

Family

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*"Our mission is to serve the community as a learning resource center by identifying and providing families with strategies, resources and technologies for abundant living."*

## **The Family Life Learning Centers**

The Family Life Learning Centers is a non-profit corporation that operates learning resource centers, providing strategies, resources, and technologies for learning life skills, thereby improving family living conditions.

This Family Life Learning Centers (FLLC) orientation handbook will provide you with an overall view of the learning centers mission, purpose, and objectives in ministering to the whole family.

### **Mission Statement**

**Our mission is to serve the community as a learning resource center that provides families with resources, strategies and technologies for abundant living.**

### **Purpose**

The Family Life Learning Centers establishes a setting for the delivery of programs, technologies and resources that help families prepare and experience the prosperity of abundant life principles. The Family Life Center also serves as a recycler of computer equipment for low-income families, faith-based and community partners who have a need for computer equipment.

This handbook outlines the Family Life Learning Center and the Family Life Ministry 4 TEENS program. It describes the Family Life Learning Center concepts, methods of funding, defines eligible program requirements, states proposal contents for faith-based partners and briefly describes the HUD review process for grant funding.

This handbook will also highlight the development and placement requirements of HUD Computerized Learning Centers (CLCS) within the Family Life Learning Centers. Government grants may be available to assist learning centers, which meet guidelines for providing programs and activities for HUD-insured and assisted housing residents.

Family Life Ministry 4 TEENS program will provide hope and positive focus for teens in Family Life Learning Centers who aspire to become successful adults. The placed-based concept (in the communities that we serve) of the center provides a place in the neighborhood for tutoring, job training, career development, and “skills for life” education. The Centers presence in the community can also be a factor in reducing TEEN crime and vandalism.

## **SECTION I**

### **WHAT IS THE FAMILY LIFE LEARNING CENTER?**

The Family Life Learning Center is a partnership of professionals, public and private organizations, churches, neighborhood organizations, housing developments, business owners, and families.

The centers link community resources and strategies by utilizing computers, hardware and software technologies for career mentoring, job training, life skills education, and other community purposes. Our objective is to encourage families to move towards abundant life principles and economic self-reliance.

The learning centers provide families with the necessary resources to access the education and skills for living in the 21st century. The educational and job training programs are designed to enrich lives. Family Life Learning Centers within churches become a magnet, “a knowledge center” in the community, attracting and pulling families and communities together. The training resources provide open doors to job opportunities, higher self-esteem and a better quality of living.

One of the principle goals of the center will be to reach as many families as possible. Outlining approaches to engage parents and children in focusing on continuing education and training, providing incentives that help achieve the support and interaction from both parents and children. The incentives can be in the form of scholarships, services, free software or additional computer access when the family has agreed to join the effort of reaching out to TEENS. Family Life Learning Centers also encourages family participation in the activities of the hosting church and community center. Family Life Learning Centers encourage families in supporting drug-free and violence-free schools.

#### **The Family Life Ministry 4 TEENS Program**

The Family Life Learning Centers focuses its core program on TEENS. Teenagers are our next generation of adults and leaders in our communities. The core program material engages TEENS in real life projects that develop skills for successful adult life. The Family Life Learning Center TEEN becomes our key component in working with pre-teen youth and older adults who have few computer/technology skills.

The Family Life Ministry 4 TEENS Program is a ministry program designed especially for TEENS who want to be better prepared for a successful life as adults. Family Life Ministry 4 TEENS is a key component of the Family Life Learning Centers. The program is designed to develop and equip them with the skills and knowledge necessary to prepare for adult life. The approach is to prepare TEENS with value based principles for teenage and adult life. The program designs and implements project approaches for learning life skills, which require strategies, resources and technologies to complete projects.

TEEN’s work together within the church to develop partner relationships with professionals, local businesses, educational institutions, private foundations, faith based charities and other community organizations. The partner relationships help to create, operate, and sustain the

Family Life Ministry 4 TEENS and other Family Life Learning Center programs in the community.

This approach with the TEENS encourages them to reach out to other TEENS in their schools and communities. As this occurs, the church should see a tremendous growth in the Young Adult and TEEN populations within the church. TEEN participation in the Family Life Learning Centers becomes the catalyst leading to opportunities, prosperity and growth within the church or community center.

The programs' primary focus is on 13 to 19 year old TEENS to prepare them for the first decade of their adult life (20 - 29). The program is a 10-year commitment on behalf of each TEEN to develop skills for abundant Christian living. The focus is a long-term approach to help TEENS through the critical phases of life from the teen-aged years into a successful and prosperous adulthood. Relationships, finances and professional career development are key areas that are addressed by Family Life Ministries for Teens Program. Using a project management focus, the program focuses on developing necessary life skills for successful adult living.

### PREPARING OUR TEENS

Preparing for young adult life involves learning, building and developing essential skills and abilities. Family Life Ministry 4 TEENS uses a "Project Management Approach" to teach and guide TEENS through the necessary development process of becoming successful young adults.

Relationships, finances and professional career development will be important areas of project management focus.

Each TEEN will be given project exercises and assignments to develop skills in the following core project areas:

#### **Core Projects:**

- 1) Relationships
  - a. Maintaining
  - b. Improving
  - c. Establishing
  
- 2) Financial Goals
  - a. Financial Management
  - b. Financial Investing
  
- 3) Career Development
  - a. Skills & Abilities
  - b. Education
  - c. Work experience
  - d. Resume
  - e. Health and Fitness

Basic components of the program include:

- Self-esteem and positive encouragement to succeed.
- Goal planning sessions to determine individual strengths and ambitions.
- Identifying key relationships; discussions on maintaining those relationships.
- Career networking and establishing new relationships.
- Mentoring and networking sessions.
- Financial management and investment planning.
- Lifestyle management sessions.
- Increased community and church involvement.
- Skills and interest assessment determining educational requirements.
- Other components include job training, and career development.

Participating in Family Life Ministry 4 TEENS is optional. If a TEEN decides to participate they are asked to sign a statement of commitment. This statement simply asks and encourages the TEEN to support and participate in the activities of the church and Family Life Learning Center programs. Each TEEN will be expected to learn, know and understand the basic foundational principles that support the projects and its components.

Family Life Learning Centers present programs in which business owners, residents, faith-based groups and community partners can work together to prepare, manage, and provide options for TEENS to achieve economic self-reliance. Family Life Learning Centers focuses on results and resources rather than quick fixes or out-dated educational tools.

BACKGROUND:

Over the next decade TEENS will be maturing into adult life, and will face many challenges as they prepare for adulthood; the challenges of completing high school, considering, and attending colleges or a technical school, and eventually starting a professional career. TEENS are also faced with the challenge of meeting financial needs, establishing new relationships, peer pressure and sometimes learning how to handle difficult relationships.

Parents must be intimately involved with a hands-on approach to guide and direct our children to a wealthy place of knowledge that will help them deal with these issues. The Holy Bible says that we are destroyed for lack of knowledge. (Hosea 4:6) If we fail to prepare and equip our children we will continue to see a large percentage of our youth fall into drug use, early parenthood and in some cases criminal records.

An unprepared TEEN can be easily influenced by an uncaring society to continue in the cycle of a poor education, lack of training and unfocused attention to adult preparation. The continuation of this perpetual downward cycle negatively impacts our economy, society, our neighborhoods and our communities.

Family Life Learning Centers and its partners are encouraging families and TEENS to participate in the Family Life Ministry 4 TEENS program and other programs within the center. With the use of the core project approach, life skills development, technology training, community

resources, government resources and career development strategies, TEENS are given a better chance to succeed.

## SECTION II

### FAMILY LIFE LEARNING CENTERS MULTIPLE BENEFITS

Family Life Learning Centers can improve the lives of TEENS, church members and others in the community by providing onsite access to computers and training resources.

Family Life Learning Centers may also enhance the self-sufficiency, employability and economic self-reliance of low-income families and the elderly living in HUD insured and assisted communities. Outlined below are other program benefits:

**Tutoring:** Family Life Learning Centers help residents of assisted and insured housing communities by providing tutoring in reading, language, math and other courses.

**Telecommuting:** Telecommuting for parents of young children, or those who are physically unable to travel. Be aware that the project cannot facilitate telecommuting. It has to be inherent in the job the resident has, e.g., data entry or micro-enterprise.

**Micro-enterprises:** Micro-enterprises, developed through business incubators, startup programs and other partnerships, could involve teenagers, young adults, and senior citizens. Such micro-enterprises may take numerous forms and find business opportunities in both public and private sectors.

**Parents Day Out Services:** Babysitting services will be structured, or perhaps a preschool and pre-teen care services designed with learning/play tools for younger children while their parents are in class or running errands. Residents may also set up a cooperative Day care center with fees to cover materials and supplies. (Before undertaking such an effort, local regulations covering day care centers must be met.)

**Multimedia Services:** Multimedia software has a documented beneficial influence in improving the learning experience of both children and adults in activities such as: preparing for the GED, improving math skills, computer literacy, or providing employment readiness training.

**Job training:** Job training is critical for successful placement once program training has been completed. Business, education and voluntary association partnerships are key in accomplishing this. Close linkages can be developed with local welfare offices to determine what types of education, training, and jobs will qualify for allowances and incentives and new "workplace" requirements.

**Life skills development:** There may be interactive group training in life-coping skills classes and competency-based training. Such topics include: Employment; job applications, employment contracts and forms, resumes, cover letters, job motivation, job search, how to interview, what employers want. Banking and Budgeting; requirements, use and maintenance of

checking accounts, spending decisions, purchasing and the payment of bills, personal budgeting. Credit and Loans; signature credit, credit cards, secured, repayment terms and conditions, loan types, and interest accrual.

**Internet:** Through the Internet and electronic mail, families can reach out to their neighborhood, libraries, social service providers and access the world. Church fellowships and associations could better serve families who are requesting assistance. Through the centers working partnerships with other properties and services, families could interact on issues such as marriage and parenting, counseling, yard sales, neighborhood security and neighborhood beautification projects.

On-line discussions become possible for any topic of general interest. On-line access to distance learning, job hunting, telecommuting, and libraries, jobs can become a realistic component, and students can easily find appropriate research material for homework.

**Mentoring:** On-line mentoring programs could also be established for the youth, which would provide communicational skill development while building friendships with an older member of the church or potential employers.

**Distance/On-site Learning:** Based on the TEENS interests, church members recommendations and demographic community and social needs, the FLLC Executive Director and the Educational Online Service Coordinator can work with local corporations, the public schools, vocational training schools and colleges and universities to ensure that appropriate courses are available, either through diskettes, teachers, aides, or distance learning programs.

**Senior Citizens:** Seniors are the fastest growing group of Internet users. Ideas for elderly users could focus on ending isolation (contact with families, grandchildren, and friends in other cities), use of libraries, social service agencies, partnerships with families-in-training, Senior Net and other web sites attuned to elderly needs and interests.

The above examples represent a fraction of the possibilities for Family Life Learning Centers. The center benefits can be very specific for the TEENS or comprehensive for the entire congregation or community in which it ministers.

### **SECTION III THE FLLC ORGANIZATIONAL & OPERATIONAL PLAN**

Family Life Learning Centers presents a network of resources in which business owners, residents, faith based and community partners can work together to prepare and provide opportunities for tomorrow's young adults.

The Family Life Learning Center business and operational plan combines the concepts of a computerized learning center, with distance learning, educational tools, technologies, resources and strategies that assist TEENS and others in personal and professional career development. This "knowledge center" approach addresses TEEN preparation for a successful adult life and

assists members and residents in working to achieve self-sufficiency through education, and meets community economic development goals.

The organizational structure of the Center allows TEENS to be actively involved in the planning and management of program activities. TEENS gain valuable work experience when actively involved in the administration and management of the center. Each center facility will have a TEEN administration staff under the direct supervision of an adult Executive Facility Director.

**Program Coordinator.** The Program Coordinator is responsible for administering the Family Life Ministry 4 TEENS program and tailoring opportunities at the center to meet the needs of members/residents of all ages.

**Responsibilities.** The Program Coordinator will help TEENS and others create a plan to establish positive relationships, financial, educational and career goals. The Program Coordinator will also work to insure that the center reaches a point of self-sufficiency within a three-year period.

### **TEEN Administrative Staff**

**Jr. Executive Director.** All centers need a Jr. Executive Director. This person should be a TEEN who is at least 16 years of age. The Jr. Executive Director coordinates TEEN activities and assists the Program Coordinator toward a 100% family involvement, participation and usage of the centers resources and technologies.

**Responsibilities.** The Jr. Executive Director will work with the TEEN Administrative staff to plan and implement programs within the center. The Jr. Executive Director will establish project committee chairpersons to oversee projects and their compliance with the center mission. The Jr. Executive Director will work to create positive relationships within TEENS and members that utilize the centers services and programs. The Family Life Learning Center's TEEN administrative staff will also consist of Administrative, Audio-Visual, Information Technology, Finance and Public Relationship directors.

**Volunteer Support.** There is also a role for the voluntary sector as part-time staff, tutors and trainers; for example, volunteers from local businesses, church members, Veterans of Foreign Wars, Kiwanis clubs, Junior Chambers of Commerce, Police Athletic Leagues, Boys and Girl's Clubs, 4-H groups, Scouts, and many others offer their support of the programs. User experts and professionals within the church can also help train TEEN staff and volunteers to run programs within the center. Outside experts and professionals may also be brought in to provide additional training.

All centers located in assisted-housing communities seeking to obtain HUD funding must submit a business plan to the asset management branch of the local HUD field office in whose jurisdiction the center is located.

The business plan for any one project or grouping of projects will address some, if not all, of the following: priority focus on TEEN life skill development; public/assisted housing resident

involvement in all phases of planning and implementation of an onsite center; job training and job development; special computer needs of the elderly; purchase/donations of hardware/software; minor construction if needed to bring a center online; appropriate staffing: an Executive Director or On-Line Service Coordinator, TEEN administrative staff, consultants, trainers, and/or volunteers to operate the center; participation of non-residents, linking the center to the world through distance or on-site learning, to the local public school system, technical institutes and community colleges/universities, for activities such as childhood education, adult literacy, computer literacy, typing skills, GED and associate and higher level degrees, job training, micro-enterprise development and telecommuting; linking the center to the world through networking to local public services (e.g., welfare, health, social security, other social service organizations).

Alternate Options. It does not require thousands of dollars to start up a Family Life Learning Centers and The Family Life Ministry 4 TEENS program. This can be accomplished by capitalizing on the following: Using existing space without modification, obtaining donated furniture, security equipment, and other equipment.

Using "shareware" - free programs available on the Internet. A small fee may be requested for regular use of programs or access to the Internet.

Engaging staff or volunteers with skills to create or clone computers from parts of older donated computer devices. Using staff or volunteer time to shop around at local computer shows, seeking used and spare parts; some computers can be purchased at 1/3 or less of retail cost.

The Family Life Learning Centers set up and running with older computers is far better than a grand design with 12 state-of-the art computers, scanners, and other hardware for which funding cannot be obtained. If a volunteer program with recycled computers can be set up and started, it can be ongoing and may prove the program's concept in that locality, thus being able to generate funding from other sources after a year or so.

Qualifying Family Life Learning Centers to meet government grant funding criteria is very important. HUD Computerized Learning Center and HUD Network Neighborhood Center guidelines are available to assist centers in meeting grant funding criteria.

## **SECTION IV**

### **WHAT IS A COMPUTERIZED LEARNING CENTER (CLC)?**

A Computerized Learning Center (CLC) is a program in which computerization usage focuses on providing access to a variety of job, educational and career development opportunities to a user group/community. The Family Life Learning Center CLC program facilitates: increasing computer skills, resident self-sufficiency; expanding job opportunities, micro-enterprise/small business development; and creating a continual education process of lifelong learning as a knowledge center.

A computerized learning center is appropriate for many church settings; however, a computerized learning center will mean different things in different sites and locations. For

example, one site may concentrate on job training for young adults, multimedia production, cyber cafes, online research centers, educational and internet linkages in addition to providing interactive activities for the entire family.

Another site for the seniors may focus on improving health situations and ending social isolation, using Internet access to create effective communication links to their families, health professionals and micro-enterprises.

Another center may stress job training and computer literacy for single parents/young adults. Some may promote early childhood and teen-age education, with job training/telecommuting.

The computerized learning center can provide a variety of early childhood and pre-teen education programs: typing and word processing skills, adult educational opportunities at the high school, vocational, community college and university levels, personal, motivational, and job-training software, facilitation of telecommuting to jobs and, the development of micro-enterprises, such as data entry, which can contract with HUD and/or other Federal/state/local agencies or private businesses.

Programs offered may be computer-based by disk or distance learning, with or without the provision of a traditional classroom approach. Additionally, a computerized learning center may be shared among community neighborhoods, e.g., 2 or more satellite facilities in the same area with a "main" center in a near-by building or facility.

There is grant-funding information available for Network Neighborhood Centers and the Computerized Learning Centers on the HUD website home page at [www.HUD.gov](http://www.HUD.gov). You can also email questions to "[mail@neighborhoodnetworks.org](mailto:mail@neighborhoodnetworks.org)".

<p>NOTE: Off-site can mean the computerized learning center (CLC) can be in a storefront, religious institution's space, or any non-HUD sites. The prime criteria here is (a) service to HUD housing residents; (b) strong tie-in to neighborhood needs, in addition to HUD residents; and (c) one or more sites may locate the center in a partnered church/synagogue/temple or a community development agency, all of which should be 501(c)(3) non-profit agencies and organizations.</p>
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## **SECTION V**

### **FAMILY LIFE LEARNING CENTER FUNDING**

Family Life Learning Centers should be operationally self-sufficient within 3 years or less. The Family Life Learning Center, ideally, should be an asset and not an added expense to the church. The initial placement of computers will be at zero cost to the church. The computer devices and equipment in the church or in a HUD managed property will be installed, serviced and maintained by Family Life Learning Centers, Inc.

### Grant and Foundation Resources:

There are millions of dollars available in government grants and private philanthropy foundations. Many of the grants and philanthropy funds require a great deal of community collaboration for final funding. Collaborative efforts are already under way with several local, state and national organizations.

Many of these collaborative efforts will yield big pay offs for the families and communities we support. However there is a downside with grant funding - government policy, politics and budgets will change. Funding may not always be available. Whereby a ministry or outreach program may be severely hampered in its efforts to serve families and the community.

### Strategic Partners

UPP has established Strategic Partnerships with Wal-Mart, Target, Sharper Image, Office Depot and several other major online retailers to generate funding for Family Life Learning Centers. Millions of dollars are transacted in e-commerce over the Internet on a daily basis. UPP has agreed to donate online commission fees from its Strategic Partnership group. Visit [www.UrbanPropertyOnline.com](http://www.UrbanPropertyOnline.com) for more information on how your online purchase can help support a Family Life Learning Center in your community.

## **OTHER CONTRIBUTING SOURCES**

### FLLC Used Book Sales

The used book market is a tremendously large market. The online sales of used books have grown through e-commerce and are continuing to soar. Family Life Learning Centers has acquired a large inventory of books through donations, gifts and purchases. This inventory of books is being redistributed through online sales. These funds are then earmarked for faith-based youth ministries that help families in need.

Family Life Learning Centers has established a business relationship with Barnes & Noble, Amazon and Alibris book stores. We are currently listing our inventory of used books online with Barnes&Noble.com, Amazon.com, Alibris.com and Half.com, which is an eBay company. Discussions on establishing a business relationship with eBay the largest online Internet auction market are being considered.

### Obtaining Grants/Resources from Outside Sources

Cash grants, in-kind support, or donations from state and local government, educational district partnerships, private foundations, and corporate funding will be sought to cover costs for some or all components of the centers operation and project implementation.

Entrepreneurial ventures, limited fees, and other similar revenue producing sources will also be considered. If approved by HUD, major vendors may partner through HUD to implement the Family Life Learning Center in public/assisted housing communities. The Family Life Learning Centers in public/assisted housing communities may also be able to obtain resources from National Partners at discounted costs.

### Computer Software and Hardware

The Family Life Learning Centers will provide computers for the church centers at no cost. After the initial income investment plan is set up, non-member families that desire use of the center are asked to pay a \$10.00 per month utilization fee. This utilization fee covers Family Life Learning Centers Internet access fees, computer maintenance cost, and software license fees.

This also includes all costs necessary to set up and maintain a Family Life Learning Centers at the property. Examples include but are not limited to: computers, appropriate wiring necessary to connect all equipment, a network server, special phone line(s), including fiber-optic cable where appropriate, training and consultants.

Family Life Learning Centers will insure that computers have sufficient power, adequate multimedia equipment, and sufficient expansion slots for intended purposes. The center will address equipment compatibility and insure that center staff is effectively trained in the use of all equipment.

### Computer Software

Fees associated with personal Internet accounts may NOT be paid for with project income or other HUD funds. Eligible costs include: multimedia educational software for students, software designed to provide educational and job training skills to residents, software necessary to provide residents with resources to telecommute from the property (e.g. word processing, spreadsheet and database programs, or integrated programs) software designed to assist residents in creating education/job training plans and working toward implementation, appropriate training and consultants, and at least one community Internet account for common use which permits residents access to the World Wide Web, Gopher, FTP and TELNET technologies.

### Distance Learning Equipment

Costs for video casting and distance learning equipment may be part of the program, IF FUNDING PERMITS.

### Professional Career Development and Training Courses

In some cases FLLC may choose to use some programs in the center, which are not based in software, but come "live" from community organizations and institutions.

Standards and certificates would be designed for any internally developed courses; use of outside courses/training would include the same standards and certificates as at the regular location.

### MAINTENANCE AND INSURANCE COSTS

FLLC computer maintenance, (including installing, training, and maintaining the hardware and software) and insurance costs for the equipment will be covered by Family Life Learning Centers, Inc.

## **REQUIRED COMPONENTS OF A FAMILY LIFE LEARNING CENTER ON A HUD PROPERTY**

All projects wishing approval of a computerized learning center must submit a proposal to the Asset Management Branch of the HUD local field office in whose jurisdiction the project is located. In addition to answering specific questions, there are required components of the proposal. For example, the center must be designed to address resident self-sufficiency through meeting economic development and educational needs.

### **LOCAL HUD OFFICE REVIEW:**

Local HUD office staff (Resident Initiatives Specialists (RIS) and Asset Managers (AM) are encouraged to work with applicants in the preparation of their computerized learning centers and network neighborhood centers. The Department would like to develop as many viable programs as possible, in both single and multi-site approaches, some of which may eventually be national models--ONLY RESULTS COUNT.

NOTE: HUD wants concepts that address jobs and various forms of training and life skills learning (in some capacity as they relate to obtaining or upgrading employment particularly in consideration of Welfare Reform).

NOTE: Any plan that does not evidence strong and continuing linkages and resources from third party Local organizations, such as the school system, Universities, colleges, community colleges, businesses, non-profit corporations, local for-profit companies, and national/international companies is unlikely to sustain operational funding past the first year and should not be approved.

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