Quarterly Report- September 2011

Mission: Austin Free-Net provides technology training and access for the community, fostering skills that enable people to succeed in a digital age. Our computer labs and classes are open to all; our focus is on underserved communities. The knowledge we offer helps people obtain jobs, improve their lives, and participate as active citizens.

Public Computer Center Milestone Indicators AFN:

1. Overall Project: 66%
2. Equipment & Supply Purchases: 19 large monitors
3. Public Computer Centers established: 15
4. Public Computer Center Improved: 4
5. New Workstations Installed: 0
6. New Workstations Upgraded: 19
7. Existing Workstations Upgraded: 0
8. Outreach Activities: (see below)
9. Training Program: 23.79 Average weekly user at all AFN sites

Project status for your agency? (Number of sites, number of installs to date, etc.)

- Number of Sites – 15
- Number of installs to date- 86
    - Including 7 Disability Stations
- Added 19 Large Monitors:
    - 11 installed at Conley-Guerrero
    - 3 installed at Oak Springs Villas
    - 5 at Lyons Gardens
- Full integration of Volunteers at all 15 sites
- Hired 3 staff members: Natalia Portillo-Delgado (Bi-lingual), Meredith Sisnett (Program Specialist) and David Morris
- Created new online tools for gathering client data, by using the web based Fluid Survey system – Demographic, New Client Registration Form, Pre/Post Test and Evaluation forms are now completed by the clients online.
- Targeted outreach plans have helped to increase client participation. Sites are leveraging relationships with other partners to increase client interest and attendance in classes.
- Submitted four funding proposals
- Assembled 20 volunteer cast and crew for public service announcement and short film; shot film over two Saturdays
- Completed and submitted revised request for bid for Salesforce, currently reviewing responses
- Lead TXC2.org web team through transition, submitted recommendations to leadership on how to move forward.
- Hosted first Austin Free-Net "Helping Hands Celebration" to honor funders, volunteers and site partners
- Continued building relationships with potential partners and funders

Outreach

- 1)   Participate in public events that are held at the partner sites,
- 2.)   Participate in partner site round table and town hall meetings,
- 3.)   Meet weekly with vendors that operate within partner sites,
- 4.)   Flyers disbursements with scheduled training calendars.

What have been the success this quarter?

- 418.5 hours of Volunteer hours equating to over $ 8939.25 in value.
- 335.3 hours of In-Kind service provided by PCC site partners.
- 2497 hours of Training offered to the public over 15 sites during the quarter
- 1218 Additional hours of public access hours offered over 15 sites during quarter
- 5 confirmed clients began full time employment
- 4 additional AFN staff members were certified as Offender Employment Specialists to better understand participant demographics
- 765 new clients began classes at AFN
- 17 new volunteers were recruited for AFN
- 4 Modules have been translated into SPANISH
- Use of sign in sheets at all sites have significantly aided in the tracking of client needs and class completion.
- In August Rosewood-Zaragosa and AFN held a special graduation ceremony honoring 5 clients who attended and completed all 11 classes in the Training Beginners Module.
- In an effort to support AFN classes, the St. John's Health and Human Services staff created business cards with client names and email addresses for the senior students. This is an example of partners' support in working to remove barriers for students.
- Reporting of collective Training class evaluations. (see attached)
- Participated in 2nd BTOP site visit hosting audit.
- Additional Highlights:
  - [Stories from the Lab: Special Class Inspires Our First Graduation Ceremony](#)
  - [Daniel Acosta – Crossing the Digital Divide in a Power Chair](#)
  - [What is the Digital Divide, and why should I care?](#)
  - [Stories From the Lab: The Fantastic Four Learn and Laugh Together](#)
  - [Austin Free-Net Helping Hands Celebration a Success!](#)

What have been the challenges this quarter?
- Creating systems that support the importance and use of sign in sheets at the PCC sites.
- Scheduling and deploying Bilingual training classes.
- Balancing projects, delegation and oversight with a strict timeline
- Limited resources
- Salesforce not in place – without data integration we rely on several methods to collect and analyze data, requiring duplication of effort

What are your primary goals for the next quarter?
- Increase the number of students in classes and clients in the clinics at all sites.
- Revisit Completed Modules – make improvements to curriculum based on input from Site Specialists / client evaluations and comments
- Complete Excel and Publisher 2007 Modules
- Work more closely with case managers to identify specific computer training needs
- Develop necessary volunteer forms and process
- Develop "Volunteer Manual" and Orientation/Training
- Schedule Volunteer Orientation/Training
- Begin development of Volunteer "Train the Trainers" system
- Hire part time program specialist
- Continue building relationships with potential partners and funders
- Work toward building relationships with media

Please describe any anticipated challenges during the next quarter.

- Hiring and on boarding a new employee will take valuable time away from other projects; however, once s/he is ready to take on responsibilities we will make up for the loss and move forward by leaps and bounds.
- Working with the selected vendor on Salesforce and training staff on using the tool effectively & efficiently
- In a city saturated with nonprofits, building relationships with media will require extra effort on our part as we compete for space to spread our message

Computer Lab Usage Quarter 3				
	July	August	September	Hours/Day/PC*
Arch	548	842	868	3.4
CasaM	561	1200	1110	9.3
ConGuer	286	635	710	3.1
Dew209	1122	1862	1686	5.7
Dew213	520	781	625	3.3
HHS Blackland	286	264	196	4.7
HHS East	21	47	37	0.9
HHS North (SJ)	181	207	194	3.1
HHS South	309	366	88	0.8
Jobs	143	263	203	1.6
LG	562	599	472	3.1
RoseZ	377	420	387	3.7
Trinity	245	936	1020	6.1
Ventana	520	730	452	2.0
OSVillas	207	155	97	0.8
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Total	5888	9307	8145	3.4