. Using the equipment from the CTC, participants can search the web for self-help techniques for best practices to improve their marriage.

Furthermore, this proposal will create a platform to replicate in Louisville programs currently implemented at other BPSOS branch offices. Namely, the CTC will be connected to the BPSOS distance leaning network. Through this network, we will offer workshops, seminars and classes on a variety of topics including: health relationship, healthy diet, cancer prevention, preventative health screening, mental health, financial education, financial asset building, job preparation, health and safety in the workplace, résumé writing, domestic violence, human trafficking, among others.

Technology Strategy:

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We propose to enhance our existing Public Computer Centers and launch a new Public Computer Center at a faith-based partner. At BPSOS and St. John's, each of the two PCCs will have ten workstations.

The technology for the PCCs includes:
A
 screen for each classroom: NEC LCD4615, large LCD display, 46", 1920 x 1080 resolution.

Computers and Accessories for Instructors and Students: DELL VOSTRO 220 mini tower Computers with the following specifications: Core 2 Duo E8400 processor (64-bit) running at 3.00 GHz, 1333FSB, 4 GB DDR2 memory, 320GB hard drive, 256MB ATI Radeon HD 3450 graphics, integrated audio, 16X (DVD+/-RW) burner drive. Windows Vista Business / XP Professional downgrade operating system. Windows XP or Windows 7; monitor and speakers; and a headset with microphone for each computer.

Printer/Scanner per classroom.

Tablets: One for every 3 computers in the classroom and one for the instructor.
Networking Technology: Cable per computer.

In addition, each computer will be equipped with the following software: Microsoft Office 2007 Pro; Nero 9 Suite; Adobe Creative Suite 4 Web Premium; AVG Anti-Virus, WordQ; SpeakQ; ZoomText Magnifer v9.1; and re-imaging software.

Assistive technologies to be used include alternative larger-than-standard keyboards and BigTrack Trackballs.

Public Availability:

Both CTCs will be available to the general public even though the computers will be set up specifically to accommodate the needs and barriers faced by members of the vulnerable subgroups of Vietnamese. For example, Vietnamese fonts will be installed on all CTC computers, which may require switching off to accommodate non-Vietnamese speakers.

We will not charge a fee for the use of the computers, including broadband internet connection. Beyond the two-year funding period we will charge a nominal membership fee of $30/year,

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which will go towards the maintenance, including upgrade or replacement of computers, T1 connection fees, installation of new applications, and salaries staff to oversee CTC operations. Members will have priority over non-members in the use of the CTC computers.

Participants in our classes will pay the regular fees that we will charge: $30 for ESL, $30 for computer instructions, and $30 for naturalization preparation. The fees will be reduced for people with low income or waived for people with very low income.

The computer class fees for small business owners will range from $30 to $50 per course depending on the duration and level of each course.

Workshops and seminars will be free to all participants and open to the public, with CTC members having priority over non-members.

The above policy and fee structure ensure that the CTC will give priority to the vulnerable subgroups that form the target population of this project. The policy of charging a fee, even at a nominal level, encourages participants to make a commitment to the training or course offered. From past experience we have noted that a small tuition significantly boosts class attendance and completion. The fee reduction and waiver ensures that low-income individuals are not excluded.

Restrictions on Center Use:

The centers are to be used for general public access, as well as specific training and technical assistance opportunities. Overall, we anticipate that the demand for specific training and technical assistance services may preclude offering general access during a limited number of hours each week.

Specific workstations may be customized to include ready access to particular information, such as employment databases, skills training software, media production, etc. These specialized workstations may be reserved for the delivery of specific services only, and not open to general access.

Involvement of Community College:

> ➤ N/A

Is the applicant is seeking a waiver of the Buy American provision pursuant to section x.Q of the NOFA?

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> ➢ No

Is the applicant deliquent on any federal debt?

> ➢ No

> ➢ If Yes, justification for deliquency:

Are you seeking a waiver of any requirement set forth in the NOFA that is not mandated by statute or applicable law?

> ➢ No

C. Partners

Are you partnering with any other key institutions, organizations, or other entities for this project?
> ➢ Yes

If YES, key partners are listed below:

Project Role: Sub-recipient
Name: Ngo, Anthony
Email: ▮▮▮▮▮▮▮▮▮▮▮▮▮▮
Address 1: 4839 Southside Drive
Address 2:
Address 3:
City: Louisville
State: Kentucky
Zip Code: 40214
Organization: St. John Vianney Church
Organization Type: Non-profit Corporation
Small business: No
Socially and economically disadvantaged small business concern: No

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Description of the involvement of the partners listed above in the project.

Our partner, St. John Vianney Church will collaborate with BPSOS pertaining the implementation and operation of the project.

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With the funding received from this community technology center proposal, St. John Vianney with upgrade and add more computers to thecomputer lab. At the same time, the church will install broadband service to make the computer lab more accessible and available to Vietnamese refugees and immigrants.

St. John Vianney and BPSOS will work together to plan for the hours of operation for both technology centers to best accommodate the needs of the community members. In addition, St. John Vianney will disseminate information about the project to members of their church and recruit volunteers and teachers to run and manage the proposed project. Classes and workshops will be held at BPSOS' facility.

On the other hand, the computer center at St. John Vianney is another place for community members to go while BPSOS CTC is unavailable due to classes, workshops, seminars, etc. However, there may be times where workshops or seminars will be taken place at St. John Vianney instead of BPSOS because of situational circumstances such as the need of a bigger space for a particular workshop.

D. Congressional Districts

Applicant Headquarters

 ➢ Virginia

Project Service States
Kentucky

Project Service Areas
Kentucky - 3

Will any portion of your proposed project serve federally recognized tribal entities?

 ➢ No

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Indicate each federally recognized tribal entity your proposed project will serve.

Have you consulted with each of the federally recognized tribal entities identified above?

➢ No

E. Demographics

Demographics

Will your proposed project be specifically directed to serve vulnerable population groups?

➢ Yes

If "Yes" which vulnerable population groups will your proposed project serve? Check as many as apply:

Asian

English as Second Language (ESL)

Disabled

Low Income

Unemployed

Senior Citizen (55 and over)

Youth

Other:

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Vulnerable Populations

BPSOS is uniquely positioned to provide services to underserved Vietnamese immigrant and refugee community members, including ESL speakers, low income, unemployed, senior citizens and youth. First, BPSOS' staff are bicultural and bilingual in Vietnamese allowing us to easily serve limited English proficient Vietnamese community members. Second, using distance learning technologies, BPSOS can use our national network to connect the local community members to experts who can offer information, training sessions and workshops in their native language. BPSOS will also ensure access to language appropriate content available to CTC users through specialized software and language appropriate websites.

Accessibility

Proposed CTCs will be accessible to people with disabilities including limited mobility, vision, or hearing. The configuration of the CTCs will be re-worked to accommodate persons with disabilities; namely we will install assistive technologies for the vision-impaired and hearing-impaired and raise all tables to allow for wheelchair access. The office is also accessible via ramp.

We will accommodate any person with a disability in any way necessary to allow access to this center. Furthermore, we will ensure that people with disabilities have access to the exactly same training opportunities offered to any other user.

Other Languages
  ➤ As noted above, BPSOS will offer outreach and services in Vietnamese and English.

Outreach

Public Computing Centers Outreach

BPSOS will leverage our own Mach Song Media, which is the largest network of Vietnamese-language media in the US. We will use small media (direct mailing, fliers, posters, brochures), which include distribution through other service providers, through faith-based organizations and at community events. We will also use our community connections. This multi-component approach to identification and recruitment is based on our highly effective Knowledge-Attitude-Behavior (KAB) social marketing model which will allow us to influence the target population's

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behavior relating to knowledge and usage of broadband service. This KAB model has been successfully utilized in many of our local and national programs over the past 9 years.

How many total users do you expect to generate through the use of BTOP funds at your public computer center(s)?

➤

Training and Education

Peripherals and equipment

➤ We propose to offer the following types of personal computing peripherals and/or broadband equipment:

- 20 desktops for students and instructors
- Headset/microphone, webcam for each computer

We will also equip the CTCs with a projector and screen.

Workstation software

Software for each workstation will include the following programs/applications:

1. Microsoft Office 2007 Pro
2. Nero 9 Suite
3. Adobe Creative Suite 4 Web Premium
4. AVG Anti-Virus
5. Internet Explorer
6. Firefox
7. CCleaner
8. Microsoft SharedView
9. Microsoft Office Live
10. Google Talk
11. Windows Live Messenger
12. Audacity
13. SightSpeed
14. Skype

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15. GIMP
16. Notepad++
17. CamStudio
18. Visual Studio Express Editions
19. PalTalk

Training and education programs

We will provide three categories of training and educational programs in order to respond to the particular needs of the community and population that we will serve: (1) Basic computer and internet, (2) specialized courses, and (3) workshops and seminars.

(1) Basic computer and internet training: Training is grouped into five series as follows.

 - Computer for Everyone series. Target audience: people with no or very little experience in computer usage. Three levels will be provided with a final test after each course completion.

Beginning Level (4 weeks):
Windows (XP/Vista): Open programs/application, Menu, Taskbar, Move/Resize/Min/Max a window; editing in word processing; typing, keyboard basics; introduction to internet, Email: how to open an email account, how to create/receive an email, how to send/view/listen to video/audio file, find driving directions; and online research.

Intermediate Level (4 weeks):
General knowledge about computer peripherals; how to fix general computer problems. Internet as Social Network; Chat Room Safety; typing with Vietnamese font.Hardware, Software; File/folder management: create a file/folder, copy, move, delete, rename, restore, etc; Search for file/folder stored in computer; Communicate using Voice over IP; and Download/upload files

Advanced Level (4 weeks):
Optimize computer: cleanup, defragmentation, uninstall program/application; Install and uninstall application (audio/video software, anti-virus, etc); Typing; and Capture videos from camcorder to computer.

- Computer for Work series. Target audience: working people who want to change jobs or learn to be more efficient at their present job. These courses will be for small business owners as well.

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Two 5-week courses will be provided, focusing on MS Office. A final test will be given after the completion of each course.

Level 1 (5 week):
MS Word: create resume, cover letter, brochures, flyers, etc; and Excel: create budget sheets, analyze and manage data, formulas, create forms/chart etc. Basic QuickBooks for bookkeeping and financial reports.

Level 2 (5 week):
Basic Database (MS ACCESS): creating and working with a database, Tables, Queries, Forms and Reports; PowerPoint; and Online marketing.

(2) Specialized courses: In addition, we will offer courses in response to the particular needs of particularly vulnerable subgroups of students, including:

- English as Second Language and Citizenship. Broadband-equipped computers are an important teaching tool for ESL classes. English learning software and interactive online applications add to the interactivity of the proposed courses. Students will gain access to resources to learn English in multiple ways such as speaking, listening comprehension, reading comprehension, and writing. Our ESL course will be targeted to Vietnamese refugees and immigrants who are eligible for naturalization and must learn both English and US civics in order to achieve citizenship. The course's duration is six weeks. In addition, using the curriculum that we have used in the past from our partnership with Catholic Charities, BPSOS-Louisville will follow The Bright Ideas curriculum, which was designed for elderly learners. Instructors and participants can use the computer and internet to go on to the Coalition of Limited English Speaking Elderly website and use their practices and curriculum as teaching and learning aid.

- Naturalization preparation: We have tailored the curriculum in the past to fit the knowledge and understanding of our clientele which was to divide the questions into different subjects that way the students would understand the questions being asked rather than just learning from memorization . We will continue to use this with our new classes. The computer and internet will be additional teaching and learning aid as instructors and students look for best practices and take quizzes online from USCIS website.

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(3) Workshops and seminars: These educational opportunities make use of the CTC to enhance instruction and practice. At our CTC, we will leverage distance learning to bring issue experts to the local audience.

- One Day One Subject series. Target audience: All. Prerequisites: graduation from Computer for Everyone intermediate level or equivalent knowledge. Learn one subject in one day. Subjects will range from composing music using web-based software to web design, typing tutor, video editing and online sharing applications, etc.

- Distance Learning. Target audience: Program specific. We will bring to Louisville workshops and seminars being offered under a variety of BPSOS programs targeted to both community members and social service providers at FBCOs. Topics will include: case management training for social workers, family violence, human trafficking, immigration, budgeting, preventive health care, senior services, healthy family, healthy marriage, financial education, homeownership, housing counseling, tenant rights, personal finances, grant writing, contract bidding, healthy diet, voter registration, tax credits, business plan for small businesses, GAAP compliance, ADA compliance, etc.

If you are providing educational or training programs, how many people in total will these programs reach on an annual basis?

> 250

How many hours of training will be provided to each participant?

> 16

How many Full Time Employee (FTE) instructors or facilitators will you employ for these courses?

> 2

F. Project Budget

Project Budget	
Federal Grant Request	$392,000

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Total Match Amount	$109,500
Total Budget	$501,500
Match Percent	21.8%

Projects Outside Recommended Funding Range:

The total project budget of $501,500 reflects the decreased start-up time and costs that will be associated with launching the proposed project.

BPSOS and our partner are both established community institutions with convenient office space, strong client bases, and deep connections in the community. As a result we are able to cut costs in areas of space and utilities, recruitment and outreach, and advertisement and publicity.

Moreover, as the local branch of a national organization we are able to create significant costs saving in program implementation and training and education services development; our proven model is ready to be replicated to the local community with the support of national staff.

As a result of these factors, our project will cost only slightly more than the $500,000 floor. Yet, we will be able to create a significant community impact with such modest resources.

Sustainability:

The sustainability strategy for our project consists of three components:
(1)   Leveraging existing resources, including facilities, equipment, staff, volunteers, partners, community connections, means of mass media to reduce expenses;
(2)   Building capacity for local partners to gradually take over certain project activities; and
(3)   Developing volunteers and funding to implement the remaining project activities.

Namely, this project will leverage the existing CTC, our contacts with local community- and faith-based organizations and businesses, our own programs and the programs of our partners, and our existing means of mass and small media. The leveraging of these existing resources and contacts will cut down on the costs to implement and sustain the project.

We will build capacity for our community partners, faith-based organizations and project participants to implement certain project activities, thus reducing the amount of funded activities.

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For example, we will train project participants that have benefited from this project to train others on usage of broadband service, thus reducing the workload on CTC staff.

We will leverage the fund-development team at BPSOS national headquarters to develop grant proposals and organize fundraisers. Over the years this team of dedicated development staff has secured 20 million in grant dollars towards the long-term sustainability of BPSOS branch offices.

Matching Funds	
Applicant is providing matching funds of at least 20% towards the total eligible project costs?	Yes
Describe the matching contributions	In-kind matches: these are matches from volunteers that put in their time for each agency in providing support for their CTC as well as services relating to the CTC. BPSOS – volunteer broadband trainers 12.5 hours/week x 4 volunteers = 50 hours/week x 52 weeks/year = 2,600 hours x $20 per hour (monetary value per volunteer) = $52,000 per year x 2 years = $104,000 BPSOS – in-kind contributions 40% of the office supply cost in year two: $337 ($70 x 12 x .4) 40% of the monthly subscription costs in year two: $960 ($200 x 12 x .4) 30% of the printing/copying costs in year two: $270 ($75 x 12 x .3) 40% of the rent and utilities costs in year two: $3,693 ($770 x 12 x .4) 40% of the postage costs in year two: $240 ($50 x 12 x .4) TOTAL in-kind donations = $109,500
Unjust enrichment	N/A
Disclosure of federal and/or state funding	BPSOS has not received or requested any other federal or state funding for activities or projects described herein.

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sources	However, we will leverage funding from federal and state sources for projects otherwise unrelated to the CTC. For example, the Office of Community Service from which we hold an Assets for Independence grant. We will leverage informational and educational resources developed under that grant by deploying distance learning technologies through broadband access to help bring that information and education to the local community.

Budget Narrative	
Budget narrative	Personnel Project Manager: $50,000 x 50% = $25,000 for year one. $50,000 x 50% x 5% salary increase = $26,250 for year two salary. NEST Project Coordinator: $40,000 x 100% = $40,000. $40,000 x 100% x 5% salary increase = $42,000 for year two salary. Fringe Benefits Our fringe benefit rate is 25.4% of salary, per our NICRA with FEMA. With a salary subtotal of $133,250, fringe benefit costs for this project are $33,846 ($133,250 x .254). Travel BPSOS requests $1,500 for year one travel. Staff travel related to CTC set-up and ongoing support will be reimbursed. BPSOS requests $750 for year two travel. This reimburses 4,450 miles calculated $.505 per mile. (4,450 x $.505 = $2,250). Supplies BPSOS will purchase one Screen for the CTC at $1,375, and ten desktop computers at $800. Headsets and microphones cost $40 per computer. We will purchase one printer/scanner for $650. One tablet for every three computers will be purchased for $100 each. Networking Technology will be purchased for $120. Cables for each computer will be purchased for $12. Software will be purchased for each computer at $1,800 each. Each computer will also have software re-imaging at $300 + $25 per computer. We will also purchase 10 new

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	tables for $300 each and chairs for $80 each. We will purchase two alternative larger-than-standard keyboards for $100 each and two BigTrack Trackballs for $75 each. Finally, we will purchase a wheelchair ramp at $750 to comply with ADA regulations. We request $70/month for office supplies, 60% of which will be covered by requested funds in year two. Contractual Sub-contracted amounts cover staffing, overhead, broadband and broadband-related equipment. Subcontracted amounts for each agency are as follows: St. John Vianney: $136,000 Other Our broadband subscription is calculated at a one time fee of $300. The monthly subscription will cost $200, 60% of which will be covered by requested funds in year two. Rent is calculated at $770 per month. For year one, we are requesting $9,240 ($770 x 12) to cover the complete rent amount. For year two, we are requesting $5,696, which represents 60% of the total rent amount. We have budgeted $75/ month for printing/copying, 70% of which will be covered by requested funds in year two. We have budgeted $50/month for postage, 60% of which will be covered by requested funds in year two. We will reimburse our grantwriting team at a rate of $50/hour for a total request of $4,000 ($50/hour x 80 hours). Indirect Costs Indirect charges are calculated at 19.10% of salaries, per our NICRA with FEMA.
Budget reasonableness	We believe that all proposed costs are eligible, sufficient and necessary to the success of the project. The majority of our budget is staff time and equipment. Budgeted project staff time is particularly critical as computers tend to lose value and efficiency if members of the public are allowed access without supervision. Moreover, staff time will support the specialized

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	training and education opportunities that are vital to the success of our clients. The proposed salaries and benefits are calculated on the basis of the actual salary scales of BPSOS and project salaries of our partner. Like staff time, the computer supplies are a key component of our proposed project. BPSOS IT staff have undertaken a three vendor comparison and comparison of technical quality and compatibility in order to construct a reasonable budget for technological items. Upon award, we will reevaluate the budgeted costs to ensure that all supplies which are bought are offering the highest value for the costs. Other costs, such as travel and rent, have been calculated on the basis of our current costs and past experiences. Our total cost per client for this project is $1,033. We believe that our budget is reasonable for the services to be provided.
Demonstration of need	We need federal grant to implement this project because currently we have no alternative funding. As a matter of fact, due to the on-going economic conditions we have spent a significant portion of our own reserve fund over the past year and half to sustain services critical to our target population. The attached Form 990 shows a deficit of $592,999 for 2007 and $408,189 for 2008, and our internal balance sheet shows $405,753 in deficit for the first six months of 2009.

Funds to States/Territories

States	Amount of Federal Grant Request
Kentucky	392,000

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Funds to States/Territories Total: $392,000

G. Historical Financials

Matching Funds			
	2007	**2008**	**2009**
Revenue	7,118,684	5,688,418	6,000,000
Expenditures	7,711,687	6,096,607	6,000,000
Net Assets	2,560,214	1,797,002	1,797,002
Change in Net Assets from Prior Year	593,003	408,189	0
Bond Rating (if applicable)	N/A	N/A	N/A

H. Public Computer Center Summary

Jobs	
How many direct jobs-years will be created from this project?	5
How many indirect jobs will be created from this project?	0
How many jobs will be induced from this project?	20

Methodology used to estimate jobs:

We do not deviate from the guidance for job creation estimates provided.

Proposed # of Public Computer Centers	
Schools (k-12)	0
Libraries	0
Medical and Healthcare Providers	0
Public Safety Entities	0
Community Colleges	0

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Public Housing	0
Other Institutions of Higher Education	0
Other Community Support Organization	2
Other Government Facilities	0

Total Proposed Public Computer Centers	2
Current Total Persons in Service Area	256231

Minority Serving Institutions	
Historically Black Colleges and Universities	0
Tribal Colleges and Universities	0
Alaska Native Serving Institutions	0
Hispanic Serving Institutions	0
Native Hawaiian Serving Institutions	0
TOTAL MINORITY SERVING INSTITUTIONS	0

Weekly Usage Summary	
Total Current # of Persons Served per 120-hour Business Week	0

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Total Proposed # of Persons Served per 120-hour Business Week	55
Total Current # of Persons Served per 48-hour Weekend	0
Total Proposed # of Persons Served per 48-hour Weekend	40

Broadband Workstation Summary	
Number of Current Workstations proposed to be upgraded	0
Total Current # of Broadband Workstations	10
Total Proposed # of Broadband Workstations	30
Average Current Facility Broadband Connection Speed	4.80 Mbps
Average Proposed Facility Broadband Connection Speed	4.80 Mbps

I. Project Readiness

Licenses and Regulatory Approvals

N/A

Organizational Readiness

BPSOS, a national non-profit organization operating in 11 locations across the US, is ready and uniquely positioned to implement this project if funded. BPSOS has the experience and support systems to recruit participants, involve area businesses, set up and operate the CTC, provide training and technical assistance, and manage federal grants and programs. The project's design has a built in sustainability strategy.

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Founded in 1980, BPSOS has 30 years of experience serving Vietnamese refugees and immigrants. We have implemented multiple service programs and developed community connections with faith-based and community organizations, businesses, schools, and mutual assistance associations; many of these associations are comprised of people in the underserved subgroups. Through our own and our partners' existing programs, memberships, and network of contacts we can readily recruit participants including both individuals and small businesses. In addition, BPSOS and partners have access to the Vietnamese mass media to inform the community at large of available services. In addition, BPSOS' monthly newsletter reaches a large number of Southeast Asians in Bayou La Batre.

BPSOS has over 10 years of experience operating CTCs and offering computer classes and specialized training in both Vietnamese and English. BPSOS established its first CTC in Camden, New Jersey, in 2000. BPSOS' network of CTCs now spans seven locations, including Bayou La Batre. Through these CTCs BPSOS has trained some 3,000 Vietnamese refugees and immigrants and held over a hundred workshops on diverse topics. Specialized training include: the use of spreadsheet, relational database, case management, accounting, and marketing software applications.

BPSOS' projected budget for 2010 is $8.3 million, 60% of which comes from federal grant. BPSOS has managed large federal grants, some reaching 5 million dollars per grant, and programs that extend up to five years. BPSOS' financial management system has been certified by the US Department of Health and Human Services as adequate for administering Federal awards. All financial activities are entered into our general ledger using commercial bookkeeping software MAS200.

BPSOS systematically includes a strategy for sustainability in each project design. Fifteen percent of BPSOS' annual budget consists of generated income and donations. The team of four dedicated, full-time development staff at BPSOS' national headquarters assists each branch office with grant proposals and fundraising activities. Over the past ten years, this team has generated over 20 million dollars in grant awards.

Project Timeline and Challenges

Timeline:

Project implementation will follow the timelines as summarized below.

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Months 1-3:
- Upgrade existing CTC: install computers, new software applications, assistive technologies, digital media technologies, distance learning technologies, and physical accommodations for people with disabilities;
- Install 3.0MBps services.
- Advertise CTC courses and services using the mass and small media, word of mouth among FBCOs and mutual assistance associations, and participants in existing BPSOS programs.
- Equip partner facilities with requested equipment.

Months 4-6:
- Connect CTC to VLO;
- Advertise CTC courses and services using small media, word of mouth among faith-based organizations and participants in existing service programs of BPSOS and partners;
- Enroll new participants into courses, workshops and seminars;
- Set up courses, workshops and seminars; and
- Conduct first 6-month evaluation of project performance.

Months 7-12:
- Roll out specialized courses;
- Launch media campaign to recruit students and volunteers;
- Develop sustainability plan;
- Conduct second 6-month evaluation of project performance.

Months 12-18:
- Roll out additional specialized courses;
- Connect CTC to BPSOS' distance learning network;
- Conduct focus groups of community members, faith-based organizations and businesses to identify and verify training needs in the community;
- Offer workshops and seminars on-site and through distance learning; and
- Conduct third 6-month evaluation of project performance.

Months 19-24:
- Roll out new courses, workshops and seminars based on focus group findings;
- Implement sustainability plan;

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-      Transition from federal funding to generated income;
-      Conduct final evaluation of project performance.

Challenges and risks:

The identified challenges and risks include:

(1) Limited Literacy: Though many of the computer applications will be available in a language other than English, our population has high illiteracy rates even in their native language. We will strive to help overcome this by building our capacity to offer literacy and English as Second Language classes at the CTC.

(2) Poverty: Vietnamese families are even more likely to live below the poverty line and struggle to attain self-sufficiency than other families in our community. This is one of the greatest barriers to access broadband technologies. Our CTC will overcome this by making classes, workshops and general computer use free of charge for low-income families.

SPIN Number

N/A

J. Environmental Questionnaire

Does this PCC application have construction or ground disturbing activities?

No

If no, please answer the questions below. If yes, please do not answer the questions below and instead proceed to the next page to answer the expanded environmental questionnaire.

Does the proposed action involve the procurement of materials? If so, will the materials be installed, stored or operated in an existing building or structure? If yes, please click "Add" to include the list of equipment and peripherals to be procured.

No

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Does the proposed action involve procurement of electronic equipment? If yes, will the equipment be disposed of in an environmentally sound manner at the end of its useful life?

Yes

Does the proposed action involve construction, remodeling, or renovation? If so, will these activities be limited to only minor interior renovations to a structure, facility, or installation? If yes, click "Add" to include a description of the proposed renovations with your project summary.

No

Does the proposed action involve the production and/or distribution of informational materials, brochures, or newsletter?

Yes

Does the proposed action involve training, teaching, or meeting facilitation at an existing facility or structure? If yes, click "Add" to explain.

Yes

Activities will be help at BPSOS' office space and the space of our partner organization.

Does the proposed action involve ground or surface disturbance to accommodate new fiber optic cable? If yes, please click "Add" to include a description of the extent of service upgrade, a list of the permits required, and linear footage of underground fiber optic cabling required.

No

Does the proposed action involve an upgrade of broadband service to an existing facility or structure? If yes, please include a description of the extent of service upgrade, a list of the permits required, and linear footage of underground fiber optic cabling required?

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No

K. Environmental Questionnaire – Part 2

Project Description

N/A

Property Changes

N/A

Buildings

N/A

Wetlands

N/A

Critical Habitats

N/A

Floodplain

N/A

Protected Land

N/A

Coastal Area

N/A

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Brownfield

N/A

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Uploads

The following pages contain the following uploads provided by the applicant:

Upload Name	File Name	Uploaded By	Uploaded Date
Management Team Resumes and Organization Chart	Management Resume and Org Chart.pdf	Burnett, Caitlin	03/15/2010
Government and Key Partnerships	Letters of Support.pdf	Burnett, Caitlin	03/15/2010
Historical Financial Statements	3. Historical Financial Statements.pdf	Burnett, Caitlin	03/15/2010
Public Center Detail	4. PCC Detail Template.xls	Burnett, Caitlin	03/15/2010
Detailed Budget	5. Detailed Budget Template (KY).xls	Burnett, Caitlin	03/15/2010
BTOP Certifications	6. BTOP Authentication and Certifications.pdf	Burnett, Caitlin	03/15/2010
SF424 Budget (A or C)	7. SF424A NEST Network - Louisville.pdf	Burnett, Caitlin	03/15/2010
SF424 B and D Assurances	8. SF424B.pdf	Burnett, Caitlin	03/15/2010

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Supplemental Information	501 C 3 Letter.pdf	Burnett, Caitlin	03/15/2010
Supplemental Information	NICRA.pdf	Burnett, Caitlin	03/15/2010