Centre Avenue YMCA
Consultant Report

Paul Stoney, Executive Director
Aristiwidya Hardjanto, Student Consultant

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I. INTRODUCTION

Computer Science in Community is an elective class, offered at Carnegie Mellon University, where students are given the opportunity to work with a local community organization as a Consultant. Our assignment as a student consultant is to work with a community partner to understand how their organization works, what their mission is, and what it is that they are doing, so that we can help them develop in the area of technology. Our responsibilities include analyzing the organization to see what it is that they need, and providing them with both recommendations and resources to grow.

I am currently a sophomore at Carnegie Mellon University, Pittsburgh, PA, pursuing a double degree in Computer Science and Human Computer Interaction. I am originally from Jakarta, Indonesia, with English as a second language. I went to an American high school in California for three years before I enrolled in Carnegie Mellon. Prior to college, I did not have any programming experiences at all; my knowledge of the computers is limited to the use of basic office applications, email, and the Internet on PC and Macintosh. It is in the course of two years in Carnegie Mellon that I learned basic Java, HTML, C, C++, and ML.

During the course of 13 weeks, I worked closely with Mr. Paul Stoney, the Executive Director (ED) of Centre Avenue YMCA (CAYMCA), that is located in the Hill district. Mr.Stoney has been working at CAYMCA for four years. His main responsibilities, in addition to making sure that everything runs smoothly in the building, include writing grants, generating funds and reports, supervising the staff persons, and developing the organization's budget.

This paper is a report and a summary of 26 one-and-a-half-hour meetings of how and why integrating technology into such an organization can bring many positive changes. Together with Mr. Stoney, we look at ways of how technology can be integrated into his organizations by examining its capacity and roles and by identifying the different resources that we may need. We worked on improving his computer skills, his understanding of the importance of technology, and the effectiveness of the office functions.

In general, the capacity and efficiency of any organization can be increased by integrating technology into their workspace -- that is by understanding the importance and the possibilities that computers and technology can bring to self, others, and community, and how to take a full advantage of these resources. It is almost the twenty-first century, and we all know that everything has become more technology oriented. There are many more people who use computers in their daily lives to help them with variety of tasks, which improves the speed, accuracy, and efficiency in doing their job. Technology becomes important and necessary. This paper will show, provide and guide you with resources and evidence on how an organization can increase its efficiency and resources by doing so.

Especially for Central Avenue YMCA, technology can bring many improvements.
_ By learning how to take advantage of the computers and technology around them, staff persons and members of YMCA can improve their skill and knowledge in this particular field.
_ By using email as another source of communication, having a network connection to share information, having a data base to store and asses data, and having internet as an access to infinite number of resources, data will be kept more accurately, reports will be easier to produce complete with statistics from data, and communication will be more reliable.
_ By expanding the capacity of the computer cluster, the members of YMCA can gain more knowledge and experience through the different resources provided.
_ By having more resources available, both the staff persons and the members are encouraged to be more curious, adventurous, creative, and confidence to explore the technology, so that in the long run, they will also be able to bring something back to the organization.

The most important thing is that this consulting assignment does not exclusively focus on the Executive Director, his use of technology, and his organization. It also benefits every single staff persons who are involved with the organization, the adults who live in the residential space, and the children and teenagers who come after school and in the summer.

II. Situational Analysis of Centre Avenue YMCA

ORGANIZATION

The Young Men's Christian Association (YMCA) is a community based organization, which collectively is the country's largest community service organization, providing values-based experiences that nurture the healthy development of children and teens, support families, and strengthen communities. The YMCA of Pittsburgh, which is centered in Downtown Pittsburgh, is a nationally-affiliated character building social services agency focusing on program services for individuals and families. Christian in its heritage, it is ecumenical in its delivery of services and in its membership. The YMCA assists people in learning the skills and attitudes that will enrich their lives, lead them to interracial and intergenerational understanding and to realize their full potential as members of this community. The YMCA emphasizes development of the whole person as embodied in the YMCA symbol, the triangle, signifying the union of the spirit, the mind and the body.

The Centre Avenue YMCA , located in the Hill district, has existed since 1922. Its staff consists of 80 employees, 15 of whom are full time. Its income primarily comes from fund raisings and grants which must satisfy its $ 1.5 million per year budget. This organization facilitates a variety of programs to serve and support about 400 people per day, including children, teenagers and adults.

FACILITIES

_ Centre Avenue YMCA is a 4-floor building. The first floor consists of the security desk, office of administration, a conference room, a gymnasium (full size basketball court), the childcare center, and dining facilities.

_ The office of administration is divided into three parts: the office of Executive Director, his secretary, and the general office. Between these three offices, there are 4 working computers. Three of them do not have a Internet connectivity and are used consistently to generate reports, letters, and for record keeping. The Executive Director's computer is new and has an Internet connection.

_ The childcare center consists of two rooms, one is filled with baby cribs for the infants and the other is equipped with a television and toys for younger children.

_ The dining service is in charge of catering and serving about 1000 people weekly.

_ The computer center is located on the second floor. There are about 13 computers. Only two are connected to the Internet. This center is used for after school programs, and by YMCA residents and by staff persons.[1]

_ There are in total 90 single rooms for residential occupancy located on the second, third, and fourth floor, but only 70 of them are used. There are also staff offices located on the second and third floors.

_ The locker room, weight room, and swimming pool are located in the basement. They are currently under renovation.

_ In general, the building is very old, but most of the facilities are still in good condition. Everything is kept neat and clean.

PROGRAM AREAS

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[1]Student Consultant, Jason Grossman is working with Darlene Hopkins in the Computer Center

I. Program Participants

_ The childcare center is open from 6:30am until 6pm all week. It supports children from infancy to 5 years old.

_ The before and after school programs assist about 88 students in doing their schoolwork and projects. They help to expose students to variety of issues and encourage their creativity as well (i.e. by watching movies or using the computer center).
_ Sports related activities include basketball, volleyball, soccer, and baseball. There is also a program for beauty care.
_ The housing department is responsible for the well being of the residents and information related to them.
_ The family reunification program is responsible for taking care of family issues either between two parents or between parents and children.

II. Program Staff

_ There are 6 professional staff persons, who act as program directors for the childcare center, the before and after school programs, sports, housing, and family reunification. They each supervise staff in their respective programs.
_ The three administrative staff persons are responsible for correspondence, generating documents, answering the telephone, and entering and filing information. They learned how to use computers and basic applications in college, but there is no arrangement made for ongoing technical training. They primarily use Word, and only the secretary is familiar with Excel.

TECHNICAL ENVIRONMENT

There are 4 computers in the office of administration and 13 in the computer center. The Executive Director's computer is purchased from A-1 PC Computers. It runs Windows 95, with 28.0 MB Ram, 1.96 gig HD, with 33.6 K modem, SoftMidi Driver soundcard, a CD-ROM, and a 14" AV2 SHINHO monitor. The PC is less than a year old, and is still in a great shape. No documentation, however, was provided for this computer. This caused the Executive Direction with no direction of how to use the computer, how to set it up, how it would be useful, and what to do if something is not working properly. When we first met, besides the Operating System, only America On Line (AOL) was installed. Prior to our meets, the ED rarely used his computer except to check his e-mail. However, he had demonstrated his high motivation in moving forward with the technology by purchasing this computer.

The three other computers in the office are also PCs.
1. Purchased also from A-1 PC, running Windows 95, with 30.0 MB Ram, 1.96 gig HD, 14" monitor, a CD-ROMs and 2MB VGA Memory. It is mainly used for Microsoft Word and Excel, but is also often used to run CDs and CD programs.
2. Runs Windows 95 with 32 MB Ram, 14" monitor and 1.19 gig HD. It is mainly used for Microsoft Word.
3. Runs Windows 95 with 32 MB Ram, 14" monitor and 1.19 gig HD. It is mainly used for Microsoft Word.
None have dial-up Internet connections.
Out of the 6 program directors, only 2 have their own personal computers.

TECHNOLOGY MANAGEMENT

The computer center is run by Darlene Hopkins, who also provides technical support for CAYMCA. The administration assistants are also quite comfortable in using the computers. However, if there is ever a

problem, Darlene will be contacted immediately. However, Darlene has other responsibilities. Since there are not any other immediate resources they could go to, they usually contact other YMCAs to send a person to fix their problems.

There are interests in making this YMCA more advanced in technology, but there is not any specific person who has enough knowledge of this matter or even a person who can concentrate on this matter, so that YMCA can advance comfortably and explore other resources. The idea is to develop a technology management plan, which includes:

_ Human resources -- having enough people who knows about computers.
_ How much money should be allocated for this to happen.
_ How much money should be allocated in the budget if the plan carries.
_ Maintaining contract.
_ Developing network and Internet strategy.

It is a good idea to train one of the computer center assistants with more knowledge about computers so that there will always be a person at hand to make repairs, answer questions, etc. Then, appoint the same or another person to be someone who can be responsible of the maintenance and development of technology in the YMCA. Since Darlene's role is closest to that of a technology manager, it should be considered to reward her initiative to be one. She can easily receive training from local colleges or universities to enhance her knowledge of the technology.

Technical Management is substantive to maintain the current and future technology, and to provide resources to the staff persons and users. It is the first step to make the users smarter (knowing the computers that they have) and more comfortable with the technology.

III. PROBLEMS AND POSSIBILITIES

A.   EXECUTIVE OFFICE / LEADERSHIP

Improving Computer Skills to Increase Efficiency In Daily Tasks

Current Situation:

The Executive Director's knowledge and understanding of computers are still elementary. He is able to open or close a document, but does not know how to look for or to generate a particular document. He is able to run AOL, but does not know how to take the most advantage out of this resource. The Executive Director needs to be familiarized with the technical environment; he needs to be able to use and take advantage of his office computer comfortably. This is essential so that he can generate his own reports, write his own letter, analyze reports that have been generated by Excel, and provide feedback to the works done by his assistants. Not only will this increase the productivity in the office, it will also increase respect for the ED.

Possibilities:
_ Use Office applications to generate reports

First, a basic Office program (preferable Microsoft Office) needs to be installed in his computer to help him organize his schedule, create reports, charts, or even presentations. It is essential that he understands and knows how to use Word and Excel so that he can at least write his own reports and grant letters and manage his budget on Excel. Once he is comfortable with these two applications, he will use them more frequently to do other simple tasks. Once he learns how to use Power Point, he will start giving more impressive presentations. This, however, will take practice. One needs to be patient and keeps trying to use these applications daily in order to be comfortable with them.

_ Take advantage of the Internet connection

Spending more time exploring the Internet will make one be more familiar with the resources available, because one can get a lot of information to get grants or even information about other organizations that one can use to improve one own organization. It is also a good idea to start using email as a mean of communication with other organizations or important people, because it is much more efficient. By email, one can get a more thorough information or explanation without having to spend too much time dealing with small talks. Also, if you have other more important issues at hand, you can always check your emails a little later, so there will be fewer interruptions in work habit.

Increase Organization and Efficiency by Using a Palm Pilot Program or a Laptop

Current Situation:

The Executive Director is a very busy man. He has to go to many meetings, business trips, and is often not available on site. His office is filled with stacks of papers that he needs to go through. He always carries a folder filled with important information, a mobile phone so that he can be reached from the office when he is away, and a Casio organizer. Right now, the only thing that helps him organizing all his appointments and contact information is his Casio Organizer. However, this organizer does not have a large memory, so that every week, he has to delete every single past appointments that he has.

Possibilities:

In order for Mr.Stoney to be able to store all of his contact information and meetings efficiently, he needs a better organizer. A Palm Pilot would be a great idea to be considered, because not only would he be able to use it the same way he uses his current organizer, he can also use it for other purposes, such as generating a daily to-do-list, just as he desires. Also, all the information that is contained in the Palm Pilot can be downloaded into his computer so that if it ever runs out of power, he will not lose any of the information. Other features that are provided by Palm Pilot could definitely help him in simplifying his task. Consulting with friends who own Palm Pilot to see what they think of it would also be a great idea to get another perspective of this application.

As another option, a laptop can also increase efficiency in Mr.Stoney's work. This laptop would be able to contain all the information which currently exist in his folder. This way, it will be easier for him to look up and make changes to the different documents that he has. Also, by having a laptop at hand, he will able to access his email wherever he goes. Since Mr.Stoney travels a lot, and sometimes, they are more than a couple days trip, it is necessary for him to be in touch with the office. In this way, communication will be easier and more efficient. At other times too, Mr. Stoney will always have access to the Internet whenever he needs some resources. The laptop will also enable Mr.Stoney to do some of his work -- writing grants, checking organization budgets, or keeping in touch with different people -- from wherever he needs to be.

Taking advantage of email for a more efficient communication

Current Situation:

On top of his busy day, Mr.Stoney has to deal with many personal or phone interruptions throughout the day. Some of this interference is of less consequence that a particular staff person can deal with, so that the ED can concentrate more on his priorities.

Possibilities:

If every single of the program directors and administrative staff can own their own email account, even though they do not own any personal computers, then communications through email can be encouraged. This requires them to check their email often and consistently. This will encourage them to use the computers more often, and condition them to be more comfortable with and attracted to the technology.

By using email, information can be conveyed more accurately. This will also save a huge amount of time, because one does not have to deal with the less consequence conversations. Email will also allow them to communicate more freely with those outside the organization, because it is less expensive.

Consistent search for other resources and possibilities especially in the area of technology to help YMCA grow.

Current Situation:

The Executive Director needs to see and understand the amount of resources, efficiency, and possibilities that a technical environment can bring to his organization. Not only this will benefit the way his organization is running, but also in the way his organization can provide, support, and initiate more resources and creativity for the residents, children, and teenagers.

Possibilities:

He, first, needs to be exposed to the different possibilities out in the technical world and be able to take advantage of these resources. He needs to think about and recognize what the possibilities and *potentials* are, to plan and *prioritize* his ideas, and *take action* accordingly. One way to do this is to keep a close touch with other community organizations to see what they are doing, and how they are doing it. A network of people who have the same goal would be a great resource. I will also work closely with the Executive Director to recognize and list the different problems that the current YMCA has. We will go as specific as to what each department lacks and needs, especially in the area of technology. We will then try to come up with different solutions, how realistic they are and how they can be done, that will help each departments and YMCA in general. After we lay out our goals and vision, we will try to make a short and long term plan to prioritize what must be done.

B. ORGANIZATIONAL EFFECTIVENESS

Increasing Efficiency Through Computer Networking

Current Situation:

Almost all record keeping in Centre Avenue YMCA is still done manually, therefore it is harder to share and access information needed for different occasions. Many of the program directors do not use computers to communicate, store data, and generate reports. Therefore, there can be many miscommunications, stacks of papers, and inefficient information accessing. Communication, both internal and external, is also still limited to mail and telephone, even though some of the staff persons have access to the Internet, therefore sometimes, it takes a lot of time to exchange information. All of the program directors meet once a week in a staff meeting, but other than that, there are not any apparent communications between different program areas that can encourage them to work together. Because of this lack of efficiency in the communication between staff persons, residents, and the external world, messages are sometimes delivered late or inaccurately.

Possibilities:

Some of the things that would greatly benefit the organization would be to network all the computers and to create a database to keep accurate and easily accessible information. By networking all of the program director's computers with the administration staff and ED's computers, information can be shared much more easily. With networking also, everybody will have equal access to the Internet and email. They will be able to get more resources from the Internet to help them in their specific program areas. To increase efficiency in the area of communication between staff persons, residents, and the outside world, electronic email should be encouraged, which will encourage more cooperation and coherence between the different program areas. Email will also encourage them to increase contact with the outside world either it is to get more information, or just as a matter of advertising. If emails are used consistently, this will lessen the amount of interruptions gotten in a day and allocate more time to do more prioritized work. Networking will also increase information sharing, efficiency in information accessing and analysis, and communication in general. Especially if a database is already generated, then different types of information can be kept more accurately and accessed easier. This will help a lot in generating reports whether it is just for a matter of weekly staff reports, organizational yearly reports, or even a grant proposal. Statistics can be generated easily to provide accurate facts.

Extending the Computer Skills of Staff Persons To Be Able To Take Full Advantage of the Technology

Current Situation:

Right now, not many of the staff persons know how to use the computers. They do not even know how to use simple office applications. They think that they are not ready for this technology, and are not confident enough to try it. Since they are not comfortable with the technology, it is a waste to implement all these technology if it is not going to be at use.

Possibilities:

There should be a computer workshop mandatory for at least all of the professional staff persons, so that they can be mainly comfortable with computers and the technical environment in general. There is the issue that one might not think that one is not ready to be exposed to this level, but in reality, it is only a matter of doing it step by step. This workshop will encourage them to use basic office application in generating different kinds of reports, to encourage them explore the Internet to find more resources for their specific programs, and to help them keep more accurate information in their specific departments. This will lead them to be more comfortable with the technology so that they can take full advantage of these resources without having to feel intimidated.

IV. APPROACH / PLAN

Given the time constraint, Mr.Stoney and I had worked to fulfill these goals:

1. Increase Mr.Stoney's confidence and competence in using his computer.

2. Find out ways to make Mr.Stoney's day and information more organized.

3. List and analyze each of the internal programs' problems and possibilities in the area of technology.

4. Find out ways to make communication / information sharing more effective within and with outside CAYMCA.

5. Increase Mr.Stoney's understanding of technology and its importance in his organization.

V. SCOPE OF WORK

This section describes what kind of work and progress are done during the 13 weeks of consultation. This process focused on how to expand Mr.Stoney's capacity; it specifically informed him what he needed to know about technology, and how to get him started to be able to implement it later on to his organization. It is important to know that these processes overlap one another.

1. Situational Analysis of CAYMCA.

    During this process, I tried to get as much information as possible about the organization: its mission, projects, background, staff, facilities, technical environment and management. I gathered this information through conversations with Mr.Stoney and a few of his staff persons, and by taking a tour of the building. By understanding how the organization is run, and how it is running, it would be easier to identify its needs. This process took approximately 3 weeks.

2. Increase Mr.Stoney's confidence and knowledge of his own computer.

    This include exploring his computer by:
    - locating different documents, making new documents, deleting documents, renaming documents, filing documents, saving, and printing them
    - how to start new applications, what are the different applications that he has on his computers and what they are for
    - what kind of computer he has
    - how to put the computer back together if it has to be taken apart
    - how to work the mouse (left click, and right click)
    - how to change the display and/or properties of his computers

    After Microsoft Office was installed, we started to work with Microsoft Word and Excel.   I tried to introduce him to most of the varieties that he could do with both applications to help him with his work.

    Mr.Stoney was also encouraged to explore the Internet more often to search for things that interest him. This introduced him to the huge amount of resource that the Internet provides. By using his AOL account, we tried to search for specific things and locate different sites so that he would know his way around the next time.

    We tried to work with his computers as often as we could so that he would be more comfortable with it. We went through with this plan rigorously for the first 4-5 weeks, but this process continued until the last day.

7. Recognizing problems of the different program activities.

This was done by sitting down and listing all the different problems that the program activities may have. Mr.Stoney then gave out a chart to each of his program directors to help him identify the problems that they had. They were also encouraged to list the different possibilities of how this could be overcome with the help of technology. Mr.Stoney and I then sat down and went through their reports. It gave us great and helpful ideas of what the staff wanted, needed, and understood. It was shown, that most of them were still not comfortable in technology or change in general.

This process took approximately 4 weeks.

8. Setting up plans for the organization.

After noticing the different problems that the organization has or may have, we looked at the different possibilities that we could do to solve these problems. This was actually more of an exercise for Mr.Stoney to be more critical of the technical environment of CAYMCA. Through this process he started to understand the importance and the necessary of integrating technology into the organization. By doing this process, we came up with a list of plans and resources that would help him improve his organizations.

This process took approximately 4 weeks.

9. Preparing for the final presentation

This is the process of putting everything together by analyzing what we had achieved in the past 12 weeks. We summarized some of the major achievements to be prepared on transparency. Seven minutes speech presentation would have to be done by Mr.Stoney.

This process took approximately 2 weeks.

VI. OUTCOMES

Evidence of Expanded Capacity

- Mr. Stoney installed Microsoft Office by himself; his confidence has increased dramatically.

- He made a flier, by using Microsoft Word to advertise a dance in his daughter's high school by himself. He then saved it to a disk and printed it.

- When the display of his computer went blank, Mr. Stoney solved the problem himself. He discovered that one of the connections was lose.

- When he went to visit his family, he mentioned that he was able to explain to his relatives that they should not be intimidated with their computer. He helped them to be more comfortable with their computer. And, when he played around with their computer, he notices that it was somewhat different from his computer, but he was able to find his ways around.

- Mr.Stoney was able to save, name, find, and organize his documents in ways that it would help him in organizing his information. He is now in control of his information.

- He is currently working on a technical-management plan to maintain the technical environment that is hoped for.

Evidence of Sustainability

- Mr. Stoney now uses his computer on a daily basis (i.e. Checking email, making new documents, finding resources through the Internet). He is also using Excel to do his budget. These demonstrate his enthusiasm to continue to learn about the technology and to find the right resources to match his needs.

- In his staff meeting, Mr.Stoney encouraged and tried to get his staff involved in this process of thinking of integrating technology to their works.

- Mr.Stoney seek out for resources from and initiated to coordinate technical issues with Darlene. For example, he kept getting this letter about some students who were willing to create a web-page for different organizations for free, but he did not know how legitimate this is, so he asked Darlene and have her find out more information about it.

VII. RECOMMENDATIONS

10 A necessary to have Technology Management Strategy and Plan.

In order for YMCA to be able to maintain its current and future technical environment sufficiently, they need to have some strategy and a plan for a Technology Management. In general, this will include two main points:

a0 Capacity to maintain one's own computer (Self-Sufficiency).
It is necessary for one, once they own a personal computer, to know and understand how it works, and what it needs to be in control of their personal belonging. This will encourage them to be more independent and curious when it comes to technology, because it forces them to learn and solve problems concerning their own computers. In the long run, this will make them a much more skilled and confident users. This does not mean that they cannot search for resources from other places or persons. On the contrary, it is highly encouraged, except that the different is staff is encouraged to solve their problems themselves with the help of another, instead of having someone else to solve their problems.
This can be encouraged by having computer classes (possibly organized by the Technical Support Function) for staff to better their knowledge of computers and to increase their ability to solve technical problems. These classes should develop confidence among staff, create a support group among staff, and provide them with other resources other than the Technical Support Person.

b0 Capacity to provide resources (Technical Support Function).
It is another idea to hire a function/person to be a resource to help and encourage the staff to be more self-sufficient technically. This person could either be a consultant, or an in-house person. One drawback to have this function to be an in-house person is that staff would be more dependent to him/her because they would already know him/her. However, an in-house person already knows what is going on with the organization (understand its capacity and needs) and is easier to be contacted. Therefore, this person could efficiently help the ED in the planning of integrating technology into the organization.

By having this balance, this technical capacity will be more realistically sustainable. Not only the staff would be comfortable with the technology, but they are also self-sufficient, independent, and skilled. It would be easier for them to apply their knowledge of technology to their work. This would also make the job of the Technical Support Person much easier. He/she could also depend on the staff to plan other technology implementation in the organization, instead of only the other way around. This would allow them to expand their capacity even more, because stability is achieved.

30 Computer Networking

As of now, CAYMCA has many communication and inefficiency problems as mentioned earlier. If every program director had his/her own computer, then they could easily talk to each other, share information and stay up-to-date on what=s going on. If each of the program directors is already comfortable in using their computers, they will use their computers more often as a mean for communication between staff and outside resources through email. It will be easier for them to get more resources and information through the Internet. There will be less telephone calls that they have to deal with. As mentioned in the Problems and Possibilities section, this plan will lessen the amount of personal and phone interruptions that are happening throughout the day, especially for the ED. Since every computer is connected, each person has easier access to email and the Internet, which would encourage them to use them more often. Also, with networking, it will be easier for them to share resources and information that the organization has collected throughout the years. It would also be easier for the staff to work on joint project, and to coordinate activities among different staff if they were online. This could include posting individual, organization, room/space, and project calendars to help them keep track of what is going on at a particular time. It is only through a local area network can the Internet be made available to everyone in an affordable way. In the long run, they will be ready enough to have a database created for all of their information, because they will already have a way of how to share them.

40 Computer Skill Workshop for Staff

It will not make sense to have a lot of computers and have them all networked if the people involved do not know how to use the computers and how to take advantage of these resources. So, the first step is to make all of the staff persons comfortable with this technology. Having a mandatory workshop for the staff to teach them basic office applications, email, and the Internet will help them see how computers can help them in their jobs. Through training, interest and curiosity in technology will increase. With increased interest, curiosity and better skills, they will be able to take better advantage of the technology available to them.

50 Stay in contact with other organizations esp. non-profit community centers

This will be a good resource to see what other organizations are doing with the technology they have. And since technology keeps developing and changing, one needs to keep in touch continuously. These other organization can also help YMCA in other aspects, such as where to get funding, how to improve the different programs they have, and being a support group, because they have similar goals.

60 Keep exploring your own computer.

Using Microsoft Word once to create a meeting report will not make you an expert in it, however, if you keep using Word to make reports, write letters, write grants, make fliers, etc. on a daily basis, you become an expert. The same applies with the computer in general. It will take you more than one day to be more comfortable with it. If you keep using it for variety of reasons, very soon you will know a lot more about it.

One can do this in a couple ways. One can intentionally allocate time each day to learning, either independently or by taking classes, or one can just try to use the different applications in their computer to carry out their daily tasks even though they are not yet excellent at it. To be committed, it is a great idea to implement a policy across the board to allocate certain number of hours each week or each day for each staff person to learn something new to improve their competency. The organization can organize a program for the staff to meet together in the computer lab, to take classes, or to take on projects that require computer use. This will establish habit and confidence within the staff too.

VIII. RESOURCES

STAFF

Paul wants to be more organized. Right now, he has a small organizer that he carries around with him wherever he goes to remind him about his appointments and to store some addresses. However, it is not very convenient, because it has very restricted memory and it does not have other useful application. He's been doing research on **Palm Pilot** to see if it would help him, and finally he decides to get one. Other than the guidebook that he received together with the packet, other resources that can help him:

10 **http://www.palmpilot.com**

This is the main page for Palm Pilot where he can find more resources, information, or just general help with his new Palm Pilot.

20 **http://www.download.com**

Go under "Palm Pilot" where there he can find some applications to add to his new Palm Pilot when he needs or wants to.

Some resources to get **funding**:

10 **http://www.newburghlibrary.org/grants.htm**

Provides information about a wide variety of federal and services which offer grants, loans, and other forms of financial assistance to the American public.

20 **http://techctr.educ.umkc.edu/funding**

It has links that provide access to WWW pages that deal with funding and grant

30 **http://www.fdncenter.org/grantmaker/**

They have "links, both direct and annotated, to more than 600 grantmaker Web sites; highlights and excerpts from the Center's research on foundation giving; and a range of informational materials produced by individual foundations and hosted by the Center as part of its "Foundation Folder" program."

2. **http://youthservicesplus.com/**

Help in Grant Writing, GrantMaker Research, Proposal Submitting, Feasibility Studies, Evaluation Tools, Manuals, Fundraisers, Community Events, PowerPoint Presentations, Annual Reports, Brochures, Web Site Design

40 **http://www.nng.org**

Can get information about steps to take to search and to get funding. Has links to non-profit resources. Describes government resources and has info about Private Foundations, Corporate Grantmakers, Grantmaking Public Charities, and Community Foundations.

TECHNICAL ENVIRONMENT

In order to increase communication and efficiency in the organization, **networking** the computers of all the program directors and the administrative assistant is essential. It is essential however, to understand what a network is and how Local Area Network (LAN) works to later help in determining networking needs. Some of the resources are:

10 Networking For Dummies7, 3rd Edition, By Doug Lowe

A friendly, easy-to-follow steps and with plenty of tips to understand what a network is and how to have your network up and running.

20 **http://www.lanw.com/networks.htm**

Provides more resources concerning Networking: books, other web sites, and general information.

30 **http://www.info-ren.org**

Information Renaissance is a non-profit organization that is dedicated to helping non-profits in Pittsburgh that seek for reliable, high speed Internet connectivity. A more detailed information of Info-Ren is available in the Appendices.

40 Hire an Independent Consultant

You can also get an independent consultant to help you organize and carry out the plan. However, it is necessary to check them out first, to see whether or not they are reliable (get a referral from other people or organization who has done or doing this process).

In order to maintain this technical environment, YMCA needs a Technical Management. It can be an outside or inside person. If he/she is an inside person and is also in the process of learning and is willing to do more work for his/her job, he/she can go back to learn more about computers and technology at a local community college.

ORGANIZATION

Paul wants a Web Page for Central Avenue YMCA. Right now, he is trying to find out more information about these people who said that they are willing to make a free Web Page for YMCA. However, Paul does not want them to just make one for them, he wants them to teach one of the staff how to make one, so that they can maintain it.

Other resources that might help him in creating a **Web Page**:

10 Books:

_ Creating Your Own Web Pages by Andrew Bryce Shafran, Andy Shafran

_ Creating Web Pages for Dummies (3rd Ed) by Bud E. Smith, Arthur Bebak

30 On line tutorials:

_ **http://www.ncsa.uiuc.edu/General/Internet/WWW/HTMLPrimer.html**

This tutorial has a lot of examples and talks about different terms that a person who nothing about Web Pages will find useful. It lists tags and explains them.

_ **http://www.weballey.net**

Similar to the first one -- also very friendly/easy to use

_ **http://www.hotwired.com/webmonkey/teachingtool/**

Also has graphics and many helpful links.

_ **http://www.davesite.com/webstation/html**

Has a lot of hints and it really starts from the beginner level.

20 Free Web Pages:

_ **http://www2.fortunecity.com/cgi-bin/homepage/estate.pl?referer=mainpage**

_ **http://forfree.at**

_ **http://www.cybercit.hko.net**

_ **http://www.freenet.com/**

In order to expand capacity in program areas, especially in the technology level, it is a good idea to have and keep good communication with other non-profit organizations.

10 **http://www.ctcnet.org**

A network of more than 250 community technology centers where people get access to computers and computer-related technology, such as the Internet. The 250+ sites are enormously diverse in program areas and participating populations. Some are stand-alone centers; others operate as one part of a larger organization, such as a multiservice agency or museum, job-training center, shelter, cable public access center, etc.

20 **http://www.ymca.org/otherymca.html**

A list of other YMCAs.

3.   A selected list of local community centers is attached in the Appendices.

In order to increase knowledge and competency in the area of technology to satisfy the Technical Management Strategy, taking classes at the local university should definitely be considered. Other than that, you might be able to find student volunteers or class projects that could help you expand your capacity.

10 Carnegie Mellon University (**http://www.cmu.edu**)

_ Computer Science in Community is a project class where you can work with a student consultant. Contact person: **kathys@andrew.cmu.edu** or **joemertz@cmu.edu**

20 Duquesne University (**http://www.duq.edu/index.html**)

30 University of Pittsburgh (**http://www.pitt.edu/**)

APPENDICES

Information Renaissance

Information Renaissance is a nonprofit corporation that promotes the development of regional networking infrastructure in support of education, community development and economic revitalization. It works in three primary areas: community networks, on-line resources and policy issues, such as improving public participation in government.

One segment of their programs provides a range of computer support services for non-profit organizations. These services include Internet connectivity, training, and the staffing of community computer labs. Non-profit organizations interested in these services should join Information Renaissance as affiliates. Each affiliate is entitled to three hours of Information Renaissance's training or consulting services.

Computer related assistance for non-profit organizations:

Dial-up Internet Access Account:

To get started, some non-profit organizations need one dial-up Internet account with one graphical interface to one e-mailbox, access to the World Wide Web, FTP and other Internet applications. Information Renaissance can provide this service, including establishing an Internet domain on behalf of the organization for $200 annually.

Network Design and Consulting:

When an organization is ready to design a local area network, Information Renaissance can provide consulting assistance regarding the design of the network, recommendations on hardware, service contractors, etc. Most importantly, Information Renaissance can help the organization determine the best network strategy for the best Internet connectivity strategy. In addition to having highly qualified technicians, they have a history of working with schools and non-profits in the Greater Pittsburgh region. They help organizations look at what is needed for the present but always in light of where they are headed. They help non-profits make wise and well informed purchasing decisions. They can help organizations find additional services and consulting assistance. After the initial 3 hours, consulting is available for $100 per hour.

Internet Gateway Service for Local Area Networks:

Once an organization has a LAN up and running, Information Renaissance can provide an Internet connection so every computer on the LAN has access. They support ISDN, DSL and wireless where it is available. They provide the router, arrange for the appropriate lines to be installed, and setup the connection and the LAN for operation on the Internet. Once up and running, they support the router and the Internet line. It is important that someone be on site who is responsible for maintaining the LAN, because Information Renaissance does not provide LAN support. As part of this service, they arrange for the organization to have its own Internet domain, e-mail accounts, and web server space in order to publish web content. The cost for this service varies depending upon the type of connection. For example: an ISDN connection runs $250-350 a month. This fee includes the line charges, all the ISP services packaged with the gateway service. There is an additional one-time charge for set-up which runs approximately $700. (Prices will vary.)

Real Host Service:

Information Renaissance is available to help an organization plan for and implement their own on-site web hosting capability. In this scenario, the organization determines and supports email boxes, web space, etc. Information Renaissance can help an organization determine specifications, purchase and implement necessary hardware, software and network setup. Additionally, Information Renaissance can provide training. Pricing depends on the situation, the hardware configuration, and the amount of assistance required.

Online Seminars:

Information Renaissance provides online seminars and discussions on special topics. Any organization who has a need for sponsoring and facilitating an online seminar or discussion may wish to contract with Information Renaissance for this service. They provide assistance in preparing for online access, training an online moderator/facilitator who will conduct the seminar/discussion, maintaining a mailing list so individual participation receives responses via mail, and archiving of the discussion on the web. Fees for this service are variable and depend greatly on the length of the seminar and the size of the intended audience.

The information contained above is a summary. Persons interested in pursuing the specifics of these services need to contact Information Renaissance directly.

Bob Carlitz, Executive Director - 412.471.4636 - rdc@info-ren.org

Gene Hastings, Technical Director - 412.471.4636 - hastings@info-ren.org
They have an office in downtown Pittsburgh.

Good Contacts of Local Community Organizations

NORTH SIDE

Marcia Snowden
Housing Authority Technology Learning
Center of Manchester
1314 Western Avenue
Pittsburgh, PA 15233
412-322-4967
snowden@hillhouse.ckp.edu

Wayne Peck
Community House
801 Union Avenue
Pittsburgh, PA 15212
412-221-5497
wp0a@andrew.cmu.edu

Maggie Henry
Creative Technology Center
Carnegie Science Center
One Allegheny Avenue
Pittsburgh, PA 15212-5850
412-237-3400
henrym@clpgh.org

WILKINSBURG

Steve Hellner-Burris
Hosanna House, Inc.
807 Wallace Avenue
Wilkinsburg, PA 15221
412-243-7711
steveh-b@cheerful.com

HILL DISTRICT

Roxanne Epperson
New Beginnings Learning Center
202 Robinson
Pittsburgh, PA 15213
412-683-2140
epperson@hillhouse.ckp.edu

Chrishelle Thomas-Eugene
Hill House Community Access Network
1835 Centre Avenue
Pittsburgh, PA15219
412-392-3136
thomaseu@hillhouse.ckp.edu

HAZELWOOD

Cheryl Engel
Carnegie Library of Hazelwood
4748 Monogahela Street
Pittsburgh, PA 15207-1506
412-421-2517
engelc@clpgh.org

NORTH HILLS

Lawson Shaw
Benedictine Senior Community Network
4530 Perrysville Avenue
Door E
Pittsburgh, PA 15229-2296
412-931-6051
lsdsrzb@trib.infi.net

General Map of CAYMCA Building (Floor 1)

General Map of CAYMCA Building (Floor 2)

Paul S. Stoney