CALIFORNIA EMERGING TECHNOLOGY FUND

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ORGANIZATION PROFILE: EDEN HOUSING, INC.
DATE: JUNE 29, 2007

– ORGANIZATION AND PROJECT OVERVIEWS –

Name of Organization	EDEN HOUSING, INC.
Name(s) of Principal(s) and Complete Titles	Linda Mandolini, Executive Director Jennifer Reed, Associate Director, Resident Services
Contact Information (complete)	409 Jackson St. Hayward, CA 94544
Name of Program or Project (if different from organization)	Eden Housing Digital Connectors Program
Geographic Location or Focus of Program or Project	5 Bay Area Counties – Alameda, Contra Costa, San Joaquin, San Mateo, Sonoma
Demographic Overview of Focus Community or Population	Residents residing in Eden Housing's Affordable housing portfolio – families, seniors and special needs populations. Our residents represent the great diversity of the bay area – with approximately 39% Caucasian, 20% Asian/Pacific Islander, 14% African American, 13% Latino and 14% mixed ethnic background or unknown ethnic background. Many of our residents are recent immigrants to the country and many are single mothers.
Description of Program or Project named above ○ Goals	One Economy Corporation and Eden Housing, Inc., during the summer of 2003, established and implemented a Digital Connectors Pilot Program at Eden Palms Apartments in San Jose, California. Since then, we have replicated the program and expanded it across several other family properties. Eden has now branched out on our own with this program – we currently run the program at 5 Eden sites, two in San Jose, two in Livermore and one in East Palo Alto. The Digital Connectors Program, as it is now, identifies talented young people, immerses them in technology and positions them to participate in the new economy. The program trains and employs young people, between the ages of 14 and 20, to support the integration of digital access opportunities within their communities as well as provide outreach activities for low-income families. Digital Connectors receive training and employment opportunities in the areas of technology instruction, tech support and solutions, entrepreneurship and youth leadership development. In addition to ongoing training, Digital Connectors are exposed to the technology sector via site visits to area technology companies and IT shadowing opportunities with professionals in the field.

Our intention is to not only expand on our locations for this program but we are also looking at expanding the program to include seniors, adults and special needs populations. In this way we will bring technology to more of our residents and have a stronger and more powerful impact on our resident population as a whole.

Our goal for the future is to design a similar curriculum focused towards our different resident populations. The curriculum will be both age appropriate and skill level appropriate. We will use our current computer labs (included in many of our newer sites), but will also require a 'mobile' technology lab in order to expand on this program. Our idea is to have a mobile lab, consisting of 5± laptop computers, loaded with current software. We will be able to transport the program to those sites without on-site computer labs and therefore reach more of our residents. Mobility will also allow us to expand on the depth of program capacity and curriculum development.

Program Goals:

1) To provide real-world experience for talented youth, seniors, and adults seeking to follow a career in IT or IT education or to expand their knowledge and use of computers.

2) To provide in-home PC troubleshooting on request to residents within Eden's portfolio

3) To promote technology and tech learning to Eden Housing's residents and their community.

4) To familiarize our residents with computers and the Internet, and introduce ways that they can apply technology to their daily lives and their children's education.

5) To help Eden deliver better customer service to residents, including training, technology selection advice, and PC troubleshooting to those using our Computer Learning Centers.

6) To recruit for and present a basic computer and Internet skills training series for Eden housing residents.

7) To explore and define opportunities for collaborations with the broader community for technology access.

o Brief History (when was the organization founded or when was the program launched?)	Eden Housing, Inc. is one of California's most productive nonprofit affordable housing developers. Founded in 1968, Eden has thus far created nearly 5,000 units of affordable housing to meet the needs of low-income families, seniors and people with disabilities throughout Northern California. Eden also has several hundred units (386 already approved) in various phases of its development pipeline. Eden's rental property portfolio is managed by its affiliate, Eden Housing Management, Inc. Although our core mission is to provide quality affordable housing for lower-income people, another important focus of our mission is to move beyond bricks and mortar to support other important needs of our residents. Eden's onsite supportive programs are designed and implemented by our nonprofit services affiliate, Eden Housing Resident Services, Inc. Our resident services are focused in five major initiatives: 1) youth programs; 2) onsite service coordination; 3) technology-based programs, 4) financial literacy training; 5) health and social programs for seniors and people with disabilities. Among these

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	initiatives we offer computer-assisted learning and the Digital Connectors programs, after-school homework assistance and summer programs for children (which include technology activities at sites where computers are available); family and senior financial literacy/money management training, and a scholarship program for deserving residents aged 16 and older. Eden provides low-cost childcare centers at several family properties, and meal programs at some of our senior housing properties.
o Size and Magnitude of Program or Project ▪ Number of People Served, Involved, Impacted	Our current Digital Connectors program takes place at 5 properties or a total of 513 family units. For summer 2007, 31 youth ages 14-21 will become our newest Digital Connectors. They will all participate in a comprehensive training component, will learn about hardware and software applications and will have the opportunity to assist their housing community with technology related problems (i.e. email setup, computer trouble shooting, internet search etc.). After the training program is completed our Digital Connectors market their new skills to our residents – for this summer this will be to over 500 apartments/families. Pending additional funding, we plan on expanding our youth component to reach a minimum of 3 more properties or 246 additional families. We also plan to expand the program to include seniors, adults and special needs populations. Within our current portfolio, we have a total of 12 buildings for seniors with 727 units and a total of 165 special needs units.
▪ Funding Sources and Partners	Currently this program is funded by two separate grants from Wells Fargo Foundation. In addition to this funding support, Eden housing provides significant operational support in the form of a Manager, Computer Assisted Education, as well as the Associate Director of Resident Services.
o Results and Evidence of Success • Metrics for Evaluation Progress	These programs have proven to be very successful in their outcomes and appeal to our resident children and their families. One recent Eden success story stands out: three sons of an Ethiopian immigrant family attended Eden's after school technology program at Eden Palms in San Jose, while the younger daughter was in the after school program there. The boys continued on to join and graduate from the Digital Connectors program. The oldest became a paid intern at Eden Palms, helping in classes and providing, along with other Digital Connectors graduates, free in-home computer support for their neighbors. Many of these neighbors had received computers through Eden's program that provided them with donated computers that were refurbished by the Digital Connectors. The father also learned computer skills through Eden's program, and he, his wife and his oldest son received Eden scholarships for further job training and/or education: the mother in nursing, and the father in Real Estate. As a result, the father changed careers, the mother went into a fulltime nursing program, and the family recently purchased their own home. The oldest son is now attending college at UC Santa Cruz. This family is a great example of Eden's program participants learning and demonstrating that, with the proper technological resources and quality assistance, the Digital Divide can be closed, making better lives attainable. Attainment of computer literacy is measured using several methods, including individual success stories such as this. The staff seeks to assure that the goals of the Computer-Assisted Learning Program complement those of the schools our resident children attend. Teachers provide feedback regarding the contribution of the Eden Program to the success of its students. Resident parents also provide ongoing feedback regarding the progress

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	of their children in school, and adult program participants keep Eden informed about the success of their job searches and career enhancement activities. Parent/child joint participation is always considered a great success. Parents demonstrate success through technology skills acquired or increased, through their ability to write a resume, search for a job online, and access the Internet for its vast resources. Typical measures of success include: • Grade level improvements by subject for children • Improved writing skills, math, new software learned, and new skills demonstrated, such as digital photography, graphics, online publishing, and web design. • Tracking parent volunteer hours donated -participation of population-joint family participation • Multiple language groups represented • Average child and adult student participation-hours – sign-in sheets • Publicity and endorsements, i.e. local San Jose Council Members have endorsed our San Jose work and provide partial funding for the after school homework club • Participant enthusiasm and personal feedback
• Change in Outcomes or Metrics Over Time • How long does it take to secure results for the program above?	As with all of our resident programs, we are constantly updating and improving on program structure and content. Based on results of our program we are able to make changes and truly present a program that best meets the needs of our residents. Some of our program successes are apparent immediately – i.e. attendance, increased participation, retention of materials as demonstrated by pre-post evaluations etc. Other results take longer to measure – i.e. improvements in grades. We look at grade reports regularly – typically quarterly or as often as each school district presents reports.

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