



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

Submitted Date: 3/15/2010 4:42:00 PM	Easygrants ID: 7111
Funding Opportunity: Public Computer Centers	Applicant Organization: BOAT PEOPLE SOS, INC.
Task: Submit Application - Public Computer Centers	Applicant Name: Jessica Elyse Schaffner

Table of Contents

- A. General Application Information
- B. Executive Summary, Project Purpose, and Benefits
- C. Partners
- D. Congressional Districts
- E. Demographics
- F. Project Budget
- G. Historical Financials
- H. Public Computer Center Summary
- I. Project Readiness
- J. Environmental Questionnaire
- K. Environmental Questionnaire – Part 2
- L. Uploads



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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	
First Name	Jessica
Middle Name	Elyse
Last Name	Schaffner



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Suffix	
Telephone Number	281-530-6888
Fax Number	
Email	jessica.schaffner@bpsos.org
Title	Development Coordinator

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

Project Role	Name	Phone	Email
Secondary Point of Contact	Grace , Scire	2517679272	grace.scire@bpsos.org

Other Required Identification Numbers

Easygrants ID	7111
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 - Bayou La Batre

Project Description: Making up one third of the population of Bayou La Batre, Alabama, Southeast Asian refugees and immigrants have very limited access to computers or broadband services. Through NEST-CTC-BLB, the Southeast Asian community will become better integrated into mainstream America via broadband services; we will close the gaps in equality of opportunities and quality of life.

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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Nguyen Dinh Thang	Executive Director	Boat People SOS, Inc.
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B. Executive Summary, Project Purpose and Benefits

Essay Question

Executive Summary of the proposed project:

Boat People SOS, Inc. (BPSOS) will facilitate broadband access for vulnerable and underserved residents of Bayou La Batre, Alabama and surrounding areas of South Mobile County (hereafter Bayou La Batre), including low income, limited English proficient individuals from ethnic minority groups that have been devastated by Hurricane Katrina and stressed by the economic downturn.

Our Neighborhood Empowerment and Support through Teamwork - Community Technology Center (NEST-CTC-BLB) Project will facilitate and support reliable broadband access to this impoverished and under-resourced community in order to support the State of Alabama's efforts to connect all Alabamians to the 21st Century information economy. We request \$461,539 in federal funding to contribute to a total project cost of \$577,030. By enhancing local technological infrastructure and saving two local jobs, this project will address barriers to information and services faced by our target population, and will significantly contribute to the progress of some of the most vulnerable and underserved populations in Alabama.

The local population of Bayou La Batre and surrounding areas consists of 3,500 residents. Bayou La Batre is a severely distressed community that is faring significantly worse than the State of Alabama as a whole. The unemployment rate in Mobile County in December 2009 was 11.3%, up from 10.8% the month before and well above the state average of 10.6% and 10.2%, respectively. Furthermore, the poverty rate in Bayou La Batre (below 100% of poverty guidelines) is 28.2%. This is significantly higher than the national average (13.2%), state average (16.3%), and county average (19.4%). While small, the town is ethnically diverse; one third of the local residents are immigrants and refugees from Southeast Asia (Vietnam, Cambodia, Laos and Thailand) many of whom have been in the U.S. for less than 15 years. Due to a language



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barrier, low levels of education and literacy, and poverty, a very large proportion of the local Southeast Asians do not have access to broadband service.

Our project addresses the particular needs of over a thousand Southeast Asians in our community. The vast majority of them speak little or no English—the reason for their coming to the area in the first place was to work in the shrimping and seafood industries, which do not require English proficiency. Most adults in the area have not completed high school and the high school dropout rate is the highest in the state. A large proportion of the local Southeast Asians are 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. The majority of them cannot read or write in their own language. Few parents among this project’s target population are equipped to contribute to the education and future of their children. In addition, without access to vital information, many community members are ill-equipped to maintain their personal health and the health of their families.

In addition to already struggling with the above listed barriers, the area was devastated by Hurricane Katrina. Recovery has been painfully slow as the community has limited resources and low capacity. Moreover, there is limited assistance available—most national organizations that offered post-Katrina case management have left the area. In addition to BPSOS, only four other service agencies currently serve a population of 3,500 residents. Three of these five organizations were formed in the aftermath of Hurricane Katrina and have only a few staff members. A handful of faith-based organizations operate in the area, but offer only limited services to their parishioners. Only BPSOS has the capacity to serve Southeast Asian residents and connect them to needed services.

According to our service experience over the past four years, we are not aware of any Southeast Asian households with broadband service. Despite the tremendous need for broadband access, there are very few locations in Bayou La Batre capable of providing access to broadband for the community. Through recent funding, BPSOS, and the Bayou Clinic as well as Alba Middle School – two community anchor institutions – have all been able to install basic broadband technologies in our facilities. However, additional funding is needed to enhance access, training, education, and support services – including support for equipment and staff.

By adding computers and peripherals, our proposal will help the broadband services at our CTC, the Bayou Clinic, and the ESL classrooms in Alba Middle School become fully accessible.



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BPSOS' project staff will then equip community members with the knowledge needed to use the online educational and health resources introduced to community members at the anchor institutions. Our CTC will provide ongoing access to these resources and will also be used as a platform for conducting workshops and classes for on-going programs such as preventive health, financial education, non-profit capacity building and other topics.

We believe that the usage of computers and broadband will have a very positive impact on the functioning of the community as a whole. Specifically, access to broadband will enhance our community's prospect for full recovery from the devastations of Hurricane Katrina, social integration, and education and ultimately for healthy, self-sufficient and economically stable lives.

As the only culturally and linguistically competent service provider in Bayou La Batre and surrounding areas, BPSOS is uniquely positioned to successfully implement this project and support our partners as they work with the target population. Furthermore, as the local branch of a national community-based organization with a 30-year track record of success in serving the Vietnamese community and experience setting up and sustain seven CTCs nationwide, BPSOS will leverage our own experience, as well as the best practices and lessons learned by BPSOS branch offices across the country.

Project purpose:

The purpose of the project is to foster a healthier, more socially integrated and economically viable future for underserved community members of Bayou La Batre by connecting underserved Alabamians to the 21st Century information economy.

New in America, most Southeast Asian communities fall increasingly behind in the digital divide, which affects their prospect for social integration, employment, education, and overall well-being. This is particularly true for those living in Bayou La Batre and the surrounding areas. Making up one third of the local population, most of the Southeast Asian residents of Bayou La Batre speak little or no English, have low reading skills in their native languages, and have minimal transferable job skills. They lack the know-how to resolve even simple problems, such as replacing a defective food stamp debit card or cashing a cashier's check, let alone accessing information and opportunities through broadband service. From our own service experience, we are not aware of any Southeast Asian household having access to broadband service in Bayou La Batre.



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In the aftermath of Hurricane Katrina, our team of case managers canvassed the Southeast Asian community to identify their needs and to link families with needs to resources and services. This systematic documentation of community needs paints a grim picture of the Southeast Asian community. The vast majority of the local Southeast Asians have very low levels of education and literacy and very low income. Most Southeast Asians, after being resettled to the US as refugees or immigrants, migrated to Bayou La Batre to work in the shrimping and seafood processing industries because these jobs only require minimal English proficiency. These seasonal jobs yield very meager incomes for these families; these industries continue to suffer the impacts of Hurricane Katrina and face stiff competition from imported seafoods. The people living in this area cannot afford the cost of a computer, let alone broadband service.

Due to the lack of parental guidance and attention, the vast majority of the youth in this community drop out of school at an early age to work in the seafood processing plant in order to contribute to the family's livelihood. Other youth have become involved in gang, drug and the justice system. The high school drop out rate in Bayou La Batre is alarming" 48.8% of 16 to 19 year olds are not in high school and are without a high school diploma (compared to 12% statewide). Without a future, many of them have engaged in substance abuse and drug trafficking—criminal activities are rampant among refugee youth and many of them have had run-ins with the law. The few youth who do make it through college tend to move out of the community because there are absolutely no local employment prospects.

The challenges faced by the local Southeast Asians are aggravated by the devastation of Hurricane Katrina. The aforementioned barriers, which brought them to Bayou La Batre in the first place, have hindered their recovery. Limited English and low literacy levels have excluded individuals and families from information and services. A lack of transferrable job skills has barred low skilled workers from new job opportunities as the shrimping and seafood industries, already struggling before the hurricane, were wiped out by the disaster. On the whole, our target population is unprepared to cope with the increasing strains of the weak economy and unable to access benefits, opportunities, and services that continue to become available under the economic stimulus plan. Whatever community infrastructure and capacity that had existed before was completely wiped out by Hurricane Katrina.

As part of our long-term recovery plan for Bayou La Batre, the local BPSOS branch office has set up a community technology center (CTC) and established partnerships with two community



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anchor institutions that provide critical services to our community. By facilitating access to broadband, as well as providing training and education on how to use broadband for a spectrum of activities vital to everyday life, BPSOS will empower the community to live healthier and more self-sufficient lives.

To narrow the digital divide that separates Southeast Asians from sources of information and services, BPSOS will facilitate access to broadband at two key anchor institutions: the Bayou Clinic and Alba Middle School. Families using these institutions will benefit from online educational and health resources introduced and used at each location.

Secondly, BPSOS will offer broadband-related services through the existing CTC located at BPSOS' office. BPSOS will provide both training and technical assistance to community members to encourage CTC usage and to enhance services aimed at addressing the compounding barriers to information and services faced by immigrant and refugee communities as outlined above. We anticipate that many community members will need long-term, intensive training before they achieve sufficient IT literacy.

Over the two years of the project period, our solution will impact broadband access for 1,200 CTC users. The project can be readily replicated to other communities -- especially in locations where other BPSOS CTCs operate -- who face similar barriers to broadband access, information and services. With some minor modifications, the project will be applicable to other underserved minority communities facing challenges similar to the target population of this project.

This project addresses several statutory purposes, including: 1. Provide broadband access to consumers in unserved and underserved areas; and 3. Provide broadband education, awareness, training, access, equipment, and support to vulnerable populations.

Recovery Act and Other Governmental Collaboration:

We will leverage our Assets for Independence Individual Development Account (IDA) program through the Office of Community Service. BPSOS' IDA project helps participants save earned income in special-purpose, matched savings accounts. Every dollar in savings deposited into an IDA by participants is matched on a 1:2 basis by federal and private funds, promoting savings and enabling participants to acquire a lasting asset. Participating families use their IDA savings, including the matching funds, to purchase a home or launch a small business. IDA account holders also participate in financial literacy classes using our Credit Smart Asian curriculum,



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developed with the support of Freddie Mac and the FDIC. Under this proposal community members will have access to training and technical assistance from issue experts from other BPSOS branch offices via distance learning technologies and online tools that will enhance BPSOS' financial literacy curriculum.

In addition, we will leverage our Neighborhood Empowerment and Support through Teamwork (NEST) project funded through the Compassion Capital Fund and through the Office of Community Service. The overarching goal of the project is to help grassroots faith-based and community organizations (FBCOs) maximize their social impact as they provide services to those most in need. This goal is being accomplished by improving the effectiveness and organizational management of local social service providers in order to expand the types and reach of social service programs available to members of our community. The project provides capacity building assistance in the form of financial support for capacity building activities, one-on-one and group technical assistance, and training for non-profits, community groups, and faith-based organizations providing services in south Mobile County, Alabama. Under this proposal, NEST participants will have access to the training and technical assistance related to broadband literacy.

Technology Strategy:

The project is designed on the basis of the following strategies.

(1) **Demonstration:** Through workshops, we will demonstrate the benefits and ease of use of broadband services to members of our community. Users will receive training and have time for hands-on practice. The sessions will cover practical applications of broadband services such as web search, online accounting, web marketing, Voice over IP, videoconferencing, audio and video streaming, etc. If necessary, we will provide basic training on computer and internet access to those with limited computer literacy. The training and demonstration will be conducted at the CTC.

(2) **Technical Assistance:** Our bilingual CTC team will assist people who want to access broadband but need help navigating this service (most of our clients have limited English proficiency). This component of our strategy will also be aimed at clients referred from the Bayou Clinic and Alba Middle School. The CTC team will also help clients use specialized software applications such as online bookkeeping, tax preparation, web design, voice control/activation, web conferencing, remote access, etc. Technical assistance will be on-going until a client becomes familiar with the new technologies.



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(3) Content Creation: Since the target population has a high proportion of people with limited English proficiency, it is imperative to make language appropriate content available to CTC users. For this purpose we will start with the Vietnamese Library Online, the largest repository of information, news, and materials (books, videos, audios, music, news articles, etc.) in the Vietnamese language. Under this project we will organize the materials into sections that match specific areas of interest such as business development, non-profit management, health, mental health, senior services, youth services, homeownership, employment, immigration and naturalization, financial services, public benefits for seniors, etc. We will also append to this library web sites that carry materials in Cambodian and Lao languages. By providing diverse, rich, language appropriate, and practical contents, we aim to increase usage of broadband services.

Our CTC is unique because it addresses the multiple barriers to broadband access faced by the target population: limited English proficiency, limited computer skills, social and geographical isolation, and low income. It is also innovative because we leverage existing resources: local programs and partners and also our national network of issue experts accessible via distance learning technologies. This solution can be readily replicated to other Vietnamese communities across the United States, particularly in the seven locations where BPSOS already operates a CTC. In other locations the approach can be implemented in conjunction with any organization that operates a CTC. With certain language-specific modifications, the approach can also be applied to other language-minority communities that face the same or similar barriers.

Public Availability:

The BPSOS CTC 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 target population. For example, Vietnamese, Cambodian and Lao fonts will be installed on several computers to accommodate non-English speakers. Specialized CTC activities and programming will be designed specifically for the target population, such as workshops for Southeast Asian parents on the US education system, or job skills and financial literacy classes for Southeast Asian refugees and immigrants. Otherwise the CTC will be available to all community members. No fees will be charged for the use of the center.

The equipment installed at the Bayou Clinic will be open to all patients. BPSOS will promote broadband literacy and ongoing use of the health tools introduced at the clinic, for Southeast



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Asian immigrants and refugees in particular, by offering targeted broadband literacy classes to patients.

The equipment installed at Alba Middle School will be installed in the school's ESL classrooms thereby reaching children from Southeast Asian immigrant and refugee families. The equipment will be available for use by all students using those classrooms.

Restrictions on Center Use:

The center is to be used for general public access, as well as specific training and technical assistance. 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.

However, specific workstations may be customized to include specific 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. The Center Coordinator will restrict access to inappropriate programs, websites etc. This policy will be in strict effect for the youth population which will use the CTC daily.

Similar restrictions on accessible web content will be applied at BPSOS' partner sites.

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?

- No

Is the applicant delinquent on any federal debt?

- No
- If Yes, justification for delinquency:

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

- No



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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:

<p>Project Role: Contractor Name: Miesch, Debra Email: dmiesch@bayouclinic.org Address 1: 13833 Tapia Lane Address 2: Address 3: City: Bayou La Batre State: Alabama Zip Code: 36509 Organization: Bayou Clinic Organization Type: Non-profit Corporation Small business: No Socially and economically disadvantaged small business concern: No</p>
<p>Project Role: Contractor Name: Gill, James Email: jcgill@mcps.com Address 1: 14180 South Wintzell Avenue Address 2: Address 3: City: Bayou La Batre State: Alabama Zip Code: 36509 Organization: Alba Middle School Organization Type: Non-profit Corporation Small business: No Socially and economically disadvantaged small business concern: No</p>

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



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The proposed project is a collaborative effort between BPSOS and two anchor institutions – Bayou Clinic and Alba Middle School.

BPSOS will partner with Bayou Clinic to ensure that community members have access to online health tools and resources. Bayou Clinic is a rural community health center with a mission to bring quality health care to all residents of Bayou La Batre. The clinic will increase access to health education and information by having two computers placed in their waiting room and by sustaining broadband services throughout the duration of the project. Clinic staff will introduce patients to relevant online health tools and will refer patients to BPSOS for follow-up broadband literacy classes and ongoing computer and broadband access. Once referred, the patients will have an opportunity to access other programs provided by BPSOS.

BPSOS will also partner with Alba Middle School. Dedicated to educating the total child in preparation for life as a resourceful, adaptive and productive citizen, Alba Middle School will enhance the educational opportunities for students enrolled in their ESL programs by equipping three ESL classrooms with portable computer labs which will facilitate access to broadband and web-based education programs. The school currently uses a number of web-based grade recovery and skill enhancement tools, but doesn't have enough computers for students to access the newly installed broadband services. This proposal will equip the school with needed equipment and allow BPSOS' CTC to offer a space for students to continue their web-based studies afterschool and increase parent participation through classes and training targeted at parents of school-aged children.

D. Congressional Districts

Applicant Headquarters

- Virginia

Project Service States

Alabama

Project Service Areas



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Alabama - 1

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

- No

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



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Other:

Vulnerable Populations

BPSOS is uniquely positioned to provide services to underserved Southeast Asian 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 Vietnamese, Loatian and Cambodian community members to experts who can offer information, training sessions and workshops in their native languages. BPSOS will also ensure access to language appropriate content available to CTC users through specialized software and language appropriate websites.

Accessibility

Our proposed CTC is accessible to people with disabilities including limited mobility, vision, or hearing. The configuration of the CTC 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, Cambodian, Laotian and English. We will also facilitate services provided in Laotian and Cambodian through distance learning technologies.

Outreach



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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) in the relevant Southeast Asian languages, which include distribution through other service providers, through faith-based organizations and at community events. We will also use our community connections, developed through case management since the aftermath of Hurricane Katrina. 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 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)?

- 1200

Training and Education

Peripherals and equipment

BPSOS' CTC offers the following types of personal computing peripherals and/or broadband equipment:

- 10 desktops for students
- One notebook for instructors
- Headset/microphone, webcam for each computer

Networking technology includes:

- NETGEAR JGS524 router/switch, 24 ports;
- NETGEAR GS105 switch, 5 ports;
- TRENDnet TEW-637AP wireless access point; and
- Cables.



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The CTC is also equipped 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
9. CCleaner
10. Microsoft SharedView
11. Microsoft Office Live
12. Google Talk
13. Windows Live Messenger
14. Audacity
15. SightSpeed
16. Skype
17. GIMP
18. Notepad++
19. CamStudio
20. Visual Studio Express Editions

Training and education programs

Our CTC staff, sustained through this proposal, will provide two categories of training and educational programs: (1) Basic computer and internet, and (2) workshops and seminars.

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

Computer for Everyone series: Our target audience is people with no or very little experience in computer usage. The Duration is six weeks per level.



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Beginner: basics of computer, how to open an email account, how to create/receive an email, how to send/view/listen to video/audio file, how to use basic software systems such as Windows (XP/Vista)

Intermediate: how to use computer system to communicate using Voice over IP, how to search, how to download/upload files.

Advanced: how to do advanced searches, how to install and uninstall application (audio/video software, anti-virus, etc);

Computer Hardware series: Our target audience is those who graduated from the Computer for Everyone series or having equivalent knowledge. The duration is six weeks per level.

Beginner: general knowledge about computer hardware and peripherals.

Advanced: how to fix general computer problems.

Computer for Work series: Our target audience is those working people who want to change jobs or learn how to be more efficient at their present job. The duration is three weeks per series.

Beginner: general knowledge about computers, MS Word: create resume, cover letter, brochures, flyers, etc; and Excel: create budget sheets, analyze and manage data, formulas, create forms/chart etc.

Intermediate: how to use office software including basic QuickBooks for bookkeeping and financial reports.

Advanced: how to fix work related computer problems how to perform online marketing, Basic Database (MS ACCESS): creating and working with a database, Tables, Queries, Forms and Reports; and Powerpoint.

Computer for Education series (K-12): Our target audience is K-12 students. There is a duration of three weeks per level. Upon completion of the course each K-12 student will receive a certificate of achievement. The curricula of this series will be developed in partnership with



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

Submitted Date: 3/15/2010 4:42:00 PM	Easygrants ID: 7111
Funding Opportunity: Public Computer Centers	Applicant Organization: BOAT PEOPLE SOS, INC.
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Alba Middle School to include specific broadband-based educational programs that children will encounter in school.

Beginner: General knowledge about computers and awareness of security and privacy problems.

Intermediate: Know how to protect oneself on the internet.

Advanced: Learn how to do educational focused research.

Computer for Education Series (Parents): Our target audience is parents of K-12 students. There is a duration of three weeks per level.

Beginner: general knowledge about computers and awareness of security and privacy problems.

Intermediate: Learn how to protect oneself and children on the internet.

Advanced: Learn how to support children with educational focused research.

(2) Workshops and seminars: These educational opportunities make use of the CTC to enhance instruction and practice. We will also 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, web design, typing tutor, video editing and online sharing applications, etc. One day subject series will also cover specific training requested by our project partners to enhance broadband skills of referred clients. Additional training and information will be provided on an as needed basis.

- Distance Learning. Target audience: Program specific. Distance learning will enable the local community to benefit from the training of language-appropriate issue experts located in other cities across the country, who would otherwise be unavailable to the local community. We will bring to Bayou La Batre workshops and seminars being offered under a variety of BPSOS programs targeted to both community members and social service providers at community-based or faith-based organizations. Topics will include: case management training for social workers,



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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?

- 12

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

- 1

F. Project Budget

Project Budget	
Federal Grant Request	\$461,539
Total Match Amount	\$115,491
Total Budget	\$577,030
Match Percent	20.0%

Projects Outside Recommended Funding Range:

The total project budget of \$461,539 reflects the decreased start-up time and costs that will be associated with launching the proposed CTC.

BPSOS and our partners are 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.



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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 less 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 CTC 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 the Southeast Asian faith-based organizations and businesses, our own programs and the programs of our partners, our existing means of mass and small media, and the database of Southeast Asian households compiled through disaster recovery case management. The leveraging of these existing resources and contacts will cut down on the costs to implement and sustain the project. For example, BPSOS' NEST capacity building project participants can use our CTC to provide services to our target population, thus reducing the number of BPSOS staff needed.

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. 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



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Applicant is providing matching funds of at least 20% towards the total eligible project costs?	Yes
Describe the matching contributions	<p>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.</p> <p>BPSOS – volunteer broadband trainers 10 hours/week x 4 volunteers = 40 hours/week x 52 weeks/year = 2,080 hours x \$20 per hour (monetary value per volunteer) = \$41,600 per year x 2 years = \$83,200</p> <p>BPSOS will contribute 30% of the Project Manager’s salary: \$12,000 in year one and \$12,600 in year two.</p> <p>BPSOS – in-kind contributions 50% of the office supply costs in year two: \$540 (\$90 x 12 x .5) 50% of the monthly subscription costs in year two: \$1,200 (\$200 x 12 x .5) 70% of the printing/copying costs in year two: \$462 (\$55 x 12 x .7) 80% of the rent and utilities costs in year two: \$5,280 (\$550 x 12 x .8) 70% of the postage costs in year two: \$210 (\$25 x 12 x .7)</p>
Unjust enrichment	N/A
Disclosure of federal and/or state funding sources	N/A

Budget Narrative	
Budget narrative	<p>Personnel Project Director: \$80,000 x 30% = \$20,000 for year one. \$80,000 x 25% x 5% salary increase = \$21,000 for year two salary. Project Manager: \$40,000 x 100% = \$40,000 for year one. \$40,000 x 100% x 5% salary increase = \$42,000 for year two salary. The total</p>



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	<p>salary for the Project Manager is \$52,000, 70% of which will be covered by requested funds. CTC Trainer: $\\$37,000 \times 100\% = \\$37,000$. $\\$37,000 \times 100\% \times 5\%$ salary increase = \$38,850 for year two salary.</p> <p>Fringe Benefits Our fringe benefit rate is 25.4% of salary, per our NICRA with FEMA. With a salary subtotal of \$198,850, fringe benefit costs for this project are \$50,508 ($\\$198,850 \times .254$).</p> <p>Travel BPSOS requests \$1,010 for year one travel. Staff travel related to CTC set-up and ongoing support will be reimbursed. BPSOS requests \$505 for year two travel. This reimburses 3,000 miles calculated \$.505 per mile. ($3,000 \times \\$.505 = \\$1,515$).</p> <p>Supplies BPSOS will purchase one Screen for the CTC at \$1,600, and ten desktop computers at \$950. Each computer will have LCD monitors, speakers, and webcam at \$250 each. Headsets and microphones cost \$50 per computer. We will purchase one printer/scanner for \$225 A Professional Camcorder and Tripod will be purchased for \$2,500. Microphones and speakers for the instructor will cost \$500. Networking Technology will be purchased for \$350. Cables for each computer will be purchased for \$10. Software will be purchased for each computer at \$1,800 each. Each computer will also have software re-imaging at \$300 + \$25 per computer. Small hardware will be purchased for each computer at a cost of \$60, and will include power extensions, projector stands, etc. We will also purchase 10 new tables for \$300 each and chairs for \$80 each. We will purchase four alternative larger-than-standard keyboards for \$120 each and four BigTrack Trackballs for \$70 each. Finally, we will purchase a wheelchair ramp at \$750 to comply with ADA regulations. We request \$90/month for office supplies, 50% of which will be covered by requested funds in year two.</p> <p>Contractual</p>
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	<p>Sub-contracted amounts for each agency cover staffing, overhead, broadband and broadband-related equipment. Subcontracted amounts for each agency are as follows: IT Contractor: \$16,000 Bayou Clinic: \$10,014 Alba Middle School: \$90,000 Other Our broadband subscription is calculated at a one time fee of \$300. The monthly subscription will cost \$200, 50% of which will be covered by requested funds in year two. We have budgeted \$55/ month for printing/copying, 30% of which will be covered by requested funds in year two. Rent is calculated at \$550 per month. For year one, we are requesting \$6,600 (\$550 x 12) to cover the complete rent amount. For year two, we are requesting \$1,320, which represents 20% of the total rent amount. We have budgeted \$25/month for postage, 30% of which will be covered by requested funds in year two. Indirect Costs Indirect charges are calculated at 19.10% of salaries.</p>
Budget reasonableness	<p>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 CTC equipment.</p> <p>Budgeted CTC 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 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.</p> <p>Like staff time, the CTC equipment is 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 CTC items. Upon award,</p>



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	<p>we will reevaluate the budgeted costs to ensure that all supplies which are bought are offering the highest value for the project.</p> <p>Other costs, such as travel and rent, have been calculated on the basis of our current costs and past experiences.</p> <p>We believe that our budget is reasonable for the services to be provided.</p>
Demonstration of need	<p>We need a 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, our unaudited financial statements show a deficit of \$347,868 for 2008, and our internal balance sheet shows \$405,753 in deficit for the first six months of 2009.</p> <p>Specifically, this proposal will help BPSOS sustain staff critical to implementing services, help Alba Middle School secure resources to provide services that they could not otherwise afford, and support broadband service for Bayou Clinic.</p>

Funds to States/Territories

States	Amount of Federal Grant Request
Alabama	461,539

Funds to States/Territories Total: \$461,539

G. Historical Financials

Matching Funds			
	2007	2008	2009



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Revenue	7,118,684	593,003	0
Expenditures	7,711,687	6,096,607	0
Net Assets	2,560,214	1,791,002	0
Change in Net Assets from Prior Year	593,003	408,189	0
Bond Rating (if applicable)	0	0	0

H. Public Computer Center Summary

Jobs	
How many direct jobs-years will be created from this project?	3
How many indirect jobs will be created from this project?	0
How many jobs will be induced from this project?	0

Methodology used to estimate jobs:

Three jobs will be save through this proposal. BPSOS currently has three staff members that will be supported by this funding if awarded.

Proposed # of Public Computer Centers	
Schools (k-12)	0
Libraries	0
Medical and Healthcare Providers	0
Public Safety Entities	0
Community Colleges	0
Public Housing	0
Other Institutions of Higher Education	0
Other Community Support	1



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Organization	
Other Government Facilities	0

Total Proposed Public Computer Centers 1

Current Total Persons in Service Area 3500

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
Total Proposed # of Persons Served per 120-hour Business Week	23
Total Current # of Persons Served per 48-hour Weekend	0



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Total Proposed # of Persons Served per 48-hour Weekend	0
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Broadband Workstation Summary	
Number of Current Workstations proposed to be upgraded	10
Total Current # of Broadband Workstations	6
Total Proposed # of Broadband Workstations	10
Average Current Facility Broadband Connection Speed	6.00 Mbps
Average Proposed Facility Broadband Connection Speed	10.00 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.

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



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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.

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;



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- 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 Vietnamese Library Online;
- Advertise CTC courses and services using small media, word of mouth among Southeast Asian 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 Southeast Asian 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;
- Transition from federal funding to generated income;
- Conduct final evaluation of project performance.

Challenges and risks:



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The identified challenges and risks include:

(1) Limited Literacy: Though many of the computer applications will be available in languages 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, Cambodian and Laotian families are even more likely to live below the poverty line and struggle to attain self-sufficiency than other families in this already impoverished area. 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.

Yes

- Desktops for students
- Notebook for instructors
- Headset/microphone, webcam for each computer
- NETGEAR JGS524 router/switch, 24 ports;
- NETGEAR GS105 switch, 5 ports;
- TRENDnet TEW-637AP



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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

The proposed activities will take place at BPSOS' office in Bayou la Batre. Activities will also take place at Bayou Clinic and Alba Middle School. Bayou Clinic is currently finishing the construction on a new facility where the proposed activities will take place.

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



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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?

No

K. Environmental Questionnaire – Part 2

Project Description

None of the project facilities require construction before the project can begin.

Property Changes

N/A

Buildings

N/A

Wetlands

N/A

Critical Habitats

N/A

Floodplain

N/A

Protected Land

N/A



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Coastal Area

N/A

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	David Pham Resume.doc	Schaffner, Jessica	03/15/2010
Management Team Resumes and Organization Chart	Grace Scire Resume.doc	Schaffner, Jessica	03/15/2010
Management Team Resumes and Organization Chart	CTC - BLB Management Chart.doc	Schaffner, Jessica	03/15/2010
Government and Key Partnerships	CTC-BLB LOC (Bayou Clinic 3-14-10).pdf	Schaffner, Jessica	03/15/2010
Government and Key Partnerships	CTC-BLB LOC (Alba Middle School 3-12-10).pdf	Schaffner, Jessica	03/15/2010
Historical Financial Statements	3. Historical Financial Statements.pdf	Schaffner, Jessica	03/15/2010
Public Center Detail	Copy of 4. PCC Detail Template (BLB).xls	Schaffner, Jessica	03/15/2010
Detailed Budget	5. Detailed Budget	Schaffner, Jessica	03/15/2010



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	Template (BLB)(FINAL).xls		
BTOP Certifications	6. BTOP Authentication and Certifications.pdf	Schaffner, Jessica	03/15/2010
SF424 Budget (A or C)	SF424A - Bayou La Batre.pdf	Schaffner, Jessica	03/15/2010
SF424 B and D Assurances	8. SF424B.pdf	Schaffner, Jessica	03/15/2010
Supplemental Information	Negotiated indirect cost rate (1-12-2009).pdf	Schaffner, Jessica	03/15/2010
Supplemental Information	IRS Determination Update (4-8-09).pdf	Schaffner, Jessica	03/15/2010