BRIDGING THE DIGITAL DIVIDE IS AN ECONOMIC JUSTICE ISSUE

We entered the 21st Century with two indisputable facts. First, computer technology, computer use and the internet have become essential to our ability to take advantage of educational, occupational, economic, political, and social opportunities. Second, a so-called digital divide exists in the U.S.A. today; a divide based primarily on income but also on education and race/ethnicity. The continued existence of this digital divide has the potential to create a two-class society and erode our nation’s democratic ideals.

The lack of computer use and Internet involvement serves to shut members of our target populations out of the better job opportunities, limits their knowledge of current information regarding health and nutrition, and limits their ability to access other community services. In short, Closing the Gap is about economic justice. That is why we chose to inaugurate the program last January 15th on Dr. Martin Luther King Jr.’s birthday. We see this program as a continuation of his legacy, especially his concern for economic justice for all.

We are honored by Coretta Scott King’s visit to our community and are publishing the first issue of The Monitor in commemoration of her visit. By her continued commitments to the goals of the Civil Rights Movement she provides all of us with inspiration and by her dedicated life she serves as a powerful role model.

What is “Closing the Gap”

A program that started as an effort to find a way to make today’s technology available to individuals in transitional housing situations. Recognizing that computer access and skills had the potential to increase employability for adults, students could also use computers for school

(Continued on page 2)

Inside this issue:

Meet the Staff 2
How to reach us 2
From the Director 3
Graduates through March 2001 3
Unique Benefits of Participation 3

Additional Resources:

- Lansing area information on housing, general assistance and many Lansing area programs (www.cacvoices.org)
- Lansing Community College (www.lansing.cc.mi.us/ces)
- Michigan State University (www.msu.edu/home/text)
- New Horizons Computer Learning Center (http://216.177.67.196/reit RETRDRET welcome.aspx)

Visit our web page!!! www.closethegap.freewebsites.com
Meet the Staff...

Marcus Jefferson, Director
Marcus served as the Program Director of the Boy's & Girls Club of Lansing in the 1980's before becoming the Director of Computer Programming for the Impression 5 Science Museum. He was first involved with the Black Child and Family Institute coordinating their after school program. He had also been a computer instructor at several public and charter schools before holding a position as a computer consultant and instructor with New Horizons Computer Learning Center. Marcus earned a Bachelor of Science degree from Davenport College and a Bachelor of Arts from MSU in Business Administration and Public Administration.
We are glad to have Marcus working with our partners, benefactors, agencies, students and many volunteers.

Mary Fisher, Administrative Assistant
Mary is a graduate of the Closing the Gap pilot program. She has continued to enhance her computer skills by taking classes at New Horizons Computer Learning Center. Mary's enthusiasm for the program and her support of the students is inspiring. Mary is making every effort to schedule people in classes as soon as openings are available.

(Continued on page 4)

Bridging the Digital Divide is an Economic Justice Issue

(Copied from page 1)

assignments. Over the course of more than three years, a small idea gained momentum and resulted in the Closing the Gap Program.
An independent organization, working under the umbrella of the Black Child and Family Institute, the program consists of four classroom sessions lasting 2 1/2 hours each addressing the technology available today.
The program target population includes Head Start parents; families in transitional housing; residents of Lansing area public housing; graduates of English as a Second Language programs; the unemployed and underemployed; residents of homeless shelters and participants of Works First; Lansing Area Neighborhood Work Centers; Michigan Works! Job Center; Capital Area Literacy Coalition
Even though the program has grown significantly, the end goal remains the same—to make today's technology accessible to every one regardless of their economic situation. Through the support of numerous local businesses, educational institutions and social agencies, we will "leave no one behind" and enhance the workforce of our community.

HELP US CLOSE THE GAP!

1. Donate a computer with a Pentium processor, or help us find a whole bunch of them! Know a business or office that's upgrading?
2. Volunteer as an Instructor, Coach or help prep donated computers.
3. Help us pay for component computer parts or find a corporate sponsor.

Call Mary Fisher or one of the staff at 485-7581
From the Director...

It’s hard to believe what has been accomplished in a few short months. To date, forty-five individuals have completed our program and we have a waiting list of over 200 who are interested in future classes. All classes are held at the Black Child and Family Institute. Currently we have been offering both afternoon and evening classes. The schedule for the summer is in the planning stage.

In order to recognize those involved in the first phase of the program, we held a potluck dinner for graduates, trainers, volunteers and their families. With over 60 people attending, we deemed the idea a success and decided to host a Graduation Potluck on the third Friday of each month from 6-8 pm in the gymnasium at the Black Child and Family Institute.

What a great opportunity to exchange ideas and make new friends.

Congratulations!
Graduates through March 2001

Abeer Abu Taleb
LaToya Allen
Trina Austin
S. Mahal Barkons
Stanley Bates
Marc Bunting
Edwyna Conner
Marilyn Craft
Melissa Cumpian
Mary Dungley
Cynthia Evans
Derek Evans
Jane Hanson
Victoria Holley
Andrea Husband
Jessica Inosencio
Angelita Jackson
Victoria Jackson
Natasha Jones
Elain Larson
Rachel Lewis
Barbara Lewis
Eula Martin
Kimberly Martin
Marla Mayers
Donna McWatters
Shemekia Milton
Barbara Morris
Melody Nails
Dawn Olivas
Nedar Sams
Charity Summers
Deborah Wargowsky

Program Completion Brings Unique Benefit Options

Graduates of the Closing the Gap Program are entitled to several benefits.

- New Horizons Computer Learning Center is providing one day of training on a selection of programs ($225 value);
- Following an introductory Internet training session, the graduate is provided with one year of free internet service;
- Access to the Citrix/Compaq Server at the Lansing Library and Information Center is also available
- Lansing Community College is developing a 6 credit competency based program offering training for entry level computer jobs. This program will be available to graduates later in 2001. Credits earned may be used as part of an Associate Degree at LCC.
- Several resources available through Lansing Community College to aid in pursuit of scholarships, grants, loans and career advice.

Closing the Gap

Board of Partners
Ernie Boone, Director, Black Child & Family Institute
Kathy Johnson, Lansing Library & Information Center
Douglas Klein, Work First Program, Lansing Community College
John Linenfelser, New Horizons Computer Learning Center
Carolyn McCarthy, Network & Technology Training, Lansing School District
John Melcher, Urban Affairs Center, MSU
Carol Siltowski, Continuing Education, CACS Head Start
David Weiner, Assistant to the Mayor, City of Lansing

Ex-officio:
John Dugly, Greater Lansing Housing Coalition, Chair
Michelle Baird, Information Technology Solutions, Chair, Production Team

Benefactors:
EDS
IBM
Citrix Systems, Inc.
Edgewood United Church
David Walker Research Institute, College of Human Medicine, MSU
Gannett Foundation, Lansing State Journal
W. K. Kellogg Foundation
The Presbyterian Church of Lake Michigan
The Okemos Presbyterian Church
Lansing Area Community Trust Fund
Greater Lansing Housing Coalition
Information Technology Solutions

Computer Donors:
Baker College
City of Lansing
EDS
Old Kent Bank (Community First Bank)
Thomas Cooley Law School
Detroit School of Law, MSU
Delta Dental Plan of Michigan
Meet the Staff...

(Continued from page 2)

Sharon L. Courtland, Trainer, Computer Lab Instructor
Sharon is not only a trainer and computer lab instructor for Closing the Gap, she also teaches computer literacy classes for the Black Child and Family Institute. Sharon has been part of the Lansing community for 15 years and holds a Bachelors degree in Business Administration and an Associates degree in Microcomputer Management. She is currently working toward completing a Bachelors degree in PC Management and Networking. As you can see, her knowledge of computers is a great benefit to all of us.

Elizabeth Carreon, VISTA Volunteer Trainer
Working with us as a VISTA Volunteer, Elizabeth is fluent in Spanish and has worked as a Spanish teacher and as an interpreter for the court system. In addition to her time in the classroom, Elizabeth spends much of her time as a mother to two young children. She received her computer training from Career Quest and enjoys assisting people in the discovery of computer technology.

Kelly Tomlin, VISTA Volunteer Trainer
Kelly also trained at Career Quest and is Microsoft Office Certified. She is currently in the process of taking the examinations leading to Microsoft A+ Certification. Kelly has volunteered in many capacities at the Cristo Rey Community Center and also spends much of her time with her three children. She is looking forward to helping others develop expert computer skills.
‘Closing the Gap’ part of MSU Center for Urban Affairs Summer Institute

Staff Makes Presentation

Closing the Gap Executive Director Marcus Jefferson and AmeriCorps VISTA volunteers Mary Fisher and Victoria Jackson gave leadership at Michigan State University in the July 10, 2001 Summer Institute, "Working Wired: Empowering Workforce Development in an Information Society." This was the fourth annual Summer Institute of the Michigan Partnership for Economic Development Assistance. Rex LaMore, Director of Michigan State University's Urban Affairs Center is the Project Director for this Partnership.

The presentation made by the staff at Michigan State University was on the “Underutilized Workforce: a session to examine models of helping underemployed people and people receiving public assistance with information technology (IT) skills.” Our staff shared this two-hour session with Dr. Mark Wilson of the Urban and Regional Planning Program of Michigan State University. Dr. Wilson reported on the results of a recent survey of how Michigan residents use Information Technology. Mark, Mary and Victoria described our program and its impact on the participants. John Duley gave a brief history of the development of the program. A "standing-room-only" crowd attended the session and many people spoke to our team afterwards showing appreciation for the programs uniqueness.

VISTA and Technology Conference

Mary Fisher and Victoria are graduates of the Closing the Gap Program. They received their Pre-

John Duley, Founder of Closing the Gap Program

service Orientation as VISTA workers at the National Conference of the Community Technology Network (CTCNet) in San Diego, June 14. They officially joined the staff on June 14.

Mary graduated in the second pilot program on November 16, 2000 and Victoria is a graduate of

(Continued on page 2)
Congratulations! Graduates through June 2001

Closing the Gap
835 W. Genessee
Lansing, MI 48915
Phone: 517-485-7581
Fax: 517-702-0175
Email: bridgingthegap@usa.net

Executive Director:
Marcus Jefferson
marcus_jefferson@lycos.com

Administrative Assistant:
Mary Fisher
bridgingthegap@usa.net

Office hours:
Monday thru Friday
10 a.m. to 6 p.m.

Maria Alexander
Gwen Allen
Carol Arens
Carmel Beasley
John Beebe
Barbara Bell
Jamie Bradbury
Sharon Brent
Debra Broemer
Ava Brown
Monica Burrel
Mayline Candelaria
Maria Carreon
Delores Chandler
Tina Clay
Brenda Collier
Robin Clark
Julia David
Evangelina Drane
Nicole Elliott
Carmen Ellison
Carmen Espinosa
Wa Yasak Ezabele
Mark Faust
Daisy Fountain
Heather Fraizer
Cassandra Glover
Elizabeth Gomez
Sylvia Gonzales
Sheila Graham
Shelly Gray
Rebecca Hart
Gary Hicks
Marie Hillard
Mary Ellen Hollway
Sarah Hunt
Michelle Husband
Stephen Kaechele
Brandy Kesson
Kesha Kirkland
Nicholas Kopicko
Tonja Knopf
Debra Lamoreaux
James Lindsey
Coire Luckett
Juanita Lykes
Frederick Marshall
Joyce Martinez
Benita Mata
Maria Matta
Angeline McCormick
Sharlene McDonald
Iva Miller
Pamela Miller
Conithra Minor
Linda Munchbach
Clarissa Newton
Gloria Perez
Betty Perkins
Tonya Perry
Vercie Pettigrew
Dorothy Picard
Mellissa Polletti
Amy Reyes
Hazel Robertson
Doma Schimberg
Felicia Scott
Carolyn Siefert
Heather Smith
Mark Spinning
Maria St Peter
Caroline Stevenson
Diane Strong
Debbie Summers
Billey Swanson
Lori Tanto
Rosie Terry
Stacey Tomlison
Latrena Townsend
Angela Trevino
Emma Va
Delores Washington
Kelly Wojack
Nancy Wright

The Monitor is published Quarterly
Crystal Collins, Editor

You Can Help ‘Close the Gap’!

1. Donate a computer with a Pentium processor, or help us find a whole bunch of them! Know a business or office that’s upgrading?

2. Volunteer as an Instructor, Coach or help prep donated computers.

3. Help us pay for component computer parts or find a corporate sponsor.

Call us at (517) 485-7581

Page 2

‘Closing the Gap’ part of MSU Center for Urban Affairs Summer Institute

(Continued from page 1)
the first official workshop in February 2001. They have been volunteering and receiving training from the New Horizons Computer Learning Center ever since they completed the Port of Entry Workshops.

Mary and Victoria were joined at the conference on June 15-17 by Marcus, Liz Carreon, VISTA worker and Instructor; Sharon Courtland, Instructor and Support Staff; and two members of the Board of Partners, John Linenfelser of the New Horizons Computer Learning Center, and Darrell Miller, Chair of our Production Team and Network Administrator of the Cooley Law School. This team brought many insights and suggestions for further development of our program back from the conference and reported to the Board of Partners on June 22.

Founder Receives Leadership Award

During the Institute Luncheon, the 4th Annual Michigan Partnership for Economic Development Award for Outstanding Leadership in Community and Economic Development was presented to the founder of Closing the Gap Program, John Duley.

John's desire to broaden the access to technology to allow increased skills and therefore improved employment opportunities started as a small scale plan that eventually grew into today's program. His continued involvement in pursuit of funding, partnerships, staffing and development is an inspiration to all who have had the opportunity to learn of his drive and passion and the possibilities available to the community. Congratulations John!
Mary Fisher, A Success Story

If you ask Mary Fisher how she's doing, be prepared to hear how wonderful things are for her. That wasn't always the case. Mary was born in Charlotte, MI but spent a lot of time with friends in the Lansing area. Her was not an easy life.

Mary has always tried to help others work within the “system” by helping complete paperwork, providing transportation or child care, making people aware of agencies and programs that were available to help them. She knew of many of these agencies and programs because she'd been there herself years before, only there are a lot more opportunities now than there were in the early 80's.

In August 1996, her first grandchild, Alexzia arrived. Unfortunately, at sixteen her daughter was not ready for the role of mother so, with her daughters' permission Mary assumed the role full-time and eventually got Alexzia enrolled in Head Start. As a volunteer at the school, Mary agreed to be on the Charlotte Head Start Council and ended up Chairperson. Head Start sends all chairpersons to training. At that training, an interest in the Head Start Policy Council lead to a breakfast meeting where she met John Duley. John was there to make a presentation regarding the dream of ‘Closing the Gap’, computer training and free computers. When he mentioned a need for volunteers to be a pilot class, Mary recognized the opportunity and was the first to sign up. She had some limited data entry experience but no computer skills and no resources to learn. This sounded like just what she was looking for.

And she was right! Not only did she learn how to use a computer but she also learned what's inside and how it all works. The skills she learned not only increased her knowledge but it increased her confidence as well, and her enthusiasm for the ‘Closing the Gap’ program.

When ‘Closing the Gap’ was launched officially in January 2001, Mary was there to volunteer—in whatever was possible. Looking to Marcus Jefferson as her mentor, Mary’s office knowledge, skills and confidence while volunteering, continued to increase. She has had access to job opportunities that she never dreamed of before. She has worked for a time in the office for a construction company (they relocated to another city), and as a job coach at Peckham Industries working with the mental and physically challenged—all the time continuing to volunteer with the ‘Closing the Gap’ program.

Over the past several months there have been several changes one of them was Mary joining the program officially as an AmeriCorp VISTA Volunteer assigned to ‘Closing the Gap’ as a computer technician, in a ceremony in San Diego on June 14. She has been instructing classes, coordinating volunteers and handling enrollment. If you’ve spoken to anyone on the phone at ‘Closing the Gap’, it was probably Mary. She knows what’s going on and is learning more every day.

Mary’s life hasn't been easy. But when she looks at where she is today, she says that the struggles of the past are what made her strong and allowed her to be doing what she's doing today. She believes that God has led her here to be an example and advocate for others who choose to improve themselves and turn their lives around. God isn't going to do it for you, you need to use your strength, surround yourself with good people and keep a positive attitude and like Mary, you can be at the best part of life ever. Age is not a factor, anybody can do it. Call Mary and she'll confirm it for you...in English or Spanish.
Volunteer Opportunities

- Do you have an interest in computers and today's technology?
- Do you like to help others learn what they can do with a computer?
- Do you like to tinker with computer hardware?

If you answered YES to any of the above questions, you may be just the person we're looking for! Closing the Gap is seeking volunteers to be Classroom Instructors, Classroom Coaches, and Equipment Troubleshooters.

**Classroom Instructors** use prepared material. Class size is limited to eight students. Classes are days or evenings. We will work with your schedule.

**Classroom Coaches** work with students in the classroom helping them work on in class assignments on the computer.

**Equipment Troubleshooters** evaluate and prepare donated computers and parts for usability and ensure each class has necessary equipment.

Call 485-7581 for more information or visit [www.closethelgap.freewebsites.com](http://www.closethelgap.freewebsites.com) for a volunteer application.

I Want to Help!

The cost of upgrading one computer for Closing the Gap is $200. Please accept my donation to upgrade ________ computers.

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$200</td>
</tr>
<tr>
<td>2</td>
<td>$400</td>
</tr>
<tr>
<td>3</td>
<td>$600</td>
</tr>
<tr>
<td>4</td>
<td>$800</td>
</tr>
<tr>
<td>5</td>
<td>$1000</td>
</tr>
<tr>
<td>6</td>
<td>$1200</td>
</tr>
<tr>
<td>Other</td>
<td>$________</td>
</tr>
</tbody>
</table>

Please contact me:

- [ ] I would like to volunteer.
- [ ] I would like to donate hardware
- [ ] I would like information on donating Windows 95 licenses.

Name ____________________________________________________________
Address _________________________________________________________
City/State/Zip __________________________ Phone __________ Email ___________

Make Checks payable to: **Closing the Gap at BCFL**

Mail to: **Closing the Gap**
**835 W Genesee**
**Lansing, MI 48915**
Quarterly Highlights

- Closing the Gap staff and two Board members attended the National Community Technology Center Network Conference in San Diego, CA in June.
- Grant received from the Capital Region Community Foundation for $2000.
- Grant received from EDS (Electronic Data Systems) for $10,000.
- Contract with City of Lansing: Economic Development Initiative-$30,000 for the fiscal year 2001-2002.
- Contract with Data Democratization Committee: Ingham County Health Department-$37,000 for the purchase and distribution of computers and training of staff.
- Contract with WorkFirst, Eaton County Intermediate School District: Client training in basic computer skills.
- Additions to staff of AmeriCorp VISTA volunteers: Mary Fisher as computer technician and Victoria Jackson as an assistant instructor.
- Started training workshop for classroom volunteers and potential volunteers, on the fourth Saturday of each month from 10 am-1 pm at the Black Child & Family Institute, to familiarize them with class format and expectations of volunteer coaches in the classroom.
- Graduated 84 individuals to the next phase of their journey in Closing the Gap.

FREE Public Computer Classes offered at the CADL Computer Center

The Capital Area District Library is offering FREE computer classes to the public in their new Computer Center. The Computer Center is located on the 2nd floor of the Main Library at the corner of Capitol Ave. and Kalamazoo St. in Downtown Lansing.

The classes offered and the schedule changes each month.

Past classes have included Beginning Computing; Introduction to the Internet; Word Processing Basics; Surfing the Net; Job Searching on the Internet; Creating a Resume and Cover Letter; and Introduction to the Internet for Seniors. Classes are generally about two hours and are offered days, evenings and Saturdays.

All classes are FREE but space in the Computer Center is limited so you must register for each class in advance.

For more information regarding upcoming classes or to register for any class offered, stop by the Computer Center on the 2nd floor of the Main Library or call the Computer Center at (517) 367-6356.

Closing the Gap

Board of Partners
Ernie Boone, Director, Black Child & Family Institute
Kathy Johnson, Lansing Library & Information Center
Douglas Klein, Work First Program, Lansing Community College
John Linenfelser, New Horizons Computer Learning Center
Carolyn McCarthy, Network & Technology Training, Lansing School District
John Melcher, Urban Affairs Center, MSU
Carol Siltowski, Continuing Education, CACS Head Start
David Wiener, Assistant to the Mayor, City of Lansing

Ex-officio:
John Duley, Greater Lansing Housing Coalition, Chair
Darrell Miller, Thomas M. Cooley Law School, Client Services Manager, Production Team Chair

Benefactors:
Compaq Computers
EDS
IBM
Citrix Systems, Inc.
Edgewood United Church
David Walker Research Institute, College of Human Medicine, MSU
Gannett Foundation, Lansing State Journal
W. K. Kellogg Foundation
The Presbytery of Lake Michigan
The Okemos Presbyterian Church
Lansing Area Community Trust Fund
Greater Lansing Housing Coalition Information Technology Solutions

Computer Donors:
Baker College
City of Lansing
EDS
Old Kent Bank (Community First Bank)
Thomas Cooley Law School
Detroit School of Law, MSU
Delta Dental Plan of Michigan

Page 5
Meet the Staff...

Victoria Jackson

Victoria Jackson graduated from Michigan State University with a Bachelor of Science degree in Family and Child Ecology. Her family has and continues to be involved in community service work such as: women with children; homeless shelters; and Head Start. A graduate of the Closing the Gap program, she has gone above and beyond the call of duty. Now a VISTA volunteer, she fills the roles of Administrative Assistant, Technical Support and computer instructor. Victoria is the mother of two children, of which she values as her most important assets! She has completed both VISTA and CTCNet training. Her next goal is to complete the A+ certification on computer systems.
‘Closing The Gap’s’ Giant Corporate Partner

Mark McManus Sr., Founder of New Horizons Computer Learning Centers of Michigan, one of the ‘Closing of the Gap’s’ Board of Partners, has been instrumental in facilitating acquisition of computers donated to the program through its giant client base. New Horizons is currently the sole computer applications trainer for ‘Closing the Gap’ graduates and has served in that capacity since the organization started its pilot training program in August 2000. New Horizons also trains ‘Closing the Gap’ staff and the Citrix Server Administrator at the Capital Area District Library.

In March 1985, Mark McManus Sr. started a company he named Computer Training & Support Corporation (CTSC). The initial business plan for this company was to provide computer training to corporate employees on the emerging personal computer platform. Unfortunately, that business plan did not prosper because the use of the personal computer had not yet reached the level that could sustain a profitable business. A backup business plan was put in place and CTSC grew to become a very successful “contract services” business providing qualified IT (information technology) personnel to the automobile manufacturers on short-term assignments. Even though the company had grown to over 150 employees by 1990, Mr. McManus was still very interested in his original business concept, to provide software training to the corporate employees in the Michigan market.

In 1990, McManus began selling Apple computer training in the Detroit market as a separate division within CTSC starting with 2 (two) open enrollment classrooms in Northville. Through industry contacts, McManus was introduced to Michael Brinda in southern California who had been running an independent computer training company called New Horizons Computer Learning Center. In order to meet the market demand in 1991, it was important to have all the tools necessary to capture the computer training market.

(Continued on page 2)

Inside this issue:

Meet the Staff 2
April—June 2001 Graduates 2
A Success Story 3
Volunteer Opportunities 4
Highlights 5

Additional Resources:

- Lansing area information on housing, general assistance and many Lansing area programs (www.cacvoices.org)
- Lansing Community College (www.lansing.cc.mi.us/ces)
- Michigan State University (www.msu.edu/home/text)
- New Horizons Computer Learning Center (http://216.177.67.196/retail/welcome.asp)

Visit our web page!!! http://closingthebodygapmi.org
Graduates July through September 2001

‘Closing the Gap’
835 W. Genesee
Lansing, MI 48915

Phone: 517-485-7581
Fax: 517-702-0175
Email: Info@closingthegapmi.org

Office hours:
Monday thru Friday
10 a.m. to 6 p.m.

Executive Director
Marcus Jefferson
director@closingthegapmi.org

Administrative Assistant
Victoria Jackson
admin@closingthegapmi.org

Database Manager
Sharon L. Courtland

Web Designers
Vene T. Yates
Janel Armstrong

VistaCorp Trainers
Elizabeth Carreon
Mary Fisher

Core Volunteers
Adam Meighen
Maj. Melvin Wilson
Yolanda Redman
Clarence Leslie
Phoenix Anteau

Tonette Adams
Abdullahi Allo
Angela Bordayo
Victoria Bordayo
Margaret Bragg
Rafael Cabrera
Ray Castelein
Benjamin Dean
Tiffany Dexter
Kenneth Doss
Danyal Edward
Falabia Edward
Wazhma Frotan
Angela Gardner
Marianne Gibson
Annie Green
William Hill
Michell Johnson
Steve Johnson
Allen Jones
Sue Kennedy
Connie Kwiek
Cynthia Marr
Gloria Marr
Cleo Marshall
Kimberly Martinez
Deena McClain
Sharmaine McIntyre
Diane Miller
Rosazella Phillips
Yolanda Redman
Bernard Redmond
Patricia Reed
Minnie Rouser
Annette Rucker
Peter Segac
Chiara Sims
Marshall Smith
Linda Thayer
Yolanda Valdez
Kenai Verser
Theatrice Verser
Yasmine Wauters
Houston Wilson

Congratulations!

‘Closing The Gap’s’ Giant Corporate Partner

(Continued from page 1)

and become a leader in the industry. Brinda had decided to franchise his business and McManus became the first franchise location in the world by buying the state of Michigan territory for $10,000. With that purchase, New Horizons of Michigan became an independent subsidiary of CTSC and in May 1992 was launched from its first 6-classroom facility in Livonia. Brinda provided a business plan, courseware and a promise of future locations throughout the United States that the Michigan franchise could use for the global Michigan corporations. New Horizons Worldwide now has over 280 franchises and company owned locations.

From that beginning in 1992, New Horizons of Michigan has expanded to 5 locations in Michigan (Grand Rapids, East Lansing, Livonia, Southfield and Troy). The company provides computer training to over 15,000 students each month through its 84 Michigan classrooms. It’s client list is a who’s who of Michigan corporations including worldwide contracts with Electronic Data Systems (EDS) and General Motors. This start-up computer-training center has grown to over a $30 million business and has provided a very large portion of the computer education to corporate employees in the state of Michigan. This education is one of the important pieces of the puzzle that has helped make those companies so very competitive in the world economy.

In 1996, McManus turned over the management of the company to his son, Mark McManus Jr. Through Mark Jr. and his able management staff, New Horizons of Michigan has been awarded the worldwide distinction of “franchise location of the year” for the past 5 years. John Linenfelsner, New Horizons Computer Learning Center Account Executive in the East Lansing office, has been instrumental in the creation of the ‘Closing The Gap’ program since its conception in 1997. Linenfelsner is chair of the Finance Committee as well as a member of the ‘Closing The Gap’ Board of Partners.
Using Volunteers in ‘Closing the Gap’ Program

We have been in operation for seven months and have graduated over 150 people from the program. In the course of starting up this program, refining the curriculum, training our staff and serving our graduates we have discovered the value of volunteers to the program. Some of our graduates have continued with us as volunteers, seeking to acquire more skill and training. They have been and are extremely helpful in the execution of the program. Their contributions have alerted us to the greater possibilities for the use of volunteers. There are several areas described below in which we could use additional volunteers. Training will be provided for all volunteers.

Port of Entry Workshop Program
Each donated computer has to be carefully checked to see if it has an adequate hard drive, enough memory, a working CD ROM, a sound card and the kind of modem it will accept. Any parts needed have to be ordered and, once received, placed with the computer before classes can begin. Volunteers could free up staff time for instructional preparation, graduate follow-up, and further training.

Computer Distribution and Training Program
We currently have a contract with the Ingham County Health Department to provide computers and necessary peripherals to residential facilities and other agencies serving low-income citizens. We have an agreement from the Data Democratization Committee of the Health Department to provide these facilities with factory rebuilt computers modified by our staff, and warranted for one year by Closing the Gap. Volunteers could help with the preparation and installation of these computers, and in training in the use of the CACVoices Information and Referral system.

CACVoices Information & Referral Orientation and Training Program
The Black Child and Family Institute also has a contract with the Ingham County Health Department for orientation and training on the use of “In Touch With Lansing” Information and Referral system for neighborhood groups and community organizations. Volunteers could be recruited and trained to assist in this program.

Specific Volunteer Opportunities:
- Preparing donated computers for workshops
- Leadership in workshops
- Preparing computers for the Computer Distribution Program
- Installation of computers in residential centers
- Training of CACVoices I&R system
- Instructors for Port of Entry Program

Consider being a CTG Volunteer. Contact our offices at 517-485-7581 for more details or visit our website at http://closingthegapMi.org for a volunteer application.

Ask Yourself...
- Do you have an interest in computers and today’s technology?
- Do you like to help others learn what they can do with a computer?
- Do you like to tinker with computer hardware?

If you answered YES to any of the above questions, you may be just the person we’re looking for!

Classroom Instructors use prepared material. Class size is limited to eight students. Classes are days or evenings. We will work with your schedule.

Classroom Coaches work with students in the classroom helping them work on in class assignments on the computer.

Equipment Troubleshooters evaluate and prepare donated computers and parts for usability and ensure each class has necessary equipment.
Financial Highlights

You Can Help ‘Close the Gap’!

1. Donate a computer with a Pentium processor, or help us find a whole bunch of them! Know a business or office that’s upgrading?

2. Volunteer as an Instructor, Coach or help prep donated computers.

3. Help us pay for component computer parts or find a corporate sponsor.

Call us at (517) 485-7581

It’s a reality that no organization can continue its existence without a budget. Paying attention to that budget is an ongoing, sometimes exciting, sometimes frustrating, but always interesting enterprise. For the year 2001, our first year of operation, we are working with an operating budget of $144,027. Of that budget, approximately $57,300 of income (40% of the total) will be from fees for service from the City of Lansing, the Ingham County Health Department and Michigan Works!

With expenses for personnel, component parts, operating system licenses and general office materials, where does the remaining 60% of the funds come from? Grants and other funding options are pursued continuously but a large portion of income comes from donations, both monetary and in-kind.

In-kind contributions this year equal $145,252 beyond our operational budget. The largest contributor, New Horizons Computer Learning Center, has provided a $225 gift certificate for classes to each of our graduates. That is over 1/2 of the in-kind total! In addition, we have received 350 computers and other services from our partners.

At a cost of more that $400 per participant, we could use your help. Won’t you consider a donation to ‘Closing the Gap’ as part of your charitable giving for this year? We are a non-profit organization that meets the guidelines for charitable donations. See the box at the left for donation information. Thank you.

I Want to Help!

The cost of upgrading one computer for Closing the Gap is $200. Please accept my donation to upgrade ________ computers.

<table>
<thead>
<tr>
<th>1 computer</th>
<th>2 computers</th>
<th>3 computers</th>
</tr>
</thead>
<tbody>
<tr>
<td>$200</td>
<td>$400</td>
<td>$600</td>
</tr>
<tr>
<td>4 computers</td>
<td>5 computers</td>
<td>6 computers</td>
</tr>
<tr>
<td>$800</td>
<td>$1000</td>
<td>$1200</td>
</tr>
</tbody>
</table>

Other donation __________________________

Please contact me:

☐ I would like to volunteer.

☐ I would like to donate hardware

☐ I would like information on donating Windows 95 licenses.

Name __________________________________
Address __________________________________
City/State/Zip __________________________
Phone ____________________ Email __________

Closing the Gap at BCFL

Make Checks payable to: Closing the Gap

Closing the Gap
835 W Genesee
Lansing, MI 48915
From the Director...

Another quarter has gone by and we have had 44 graduates this quarter. That's a total of 166 graduates since the beginning of the program! We are committed to "Closing the Gap."

With this in mind, we recently attended the National Conference of the Community Technology Center's Network (ctcnet) conference and came away with several ideas to enhance our program, such as broadening our target population to include youth, seniors, and the developmentally disabled, providing tax credits for Donor-Consumers Affairs Department, utilizing the State's discount through our non-profit status, requesting volunteers from area technical companies and foundations, consulting and training for non-profits through a non-profit member, and partnerships with local newspapers, radio, and television stations.

We still have a long list of participants waiting to attend our program, and we are dedicated to achieving our goal, which is "to leave no one behind." Your participation as either a volunteer or donor will get us that much closer to achieving this goal.

Marcus Jefferson
Executive Director

Closing the Gap

Board of Partners
Ernie Boone, Director, Black Child & Family Institute
Kathy Johnson, Lansing Library & Information Center
Douglas Klein, Work First Program, Lansing Community College
John Linenfelsier, New Horizons Computer Learning Center
Carolyn McCarthy, Network & Technology Training, Lansing School District
John Melcher, Urban Affairs Center, MSU
Carol Silkowski, Continuing Education, CACS Head Start
David Weiner, Assistant to the Mayor, City of Lansing

Ex-officio:
John Duley, Greater Lansing Housing Coalition, Chair
Darrell Miller, Thomas M. Cooley Law School, Client Services Manager, Production Team Chair

Benefactors:
EDS
IBM
Citrix Systems, Inc.
Edgewood United Church
David Walker Research Institute,
College of Human Medicine,
MSU
Gannett Foundation, Lansing State Journal
W. K. Kellogg Foundation
The Presbytery of Lake Michigan
The Okemos Presbyterian Church
Lansing Area Community Trust Fund
Greater Lansing Housing Coalition Information Technology Solutions

Computer Donors:
Baker College
City of Lansing
EDS
Old Kent Bank (Community First Bank)
Thomas Cooley Law School
Detroit School of Law, MSU
Delta Dental Plan of Michigan
Want to learn how to upgrade & troubleshoot your computer?

'Closing The Gap' is announcing open enrollment to the general public for a seminar for those who would like to learn how to computer upgrade and troubleshoot a personal computer. Class size is limited to 8 people and is planned for two consecutive Saturdays beginning mid-October.

1. Program cost $399 and involves:
   a. Hands on hardware installation.
   b. Loading of an operating system.
   c. Upgrading a computer that the participant takes home when completed.
   d. Sixteen hours of computer instruction.

2. What's included:
   a. A basic computer, including monitor, keyboard, mouse, modem, CD-Rom, and sound card.
   b. Windows 95 Operating System.

Further details are be available on our web site at http://closingthegapMi.org. Volunteers are being trained now to assist in this new program.

Send email to volunteer@closingthegapMi.org if you have an interest in gaining valuable computer knowledge while assisting us in the computer literacy program designed for the general public.
THE STRUGGLE FOR ECONOMIC JUSTICE GOES ON

By Marcus Jefferson, Director and John Duley, Secretary, Board of Partners

In August of 1967 Dr. Martin Luther King, Jr. spoke to the members and friends of the Southern Christian Leadership Conference on the 10th anniversary of the founding of the SCLC. The title of his speech was, "Where to We Go From Here?" That is also our theme as we celebrate the first anniversary of the existence of the Closing the Gap Program.

Senator Edward Kennedy, in his introduction to the speech, written for its publication in A Call to Conscience, The Landmark Speeches of Dr. Martin Luther King, Jr., calls our attention to an important factor. "Too often, when people look back on the Civil Rights Movement, they draw a false distinction between the issues of moral justice and economic justice. As Dr. King understood, we can never fully achieve one without the other. Even now, with the incredible moral force and the inspiration Dr. King provided, when we honor his memory, we too often forget that he was a champion of economic justice for all Americans."

"Unfortunately, much of Dr. King’s broad and powerful message is in danger of being left behind as new generations come to know him only through history and see him more as myth than as man. His life and great works are still relevant to the complex realities of today’s social problems, and if we allow the richness of his example to recede, we lose the opportunity to learn from him."

"...His great speech ("Where Do We Go From Here?") touches on many specific issues that are especially important today, such as economic (Continued on page 4)

Inside this issue:

Meet the Staff 2
October-December 2001 Graduates 2
Our Supporters 3
From the Director 5
Graduates Testimonials 6

Additional Resources:
• Lansing area information on housing, general assistance and many Lansing area programs (www.caavolices.org)
• Lansing Community College (www.lansing.cc.mi.us/ces)
• Michigan State University (www.msu.edu/home/text)
• New Horizons Computer Learning Center (http://216.177.67.196/realt/welcome.asp)
Graduates October through December 2001

Larrita Austin     Juanita Johnson
Rose Banks        Larry Johnson
Noelle Bowles     Patricia Johnson
Thomas Bradley    Phyllis Johnson
Dawn Brackins     Shameka Jones
Viola Briseno     Bobbie Lewis
Carlton Butler    Primo Lukuat
Patrick Cash      Jawhara Magen
Ronald Cerveny    Angela Matthieu
Ina Curbelo       Andrea Mauk
Leora Davenport   Richard McCauley
Anitress Duncan   Tina McLouth
Rosetta Evans     Cheree Merchant
Rebecca Fellows   Hassan-Lupa Miani
Jeanette Ferguson Dominique Miller
Kathleen Finlayson Terrence Miller
Monte Flagg       Michael Minor
Laura Forte       William Mitchell
Ledora Gary       Lottie Moore
Debra Gilmore     Pearlie Moore
Diane Greer       Linda Norris
Vertina Henderson Angie Olsen
Dody Hinton       Eunice Paige
Tiyah Isom        Francia Paulino
Shirley Jackson   Carmen Pearl
Geneva Johnson    Sandra Pemba
Rosie Perette
Darlene Rhodes    Tommy Riddle
Shannon Ruiz      Joanne Schumacher
Janice Sheffey    Patricia Smith
Emma Snipes       Tamesha Stewart
Catrease Thomason Rosshanda Todd
Shawn Townsend    Icy Verser
Jose Villa        Mary Ware
Carolyn Warfield  Earlee White
Eugene White      Ethel Williams
Kelli Wilson      Slacy Wilson
Teresa Yarborough

Congratulations!

FUND RAISING AND FOUNDATION SUPPORT UP-DATE

By John Duley

In response to our Fall Fundraising Campaign, we have received $4,380 in generous contributions from individual supporters. Our goal for contributions from individuals in support of next year’s budget is $10,125. We still have a couple of weeks before the end of the year. Thanks to all of those who have already responded to our request for support. If our request got buried under all the others you received at the end of this year, please dig it out and send it in!

The other good news is about foundation support. AT&T Foundation asked us to submit a request for operating fund support. We requested $5,000 and immediately received, not a notification that the request had been received, but a check for $5,000. Most Foundations issue requests for proposals (RFPs) for very specific projects that they are willing to fund. They may fund the proposal if you can convince them that once the term of the grant is over you will be able to continue the project. Operating expense support is a much greater gift.

The other good news is a grant made to Michigan State University. Ameritech is funding the training of our best graduates so that they can attain "A+ Core Hardware Service Technician" certification and thus be employable in the IT industry. Our partners at Michigan State University, Mark Levy, in collaboration with Tom Muth and Ronald Choura, of the Telecommunication Department submitted the proposal in coordination with us. It has been funded for $75,000 of the $85,000 total with the Telecommunication Department picking up the other $10,000.

The Grant proposal reads, "The Department of Telecommunication, in coordination with "Closing the Gap" will provide carefully selected adult learners (Continued on page 3)
Our Supporters...

**Individuals**
- Catherine Arrington
- Pamela Ballard
- James & Holly Bandfield
- Ian & Deane Barbour
- Harris & Katharine Beeman
- Andrea Belkin
- Andrew Blane
- Thomas & Jane Bobay
- Louis & Lori Brakeman
- Gus & Mary Breymann
- Kevin Bowling
- Ellen & Keith Camann
- Marquita Chamblee
- Ted Chavis
- Harold Clemetsen
- Crystal Collins
- Nancy Ann Conrad-Evans
- Kent & Eunice Creswell
- Neil & Elizabeth Cullen
- Ronald & Barbara Dorr
- Tom & Bette Downs
- Martha Duarte
- John & Betty Duley
- James & Lorraine Dyal
- Thomas & Nancy Edmiston
- M. Brennan Farrell
- Judith & Gavin Gardi
- Dwight Giles, Jr.
- Karl & Karen Gotting
- Bob & Lettie Green
- Susan Hensel
- Dale & Diane Herder
- Douglas & Ellen Hoekstra
- David & Chris Hollister
- Iris & David Horner
- Paul & M. Barbara Hurrell
- Mark Zidik & Michelle Baird
- Linda Jackson & Michael Murray
- Douglas & Katharine Johnson
- Harold Johnson
- Perry & Uyvonne Johnson
- Alan & Barbara Jones
- Douglas Klein
- Rev. James & Jean Kocher
- Ellen & Terry Link
- W.T. & M. Ellen Magee
- Judy Martin
- Donald & Grace Mathews
- Donald & Marjorie McIlvride
- Charles & Susan Millar
- Linda Minter
- Ronald & Betty Nelson
- Christy Nichols
- Milton & Sue Ann Powell
- Robert Quanbeck & Dawn Tommerdahl
- Margaret Rightmyer
- Pamela & Gordon Rohman
- Dr. William & Beverly Rogers
- Nicholas Royal
- William & Eldonna Ruddock
- Sheila & Leon Schafer
- Marilyn & Lance Shrefler
- Wayne & Barbara Scott
- Robert Lee Sigmon
- Timothy Stanton
- Charles Steinberg
- Almus Thorp
- Donald & Barbara Treat
- Geraldine & Robert Torp-Smith
- David & Beverly Wiener
- Wayne & Judy Wagoner
- James Wood
- Kent Workman

**Businesses & Organizations**
- AT&T
- Ameritech
- Baker College
- Citrix System, Inc.
- City of Lansing
- Community First Bank (now Fifth Third)
- David Walker Research Institute, College of Human Medicine, MSU
- Delta Dental Plan of Michigan
- Detroit School of Law, MSU
- EDS
- Edgewood United Church
- Gannett Foundation, Lansing State Journal
- Greater Lansing Housing Coalition
- IBM
- Lansing Area Community Trust Fund
- Paper Image Printing
- Presbytery of Lake Michigan
- Okemos Presbyterian Church
- Thomas Cooley Law School
- W. K. Kellogg Foundation

THANK YOU!

Fund Raising & Foundation Support Update

(Continued from page 2)

with the knowledge and skills required to earn the "A+ Core Hardware Service Technician" Certification. Closing the Gap has graduated more than two hundred fifty students. For most of these adult learners, the basic training in computing provides them with important skills to gain employment and/or continue their education. However, for the ten percent of the graduates who are the most computer-savvy and most highly motivated, the current program does not allow them to take the next step—to become an entry-level computer service technician.

"The program goal will be to train between fifty and one hundred graduates of the basic Closing the Gap program. At the end of the training period, participants will take the A+ exam, with the expectation that most if not all of the students will be certified.

"The Department of Telecommunication will work with Closing the Gap to identify students for a second and subsequent years training. Support for continuing the program is expected to come from departmental funds, volunteer efforts, and contributions from the Michigan Information Technology Industry."

Closing the Gap

**Board of Partners**
- Kathy Johnson, Lansing Library & Information Center
- Douglas Klein, Work First Program, LCC
- John Linenfelser, New Horizons Computer Learning Center
- Ryan Cisco, Technology Training, Lansing School District
- Carol Sitkowski, Continuing Education, CACS Head Start
- David Welner, Assistant to the Mayor, City of Lansing

**Officers**
- Ernie Boone, Director, Black Child & Family Institute, Chair
- John Melcher, Urban Affairs Center, MSU, Vice Chair
- Alan Suits, Suits Investments, Treasurer
- John Duley, Greater Lansing Housing Coalition, Secretary

**Ex-officio:**
- Darrell Miller, Thomas M. Cooley Law School, Client Services Manager, Production Team Chair

Help 'Close the Gap'!

- Donate a computer with a Pentium processor, or help us find a whole bunch of them! Know a business or office that's upgrading?
- Volunteer as an Instructor, Coach or help prep donated computers.
- Help us pay for component computer parts or find a corporate sponsor.

Make checks payable to:
CLOSING THE GAP AT BCFI

Call us at (517) 485-7581

**Page 3**
The Struggle for Economic Justice

(Continued from page 1) opportunity, community reinvestment, affordable housing and home ownership, and education."

As members of the Closing the Gap staff and of the Board of Partners, we strive to continue the struggle for economic justice for all. In this issue we catalog what we have been able to accomplish this year and share with you some of our dreams for our future work.

This year’s accomplishments are discussed on the inside pages of this newsletter. Here in this space we want to share with you our dreams for our future work.

Expansion of Port of Entry Workshops: We need to find a way to expand this program in an additional facility (possibly the Walter French building) and with additional staff. We still have a waiting list of over 200 applicants, which keeps growing. Since we can currently serve only 32 people each month some of these folks will have to wait 6 or 7 months to participate in the program. We will be seeking funds for this expansion.

Increasing Diversity of our Target Populations: We submitted a proposal to the U. S. Department of Education last Summer to fund an adaptation of this program to be offered to students-at-risk and their parents in three Middle Schools—Otto, Dwight Rich, and Pattengill. In all of these schools more that 50% of the students are at risk. This would be an after-school program for the students and an evening program for the parents in which the students would serve as coaches for their parents. The funding for this proposal was not approved but we are still seeking funds in cooperation with the Lansing School District and Bob Green. We would also like to be able to serve youth, veterans, the developmentally disabled, and the elderly. We will continue to seek funding to serve these populations.

Increase the Educational and Employment Opportunities of our Participants: In the coming year, as indicated elsewhere in this newsletter, we will be working with Michigan State University, College of Communication Arts and Science, Telecommunication Department in the A+ Core Hardware Technician Certification program.

We are also seeking, in partnership with Lansing Community College, funding for a Case Manager/Job Development Specialist to serve as a liaison between the Port of Entry Workshop graduates and the course in basic computer skills that will be offered in the late spring of 2002. Until the funding is secured, LCC is providing a person to serve part time in that capacity. This person will serve as an advocate and support person, working personally with all of our graduates to encourage their continued journey of training and education.

Replication for the Closing the Gap Program: In response to a request made at a recent Technology Conference in San Pedro, Puerto Rico, we will be offering an on-line starter kit for those organizations wishing to start a Closing the Gap Program in their communities. This will further shrink the Digital Divide and secure additional revenue for our program.

Increase the Size of the Board of Partners: We will be seeking additional partners to work with us in expanding the reach of this program and its support.

Increased Fees for Services Revenue: During 2001 we raised over 40% of our income through services we are providing for various agencies, businesses, and governmental units. We intend to increase the extent of this support during 2002 to over 50%.

From the Desk of Mayor David Hollister, City of Lansing

I want to congratulate the staff and the Board of Partners of the Closing the Gap Program on the first anniversary of this outstanding program. I am particularly impressed with the number of Work First Clients and Head Start Parents in the program. The training, access to the Internet, and computer ownership provided by the Port of Entry Workshops are absolutely essential to the full participation of these folks in the work force, the utilization of the Information and Referral Systems on Community Voices, and the education of their children. I am especially pleased with the training program being undertaken for Ameritech by the Partnership between Michigan State University Telecommunication Department and the Closing the Gap Program. The Lansing Community College course being offer for the first time this Spring, the free training offered by the New Horizons Computer Learning Center, and the training opportunities being offered through the Lansing Library and Information Center and the Black Child and Family Institute provide a rich number of pathways to computer skills.

We count the Closing the Gap program as a vital partner in our major thrust in the area of technology during this coming year.
From the Director... Marcus Jefferson, Executive Director

As the Closing The Gap Program nears its first year anniversary, I would like to thank our Board of Partners, Staff Members, Benefactors, Volunteers and those who have donated money or equipment to the program. Without the help of all of you, we could not achieve so much in such a short period of time.

First 11 months:
Over 250 low-income families or individuals have:
- Graduated from the Port of Entry Workshops,
- Own their own computers,
- Have a year of free access to the Internet, and
- Have received a gift certificate for a day of professional software training at New Horizons Computer Learning Center.

Among the graduates are:
- 85 Head Start Parents
- 82 Work First Clients
- 87 low-income individuals or families including residents in the VOA Veterans’ Transitional Housing Program.

Work Force Improvement: We are improving the workforce in the Lansing area through our work with Work First Clients. Eight to 20 Work First Clients are given a basic introduction to computer use and resume development each week at the Michigan Worksite Center. One half of the participants in the Port of Entry Workshops are Work First clients.

The program improves the workforce through Head Start parents in four ways:
- Preparation of Head Start parents for entry level employment using computers and encouragement to pursue further education and training,
- Providing their children with ownership of a computer at home,
- Equipping the parents to utilize the e-mail/Internet access to teachers that will be provided by the Lansing School District, thus enabling them to be informed and supportive of their children’s academic progress,
- Training Head Start parents to access and use the Information and Referral service of CACVoices and In Touch With Lansing.

We are in partnership with Lansing Community College to seek funding for a liaison person between the Port of Entry Workshop graduates and the course in basic computer skills that will be offered in the late spring of 2002. This course will be available to Work First clients on a 30-hour per week basis and will lead to entry-level employment in businesses requiring computer skills. Until the funding is secured, LCC is providing a person to serve part time in that capacity. This person will serve as an advocate and support person, working personally with all of our graduates to encourage their continued journey of training and education.

We have a partnership with the Michigan State University Telecommunication Department in a joint project for Ameritech; training our most computer savvy graduates to earn an A+ Certification. The grant has been made and the program will begin January 18, 2002.

Other Training: We are providing orientation and training on the use of the Capital Area Community Voices Information and Referral system on the Internet to the members of grassroots community organizations.

We are distributing computers and the necessary peripherals to, and training for the staffs of Residential Facilities so that the residents can know about, be able to access, and use the Information and Referral System of CACVoices and In Touch With Lansing.

Foundation and Community Support: We have received grants from Kellogg, EDS, AT&T, The CITRIX Charitable Donation Program, The SBC Foundation (Ameritech), The Capital Area Community Foundation, The Lansing Area Community Trust Fund, Okemos Presbyterian Church, The Presbytery of Lake Michigan, Edgewood United Church, the Covenant Association of the United Church of Christ, the David Walker Research Institute of Michigan State University, and individuals.

During this first year we will have earned over 40% of our Income from fees-for-services programs and are expecting to earn over 50% of it during 2002. While we made great strides in 2001, we still have over 200 people waiting to be participants in the Closing the Program. Your continued support will assist us in reducing our waiting list and help in “Closing the Gap”.

Page 5
Testimonials from Program Graduates

We asked a few of our graduates to tell about their experience in the Closing the Gap program. Following are their replies.

Career Quest sent me on an interview at Discount PC. After meeting with Charles the manager, he indicated I needed more computer experience so he asked would I like to volunteer at the Closing the Gap Program.

Before I came here the only training I had was just turning them on or off and installing some software. Now I have installed different types of computer components, installed application software, and installed operating system software. You need both school and training if you want to be great in your field.

Giving back to the community and helping those that have no access to a computer is a great idea. I love helping volunteers improve their computer skills and at the same time I am learning too. The staff and other volunteers have been great. It is fun coming to work here.

My goals in the future are to get my A+ Certification and Network+ Certification. With the skills I learned here, my confident is at an all time high.

Clarence Leslie

I have been with Closing The Gap since October 1, 2001. I used to just lay around the house doing nothing, just waiting for my kids to come home so that I could feed them and just be a good mom.

One day, I was talking to my sister, Sharon Courtland, and Mr. Marcus Jefferson. They told me to come down to Closing The Gap to volunteer and get some computer training; so I did.

That was the best thing that could have happened to me. Ever since I have been with Closing The Gap I have learned more than I did when I was in high school and that has been some years ago.

All of the people here are willing to work with you and show you how to do anything that you might need to know.

They take time to tell and show you what you need to practice and also let you know if you should go back to school and get more training. The best thing about that is that they are willing to send you to school.

I have been hired as an employee and am doing something good with my life. I now have the same opportunity to teach others and to give them the same kind of help and love that was offered to me when I first came to Closing The Gap.

I have learned and made so much progress since I have been with this program, and I have loved every moment of it.

I now have something to look forward to every morning: getting up and going to work and knowing that I will learn and teach others.

I would just like to say thank God for Closing The Gap. I wish that there were more programs like this all over the world.

Yours truly, Ms Caroline Stevenson

I would like to take a moment to talk to you about the wonderful experience I have had as a volunteer at Black Child and Family Institute. I have my own catering business, A.J. Rib Experience L.L.C. Earlier this year (around January), I heard about the Adult Literacy Computer Class that was being held at BCFI. I really got excited because all I knew was food, and I looked at the computer as something that was going to give me a challenge.

I gave it a try. Sharon Courtland is the instructor of the class. She takes time to make sure that everyone is comfortable. Whenever I had a question about something she was right there to answer it and showed me what I was doing and why I was doing it. I am still in the computer class because I want to

(Continued on page 7)
Impact of Closing the Gap on Head Start Families

By Mary Farrand, Program Manager

Over eighty Head Start parents have graduated from Closing the Gap since the inception of the program. What impact does that have?

On the families—There are eighty families who are now able to join mainstream America where computer knowledge, use, and ownership is becoming the norm.

On the adults—Eighty adults have the pride of knowing they have completed a course of study and gained knowledge in an area that was new to them. They did it! If they can do this, what else can they do?!!

Parents are now in a position to understand what their children are or will be learning about in school concerning computers and to help and encourage their children. They can come into the Head Start classroom and confidently assist their child or other children who are exploring the computer.

They have provided a computer for their family. The computer was not given to them; they earned it by completing all of the requirements of the program.

On the children—The children now have a computer in their home available for them to use whenever they want. They have someone there who can help them when they get stuck and who can encourage them to explore beyond what they currently know.

Also, they have pride in watching their parent achieve success and confidence.

On the community—There are now eighty more people who have new skills. Much of today’s workforce relies upon new and advancing technology, and it needs people who have computer skills.

Part of completing the course requirements is to provide a few hours of mentoring to others going through this learning process. Communities need and grow through citizens who are willing to reach out and help others, and this project provides an opportunity to do that.

So, what is the impact? We may never know. As people become more skilled, self-confident, and able to compete, limits disappear and possibilities become realities.

Graduates Testimonials

(Continued from page 6)

I learned about the closing the Gap Program through Career Quest, a private school in East Lansing, Michigan for students who want to obtain A+ Certification as Computer Micro Techs. Career Quest suggested that I intern at Closing The Gap, a local community program, to obtain “hands on experience”.

I began volunteering at Closing The Gap in early October of 2001. The experience I have gained has been invaluable. During the past 6 weeks, I have learned a tremendous amount about computer hardware and software components and the relationship between the two. At Closing The Gap, I have worked with others to turn donated computers into working classroom tools and helped students learn to use them. Teachers and other volunteers have been supportive, encouraging, and professionally kind.

I respect the goals of Closing The Gap and have seen how the staff has helped others in the community by promoting computer literacy to those who would otherwise remain unexposed to computers. I am especially impressed with the work I have seen the staff do with helping physically challenged people gain computer skills.

I hope to eventually find employment and feel confident that the skills I have learned at Closing The Gap will help me in that endeavor.

Sincerely, Allen Jones

I am so proud to be a part of the Closing The Gap program and the BCFI family because that is what they are, one big happy family who looks after and helps those who ask.

Marian Antreau
I would like to help support Closing the Gap

Enclosed is my tax deductible contribution:

☐ $300  ☐ $200  ☐ $100  ☐ $50  ☐ $25  ☐ Other _________

☐ I would like to volunteer.

☐ I would like information on donating Windows 95 licenses.

Name ____________________________
Address ____________________________
City/State/Zip ____________________________
Phone ___________    Email ____________________________

Make checks payable to BCFI Closing the Gap. Mail to 835 W. Genesee, Lansing, MI 48915

Thank you for your support!!!
CERTIFICATION LEADS TO BEGINNING OF NEW CAREER

Clarence Leslie began his association with us as a CTG graduate then became a Port of Entry (POE) Quest Intern to gain hands-on experience with the many types of computers donated to our program. On average he provided 30 hours per week of service to us as a volunteer for several months while continuing to study for certification. He was in the first session of the MSU-SBC Ameritech-Closing the Digital Gap (CTDG) A+ certification-training program in February 2002. His efforts resulted in his passing the two tests required to achieve Comp TIA A+ Certification. We then assisted in getting him hired as an Intern, with pay, for the Lansing School District for the summer. Congratulations and Good Luck with your new duties Clarence.

Attention Previous Graduates!

Much has happened and more is in the works for current and previous graduates of our program. If you have graduated from the program and fulfilled your volunteer hours, please give us a call or stop by to find out about the new Training Programs that can lead to a PAID Intern position! Read more about this in the article on Clarence and the CTDG Certification Program and Internship.

Previous Graduates and Volunteers are encouraged to attend all graduation ceremonies. Currently, we plan on having these pot-luck events on the fourth Friday of every month. Call for details and confirmation as the location of the event may change. Share your knowledge and excitement with new graduates while making new friends.

Inside this issue:

Certification and Internships 2
From the Director 4
Challenge of Change - John Duley, CTDG Founder 3

Additional Resources:
- Lansing area information on housing, general assistance and many Lansing area programs (www.caavoides.org)
- Lansing Community College (www.lcc.edu)
- ACDnet Internet Services Provider (www.acd.net)
- New Horizons Computer Learning Center (www.newhorizons.com)

Visit our web page!!! http://closingthegapmi.org
New Name * New Web Site * New Partner

Closing The Digital Gap (CTDG) is our new name. A commercial organization that supplies training and information for the developmentally disabled already has the name of Closing The Gap. We are also introducing a new logo and you will see a new look with more information, pictures and links on the web site beginning in late September 2002.

We will also be getting a new Internet Domain Name/Web site. The proposed address of the new site is http://mictdg.org so it will be much easier to type. Finding pages on the site will also be much easier with the new design and navigation system.

Local Area ISP Partners with CTDG
ACD.net, a local Internet Service Provider, has agreed to provide Free Internet Access to our participants through October 2003. We welcome them aboard in our mission to bring computer and Internet literacy to the under-served population.

Certification and Internships
MSU-CTDG-SBC A+ Certification Training

Selected Candidates that demonstrate technical skills as a volunteer are offered a four weekend course at MSU that provides A+ testing knowledge/experience/lectures. We provide further training opportunities at CTG after the class. Besides the training, this program also pays for the two tests offered at New Horizons (one of our partners). Participants must register to take the test within one year of completing the class. Enrollment is limited to 8 participants per month long session.

SECU-CTDG Internship Program (State Employees Credit Union)
SECU will be paying individuals who have acquired A+ certification through our program. This program is currently in development but preliminary plans call for participants to be hired for a 3 to 6 month internship at SECU facilities. The participant's continued enrollment in this program will be contingent on their meeting written objectives in both general job requirements (appropriate behavior such as being on time and getting along with co-workers) and developing technical skills.
Out Reach Programs

St Paul’s Episcopal Satellite Center
by Yolanda Donald

When I was asked to instruct at our first satellite center, which would host the Sudanese refugees, I didn’t know what to think or feel. I was over-whelmed, enchanted, and quite nervous! The thought of teaching basic computer skills to those who have been up-rooted from their homes and their only way of living was just amazing to me. Never having dealt with individuals that knew very little of our culture, it was intriguing, so I jumped in and was ready for whatever came my way!

We had our first class on May 25, 2002. It was a bit rocky at first because I was still a new instructor, but after the first 2 hours, 6 modems, 6 soundcards, and 6 operating systems were installed we were off to an incredible start. I enjoy working with the group at the site because of their eagerness to learn all that they could from what I was showing them. The young men, and woman are very intelligent and quiet. The first group never teased me about forgetting the most important part of the first day, which was to bring the modems, soundcards, screwdrivers, and operating systems from our main center.

We had our Grand Opening on the 2nd of June, 2002 at St Paul’s Episcopal Church were many of the refugees attend services. We had a very nice time. The group really enjoyed the various decorations and meeting with several of the key people from our program.

With the help of Kim Lay (refugee coordinator) we were able to get all the needed components to make this center work. We hold class on the last 2 Saturday’s of the month lasting 6 hours per session. To date, we have graduated 11 Sudanese students and will be training 4 more in our August sessions.

County Computers Program

We have custom built and placed computers at 25 county locations over the last six months through a partnership with CACvoices.org to provide Internet Access at selected community organizations. Additionally we are continuing to provide training to their staffs in the use of the CACvoices website to enable these organizations to better assist the people they serve.

Participant Testimonial

My name is Sandra Patricia Kombe Chibwe. I'm a Zambian by nationality from Southern Central Africa. I came to the United States in early March this year 2002. I heard about the Closing the Digital Gap (CTDG) classes from Ms. Kim Lay the Coordinator of St. Paul's Episcopal Church Refugee Program for the Sudanese "LOST BOYS & GIRLS". I started volunteering with the CTDG satellite program at St. Paul's in June and I have also put in volunteer time at the CTDG main office.

(Continued on page 5)
From the Director... Marcus Jefferson, Executive Director

As the second year of the Closing the Digital Gap program closes, the growth and diversity of the program has been far-reaching. We now have 2 new satellite offices where we provide training to refugees, the developmentally disabled, and at-risk youth. To date, we have provided over 500 individuals with their own computer. ACD.net has also generously agreed to provide all of the Closing the Digital Gap's graduates with free 1 year Internet service.

One of the major challenges our program encounters is its overwhelming popularity. The program currently has a waiting list of over 175 people interested in enrolling in classes. The wait time for a new applicant to attend class has decreased from 12-18 months to 6-8 months. We have come a long way in a short period of time, but we still have a long way to go; we need your continued support to continue to “Close the Digital Gap”.

My Introduction To Closing The Gap
By Marshall Smith - Vista Technician

My first introduction and point of contact with Closing The Digital Gap (CTDG) was though my cousin, who had recently completed the Port of Entry (POE) Program. I became interested in computers about two years ago while attending Davenport College. While attending college, I acquired business and management skills and knowledge, but was lacking in the knowledge in the computer arena. When I was informed about the CTDG Port of Entry program and the opportunities that were available to me through Black Child & Family Institute (BCFI), I immediately applied for the classes to further my skills and knowledge about computers.

After graduating from the program in September, 2001 and gaining some basic knowledge and skills about computers, I was still hungry for more knowledge. Shortly thereafter I was hired as an intern at Michigan Works, working with people to put their resume online. To me, it wasn’t a challenging position, however at times there was a challenge of matching the right person with the right type of jobs.

One day on the job at Michigan Works, Marcus Jefferson the CTDG Director approached me and asked, if I would be interested in a new upcoming program, and if I would like to make some real money doing a real job. I kind of just looked at him like he was nuts or something, thinking “What did he think I was doing now?”

After talking to him about this new program, which was the A+ certification program instructed by Ascot College Students at MSU, I enrolled and completed the classes as required. During the course of the A+ class, Marcus presented to me to an opportunity to work for the AmeriCorp Program as a VISTA worker. I volunteer time and services, assisting low-income families on how to operate and rebuild computers. At the same time I am being provided with further technical training and experience in how to troubleshoot and repair computers. When I am fully trained to the point where I feel confident in my knowledge of all required procedures, I will sign-up to take the CompTIA A+ certification test. I would like to express my gratitude to BCFI, CTDG, and Mr. Marcus Jefferson for giving me the opportunity to further my career.
Participant Testimonial continued

(Continued from page 3)

Since I started volunteering my time with CTDG I’ve learned a great number of things about computers that I didn’t know. I can troubleshoot, install software applications and hardware components. Lastly but not least, I have always had an interest in the Technology Industry. The little knowledge I already had and now with the help I am getting from CTDG through the classes they offer, I am sure I will attain the level of knowledge to be the best Computer Technician in the world.

The Challenge of Change

By John Duley, Founder of CTDG,
Secretary of the Board of Partners

Learning by Doing

When we began this program, we thought we would have to go where the people were to get them to participate in the program. We were wrong. By the time the first classes started we had a waiting list of 200 people. We learned that Outreach was not the issue—space, staff and component parts were.

A year ago we sought a grant to set up, staff and fund a satellite center. We didn’t get it. We learned that failure to get a grant is not the end of growth but a new challenge.

We now have two satellite centers. Each provide us with rent free space, and cost of the component parts for half of the people served, an on-site staff to assist our new VISTA workers. The new centers also provide us with avenues of service previously unavailable to us. At St. Paul’s Episcopal Church we are serving Sudanese refugees, and at Edgewood Village, we have a handicap accessible facility where we can serve visually and physically impaired individuals.

We strive to keep open to the challenge of change. The present challenge is to improve the Port of Entry Workshops. Through the pilot programs we conducted with middle School HOPE Scholarships recipients, through our programs with the visually and physically impaired, and through reflection on the results of our work, we have learned that changes need to be made. The adults and youngsters we are serving need a lot more than an introduction to an office suite software application, basic computer hardware training, ownership of a computer and Internet Access. They have great need for, and benefit greatly from, these self-confidence and self-esteem building experiences. But they need learning disability help, help in developing personal and work-place skills, and opportunities to improve their reading, computing, and keyboarding skills. These learners need a lot more skill development, support and encouragement to continue the educational journey we start them on.

We obviously cannot do all of this, but we will work with our existing partners and others to meet this challenge. We will modify our workshop curriculum; possibly reducing the amount of time we spend on computer hardware skills, give more software application training and keyboard skill development. We will find more volunteer interns to do the computer preparation work—giving them the hands-on experience as computer hardware technicians.

Between now and the beginning of next year we will learn from you; our workshop participants, graduates, and partners, what revisions to make in the curriculum of the Port of Entry Workshops. We need your help in identifying the improvements needed and the resources to do it. We will also be working with our partners to develop the support system that will enable our participants to be better prepared for employment and supported in their continuing education and training journey. Please consider how you can help us help others. Ideas, suggestions, and resource opportunities will be welcomed. Please contact Marcus, Sharon, or Vene with your thoughts and information. We look forward to the chance to learn from each of you.
I would like to help support Closing The Digital Gap

Enclosed is my tax deductible contribution:

☐ $300  ☐ $200  ☐ $100  ☐ $50  ☐ $25  ☐ Other

☐ I would like to volunteer.

☐ I would like information on donating Windows 95/98se licenses.

Name ____________________________________________
Address __________________________________________
City/State/Zip _______________________________________
Phone ______________________ Email ____________________

Make checks payable to Closing The Digital Gap. Mail to 835 W. Genesee, Lansing, MI 48915

Thank you for your support!!!
SBC and MSU Team up to train
Closing The Digital Gap Participants

Interested in creating a Newspaper on-line? Here’s your chance, starting Tuesday, October 14th from 6:00 p.m. to 8:30 p.m. Students from Michigan State’s Telecommunications Departments will be teaching Closing the Digital Gap participants how to build and maintain a Newspaper’s Web Site in the Magic Johnson/HP Computer Lab at the Black Child and Family Institute. Participants will meet twice a week for 4 weeks to obtain Web-Design skills for groups up to 5 per team will work on sections of the Michigan Bulletin Newspaper to complete a working product. Participants will learn: HTML, FTP, Macromedia Studio, Overview of Java Script, ODBC, design and develop a web presence for a newspaper.

"We hope to train up to 60 participants in the next few months". Says Dr. Ron Choura of Michigan State’s Telecommunications Department. The $25,000 Grant from SBC will allow Closing the Digital Gap and Black Child and Family Institute participants to learn about Web Design and Desktop Publishing as well giving MSU Students practical teaching experience before graduating from college. For those interested in the Web Design Classes contact Sharon Courtland CTDG Assistant Director at 517-485-7581.

Attention Previous Graduates

Lansing Community College has developed a special 2 year Office Administration certificate program which includes classes leading to Microsoft Office User Specialist (MOUS) certification testing. Candidates must pass a basic keyboarding and reading test. This program will use a community team learning approach where student assignments will relate to one another in 3 of the 4 classes taken every term over the course duration. Students must make a two year commitment (Fall and Spring terms) to meet Monday, Tuesday and Wednesday from 5:00 pm - 9:00 pm plus the time period of one other elective course. Assistance will be provided in completing enrollment forms, student financial aid forms and registration for the program. Contact Sharon Courtland for more information. Please bring picture ID and copy of last year’s tax return to refer to in filling out the applications.

Inside this issue:

Resource Full Web Site & Computer Tips 2
Former POE Participant becomes CTC Director 4
New Programs - John Duley, CTDG Founder 6

Additional Resources:

• Lansing area information on housing, general assistance and many Lansing area programs (www.cacvoices.org)
• Lansing Community College (www.lcc.edu)
• ACDnet Internet Services Provider (www.acd.net)
• Greater Lansing Housing Coalition (www.glhc.org)

Visit our improved web site!!! http://www.ctdg.org
New Web Site * New Staff * New Programs

WEB SITE BECOMES TRUE
RESOURCE FOR ALL

If you have not been to our web site in a while, you may want to pay it a visit. In the beginning I had a vision of the site becoming a reference source for people at all levels of computer knowledge and abilities. I wanted to create a place that would help new computer users continue to advance in their skills. A site that would assist our organization and others in learning about, developing and providing programs that close the digital gap. This goal has been realized.

On the new site there are downloadable forms, applications, instructional manuals and hundreds of well organized links to information. If you print out the Resources page, it will fill over 19 pages. There are links to everything from accessibility issues to web page design and grant writing, homework help, research, culture, training, technical help, and more being added every week.

While we are continuing to work on creating pages with photos of the many programs we have been working on this year, the basic information on those efforts can be found on the Programs page. We have many more plans for the site including a continual Online Auction (you'll find this in the Event's section). Visit us at www.ctdg.org and stay tuned for signing up for delivery of our online version of the "Monitor" coming soon!

Common Computer Problems

As a computer instructor and technician, I answer constant questions about basic problems beginning computer users encounter. Several of these problems can be quite simple and quick to resolve. Here I have addressed six of the most common questions.

Q My computer says "invalid system disk, please replace and strike any key to continue".
A The most common reason for this prompt is that you left a 3 ½ floppy disk in your A: drive. Just remove the floppy disk from the drive and strike any key to continue.
Q My keyboard or mouse doesn't work.
A Quite often keyboards and mouse connectors can be pulled loose from the back of the computer. This happens when we move the mouse or keyboard. Kids are notorious for pulling on these cords. If you keep your computer tower on the floor, pets can also dislodge cables.

(Continued on page 7)
Out Reach Programs

St Paul’s Episcopal Satellite Center

I am a proud AmeriCorps Cyber-State Volunteer and Instructor for Closing The Digital Gap at St. Paul’s Episcopal Church in Lansing. I teach hardware, loading, and basic computer concepts. Professionally, I began teaching in the Army 82 Airborne not long after I was drafted and became a Sergeant. After my two year stint, I held jobs in the social fields in group homes and worked with mild mannered retardation cliental. Currently and in the last two years, I have been attending LCC to earn an Associate’s degree in the computer field. In November 2003 I will attain my A+ Certification. While I’ve had some experience with computers I am a relatively new technician and instructor in the P.O.E. program. To increase my value, one of the CTDG partners, New Horizons provided classes to further my knowledge of Windows, Word, Excel, Access, and PowerPoint. The learning never ends and I look forward to sharing in the process with others.

HOPE Scholars and Michigan Works - Work First

My name is Lena Torralva. I am an AmeriCorps Cyber-State Volunteer stationed at Closing The Digital Gap (CTDG). I am learning to be an enthusiastic Instructor for CTDG programs and assisted in the CTDG H.O.P.E scholars training programs this summer. I also provide training at the Michigan Works site on Cedar Street to new computer users in how to post a resume on the Michigan Works Talent Bank and navigate the Web.

As a Michigan Works, Work First Welfare recipient, I started out by taking the CTDG Port of Entry (POE) course. I was determined to learn and grow intellectually. Getting involved with CTDG has had a great impact on my life in a matter of just a few months. As far as my previous computer knowledge, I had absolutely none. I have learned so much and love to share the knowledge with all who come my way. CTDG sent me to New Horizons Computer Learning Center in East Lansing to learn Windows, Word, Excel, Access, and PowerPoint to prepare for my position. I plan to continue my education and get a degree in Human Services. My goal in life is to help others reach theirs. I have gotten as far with computers as I am today through Closing The Digital Gap and am proud to say that I am living proof that the program really pays off.

Eagle Scout Recipient Joins as Cyber-State Volunteer

I began my involvement with CTDG shortly after meeting Vene at the LCC computer lab where we both attend college. He asked if I would like to assist in developing the next version of the web site and I jumped at the opportunity to work on the “real-deal.” When a Cyber-State position became available, I applied and became more involved than I ever imagined. I became the lead Instructor for two H.O.P.E. scholars programs this summer and am now the afternoon Instructor for the POE program at BCFI.

National VISTA Volunteer recruited by AmeriCorps VISTA Volunteer

As a National VISTA Corps member I am contracted to work as an Administrative Assistant and Instructor at Closing The Digital Gap. I graduated from Ionia High School and was introduced to computers as a result of my friendship with Erin Burton, a second-year AmeriCorps VISTA at CTDG. I have been working within the disability community for years as a personal assistant, job coach and friend. I worked at Peckham Industries as a Vocational Supervisor at Kellogg Center on the MSU campus for the last two years. As an impassioned member of many teams, I have helped

(Continued on page 4)
Edgewood Village Satellite
Victoria Jackson Hired as new CTC Director

Victoria Jackson, one of the first graduates of the CTDG Port of Entry program, has been hired to be the new Computer Training Center Director of the Computer Learning Lab located in Edgewood Village. This site will be the location for most of the Computer Access/Literacy Workshops for Head Start Parents. Edgewood Village also provides two classrooms in its Community Center for four Head Start classes.

Her job description includes two major emphasis: 1) Service to the residents and the 144 children of the Village, and 2) Sub-contracting with CTDG to serve applicants, especially Head Start Parents, for our Computer Access/ Literacy Workshops.

The activities she will be responsible for include:

Programs for Edgewood Village Residents:
1. Develop a recruitment program and use the CTDG Computer Access/Literacy Training Program to make sure every resident of the Village owns a computer and has access to the Internet.
2. Provide Keyboard skill development workshops and programs and give software applications (Mavis Beacon) to residents so that they may acquire the skills to take advantage of the LCC certification course offered at the Black Child and Family Institute.
3. Provide after-school computer skill and homework assistance programs through tutors recruited from the Village and local churches (such as Okemos Presbyterian, Edgewood United Church, Peoples Church, Eastminster Presbyterian, River Terrace Reformed Churches)
4. Develop special programs for residents as interest is shown: such as Desktop Publishing, Newsletter creation, genealogy work, and greeting card creation.

Sub-contracted programs with Closing The Digital Gap:
1. Develop a strong working relationship with and provide liaisons with Head Start for recruitment, application completion, attendance, stand-by participants, support services, and cooperation with Family Service Workers to do follow-up for further education and computer training.
2. Offer 4 Computer Access/Literacy training workshops a month at times most convenient for Head Start parents.
3. Recruit and train volunteers to serve as assistants and coaches in the Access/Literacy Workshops.

Victoria began her work at the Village on October 6 as this issue of the Monitor was going to press. Congratulations Victoria and good luck.

National VISTA Volunteer (continued)

(Continued from page 3)

consumers empower themselves by developing their life and work skills. On the administrative side, I was responsible for transportation, billing, payroll, monthly reports, case notes, behavior plans, creating and implementing a work curriculum for individuals with many diverse skill sets. I look forward to providing my organizational talents and sharing my artistic skills with CTDG participants, volunteers and the inspired staff.
Core Volunteers

Thanks to you all!
CLOSING THE DIGITAL GAP
An Economic Initiative of the City of Lansing

Continuing the Legacy of Dr. Martin Luther King, Jr.
Economic Justice for All

The Staff and Board of Partners, over the three years of our work, have identified and developed three major initiatives that are at the heart of the services we provide to the Greater Lansing Area.

1. COMPUTER ACCESS/LITERACY TRAINING (formerly The Port of Entry Program)
2. COMPUTER APPLICATION TRAINING
3. FEES FOR SERVICES PROGRAMS

Computer Access/Literacy Training: This program consists of four three hour sessions providing basic instruction in computer use, computer ownership, Internet access training and the opportunity of a year of free use of the Internet. This training is now to be provided through the two satellite centers, Edgewood Village and St. Paul's Episcopal Church. Edgewood is hiring a former staff member of CTDG as Director of its Computer Learning Center. The Director of that Center will work closely with the staff of the Capital Area Community Service Head Start Program in the recruitment, application completion, and participation of Head Start Parents in this program. This will include very close collaboration with the Family Service Workers of Head Start to follow up on the next steps the participants in this program wish to take in continuing their training and education. This is primarily an educational enrichment program, a launching pad for further skill development, and the provision of an educational enriched environment for the children of these families.

Computer Application Training: The initial training in this program consists of eight three hour sessions also leading to computer ownership and free Internet access for one year but involving much more emphasis on the various application programs in the Microsoft Office Suite. This initial training is very closely linked to the certification courses especially designed by Lansing Community College for the graduates of this program. It is also seen as preparation for the Web Page design course offered in cooperation with Michigan State University College of Communication Arts through a grant from SBC Ameritech. During the next year this program will serve one hundred individuals who will primarily come from the Michigan Work First Program.

Fees for Services Program: Through contractual services provided to the clients of Michigan Work First, the Lansing School District and other agencies, we give basic computer skill training to low-income or at-risk individuals and families that prepares those participants to better use the services the agencies provide. We are unique as a non-profit organization in that while providing these essential services for a fee, we earn a major
portion of the income needed to provide Computer Access/Literacy and Computer Application Training free to this same low-income or at-risk populations.

Common Computer Problems (continued)

(Continued from page 2)

Q The monitor won’t turn on.
A There are two things to look for when a monitor stops working. First, make sure that the power cord is properly connected from the back of the monitor to the outlet on the surge protector, and that the surge protector is properly connected to the wall outlet. Secondly, make sure that the monitor cable is properly connected to the back of your computer. Once again, normal wear and tear can loosen these connections.

Q The computer won’t turn on.
A There are several things to look for when a computer won’t boot up. First, make sure that the power cord is properly connected from the back of the computer to the outlet on the surge protector, and that the surge protector is properly connected to the wall outlet. Secondly, make sure that the monitor cable is properly connected to the back of your computer. Third, check to see if your computer has a master power switch on the back of the computer. This is usually a small black switch, and pushing it can often restore power.

Q My computer says that it was “improperly shut down and may contain errors”.
A This is a common error message. The chance that your computer has suffered major damage is very slim. Just push any key to continue. Pressing a key brings up the blue Scan Disk screen. Allow your computer to run Scan Disk, and it will load into Windows automatically. This appears to be a scary message, but it is usually not serious.

Q My computer says that there is “no dial tone” when I try to connect to the Internet.
A Sometimes the computer suddenly has no Internet service and you receive the message that there is no dial tone. The solution is usually simple. Once again, check the back of the computer to make sure that the modem cable is connected from the slot marked “Line” to the phone jack in the wall. This connector, just like a regular phone line, can become loose. Rarely, the plastic ends on the cord break. If the plastic connector end is bad, replace the cable with a standard phone cord.

Sure, there are times when the problem is much more severe than you can handle on your own. However, some simple troubleshooting skills can save you time, money, and frustration. On a final note, please use a surge protector for your computer. A surge protector can save your computer’s circuits from spikes in the electrical current. Blackouts and power surges can ruin your computer, so please use a little prevention.
Help Support Closing The Digital Gap efforts to provide computer ownership and Internet access for all.

Enclosed is my tax deductible contribution: ☐ $300 ☐ $200 ☐ $100 ☐ $50 ☐ $25 ☐ Other

Make checks payable to Closing The Digital Gap. Mail to 835 W. Genesee, Lansing MI 48915
Thank you for your support!!! See our web site at www.ctdg.org for information on computer donations and volunteering.

Name ____________________________
Address ___________________________
City/State/Zip _______________________
Phone _______ Email ________________

New Eight Session Computer Ownership & Training Program

John Duley, in his last article, challenged our staff to be responsive to the needs of the participants. Based on feedback, we have redesigned the seminar given at our headquarters to provide more applications training. The hardware component of building the computer has been placed at the end of the new eight sessions program. This allows us to troubleshoot the more challenging hardware issues outside of the classroom time. Because the computer they build is used in the next set of classes, we qualify this as the participant's volunteer time. Therefore, the participant is allowed to take home the computer they have been training on at the conclusion of the eighth session. POE graduates that have an interest in developing technical knowledge are invited to volunteer to work one-on-one with our trained technicians in finishing up the work to get the computers ready for the next set of classes.
News from the Village satellite
John Duley - CTDG Founder

Victoria Jackson started work as the Director of the Computer Learning Center of Edgewood Village in October 2003. Victoria's work includes three major activities:


During the month of February the computer lab was used 240 times, 180 times by children and 60 times by adults. Ninety-one of the occasions were for computer training.

During the month of March the computer lab was used 277 times, 71 times by adults and 206 times by children. 107 of the occasions were for computer training. Many children were helped with homework during February and March.

In September 2004 The Greater Lansing Housing Coalition and the Edgewood Village Non-Profit Housing Corporation will be celebrating the 10th anniversary of the purchase of Edgewood Village by the Housing Coalition. The celebration will mark the contributions the Village has made to its residents and to the larger community over the last ten years. It will be an afternoon event from 4 – 6 P. M. sometime during the week of September 20.

There are three ways to support and expand Victoria's work: 1) America Reads and America Counts programs, 2) Community Work Study grants for MSU students, and 3) $1,000 a semester stipends for students who want to serve but must raise money to stay in school. Karen Casey, Director of MSU's Service Learning Center, will work with Victoria and the Edgewood Village Board to utilize the first and second options. In addition the Board of Directors of Edgewood Village hopes to find support for the two internships honoring those who have made Edgewood Village possible. Please mark your calendars for the week of September 20th and plan to be with the community for this celebration!

Additional Resources:
- Lansing area information on housing, general assistance and many Lansing area programs (www.cacvoices.org)
- Lansing Community College (www.lcc.edu)
- ACDnet Internet Services Provider (www.acd.net)
- Greater Lansing Housing Coalition (www.glhc.org)

Visit our web site!!! http://www.ctdg.org
AmeriCorps Staff Phased Out * MSU Interns Help

Community Commitment

Over the last three years we have provided computer training workshops to several segments of our under-served community. From Work First, to Headstart parents, refugees, H.O.P.E. middle school students, and members of the disabled community.

The National VistaCorps and State Team AmeriCorps programs provided most of our staff to make this happen. These staffing programs are being phased out. We would like to thank our current and former staff members for their efforts. They are Elizabeth Carreon, Mary Fisher, Neil Isaacs, Victoria Jackson, Marshall Smith, Yolanda Donald, David Quashen, Lena Torralva, Jose Villa, and Dan Eakin. In August we will retire Amy Radigan and at the end of this year, Erin Burton's contract will expire. Thank you all, for your compassion and commitment. Community support for staff funding and volunteers is needed more than ever to keep the organization going. Program changes are forthcoming.

Web Training

Over the last several months, the MSU Telecommunications department through a grant from SBC have enlisted members of ASCOT (Associated Students for Career Orientation in Telecommunication) to provide web training sessions on Tuesday and Thursday evenings in the Magic Johnson Computer Center located at BCFI. Jesse Page, Manal Karadsheh, Nala Kok Srey, Lorenzo Macuja, and Jae Hun Choi have done a fine job in beginning the process of training former CTDG participants to

(Continued on page 3)
St Paul’s Episcopal Satellite Center
Amy Radigan has been working with Scott to develop an e-mail list of program applicants and participants. She began instructing for the POE program at St. Paul’s which was started up again in March. Six students graduated. In April, a new session began at this important satellite center that serves refugees and other qualified participants.

Preventing Computer Problems
Once you have taken your computer home, there are a few things you can do to keep your computer performing at its best. First, I recommend running Windows Update. Second, I recommend installing anti-virus software, such as Norton or McAfee.

The first thing that you should do when you have set up your computer is to check for Windows Updates. Microsoft automatically releases software patches to fix problems in the Windows software. The updates are free, and can be found at www.Microsoft.com by clicking on the “Windows Update” link. To install the Windows updates, follow the steps as prompted:

1. In the first dialogue box, click on “Yes” to install and run Microsoft Windows Update.
2. Click on the link for “Scan for Updates”. The scan will take a few minutes to complete.
3. When the scan is done, there will be a listing of the updates that your computer needs. There are 3 main categories of updates: critical updates, Windows updates, and driver updates.
4. Install the critical updates first. Updates are considered “Critical” by Microsoft when the patch fixes a serious problem within the Windows operating system.
5. Install the driver updates second. A driver is a piece of software that contains the information on how a computer should use a component, such as your modem or sound card. From time to time, this software is rewritten to fix problems. Windows update often has the most current drivers for your hardware.
6. Install the Windows updates last. These are optional updates. You will probably want to download the latest versions of Internet Explorer, Media Player, and Direct X.*

The update process can take a long time, especially using dial-up Internet access. Scan for updates late at night, and let the computer download the files while you sleep. In the morning, when the download has been completed, restart the computer. You will want to check once a month for new updates.

(Continued on page 4)

(Continued from page 2)
work on web pages. They have begun the process of getting the Michigan Bulletin Newspaper ready for an Internet presence. (See the related article about the Young Publisher’s Club on page five.)
Help Support Closing The Digital Gap efforts to provide computer training and Internet access for all.

Enclosed is my tax deductible contribution:  □ $300 □ $200 □ $100 □ $50 □ $25 □ Other

Make checks payable to Closing The Digital Gap. Mail to 835 W. Genesee, Lansing MI 48915 Thank you for your support!!!
See our web site at www.ctdg.org for information on computer donations and volunteering.

Name ____________________________
Address ____________________________
City/State/Zip ____________________________
Phone _______ Email ______________

____________________________________
____________________________________
____________________________________

Reserve July 9th to take part in Corporate Golf Challenge / Auction

On Friday, July 9th we will be holding our Third Annual Golf Fundraiser and Auction. Teams and Corporate sponsorships are available now. Summer brings changes in our schedule as we prepare to develop new programs for next year. Check out our web site for event forms and information.

In September 2004 The Greater Lansing Housing Coalition and the Edgewood Village Non-Profit Housing Corporation will be celebrating the 10th anniversary of the purchase of Edgewood Village by the Housing Coalition. Hope to see you at the celebration that will mark the contributions the Village has made to its residents and to the larger community over the last ten years.

______________________________
FOR MORE INFORMATION

September 4:00 pm - 6:00 pm
Celebration
Anniversary
10 Year
Edgewood Village invites you to attend our
Housing Coalition
Greater Lansing

PERMIT NO. 541
LANING, MI
PAID
U.S. POSTAGE
NONPROFIT ORG.