

NORA A. RAYAS DE RAMIREZ

LIBRARY TECHNOLOGY MANAGER

SKILLS SUMMARY

Solutions-oriented Library IT Manager with notable success directing a broad range of corporate IT initiatives in direct support of Library business objectives.

EXPERIENCE

El Paso Public Library

2001-present

Library Technology Manager

- Plan, formulate, implement and direct administrative practices, policies and techniques for all of the data processing activities of the Library Department, including the infrastructure and operating system of the integrated library system (Horizon).
- Direct, plan, develop, install and review Library's network consisting of 590+ computers, switches, routers, servers and other devices located at 12 facilities.
- Define and enforce data and network security.
- Act as primary liaison for technical support regarding citywide information management systems.
- Supervise 3 FTPs.
- Chair the Library Automation Committee and direct implementation projects.
- Prepare the Library's information services budget, allied grant applications, and any other funds or allocations dedicated to systems.
- Negotiate purchasing of system components, monitor, analyze and report expenditures, and maintain inventory of hardware and software.
- Plan, organize and direct work activities, professional development, and training of Library technical and professional staff.
- Attend and participate in monthly management team process meetings.
- Participate in library strategic project teams, cross-functional teams, and other teams required to complete the goals of the Library.

Assistant Head of Reference

1998-2001

- Assisted people in finding information and using it effectively for personal and professional purposes.
- Managed the Outreach Section, supervised employees, prepared budgets, and directed activities to ensure everything functioned properly.
- Compiled lists of books, periodicals, articles, and audiovisual materials on particular subjects; analyzed collections; and recommended materials.
- Conducted computer classes and coordinated literacy classes.

Public Services Librarian I

1995-1998

- Performed Assistant Head of Reference duties, as outlined above.

EDUCATION

Master's of Library Information Science

1995

University of Texas at Austin, Austin, Texas

Luis Nunez

Profile

- Extensive administrative management expertise.
- Versed in new program development.
- Excellent communication skills with the ability to motivate and direct efforts of others; highly methodical approach to responsibilities with outstanding follow-through skills.
- Strong project management/implementation skills.
- High trouble-shooting skills, documentation and technical writing abilities.
- Expertise in seeking external funding sources and implementation of programs to meet goals and objectives.
- Keen sense of personal drive and initiative; dedicated team player.

Education

The University of Texas at El Paso--Bachelor of Arts in Criminal Justice/Psychology.

Professional Experience

February, 2008-Present Ysleta del Sur Pueblo El Paso, Texas

Tribal Empowerment Program Director

- Designed, developed, and supervised both employment and training, and education program activities.
- Designed career counseling programs for tribal clients based on career goals.
- Served as Academic and Financial Aid Advisor for the Higher Education and Alternative Higher Education Programs that provided financial assistance to tribal patrons.
- Secured state, federal and private funding by maintaining compliance with various mandated regulations.
- Researched, developed and reviewed grant proposals to state, federal and private agencies.
- Collected and maintained programs statistical and demographic data used in obtaining grants.
- Developed and managed budgets for 5 different programs.
- Prepared and submitted monthly, quarterly and yearly reports that maximized accountability.
- Implemented programs policies and procedures.
- Maintained a close working relationship with various local community base programs, EPCC, UTEP, NMSU, Local Educational Agencies, New Mexico Native American Pueblos and other National Tribal Education Programs.

October, 2005-November, 2006 Encore Staffing El Paso, Texas

Staffing Coordinator

- Specialized in placements for high-qualify engineers and professional individuals.
- Interviewed applicants to obtain work history, education, training, job skills, compensation needs and other qualifications to maximize placement for potential candidates.
- Matched individual knowledge, skills and abilities to career goals and employer needs for a successful, long-term placement.
- Utilized online recruiting sources to identify and recruit candidates.

- Initiated contact with possible qualified candidates for specific job openings.
- Marketed potential candidates to current and prospective clients.

October 1997-June 2005 Ysleta del Sur Pueblo El Paso, Texas

Program Director

- Established the new Education Library Center that provides educational programs to tribal patrons.
- Provided supervision and direction to 12 employees in 7 different programs through planning, work schedules and performance appraisals.
- Served as Academic and Financial Aid Advisor for the Higher Education and Alternative Higher Education Programs that provided financial assistance to tribal patrons.
- Implemented an educational delinquency prevention program to increase positive factors, improve life skills and reduce or eliminate negative factors that lead juveniles into the justice system.
- Secured state, federal and private funding by maintaining compliance with various mandated regulations.
- Researched, developed and reviewed grant proposals to state, federal and private agencies.
- Collected and maintained programs statistical and demographic data used in obtaining grants.
- Developed and managed budgets for 7 different programs.
- Prepared and submitted monthly, quarterly and yearly reports that maximized accountability.
- Implemented programs policies and procedures.
- Planned and developed program activities.
- Obtained federal and state exemplary recognition for 3 programs.
- Maintained a close working relationship with various local community base programs, EPCC, UTEP, NMSU, Local Educational Agencies, New Mexico Native American Pueblos and other National Tribal Education Programs.

**Community
Service**

1998-2001—Co-Chair for the New Mexico Tribal Higher Education

Commission. The Commission's main goal is to seek alternative funding resources for Higher Education Native American Students.

2003-2008—Earned Income Tax Credit Campaign Site Coordinator and Volunteer. Prepare free income tax and provided financial education to low-income families in the El Paso County.

2003-2005—Advisory Council Member for the Coalition for “Strong Families Strong Future” Campaign. Served as Chairperson for the Volunteer Committee.

**Special Skills
Other Skills**

Bilingual in English and Spanish.

Computer Literate: Windows XP, Excel, Access, Word, Power Point, and Word Perfect 2002. Type 40 wpm.

Reference

Excellent Professional and Personal references furnished upon request.

Luis Enrique Chew



EMPLOYMENT

Executive Director

VOLAR CENTER FOR INDEPENDENT LIVING

1998 to Present
EL PASO, TEXAS

Responsible for the overall functions and operations of the center, duties to include: accountability of the center and reporting to the Board of Directors, expanding and promoting independent living services in the El Paso county, completing grant proposals and continuation grants for various funding sources, supervision of 16 full-time, part-time staff and volunteers.

Independent Living Programs Coordinator

VOLAR CENTER FOR INDEPENDENT LIVING (FORMERLY D.A.R.E.)

1994 to 1998
EL PASO, TEXAS

Developing, maintaining and expanding the I.L.S., Peer Counseling, Housing, Computers and Job Development programs. Among responsibilities: Providing training on Independent Living Skills (I.L.S.) to persons with disabilities to increase their level of independence, preparing, arranging and facilitating weekly I.L.S. classes (approx. 26 consumers/class). Training Peer Counselors, expanding and developing activities of the Peer Counseling Program (32 peer counselors in 4 facilities). Developing a Housing information program to provide information on accessible and affordable apartments and rent subsidized programs available through the community, advocating and promoting home buying programs. Supervising the Job Seekers Support Group. Grant writing for Part B funding for computer classes, designing, making arrangements and enrolling students with disabilities for Introduction to Personal Computers Program (approx. 15 consumers/class). Supervising the work of three assistants (I.L.S./Peer Counseling, Job Development and Housing) and one personal assistant. Providing technical assistance on the Americans with Disabilities Act (A.D.A.) and Section 504 of the Rehabilitation Act and home modifications. Advocating for consumers with community service and state agencies, making presentations and workshops, providing information and referral, completing state and federal quarterly reports.

Job Development and Housing Coordinator

DISABLED ABILITY RESOURCE ENVIRONMENT (D.A.R.E.)

1991 to 1994
EL PASO, TEXAS

Responsible for job seeking and job keeping training, job development, career counseling, making intakes, providing information on: Social Security work incentives, A.D.A., T.J.T.C., Federal Housing programs, adaptable housing, home buying programs, accessible apartments within the city, providing technical assistance on the Americans with Disabilities Act (A.D.A.) and Section 504 of the Rehabilitation Act. Advocating for consumers with community services, making home visits and follow ups, providing information and referral, making presentations, completing state and federal quarterly reports.

Résumé continuation

Employment Consultant and Job Coach Supervisor
DISABLED ABILITY RESOURCE ENVIRONMENT (D.A.R.E.)

1989 to 1990
EL PASO, TEXAS

Career counseling, provide training in job seeking and job keeping skills, job development. Hiring, training and supervising job coaches for the Supported Employment Program, completing state quarterly reports.

Volunteer
TEXAS DEPARTMENT OF HUMAN SERVICES

1988 to 1989
EL PASO, TEXAS

Batching files, calling and pulling out errors from reports, backing up the specialist from the Data Processing Unit.

Report Writer
EL PASO LIGHTHOUSE FOR THE BLIND

1987 to 1988
EL PASO, TEXAS

Authored the 1987 annual report of activities and services.

EDUCATION

Bachelor of Business Administration Degree – Management
THE UNIVERSITY OF TEXAS AT EL PASO

Fall, 1984
EL PASO, TEXAS

MISCELLANEOUS

- Board Member of the Upper Rio Grande Workforce Development Board and Chair of the first Disability Subcommittee of a Texas Workforce Development Board, 2005-Present.
- Vice President of the Texas Association of Centers for Independent Living (TACIL) 2007-2009
- Recipient of the Minority Business Advocate of the year award 2003 from the Hispanic and the Greater El Paso Chambers of Commerce presented by Congressman Silvestre Reyes
- Appointment by Governor George W. Bush Appointee, State Independent Living Council (S.I.L.C.), 2001-2002.
- Greater Chamber of Commerce "Leadership El Paso" graduate, Class of 2001.
- Partners in Policymaking graduate, Class of 2000.
- Appointment by Governor Ann Richards Appointee, State Independent Living Council (S.I.L.C.), 1993 and 2000.
- Co-Founder, Ex-president and Member, Grupo Dignidad, Igualdad y Oportunidad (D.I.O.).
- Member, Coalition of Texans with Disabilities (C.T.D.).

Ruben Castaneda

WORK EXPERIENCE

People Skills, INC., El Paso, TX

Executive Director

6/03-Present

- Expanded the Community Network Basic Computer Classes to rural West Texas, over 3,800 area residents trained in basic computer literacy, job readiness, job search and e-government through both SBC and AT&T grants
- Implemented *Proyecto Inicia*, a \$38,000 grant from the State of Texas to provide bilingual computer training with an emphasis on Home Financing, Home Construction, Home Repair, Financial Literacy, and E-Government
- Established a permanent computer lab and a laptop loan program in *Agua Dulce*
- Launched a mobile computer lab with 12 laptops currently in operation providing basic computer classes in rural El Paso County with a waiting list of participants
- Have developed partnerships with area agencies and school districts to improve the quality and effectiveness of at-risk youth prevention services
- Serve as Director of Operations for the El Paso Area Libraries Consortium
- Project Manager for a \$1.4 million IMLS Laura Bush 21 Century Grant exceeded the goals of the three grant while coming in under budget
- Coordinator of Workforce Rapid Response team for layoffs in a five county area, prepared over two thousand resumes for displaced workers over a six year period
- Coordinated the first Train-the-trainer Drug Abuse Conference for area substance abuse prevention professionals, held two years consecutively
- Managed agency annual budget, contractors, grants and grant writing

Castañeda Consulting, El Paso, TX

Independent Consultant

12/01-6/03

- National Trainer for the DEA's Teens in Prevention network
- Provided certification training in over 12 best practice parent programs
- Guest speaker for national, state and local conferences on parent education
- Provided education for parents of adjudicated youth and family courts
- Co-lead trainer in a Community Network technology grant for adult bilingual computer literacy, assisted in establishing new computer centers
- Developed computer class curriculum and translated materials to Spanish
- Assisted in managing \$800,000 Texas Infrastructure grant for Community Network Computer Classes

Aliviane No-Ad Inc., El Paso, TX

Lead Parent Educator

4/97-10/01

- Lead Parent Educator in a statewide grant to train over 3,500 facilitators
- Co-authored "Chill Out" Anger Management curriculum for parents and adolescents
- Served as the Assistant Coordinator for the Texas Ethnic Minority Substance Abuse Training Institute (TEMSATI) overseeing the professional development of 120 agency staff
- Coordinated and hosted the "Ocotillo" Conference in 2001

Ysleta Independent School District, El Paso, TX*Transitional Services Specialist**8/95-4/97*

- Job developer and trainer for middle and high school students with special needs
- Created individualized curriculum and adaptive equipment for students
- Member of the campus improvement committee and El Paso City Mayor's Council for Persons with Disabilities

Bonaventure Enterprise*Manager**6/89-4/96*

- Provided business management that increased income and reduced inventory loss
- Hired, trained, scheduled and supervised staff for improved customer service
- Assisted in design of new building space

US Army*Sergeant**8/80-4/89*

- MOS 64B Chemical Operations Specialist; Advised unit commander on the Employment, Operations and Defense of Nuclear, Biological and Chemical (NBC) warfare
- Served as Operations NCO for a unit of over 400 personnel
- Responsible for unit training schedules, operations tasking and personnel training records to insure unit readiness
- Provided class instruction on NBC defense and operations

Ron Graham

Overview

Twenty years in information systems services in a progressively responsible environment. Background includes experience in both network engineering and management. This experience, along with 10 years in City government, will aid in producing a high quality network and associated services.

Employment History

City of El Paso – El Paso, Texas

Network/Systems Manager (July, 2002 - Present)

Network Administrator (August, 1999 – July 2002)

Yazaki North America – El Paso, Texas

Technical Services Supervisor (January, 1999 – April, 1999)

Dayco Products (Purchased by the Flexaust Company, Inc. September 2000) – El Paso, Texas

Information Technology Coordinator (July, 1997 – January 1999)

Thomason Hospital – El Paso, Texas

System Analyst (October, 1995 – May, 1997)

Currey, Adkins, Cook and Co. – El Paso, Texas

Systems Engineer (May, 1989 – October, 1995)

Education

Master of Information Systems

University of Phoenix – Santa Theresa, NM

June, 2006

Bachelor of Business Administration, Computer Information Systems

University of Texas at El Paso – El Paso, Texas

July, 1995

Associate of Arts, Business Administration

El Paso Community College – El Paso, Texas

May, 1991

Associate of Applied Science, Mental Health / Mental Retardation

El Paso Community College – El Paso, Texas

May, 2000

Certifications

Microsoft Certified Systems Engineer on Windows 2000 (MCSE-Windows 2000)

11/19/2001

Microsoft Certified Systems Engineer on Windows NT (MCSE-Windows NT 4.0)

05/16/2000

Microsoft Certified Professional + Internet (MCP+Internet)

05/16/2000

Microsoft Certified Professional (MCP)

02/25/2000



Brewster Culberson El Paso Hudspeth Jeff Davis Presidio

Upper Rio Grande
Workforce Development Board
221 N. Kansas, Suite 1000
El Paso, Texas, 79901
(915) 772-2002
FAX: (915) 351-2790

March 3, 2010

Ms. Carol Brey-Casiano
Director of Library Services
El Paso Public Library
501 N. Oregon
El Paso, TX 79901

Re: Letter of Commitment, Broadband Technology Opportunity Program/Public Computer Center Grant

Dear Ms. Brey-Casiano:

Workforce Solutions Upper Rio Grande strongly supports the City of El Paso's Broadband Technology Opportunities Program (BTOP)/Public Computer Center Grant application, entitled: **"The Virtual Village: Digital El Paso's Pathway to Success."** This grant will provide funds to address some of the greatest needs in our community for access to computers and electronic resources, in terms of literacy, health, workforce training, and conquering the digital divide.

Workforce Solutions Upper Rio Grande, in collaboration with all grant partners, will provide Public Computer Centers equipped with computers and software to facilitate access to computer training classes, health and wellness resources, job training and development resources, adaptive technology for the disabled, and small business resources. Workforce Solutions Upper Rio Grande commits to accomplishing its 20% match for this grant through \$321,533 in-kind funding.

As a partner in the Digital El Paso program, Workforce Solutions Upper Rio Grande is already positioned as a leader in broadband strategy, stimulating economic development by providing computer access and support resources for all job seekers and employers coming to our centers.

Workforce Solutions Upper Rio Grande recognizes that the three building blocks for a successful Digital El Paso are 1) access to free Internet access, 2) access to free computers and software, and 3) computer literacy training. These elements have the potential to position our workforce to compete in the global economy and bridge the digital divide.

Digital El Paso represents the absolute best and the power of the El Paso community working together. On behalf of Workforce Solutions Upper Rio Grande, I support the City of El Paso application for El Paso Broadband Infrastructure (BTOP) funds to help us grow Digital El Paso.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Lorenzo Reyes, Jr.", written over a large, stylized, handwritten "X" or "D" shape.

Lorenzo Reyes, Jr.
Chief Executive Officer

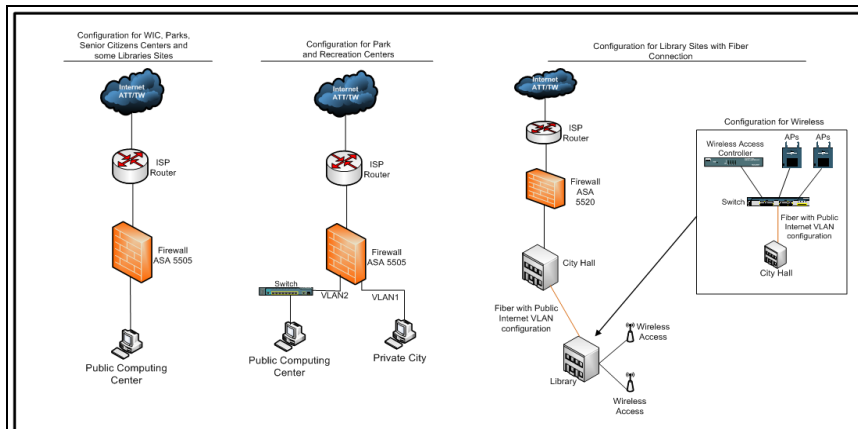
Technology Strategy

The **Virtual Village** project is shovel ready, with adequate connectivity to provide free broadband wired access technology for the public at all 98 Centers. The City's four year plan for the installation of fiber optic technology will immensely improve connectivity at several of the proposed PCC's while funding of the City's CCI grant will ensure perpetual and more expedient connectivity for all partners.

Wireless technology will be available at PCC's sponsored by La Fe, HACEP, and The City of El Paso (EPPL & EPPR) using 802.11g/n technology standards. Three mobile wireless units—two Bookmobiles operated by EPPL and a mobile unit operated by People Skills will bring wireless broadband access to the underserved, rural and *colonia* areas.

Development of a county-wide PCC network will build on the substantial networking infrastructure already in place, which includes: VLANs technology (Virtual Local Area Networks), Firewall: ASA 5505, Switch: Cisco Catalyst 2960, 3550, 3560, 4506, DWDM, MPLS, VRF, VRF Lite, & Access Point: Aironet 1140.

Equipment will be Cisco: Wireless Local Area Network Controllers and Fixed Wireless Access Points (AP). The Controller will work as the router and distributor of the Internet connection and will track and secure wireless usage. The AP will be used to distribute the Internet connection to all computers with wireless connectivity and will work with the City's Internet. Security measures will be implemented by segmenting away unauthorized users from the City's core network through VLANs, MPLS, VRF and access-list technology. See Diagram.

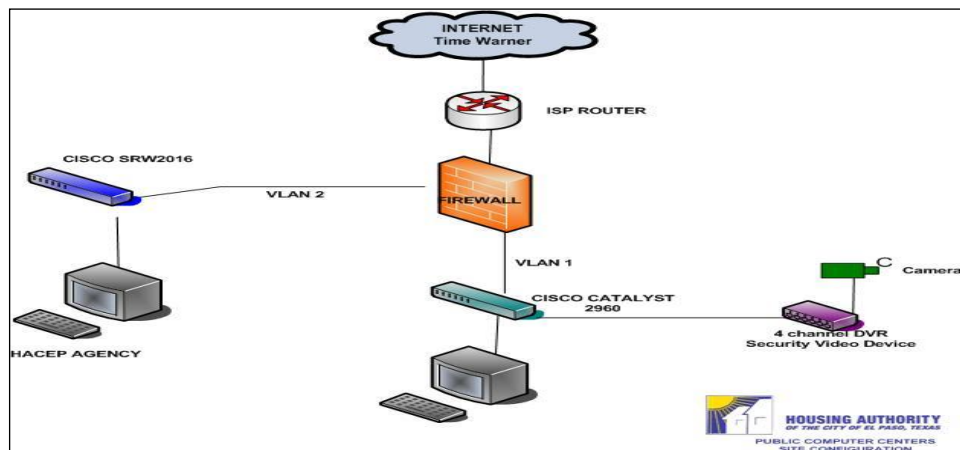


EPPL will expand wireless technology for its proposed Bookmobile and the People Skills mobile unit to include the following technology: Verizon broadband wireless service plans and air cards (Verizon UM150VW), wireless laptops (Latitude 5500) and printers (HP H470wbt), carts with charging bays (LAP30EULFR-GM 30-Unit) for laptops, and AdHoc, a peer-to-peer communication, for printing capabilities.

A network buildout at our **Public Health** clinics and **Parks & Rec** Community/Senior centers will include a separate Internet connection for all locations not currently running on the City's switched fiber network. Those that have separate Internet connections will use the Cisco ASA firewalls and 2960 switches. The ASAs will provide security to the

PCs by use of the enterprise-level firewall technology but seamlessly allow authorized patrons full access to the Internet. Sites on the City's fiber network will use the City's Internet connection and be segmented by VLANs, VRFs, and tunneling technologies. Those not currently on fiber will use AT&T broadband Internet service plans.

Nine more computer labs will be created at **HACEP**. They are currently "standalone" labs sharing a leased T-1 line Internet connection with the management office using a 16-port switch behind the Internet Service Provider (ISP). Each center will use a Cisco ASA 5505 firewall. See diagram.



For all PCC's we will acquire: Dell OptiPlex 960s with Logitech Webcams, HP printers models LaserJets CP2025dn, CP3525n, CM 2320nf MFP, P2055DN, P4015N, 5500N, Optoma EP1691 or EIKI LC-XB33 projectors and mounts, AirDesk projector stands and Buhl Industries 60x80 screen, or 8' motorized ceiling-mounted screens.

For La Fe's specialized training, we will upgrade its equipment and install: Alienware Graphic computer ALX X58s, Apple Mac Pro Quad-cores, Lenovo IdeaPad S12-295954Us, ScanJet 7650N document scanners, Xerox Phaser 7760 DNs, Panasonic camera AG-HPX300s and tripods with controls, Epson GT-20000 flatbed scanners, Microboards 6-Drive Blu-ray HCL autoloaders, Autocue/QTV MSP12WARP 12", Smartboard 680s, New IP telephony equipment, New equipment for one of its MDFs; and this software: Snow Leopard aka OSx, Microsoft Office 2008 for MAC, Adobe Creative Suite 4 Master Edition (PC & MAC), Online Virtual Gallery / Digital Murals, Final Cut Studio 2 (MAC), Autodesk Maya (PC and MAC), Autodesk 3D Studio Max (PC), & Roxio Toast 10 Titanium for MAC.

Software and shareware we will include at all PCC's is: MS WIN 7 w SA, Microsoft Office Ultimate 2007 w SA, Mavis Beacon Teaches Typing Platinum 20, WinWay Resume Deluxe 12.X, Ultimate Vocabulary 2009, Adobe Acrobat Reader 9.X and other.

An accessibility station system that accommodates a broad range of physical disabilities will be installed. Its components are: Kurzweil 3000, ELO Touch Screen Monitor M1928L, Large-print keyboard, Ergodex keyboard, Kensington Trackball, Evolvent vertical mouse, Sip & Puff mouse, Magnisight CCTV MSEL22, Index Basic D. Embosser, SARA™ (Scanning and Reading Appliance), Virtually Indestructible Keyboard and mouse, Headpointer, and Typing Aid; and Jaws for Windows, Duxbury

Translation, Zoomtext 9.18 Magnifier Reader, Reach Interface Author 4, Dragon NaturallySpeaking, ipTTY, Microsoft Forefront.

To provide a user friendly and safe computing environment we will use the following technology: Kernel-level software technology to completely restore all settings, files and programs to their original state every time a computer is restarted (Acronis True Image & DeepFreeze), Antivirus (Nero 9 Suite) & Spyware protection software, network segmentation using DWDM, VLANs, VRF/Lite, MPLS, access lists, and WAP tunneling technologies, and domain policies will be used to protect the public computers and carrier networks. **HACEP** will acquire a networked-based security system (Swann SWA43-D2C5) for all proposed PCC's. The security system will provide an added level security and safety for the PCC patrons and staff. Most City of El Paso sites are covered by video security systems.

Overall the partners involved will work together to leverage each other's networks to provide Internet access to residents, while minimizing the duplication of effort that would occur if done separately.



Socorro Independent School District * Community Education Department

March 5, 2010

El Paso City Government
2 Civic Center Plz
El Paso, Texas 79901

RE: BTOP Round 2

To Whom It May Concern:

On behalf of the Socorro ISD Community Education Department, I am pleased to submit this letter in support of the City's Public Computer Center/Sustainable Broadband grant application, round 2.

The funding will allow the El Paso Public Library to work in a leadership role and in partnership with other entities to develop Community Centers. These Centers will provide the public much needed resources such as family-focused social networking, job training and development, healthcare information services, adaptive technology for the disabled, information and literacy classes. Funding will also allow the establishment of business resource centers.

We are already a partner with the El Paso Public Library as we provide instructors for English-As-A-Second Language classes at two of the libraries. Our classes are well attended and we would encourage our adult learners to use these Centers. Access to this information can only be seen as a benefit to many El Paso families.

The Socorro ISD Community Education Department encourages the approval of the City's Public Computer Center/Sustainable Broadband grant application as these Centers will certainly make a positive difference in the lives of the citizens of El Paso. Please call me at 915-537-1714 if you have any questions or additional information is needed

Sincerely,

Martha Serna
SISD Community Education Director
313 S. Rio Vista
El Paso, Texas 79927



**PEOPLE
SKILLS,**
INCORPORATED
Since 1996

Building

Self

Reliance

Through

Attitude

Adjustment

And

Skill-building

A Not-For-Profit

Company

March 4, 2010

Ms Carol Brey-Casiano
Director of Library Services
El Paso Public Library
501 N. Oregon
El Paso, Texas 79901

RE: Letter of Commitment, public Computer Center Grant

Dear Ms. Brey-Casiano:

People Skills, INC. strongly supports the City of El Paso's Broadband Technology Opportunities Program (BTOP)/Public Computer Center grant application, entitled: **"The Virtual Village: Digital El Paso's Pathway to Success."** This grant will provide funds to address some of the greatest needs of our community for access to computers and electronic resources, in terms of literacy, health, workforce training and conquering the digital divide.

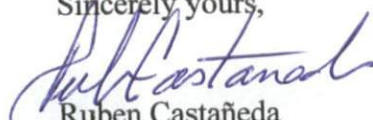
People Skills, INC. in collaboration with all grant partners will provide a mobile Public Computer lab equipped with laptops and software to facilitate access to computer training classes in some of the most remote areas of the county. *Colonia* and rural community residents will be offered basic computer skills training, health and wellness resources, family-focused social networking, job training, job readiness and development resources, adaptive technology for the disabled and small business resources. People Skills, INC. commits to accomplishing its 20% match for this grant through \$4,000 in-kind funding.

As a partner in the Digital El Paso program, People Skills, Inc. is already positioned as a leader in broadband strategy, stimulating economic development and achieving social inclusion by providing affordable wireless Internet access to all citizens.

The collaborative group recognizes that the three building blocks for a successful Digital El Paso are 1) access to free internet access, 2) access to free computers and software, and 3) computer literacy training. These elements have the potential to position our workforce to compete in the global economy and bridge the digital divide.

Digital El Paso represents the absolute best and the power of the El Paso community working together. On behalf of People Skills, INC. I support the City of El Paso's application for El Paso Broadband Infrastructure (BTOP) funds to help us grow.

Sincerely, yours,


Ruben Castañeda
Executive Director



February 27, 2010

Carol A. Brey-Casiano,
Director of Libraries, the City of EI Paso
501 North Oregon St.
EI Paso, Texas 79901

Dear Ms. Brey-Casiano:

Paso Del Norte Children's Development Center (PDNCDC) strongly supports the City of EI Paso's grant application for Public Computer Centers and the **Virtual Village: Digital EI Paso's Pathway to Success Project**. This Grant will fund programs and services to add new and/or replace computers at Computer Centers in the City areas where the most vulnerable and underserved populations live.

PDNCDC, in collaboration with all grant partners, will provide computer center equipped with computers and software to facilitate access to computer training classes, family and community-focused social networking, Demonstrations, presentations, workshop and development support services, assistive technology for persons with or without disabilities.

The collaborative group recognizes that the three building blocks for a successful Public Computer Centers Program is 1) access to free Internet access, 2) access to computers and software, and 3) computer literacy training. These elements have the potential to position our future workforce to compete in the global economy and bridge the digital divide.

Digital EI Paso represents the absolute best and the power of the EI Paso community working together. On behalf of PDNCDC, I support the City of EI Paso's application for EI Paso Broadband Infrastructure (BTOP) funds to help us grow Digital EI Paso.

Sincerely,

Fred Greenand

Paso Del Norte Children's Development Center
Assistive Technology Demonstration Center
Assistive Technology Assistant

1101 E. Schuster Ave.
EI Paso, Texas 79902
V: 915-544-8484 Fax: 915-496-0751
<http://www.pdnchildrens.org>

Dedicated to Outstanding Customer Service for a Better Community

S E R V I C E S O L U T I O N S S U C C E S S

March 2, 2010

Ms. Carol Brey-Casiano
Director of Library Services
El Paso Public Library
501 N. Oregon
El Paso, TX 79901

Re: Letter of Commitment, Public Computer Center Grant

Dear Ms. Brey-Casiano:

The Parks and Recreation Department strongly supports the City of El Paso's Broadband Technology Opportunities Program (BTOP)/Public Computer Center grant application, entitled: "The Virtual Village: Digital El Paso's Pathway to Success." This grant will provide funds to address some of the greatest needs of our community for access to computers and electronic resources, in terms of literacy, health, workforce training, and conquering the digital divide.

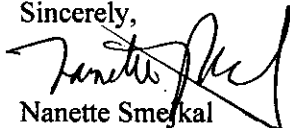
The Parks and Recreation Department, in collaboration with all grant partners, will provide Public Computer Centers to be equipped with computers and software to facilitate access to computer training classes, health and wellness resources, family-focused social networking, job training and development resources, adaptive technology for people with disabilities, and small business resources. The Parks and Recreation Department commits to approximately \$288,000 in -kind funding and \$0 cash match.

As a partner in the Digital El Paso program, the Parks and Recreation Department is already positioned as a leader in broadband strategy, stimulating economic development and achieving social inclusion by providing affordable wireless Internet access to all citizens.

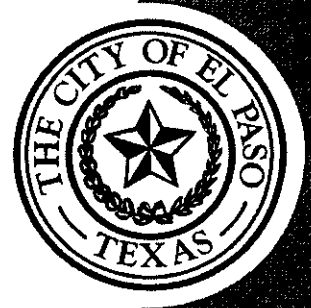
The collaborative group recognizes that the three building blocks for a successful Digital El Paso are 1) free Internet access, 2) access to free computers and software, and 3) computer literacy training. These elements have the potential to position our workforce to compete in the global economy and bridge the digital divide.

Digital El Paso represents the absolute best and power of the El Paso community working together. On behalf of El Paso Parks and Recreation Department, I support the City of El Paso application for El Paso Broadband Infrastructure (BTOP) funds to help us grow Digital El Paso.

Sincerely,



Nanette Smejkal
Director of Parks and Recreation
915-541-4331



Mayor
John F. Cook

City Council

District 1
Ann Morgan Lilly

District 2
Susie Byrd

District 3
Emma Acosta

District 4
Carl L. Robinson

District 5
Rachel Quintana

District 6
Eddie Holguin Jr.

District 7
Steve Ortega

District 8
Beto O'Rourke

City Manager
Joyce A. Wilson



Diocesan Migrant & Refugee Services, Inc.

2400-A East Yandell

El Paso, Texas 79903

(915) 532-3975

Fax: (915) 532-4071

Email: lgomez@dmrs-ep.org

URL: www.dmrs-ep.org

March 9, 2010

Ms. Carol Brey-Casiano, Director
El Paso Public Library
501 N. Oregon
El Paso, Texas 79901

Dear Ms. Brey-Casiano:

The Diocesan Migrant & Refugee Services, Inc. (DMRS) in partnership with the El Paso Public Library (EPPL) strongly supports the City's Public Computer Center/Sustainable Broadband grant application.

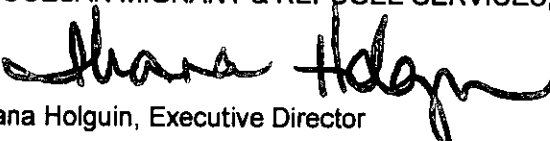
DMRS is a nonprofit legal clinic serving the El Paso and West Texas Community. We address the needs and issues related to indigent and low-income immigrants who are in need of assistance in accessing benefits provided by the immigration laws of the United States. We strive to provide high quality free and low cost legal services to the immigrant population, advocate for rights of the immigrant, and educate the community in areas of immigrant rights and benefits.

DMRS provides representation and support through the application and interview process for becoming a United States Citizen. The EPPL supports us by having Citizenship and English Classes free of cost. Our instructors teaching these classes are volunteers from the surrounding community and University of Texas at El Paso (UTEP) students that participate in the SHINE Citizenship Adult Literacy program. Currently our adult education students are informed of the library's computer centers and encouraged to visit the centers while studying/preparing for the Citizenship process.

The services provided by EPPL and this grant have made a positive difference in our goal to serve all residents of El Paso while applying for United States Citizenship. Thank you for your support and attention to this letter.

Sincerely,

DIOCESAN MIGRANT & REFUGEE SERVICES, INC.


Iliana Holguin, Executive Director


Laura Gómez, Accredited Representative



A United Way of El Paso County
Community Partner

*Serving the Pilgrim People of God
Sirviendo el Pueblo Peregrino de Dios*



CENTER FOR INDEPENDENT LIVING

...of and for people with disabilities

February 27, 2010

Carol A. Brey-Casiano,
Director of Libraries, the City of El Paso
501 North Oregon St.
El Paso, Texas 79901

Dear Ms. Brey-Casiano:

Volar Center for Independent Living (Volar CIL) strongly supports the City of El Paso's grant application for Public Computer Centers and the **Virtual Village: Digital El Paso's Pathway to Success Project**. This Grant will fund programs and services to add new and/or replace computers at Computer Centers in the City areas where the most vulnerable and underserved populations live.

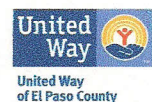
Volar CIL, in collaboration with all grant partners, will provide computer center equipped with computers and software to facilitate access to computer training classes, family-focused social networking, job training and development support services, assistive technology for persons with all types of disabilities.

The collaborative group recognizes that the three building blocks for a successful Public Computer Centers Program is 1) access to free Internet access, 2) access to computers and software, and 3) computer literacy training. These elements have the potential to position our future workforce to compete in the global economy and bridge the digital divide.

Digital El Paso represents the absolute the best and the power of the El Paso community working together. On behalf of Volar CIL, I support the City of El Paso's application for El Paso Broadband Infrastructure (BTOP) funds to help us grow Digital El Paso.

Sincerely,

Luis Enrique Chew,
Executive Director





Tribal Empowerment Program

Ysleta Del Sur Pueblo

11100 Santos Sanchez • Socorro, Texas 79927 • (915) 872-8648/(915) 872-1985 • Fax: (915) 872-8651 • 1-800-368-4482

March 1, 2010

Ms. Carol Brey-Casiano
Director of Library Services
El Paso Public Library
501 N. Oregon
El Paso, TX 79901

Re: Letter of Commitment, Public Computer Center Grant

Dear Ms. Brey-Casiano:

The Ysleta del Sur Pueblo Tribal Empowerment Department strongly supports the City of El Paso's Broadband Technology Opportunities Program (BTOP)/Public Computer Center grant application, entitled: **"The Virtual Village: Digital El Paso's Pathway to Success."** This grant will provide funds to address some of the greatest needs of our community for access to computers and electronic resources, in terms of literacy, health, workforce training, and conquering the digital divide.

The Tribal Empowerment Department, in collaboration with all grant partners, will provide Public Computer Centers equipped with computers and software to facilitate access to computer training classes, health and wellness resources, family-focused social networking, job training and development resources, adaptive technology for the disabled, and small business resources. The Tribal Empowerment Department commits to accomplishing its 20% match for this grant through \$4,906 in-kind funding.

As a partner in the Digital El Paso program, the Tribal Empowerment Department is already positioned as a leader in broadband strategy, stimulating economic development and achieving social inclusion by providing affordable wireless Internet access to all citizens.

The collaborative group recognizes that the three building blocks for a successful Digital El Paso are 1) access to free Internet access, 2) access to free computers and software, and 3) computer literacy training. These elements have the potential to position our workforce to compete in the global economy and bridge the digital divide.

Digital El Paso represents the absolute best and the power of the El Paso community working together. On behalf of Tribal Empowerment Department, I support the City of El Paso application for El Paso Broadband Infrastructure (BTOP) funds to help us grow Digital El Paso.

Sincerely yours,

Luis Nunez
Tribal Empowerment Director
lnunez@ydsp-nsn.gov
915-872-8648



Centro de Salud Familiar La Fe, Inc.

March 11, 2010

Ms. Carol Brey-Casiano
Director of Library Services
El Paso Public Library
501 N. Oregon
El Paso, TX 79901

Re: Letter of Commitment, Public Computer Center Grant

Dear Ms. Brey-Casiano:

Centro de Salud Familiar La Fe (La Fe) strongly supports the City of El Paso's Broadband Technology Opportunities Program (BTOP) / Public Computer Center grant application, entitled: **"The Virtual Village: Digital El Paso's Pathway to Success."** This grant will provide funds to address some of the greatest needs of our community for access to computers and electronic resources, in terms of literacy, health, workforce training, and conquering the digital divide.

La Fe, in collaboration with all grant partners, will provide Public Computer Centers equipped with computers and software to facilitate access to computer training classes, health and wellness resources, family-focused social networking, job training and development resources, adaptive technology for the disabled and small business resources. La Fe commits to accomplishing its 20% match for this grant through \$390,975.76 in-kind funding match.

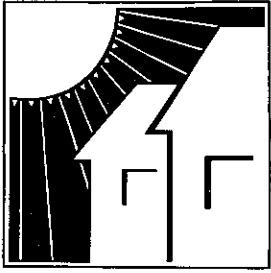
As a partner in the Digital El Paso program, La Fe is already positioned as a leader in broadband strategy, stimulating economic development and achieving social inclusion by providing affordable wireless Internet access to all citizens.

The collaborative group recognizes that the three building blocks for a successful Digital El Paso are 1) access to free Internet access, 2) access to free computers and software, and 3) computer literacy training. These elements have the potential to position our workforce to compete in the global economy and bridge the digital divide.

Digital El Paso represents the absolute best and the power of the El Paso community working together. On behalf of La Fe, I support the City of El Paso application for El Paso Broadband Infrastructure (BTOP) funds to help us grow Digital El Paso.

Sincerely yours,

Robert Gonzales
Chief Operations Officer
Centro de Salud Familiar La Fe, Inc.
(915) 534-7979



HOUSING AUTHORITY OF THE CITY OF EL PASO, TEXAS

March 8, 2010

Ms. Joyce A. Wilson, City Manager
City of El Paso
Two Civic Center Plaza
El Paso, Texas 79901

Re: Letter of Commitment, Broadband Technology Opportunity Program Grant

Dear Ms. Wilson,

The Housing Authority of the City of El Paso (HACEP) strongly supports the City of El Paso application for El Paso's Broadband Technology Opportunities Program (BTOP)/Public Computer Centers (PCC) grant application, entitled: "**Digital El Paso**". This grant will fund programs and services to address some of the greatest needs of our unserved and underserved community for access to computers and electronic resources for education to support workforce readiness for 21st Century and Green Job development, creation, retention and growth. The grant builds on other El Paso collaborative BTOP grants being submitted to fund Public Computer Centers that will provide literacy, health, and training to bridge the digital divide, and broadband Internet access.

The Housing Authority of the City of El Paso, in collaboration with all grant partners, will provide facilities, resources, technology, and programs to drive broadband adoption/use by facilitating programs including: workforce/certification training, nearly free PCs refurbished by EPCC students, Tech Counseling to help people understand how to use their first computer, and the delivery of high skill and high tech training and certification programs, for all populations in the City of El Paso service area. The Housing Authority of the city of El Paso commits to accomplishing its 20% match for this grant through \$88,719.00 in-kind funding. HACEP's contribution will consist of appropriate space including all utilities, existing computer equipment and furniture.

City of El Paso recognizes that the three building blocks for a successful Digital El Paso are 1) access to free Internet access, 2) access to free computers and software, and 3) computer literacy training. These elements have the potential to position our workforce to compete in the global economy and bridge the digital divide.

Digital El Paso represents the absolute best and the power of the El Paso community working together. On behalf of Housing Authority of the City of El Paso, I support the City of El Paso application for El Paso Broadband Infrastructure (BTOP) funds to help us grow Digital El Paso.

Sincerely yours,

Gerald Cichon
Chief Executive Officer

Dedicated to Outstanding Customer Service for a Better Community

S E R V I C E S O L U T I O N S S U C C E S S

March 11, 2010

Ms. Joyce Wilson
City Manager
City of El Paso
2 Civic Center Plaza
El Paso, TX 79901

Re: Letter of Commitment, Public Computer Center Grant

Dear Ms. Wilson:

The El Paso Public Library is pleased to serve as the lead agency for the City of El Paso's Broadband Technology Opportunities Program (BTOP)/Public Computer Center grant application, entitled: **"The Virtual Village: Digital El Paso's Pathway to Success."** This grant will provide funds to address some of the greatest needs of our community for access to computers and electronic resources, in terms of literacy, health, workforce training, and conquering the digital divide.

As the lead agency for this grant, the Library in collaboration with all grant partners will provide Public Computer Centers equipped with computers and software to facilitate access to computer training classes, health and wellness resources, family-focused social networking, job training and development resources, adaptive technology for individuals with disabilities, and small business resources. The Library commits to accomplishing its match for this grant through \$1,376,454.00 in-kind funding.

The Library, along with the project partners, recognizes that the three building blocks for a successful Digital El Paso are 1) access to free Internet access, 2) access to free computers and software, and 3) computer literacy training. These elements have the potential to position our workforce to compete in the global economy and bridge the digital divide. The Library has experience in providing a number of these services to the community—GED, English as a Second Language (ESL), and Citizenship classes—as well as computer literacy training. In fact, we project approximately 600,000 patrons will use our computer labs and services this year.



Mayor
John F. Cook

City Council

District 1
Ann Morgan Lilly

District 2
Susie Byrd

District 3
Emma Acosta

District 4
Carl L. Robinson

District 5
Rachel Quintana

District 6
Eddie Holguin Jr.

District 7
Steve Ortega

District 8
Beto O'Rourke

City Manager
Joyce A. Wilson

Digital El Paso represents the absolute best and the power of the El Paso community working together. On behalf of the El Paso Public Library, I support the City of El Paso application for El Paso Broadband Infrastructure (BTOP) funds to help us grow Digital El Paso.

Sincerely yours,

A handwritten signature in cursive script that reads "Carol A. Brey-Casiano". The signature is written in dark ink and is positioned above the printed name and title.

Carol A. Brey-Casiano

Director of Libraries

breycx@elpasotexas.gov

915-543-5413



Adult Basic Education

March 4, 2010

To Whom It May Concern:

The San Jacinto Adult Learning Center of the El Paso ISD strongly supports the City's Public Computer Center/Sustainable Broadband grant application. This grant will provide funds to address some of the great needs in our community: literacy, health, workforce training and development, and the digital divide.

San Jacinto provides ESL instructors to teach adult students how to read, write, speak, and understand the English language. We would strongly encourage our adult students to visit the computer centers that would be established.

The services provided by this grant will make a positive difference in the lives of the citizens of El Paso. If you have any questions, please call me at 915-533-9072.

Sincerely,

Blanca Andrade

Ms. Blanca Andrade



El Paso Community College

The Best Place to Start

RICHARD M. RHODES, Ph.D.
PRESIDENT

March 9, 2010

Ms. Carol Brey-Casiano
City of El Paso
501 North Oregon
El Paso, TX 79901

Re: Letter of Commitment, Public Computer Center Grant

Dear Ms. Brey-Casiano,

El Paso Community College strongly supports the City of El Paso's grant application for a Public Computer Center entitled: "Virtual Village: Digital El Paso's Pathway to Success". This Grant will fund programs and services to address some of the greatest needs of our underserved community and will provide literacy, health, and training to bridge the digital divide, and broadband Internet access.

The College, in collaboration with all grant partners, will provide facilities and technology, in the Valle Verde Library to access broadband Internet. El Paso Community College's in-kind contribution is \$138,000 over the 3 year period.

El Paso Community College recognizes that the three building blocks for a successful Public Computer Center Program is 1) access to free Internet, 2) access to computers and software and 3) computer literacy training. These elements have the potential to position our future workforce to compete in the global economy and bridge the digital divide.

On behalf of El Paso Community College, I support the City of El Paso's application for the Public Computer Center grant.

Sincerely,

Richard M. Rhodes, Ph. D.
President



March 4, 2010

Ms Carol Brey-Casiano
Director of Library Services
El Paso Public Library
501 N. Oregon
El Paso, Texas 79901

RE: Letter of Commitment, public Computer Center Grant

Dear Ms. Brey-Casiano:

The El Paso Area Libraries (EPAL) Consortium strongly supports the City of El Paso's Broadband Technology Opportunities Program (BTOP)/Public Computer Center grant application, entitled: **"The Virtual Village: Digital El Paso's Pathway to Success."** This grant will provide funds to address some of the greatest needs of our community for access to computers and electronic resources, in terms of literacy, health, workforce training and conquering the digital divide.

As a supporting partner, EPAL in collaboration with all grant partners will provide information dissemination to the public about basic computer skills training, health and wellness resources, family-focused social networking, job training, job readiness and adaptive technology for the disabled and small business resources.

As a partner in the Digital El Paso program, EPAL is already positioned as a leader in broadband strategy, stimulating economic development and achieving social inclusion by providing affordable wireless Internet access to all citizens.

The collaborative group recognizes that the three building blocks for a successful Digital El Paso are 1) access to free internet access, 2) access to free computers and software, and 3) computer literacy training. These elements have the potential to position our workforce to compete in the global economy and bridge the digital divide.

Digital El Paso represents the absolute best and the power of the El Paso community working together. On behalf of the El Paso Area Libraries, I support the City of El Paso's application for El Paso Broadband Infrastructure (BTOP) funds to help us grow.

Sincerely yours,

A handwritten signature in blue ink that reads "Sharon T. Carr".

Sharon T. Carr
President, EPAL
stcarr@episd.org

Dedicated to Outstanding Customer Service for a Better Community

S E R V I C E S O L U T I O N S S U C C E S S



February 22, 2010

Ms. Carol Brey-Casiano
Director of Library Services
El Paso Public Library
501 N. Oregon
El Paso, TX 79901

Re: Letter of Commitment, Public Computer Center Grant

Dear Ms. Brey-Casiano:

The Department of Public Health strongly supports the City of El Paso's Broadband Technology Opportunities Program (BTOP)/Public Computer Center grant application, entitled: **"The Virtual Village: Digital El Paso's Pathway to Success."** This grant will provide funds to address some of the greatest needs of our community for access to computers and electronic resources, in terms of literacy, health, workforce training, and conquering the digital divide.

The Department of Public Health, in collaboration with all grant partners, will provide Public Computer Centers equipped with computers and software to facilitate access to computer training classes, health and wellness resources, family-focused social networking, job training and development resources, adaptive technology for the disabled, and small business resources. The Department of Public Health commits to accomplishing its 20% match for this grant through \$ 45,054.00 in-kind funding.

As a partner in the Digital El Paso program, the Department of Public Health is already positioned as a leader in broadband strategy, stimulating economic development and achieving social inclusion by providing affordable wireless Internet access to all citizens.

The collaborative group recognizes that the three building blocks for a successful Digital El Paso are 1) access to free Internet access, 2) access to free computers and software, and 3) computer literacy training. These elements have the potential to position our workforce to compete in the global economy and bridge the digital divide.

Mayor
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District 6
Eddie Holguin Jr.

District 7
Steve Ortega

District 8
Beto O'Rourke

City Manager
Joyce A. Wilson



Digital El Paso represents the absolute best and the power of the El Paso community working together. On behalf of the Department of Public Health, I support the City of El Paso application for the Public Computer Center Grant funds to help us grow Digital El Paso.

Sincerely yours,



Mike Hill
Director
Department of Public Health
Email: MichaelHill@elpasotexas.gov
Phone: (915) 771-5702



Mayor
John F. Cook

City Council

District 1
Ann Morgan Lilly

District 2
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City Manager
Joyce A. Wilson

