

CONECTADOS:

CONNECTING LOS ANGELES' UNDERSERVED COMMUNITIES

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Gratefully,

Elsa E. Macias, Ph.D.

Director, Information Technology Research

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EXECUTIVE SUMMARY

This study examines the degree of concurrence between the location of publicly accessible technology centers and underserved communities in the City of Los Angeles and adjacent cities. The goal is to assess the availability of technology services in underserved communities where they are most needed. The study consists of two separate analyses: 1) Geographic Information System (GIS) mapping to plot the locations of computer access centers in Los Angeles and surrounding cities, and 2) a short survey of public access centers to assess their resources. A database of community centers and other organizations offering access to computers and the Internet in the City of Los Angeles and surrounding areas within Los Angeles County was compiled in order to carry out this study. Additionally, current population and income data from the U.S. Census Bureau, and estimates of citywide technology penetration rates were used to estimate the relative need for public access.

The study found that public technology centers providing access to computers and the Internet can be found throughout central Los Angeles and surrounding areas. However, technology centers that provide technological training, assistance and programmatic resources to adults, in addition to physical access to computers, are in short supply in areas with a high percentage of Hispanics and in areas with a high percentage of Spanish-speaking households. Since these are typically populations with the lowest rates of household computer ownership and Internet access and can be presumed to have a greater need for public access, this raises concerns about the extent to which public technology centers are fulfilling their mission. Even in areas with apparent collocation of centers and minority and low-income populations, it remains unclear whether those centers offer adequate programmatic services and assistance. These results point to the need for a greater number of technology centers that offer training and programmatic services in these underserved areas.

INTRODUCTION

As the value placed on computers and the Internet has escalated in our society, one important element that needs to be examined is universal access to these tools. The increasing role of digital technologies and digital networks makes the ability to access, integrate, manage, evaluate, and create information a requirement to succeed in a knowledge-based economy. Therefore, access to computers and the Internet and the ability to use these tools have an impact on the quality of life for individuals and their families.

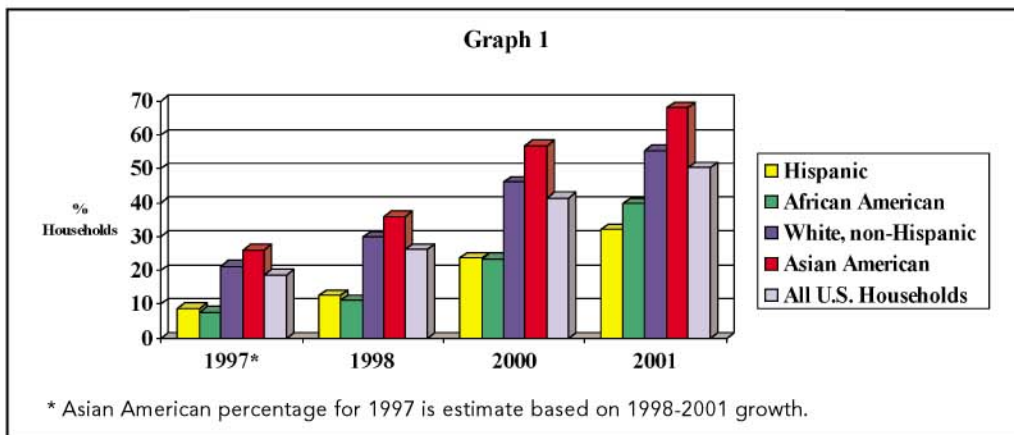
Computer and Internet access in the home is important for reasons of convenience and availability. Overall, however, Latino¹ and low-income families have fewer opportunities to use advanced technologies effectively, particularly at home. According to U.S. Department of Commerce data², minority and low-income populations have considerably

access at home in 2001, compared with 60 percent of white, non-Hispanics.

Furthermore, three out of every four families living at the poverty level did not have access to the Internet at home in 2001. Combining computer use at home and at work, fewer than half of those with annual incomes of \$15,000 to \$25,000 had access to the Internet, compared with about 90 percent of those with annual incomes of more than \$75,000. Less than one fourth of those with annual incomes of \$15,000 to \$25,000 had Internet access at home, compared with more than 80 percent of those with annual household incomes over \$75,000.

When household computer and Internet access is not available, public access becomes critical. Responding to this need, the availability of public access centers has increased

over the past years. Public access centers serve diverse populations and provide technology access to both individuals and communities where computer ownership is low, and where many may not have access, or have limited access, at home, work or school. They are located in



lower rates of access to computers and the Internet at home, making the presence of program enriched and publicly accessible technology centers of greater importance (see Graph 1). Household Internet penetration among Latinos in the U.S. was 32 percent in 2001, up from 23.6 percent in 2000. While this represents a major improvement, it is still lower by 25.4 percent compared to their white, non-Hispanic counterparts. Only 32 percent of Hispanics and 40 percent of African Americans had Internet

access at home in 2001, compared with 60 percent of white, non-Hispanics. Furthermore, three out of every four families living at the poverty level did not have access to the Internet at home in 2001. Combining computer use at home and at work, fewer than half of those with annual incomes of \$15,000 to \$25,000 had access to the Internet, compared with about 90 percent of those with annual incomes of more than \$75,000. Less than one fourth of those with annual incomes of \$15,000 to \$25,000 had Internet access at home, compared with more than 80 percent of those with annual household incomes over \$75,000.

When household computer and Internet access is not available, public access becomes critical. Responding to this need, the availability of public access centers has increased over the past years. Public access centers serve diverse populations and provide technology access to both individuals and communities where computer ownership is low, and where many may not have access, or have limited access, at home, work or school. They are located in a variety of places, including libraries, storefronts, community-based organizations, schools, museums, housing developments and churches and other community-based organizations (CBOs).

¹ The terms "Latino" and "Hispanic" are used interchangeably.

² U.S. Department of Commerce, A Nation Online: How Americans Are Expanding Their Use of the Internet, 2002.

making it all the more difficult to retain the skills they learn.³ Public access centers help solve this problem by providing more than physical access to technology. Community technology centers (CTCs) are one such type of public access center, providing underserved populations with public access to computers and the Internet, as well as educational services and programs using information technology.⁴ CTCs offer a range of services such as free or low-cost computer and Internet access, literacy programs, homework assistance, job skills training, language and GED classes. They are also well established as effective and convenient sites for providing access to information technologies and training services since they are often located within the community and provide a non-threatening environment. CTCs represent an important component of the community infrastructure that can be leveraged to deliver

quality programs and content for those in need. Latino and other minority communities increasingly rely on neighborhood non-profit agencies, CTCs and CBOs to address their information technology needs.

It remains unclear, however, whether CTCs and other public access centers in many cities around the country, including in the Los Angeles area, are located where underserved populations can most easily access them. Moreover, many centers have funding constraints that may limit services and the availability of their resources. Little research has been done to explore the degree of concurrence of public access centers and underserved communities—or whether technology centers are located where underserved populations live and can most easily access them.⁵

METHODOLOGY

This study assesses the availability of public access centers in underserved communities in the Los Angeles area, and whether these centers are meeting the information and communication needs of low-income and minority communities, particularly Latino communities. The study consisted of two separate analyses:

- GIS mapping to plot the locations of computer access centers in Los Angeles and surrounding cities against income and ethnicity data, and
- A short telephone survey of public access centers.

GIS maps enable the straightforward identification of areas in need of public technology centers. A database of technology centers in the City of Los Angeles and surrounding cities within the County of Los Angeles was compiled and used to create maps presenting clear, graphic representation of how computing resources are distributed within the city and in minority and Latino communities. Additionally, population and income data from the 2000 Census, and estimates of citywide technology penetration rates were used to estimate the relative need for public access.

³ Kvasny, Lynnette and Mark Keil, *The Challenges of Redressing the Digital Divide: A Tale of Two Cities*, December, 2002.

⁴ See the CTCNet website at <http://www.ctcnet.org>; also the U.S. Department of Education website at <http://www.ed.gov/offices/OVAE/AdultEd/CTC/ctcqa.html>; and the Potomac Technology Empowerment Center (PTEC) website at <http://www.ctc-ptec.org/about.shtml>.

⁵ CTCNet, *Community Technology Centers as Technology Assistance Providers to Nonprofit & Community Based Organizations*, August 2002; Williams, Kate and Abdul Alkalimat, *A Census of Public Computing in Toledo, Ohio 2002*; Seattle Community Technology Program, *2000-2001 Information Technology Indicators for a Healthy Community Report*, City of Seattle, 2001.

CTC INVENTORY

An inventory of public access centers was undertaken to create a database that was as comprehensive as possible. This inventory focused primarily on the City of Los Angeles, extending to surrounding cities within Los Angeles County. First, we contacted various national, state and local groups and organizations—for example, the Digital Divide Network, PowerUp and CTCNet—to request existing databases. However, the information listed in these existing databases was designed to meet the specific needs of each group that collected them, so that many entries either did not fit our requirements or were no longer current, and entries from each database were carefully cross-referenced and checked.

Next, TRPI added to these databases through extensive telephone contacts, Internet searches, and by word of mouth. This search added several dozen to the existing databases. Finally, because most of the existing databases were to some extent out of date due to funding constraints and staff time needed to maintain and update them, as part of the telephone survey, we were able to assess if entries listed in databases were current, and whether unlisted CBOs or schools also serve as a public access center.

TABLE 1

NON-LIBRARY TECHNOLOGY CENTERS

Community centers	124
Faith-based centers	17
School-based	12
Housing centers	10
Private use	16
Total	179

Organizations included in the database are diverse: community-based organizations, community technology centers, faith-based centers, libraries, housing corporations, municipal organizations—for example, the

Worksource job training centers—and a limited number of schools. While public schools provide access to technology, most were eliminated if they only provided access for students during school hours. Those schools that did provide access to technology to the community were included in the database and GIS analysis.

The completed database included 179 centers that provide community access to computers and the Internet. Of these, 124 centers were categorized as community centers that offered access to the public either for free or for a nominal fee, 17 were faith-based technology centers, 12 were based in schools, and 10 were based in housing corporations or housing units (see Table 1). Another 16 centers included in the database were categorized as "Private Use," meaning that the technology resources were accessible to a specific population only, and not to the public at large. For example, several housing units provided access for their residents only.

The decision to include the private use centers was based on the fact that they were serving the information and communication needs of underserved populations, just as the public access centers were; however, they are distinguished from public access centers in the analysis. Additionally, 221 libraries were also included as public access centers. More than 400 entries are in the database (see Appendix A).

GIS MAPPING

The address of each center in the database was "geocoded" by assigning geographic coordinates (longitude and latitude). Database entries were layered over census block information showing poverty rates, population by ethnicity, and Spanish-speaking households respectively broken down by census block groups onto a geographical map of the Los Angeles area.⁶ The series of maps that were produced illustrate the distribution of public access centers in the Los Angeles area generally, and within communities of greatest need (see Maps 1-4 for detail).

⁶ Data taken from the decennial national census (2000 Census), Summary File 3.

Different symbols are used to distinguish between community centers, libraries, private use, and faith-based technology centers. Publicly accessible technology centers based in schools are included as community centers, as are CTCs. The boundaries of the City of Los Angeles are layered over all maps for orientation, as well as flags denoting particular areas of interest on each map, such as downtown Los Angeles or Boyle Heights. The maps produce graphic representation of mismatches between where community technology resources are located and where the underserved community need for those resources exists, for example, in low household income areas, as discussed below.

SURVEY DATA COLLECTION

A purposive sample of centers in the database was surveyed to assess the deployment and availability of computer and Internet resources where they are most

needed. Administrators at centers were interviewed via telephone. The short survey consisted of basic questions: what type of center (CBO, library, free-standing CTC, school), number of computer workstations available for public use, number of workstations with Internet access, number of people served, primary reasons resources are used by community, and ethnic breakdown (see Appendix B).

A total of 64 centers were interviewed, although only 60 surveys were included in the analysis: libraries were excluded early in the data collection process since the number of users and what they used the computers for was often difficult or impossible for librarians we contacted to gauge. We attempted to survey all 179 non-library centers, and completed 60 surveys. This is a response rate of 33.5 percent⁷.

RESULTS

GIS MAP ANALYSIS

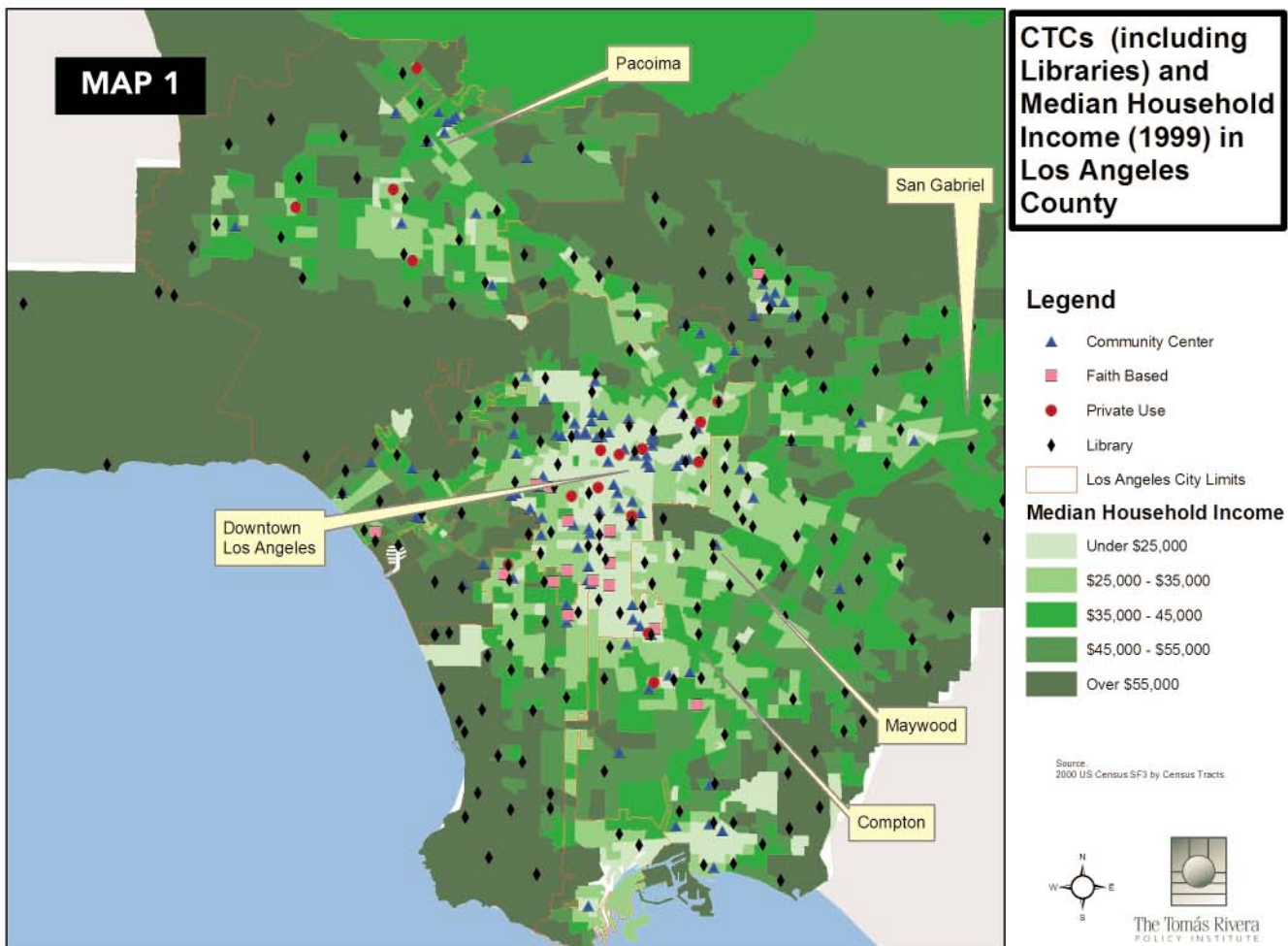
The most reliable data about computer and Internet use is from the U.S. Department of Commerce, which provides national- and state-level data. While it does not provide city-level data, nor is the data—collected in September 2001—recent, it is nevertheless still the best resource to estimate the need for public access in the Los Angeles area. According to the Commerce report⁸, in 2001 55.3 percent of California households had Internet access, which was slightly higher than the national average of 50.5

percent. It is very likely that in Los Angeles—with its large minority and low-income populations—household computer ownership and Internet access will be considerably lower in Hispanic and low-income households than it is nationally.

The results demonstrate that there is good overall coverage of metropolitan Los Angeles by public access centers that include all entries in the database, including libraries, CTCs, faith-based centers and a limited number of schools (see Map 1). This means that there is a public access center

⁷ TRPI conducted interviews with representatives of 60 technology centers out of the total population of 179 technology centers. It is possible that we could have somewhat different findings if all centers were surveyed. However, provided that the technology centers interviewed appear to be representative of the all centers on key characteristics (e.g., number of clients, number of computer workstations, etc.) it is not unreasonable to generalize our findings to the entire population of technology centers in Los Angeles.

⁸ U.S. Department of Commerce, *A Nation Online: How Americans Are Expanding Their Use of the Internet*, 2002.

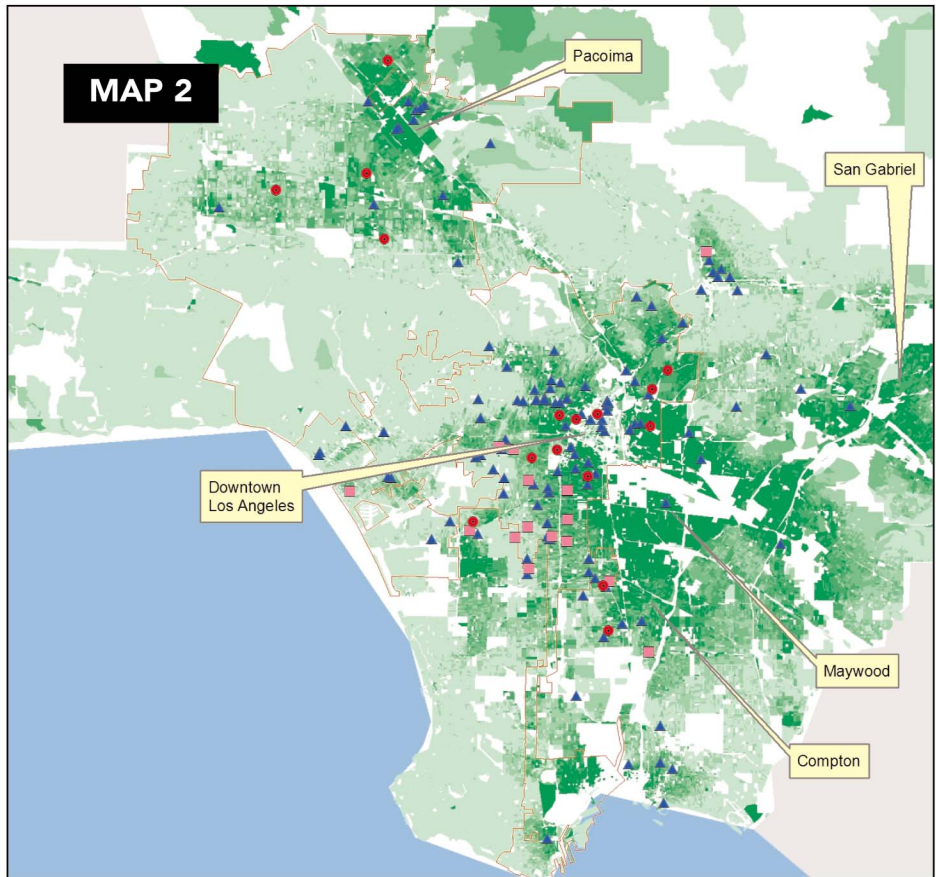


within 3 to 5 miles of most people in the City of Los Angeles and adjacent cities, as most people are willing to travel up to 5 miles to reach a center.⁹

However, access centers that provide only physical access to technology, but not programmatic services and training can not meet the needs of underserved populations who may require greater assistance and special educational and training programs to use the technology to its maximum potential. Programmatic opportunities—job training and skills development, ESL and GED classes, mentoring, homework assistance, counseling for seniors—at public access centers are more generally delivered by CTCs and through community-based organizations. For these reasons they are also described as being "program-enriched" or "program-enhanced" centers.

With our map analysis focused on these "program-enriched" community centers and CTCs, there are considerably fewer public resources (see Map 2). Our research showed that there are clusters of technology centers in downtown Los Angeles, the Pico-Union district west of downtown, and extending south through South Central Los Angeles east of the 110 Freeway (known as the Pasadena Freeway and Harbor Freeway). High percentages of Hispanics are found in the Pico-Union district and North South Central cities (the northern part of South Central Los Angeles) that serve as unheralded ports-of-entry for immigrants from Mexico and Spanish-speaking Central American countries. Yet, there are considerably fewer public access points located in a high-Hispanic corridor west of the 110 Freeway that includes the Southeast cities of Maywood and Bell and extending south into Compton,

⁹ Based on survey results, and conversations with administrators at technology centers and libraries.

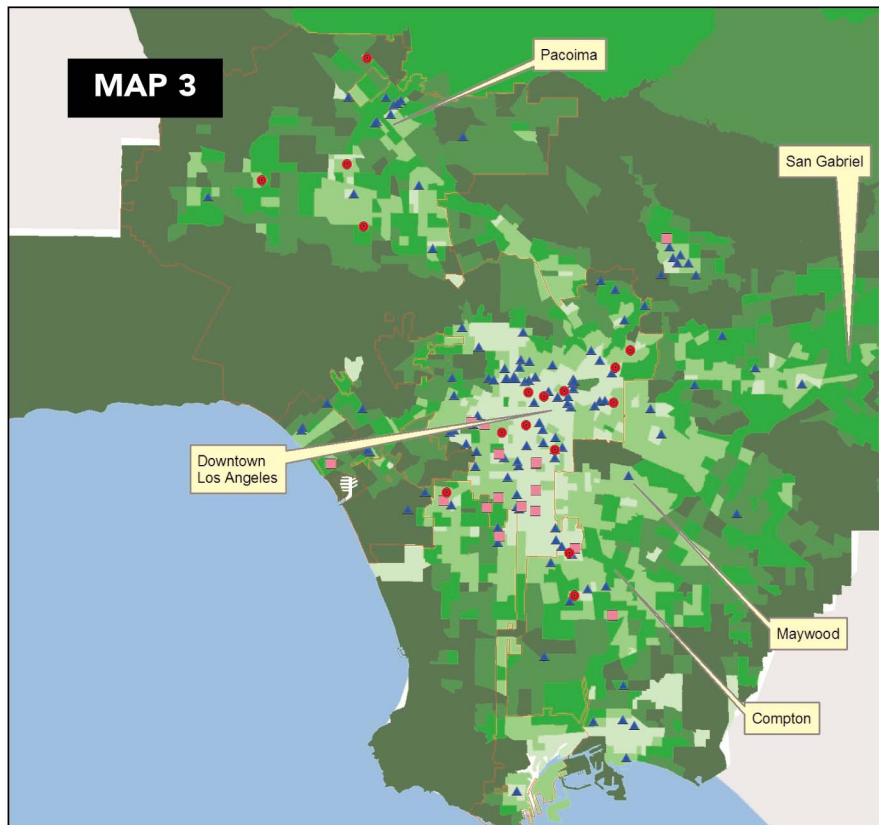


CTCs and Percent Hispanic in Los Angeles County

- Legend**
- ▲ Community Center
 - Faith Based
 - Private Use
 - Los Angeles City Limits

- Percent Hispanic**
- Under 20%
 - 20 - 40%
 - 40 - 60%
 - 60 - 80%
 - Above 80%

Source: Demographic data from 2000 US Census by Census Blocks



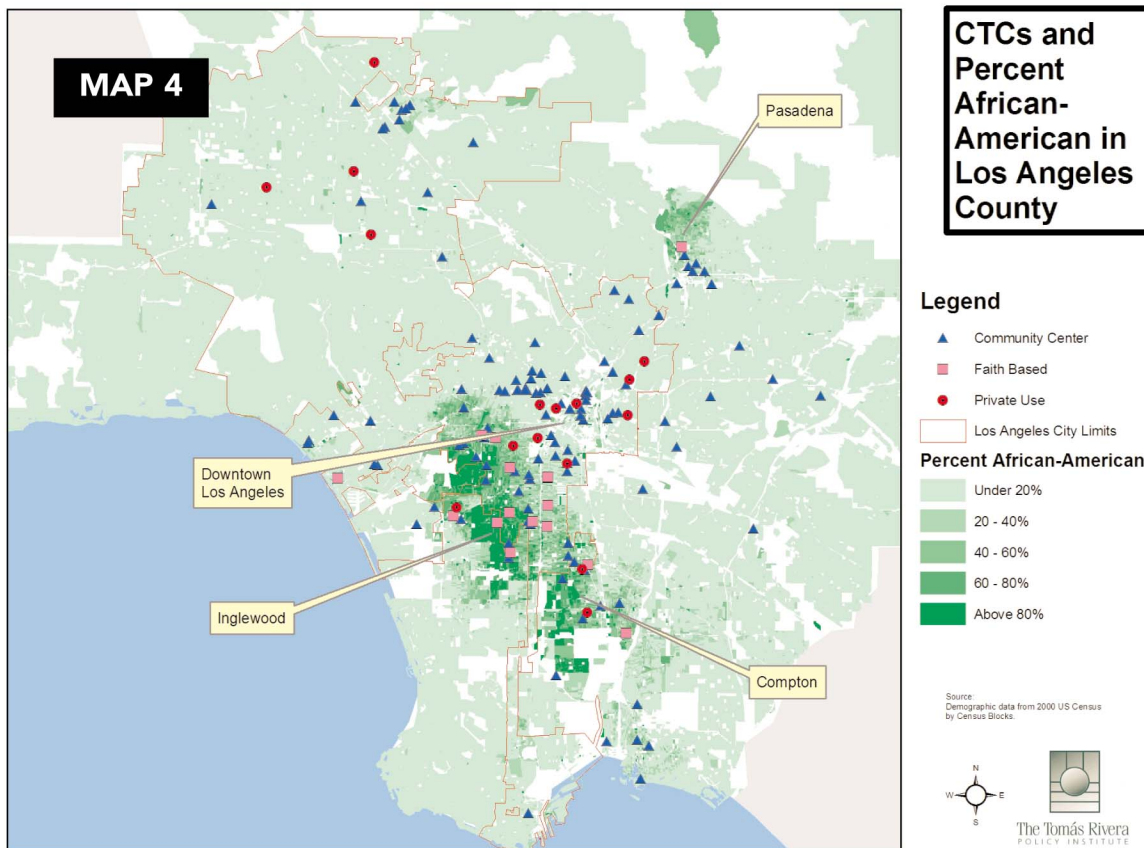
CTCs and Median Household Income (1999) in Los Angeles County

- Legend**
- ▲ Community Center
 - Faith Based
 - Private Use
 - Los Angeles City Limits

- Median Household Income**
- Under \$25,000
 - \$25,000 - \$35,000
 - \$35,000 - 45,000
 - \$45,000 - \$55,000
 - Over \$55,000

Source: 2000 US Census SF3 by Census Tracts





and another area southeast of downtown through East Los Angeles, La Mirada and beyond.

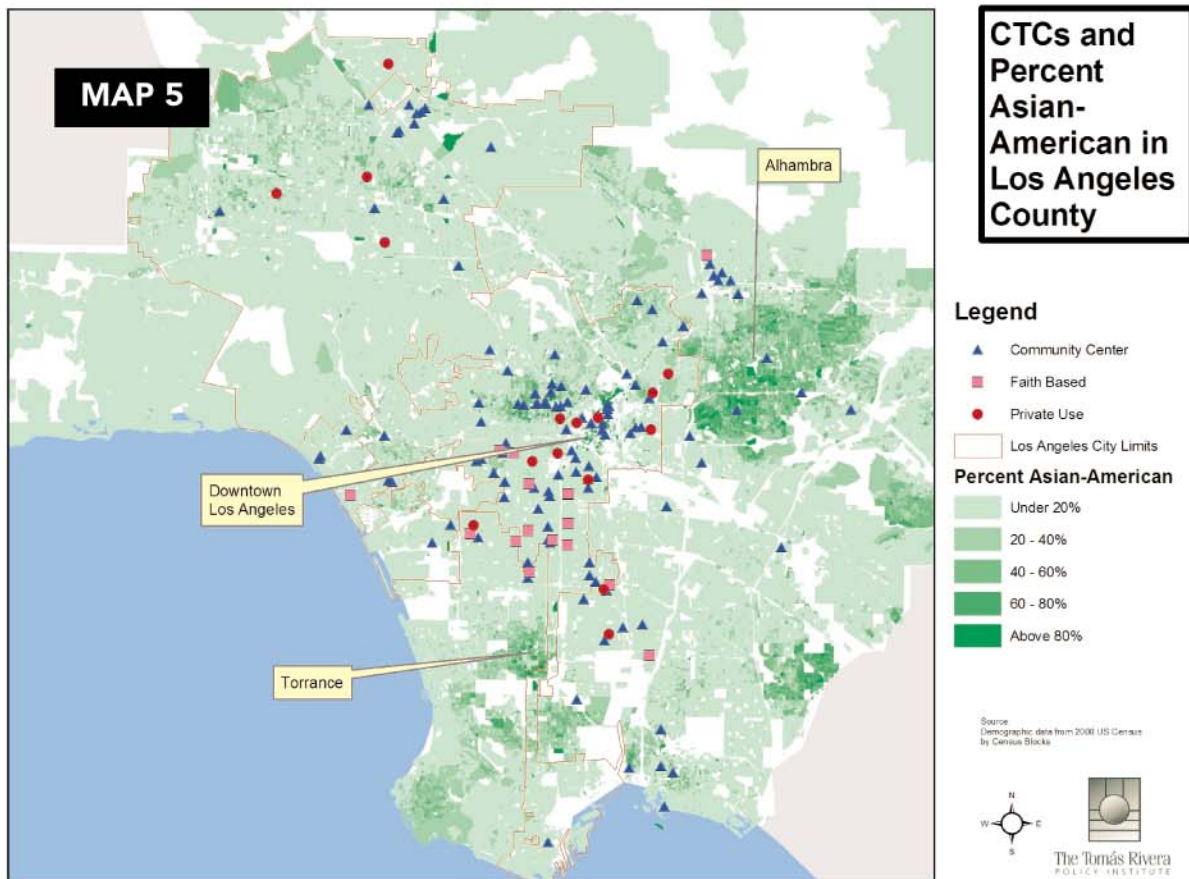
Many technology centers are located in areas with high percentages of households with lower socio-economic status—households with lower than \$35,000 median annual incomes (see Map 3). These areas correspond to downtown Los Angeles, South Central Los Angeles, and the Pico-Union district that have large numbers of minority populations generally. This is probably due to the proximity of these areas to the central business district and their greater resources, as well as to the philanthropic awareness of this community, all of which may have resulted in the greater proliferation of technology centers in these areas.

There is also better coverage for areas with high percentages of African American populations, due in part to faith-based technology centers (see Map 4). This finding is

indicative of the greater institutional presence in African American communities, since they have been in these areas longer and therefore have established community resources that newer populations such as the immigrant Latino populations have not had time or resources to accumulate.¹⁰

However, based on the telephone surveys completed for faith-based centers, they tend to be small and have limited resources. In fact, several faith-based centers were not included in this study, since their technology resources were no longer available due to financial constraints—the computers were often still in place, but sitting unused. Technology centers in the large Asian American communities of the San Gabriel Valley east of downtown Los Angeles and Torrance are also under-represented, with some located in smaller downtown and Pico-Union Asian American communities (see Map 5).

¹⁰ Gary M. Segura and F. Chris Garcia. Social Capital and the Latino Community: Are Latinos Really Bowling Alone? Tomás Rivera Policy Institute, February 1999.



Hispanic households where Spanish is the only language spoken also have reduced rates of household access; only 14.1 percent have Internet access. These same Spanish-only households are also more likely to have lower family incomes than Hispanic households where Spanish is not the only language spoken.¹¹ TRPI's GIS map analysis demonstrates that program-enhanced technology centers are co-located in some of these areas with large numbers of minority communities with limited English proficient households, but not in other significant areas. For example, there is good coverage in the Pico-Union and North South Central areas that serve as ports-of-entry for large numbers of recently immigrated Latin Americans, particularly for Mexican and Central American immigrants (see Map 6). However, in other areas with high percentage of limited English populations, such as East Los Angeles and the Southeast cities of Bell, Bell Gardens and Maywood, there are few program-enriched technology

centers. Since not speaking English is an additional barrier to learning to effectively manipulate advanced technologies, the availability of Spanish-language staff, content and programs at technology centers is also a critical resource.

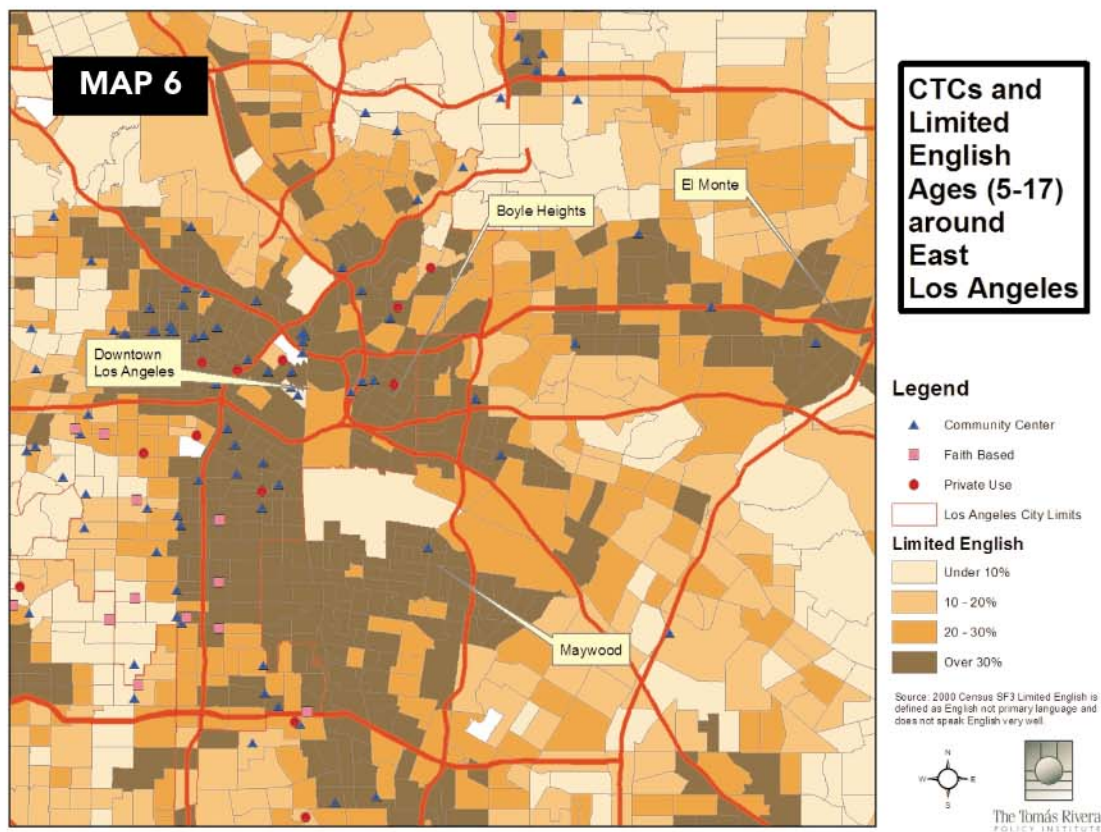
SURVEY RESULTS

Results from the survey indicate great variability in the size of technology centers. The average number of computers at the centers that were surveyed was 20, with this figure ranging from 1 computer workstation available for public use in the smallest center, up to 178 for the largest center, and most centers having between 10 to 30 workstations. The average number of computer workstations with Internet access was fewer, with 15 workstations, and ranging from no workstations with Internet access to 178

¹¹ Ibid.

with Internet access. The average number of people served at the centers that were surveyed were 313 per month, with many serving primarily students and adults, but very few seniors. Most centers surveyed responded that the technology resources were used by community members for several reasons; however, the most commonly cited reason was for job-related purposes, such as preparing a resume, finding employment and learning new skills. As the scope of the survey was limited, we were not able to ascertain other important questions relating to programs and language services.

Although community centers may offer extensive services, many are very small, very busy and financially strapped—suggesting the supply is not keeping up with the demand for services. Only a few libraries were surveyed; however, based on those surveys and telephone conversations with librarians at the Central Library in downtown Los Angeles, the same can be said for libraries: their computer workstations appear to be very busy, as they are usually fully occupied throughout the day.



CONCLUSIONS

The study found that public technology centers providing access to computers and the Internet are present throughout Los Angeles and adjacent cities. However, centers that provide physical access as well as technological training, assistance and program-enriched resources are in short supply in many areas with a high percentage of Hispanics and Asian Americans, many areas with a high percentage of low-income households, and areas with a high percentage of Spanish-speaking households. These are also communities with a high need for public access to computers and related communications technologies that otherwise might have little or no opportunity to use or learn to use these technologies. These results point to the need for a greater number of "program-enriched" technology centers in these underserved areas.

There exists not only a need for more and better access centers for these communities, but there is also a need for better data about technology use, distribution, access and utility in low-income and minority communities. The study points to how few reliable or useful data sources regarding Internet access in low income, minority communities are available. The data sources must be made more robust in order to drive public policy.

Public access centers are a crucial resource, providing opportunities for those without access to technology to become digitally literate and improve their economic prospects. Program-enhanced technology centers provide training in the latest technology skills, delivering the culture

and language of technology in a comfortable, non-threatening environment to underserved populations and can play a major role in creating opportunities for Latinos and for all underserved communities. However, simply providing technology equipment to the disenfranchised is not a comprehensive answer; rather, social networks that link communities to the information economy must also be expanded, since how the technology is used is as important as whether it is used at all.

As information and communications technologies drive globalization, underserved communities risk exclusion from the emerging knowledge economy. While information technology cannot solve all our problems, it is a powerful tool that can and must be harnessed to attain personal and community goals. Each technology center is unique in its services and resources, yet all share a commitment to technology access and a belief that public technology centers can be a means for participants to increase their self-sufficiency. They also provide a venue where individuals can gather and link to the greater community.

The information and results of this study will be shared with stakeholders such as community members and the centers that provide access to technology to increase their awareness of resources in their communities. The results will also be communicated to decision-makers in both the private and public sectors in order to allow them to make informed decisions about how to allocate resources.

UNANSWERED QUESTIONS

While shedding light on some issues of public access resources in Los Angeles, this study uncovered several areas that need further study. An extensive survey of centers offering access to technology in Los Angeles should be conducted to evaluate how those centers are meeting the needs of the communities they serve. Surveys have been conducted in other cities, including in Seattle, New York City and Washington, D.C., resulting in a better understanding of the needs of these communities and how resources are distributed.

For example, based on this analysis, the need for Spanish-language and bilingual services is one important item to

investigate, along with sustainability and staff issues. While we heard many stories about problems with funding and the types of Spanish-language programs offered, this information is largely anecdotal and we were not able to formally address it in this study. We were able to obtain a general picture of resource distribution based on numbers of computers and workstations with Internet access, but not the age of the computers; nor the type of Internet connection—whether dial-up or high-speed; nor the specific types of programs that are offered and most used. A more extensive survey could help us answer these significant questions.

POLICY RECOMMENDATIONS

Based on our findings, the following policy recommendations are suggested:

- Private and public funding should be increased for "program-enriched" technology centers since the demand for the services they provide is high and resources to sustain them continue to be in short supply. Centers in communities with large numbers of Hispanics should include Spanish-speaking staff.
- An interactive website and searchable database of technology centers in Los Angeles and nationwide should be created to make them easier to find for the community at large, public and private donors, and civic leaders. Resources should also be secured to maintain an up-to-date database listing of technology centers, since technology centers—especially smaller centers—tend to close or move often due to funding constraints.
- City councils in low-income areas should be informed of the need and function of public access centers in providing access to technology and training for their constituencies.
- Cities and communities should partner with the private and public sectors to invest in technology centers in those areas with a demonstrated need for greater services: areas with large percentages of minority and low-income populations, and areas with large numbers of non-English speakers where household access is low.
- Regional planning strategies should be implemented to ensure greater public access in low-income and minority areas.
- Reliable data about computer and Internet use, distribution, access and utility in low-income and minority communities on which sound public policy decisions can be based should be produced.

APPENDIX A: COMMUNITY TECHNOLOGY CENTERS DATABASE

This database has been shortened for inclusion in this report to consist only of the names and addresses of non-library technology centers. For the complete database, please contact TRPI.

COMMUNITY TECHNOLOGY CENTERS

A Place Called Home	2830 South Central Avenue	Los Angeles	CA 90011
African American Unity Center	944 W. 53rd Street	Los Angeles	CA 90037
African Americans for Telecommunications Equity	4201 Wilshire Blvd., Suite 615	Los Angeles	CA 90010
A-MAN International Science Discovery & Learning Center	679 La Tijera Blvd., Ste. 261	Los Angeles	CA 90045
Asian Pacific Healthcare Venture	1530 Hillhurst Ave., Suite 200	Los Angeles	CA 90027
Asian Youth Center	100 W. Clarey Avenue	San Gabriel	CA 91776
Atlantic Community Economic Development Corporation	2131 Long Beach Blvd.	Long Beach	CA 90806
Blazer Youth Services Community Club, Inc.	1517 W. 48th Street	Los Angeles	CA 90062
Blueline Televillage	310 N. Willowbrook Ave., Ste 5B	Compton	CA 90220
Boys & Girls Club of Hollywood	850 North Cahuenga Blvd.	Hollywood	CA 90038
Boys & Girls Club of Long Beach/Dean-Eastman/Fairfield	3635 Long Beach Blvd.	Long Beach	CA 90807
Boys & Girls Club of Long Beach/Fairfield Westside Center	1835 W. Willard	Long Beach	CA 90810
Boys & Girls Club of Long Beach/John C. Wallace/Petrolane Center	1920 Lemon Ave.	Long Beach	CA 90806
Boys and Girls Club of Los Angeles	2635 Pasadena Ave.	Los Angeles	CA 90031
Boys & Girls Club of San Gabriel Valley	2740 Mountain View Rd.	El Monte	CA 91732
Boys & Girls Club of Santa Monica/Main Branch	1238 Lincoln Blvd.	Santa Monica	CA 90401
Boys & Girls Club of West San Gabriel Valley	328 Ramona Ave.	Monterey Park	CA 91754
Bradley Milken Youth Center	1173 E. Century Blvd.	Los Angeles	CA 90002
Break Away Technologies	3417 West Jefferson Blvd.	Los Angeles	CA 90018
Bresee Foundation Community Computing Center	184 S. Bimini Place	Los Angeles	CA 90004
CD Tech Community Computer Learning Center	4227 S. Central Ave.	Los Angeles	CA 90011
Center to Increase Community Organization (CINCO)	125 S. Avenue 57	Los Angeles	CA 90042
Central American Resource Center (CARECEN)	2845 West 7th St.	Los Angeles	CA 90005
Central City One-Stop	767 North Hill Street, Ste 400	Los Angeles	CA 90012
Challenger's Boys & Girls Club	5029 S. Vermont Avenue	Los Angeles	CA 90037
Children's Collective	3817 S. San Pedro	Los Angeles	CA 90011

Chinatown Service Center	727 North Hill Street, Ste 211	Los Angeles	CA 90012
Chinatown Teenpost	600 N. Broadway	Los Angeles	CA 90012
Chinatown Youth Center	727 N. Broadway	Los Angeles	CA 90012
Coleman-James Learning Center	151 E. Orange Blvd.	Pasadena	CA 91103
Community Arts Partnership	24700 McBean Parkway	Valencia	CA 91355
Community Career Development, Inc./Wilshire Metro Worksource	3550 Wilshire Blvd., Suite 500	Los Angeles	CA 90010
Community Development Technologies	2433 S. Grand Avenue	Los Angeles	CA 90007
Community Financial Resource Center	4060 South Figueroa Street	Los Angeles	CA 90037
Community Partners/Community Technology Organizing Consortium-CTOC	606 S. Olive Street, Suite 2400	Los Angeles	CA 90014
Community Technology & Education Center (CTEC)	570 West Avenue 26	Los Angeles	CA 90065
Compton Career Link Worksource California Center	700 North Bullis Road	Compton	CA 90221
Computer Access Center	6234 W. 87th St	Los Angeles	CA 90045
Computer Empowerment Project	555 E. Ocean Blvd., Suite #915	Long Beach	CA 90802
Computers in Our Future Project/Community Partners	606 S. Olive St., Ste. 2400	Los Angeles	CA 90014
Concerned Citizens of South Central Los Angeles (CCSLA)	4707 S. Central Avenue	Los Angeles	CA 90011
Concerned Citizens of South Central Los Angeles (CCSLA)	1410 E. 41st Street	Los Angeles	CA 90011
Eagle Rock Community Cultural Association	2225 Colorado Blvd.	Los Angeles	CA 90041
East Los Angeles Worksource Center	5301 Whittier Blvd.	Los Angeles	CA 90022
Eastside B&GC of Los Angeles	324 N. McDonnell Ave.	Los Angeles	CA 90022
Educating Young Minds	3400 W. Sixth Street	Los Angeles	CA 90020
El Proyecto del Barrio Center	20800 Sherman Way	Canoga Park	CA 91306
Esperanza Community Housing Corporation	255 E. 28th Street	Los Angeles	CA 90011
Foothill Worksource Career Center	1207 East Green Street	Pasadena	CA 91106
Frank D. Lanterman Regional Center/Assistive Technology Project	3303 Wilshire Blvd., Ste 700	Los Angeles	CA 90010
FSS-Project T.E.C.H	5213 West Pico Blvd.	Los Angeles	CA 90019
Hathaway Family Resource Center	840 N. Avenue 66	Los Angeles	CA 90042
Heroes of Life	11243 Glenoaks Blvd., Suite 7	Pacoima	CA 91331
Hillsides	840 Echo Park Ave.	Los Angeles	CA 90026
Housing Authority of the City of Los Angeles (HACLA) Computer Learning Center	2600 Wilshire Blvd., 3rd Floor	Los Angeles	CA 90057
Infinite Potential's Infinite Technology	355 W Green St	Pasadena	CA 91105
Infostop at Villa Parke	363 E. Villa	Pasadena	CA 91104

Inner-City Games Los Angeles	2015 E. 1st Street	Los Angeles	CA 90033
Institute of Popular Education of Southern California (IDEPSCA)	500 N. Lake Ave.	Pasadena	CA 91104
Joint Effort, Inc.	505 S. Pacific Avenue	San Pedro	CA 90731
JVS West Hollywood Worksource	5757 Wilshire Blvd., Promenade 3	Los Angeles	CA 90036
KAOS Network	4343 Leimert Blvd.	Los Angeles	CA 90008
Korean Health Education, Information & Research Center	266 S. Harvard Bl. 3rd Floor	Los Angeles	CA 90004
Korean Youth Community Center	680 South Wilton Place	Los Angeles	CA 90005
Lankershim Arts Center	5108 Lankershim Blvd.	Los Angeles	CA 91602
Little Tokyo Service Center-DISKovery Center	231 E. 3rd Street, Suite G106	Los Angeles	CA 90013
Living Advantage, Inc.	7095 Hollywood Blvd. #726	Hollywood	CA 90028
Los Angeles Family Housing Corporation	7817 Lankershim Blvd. #7843	No. Hollywood	CA 91605
Los Angeles Family Housing Corporation	207 North Breed Street	Boyle Heights	CA
Los Angeles LISC Computer Technology Initiative	1055 Wilshire Blvd, Suite 1600	Los Angeles	CA 90017
Los Angeles Opportunities Industrialization Center	11100 South Western Ave	Los Angeles	CA 90047
Los Angeles Urban League-Milken Family Youth & Literacy Center	5414 S. Crenshaw Blvd.	Los Angeles	CA 90043
Los Angeles Urban League Pasadena-Foothill Branch	1200 N. Fair Oaks Avenue	Pasadena	CA 91103
Los Angeles Urban League- Ron Brown Business Development & Economic Center	110 S. La Brea Avenue 3rd fl	Inglewood	CA 90301
Neighborhood Youth Association	3877 Grandview Blvd.	Los Angeles	CA 90066
New Directions for Youth Computer Lab & Tutoring Center	7400 Van Nuys Blvd., #203	Van Nuys	CA 91405
Northeast San Fernando Worksource Center	11623 Glen Oaks Blvd.	Pacoima	CA 91331
Operation Hope	4449 E. Slauson Ave.	Maywood	CA 90270
Operation Hope Banking Center #1	3721 S. La Brea	Los Angeles	CA 90016
Operation Hope Banking Center #3	11858 S. Wilmington	Los Angeles	CA 90059
Pacoima Campus of Opportunity/National Homes Trust	12502 Van Nuys Blvd, Ste 114	Pacoima	CA 91331
Pacoima Computer and Internet Center/ Valley Economic Development Center	12502 Van Nuys Blvd., #16	Pacoima	CA 91331
Pacoima Skills Center	13545 Van Nuys Boulevard	Pacoima	CA 91331
Pacoima Urban Village	12700 Van Nuys Boulevard	Pacoima	CA 91331
Para Los Ninos	845 E. 6th Street	Los Angeles	CA 90021
People Assisting the Homeless (PATH)	2346 Cotner Avenue	Los Angeles	CA 90064
People Assisting the Homeless (PATH)	340 N. Madison Avenue	Los Angeles	CA 90004
Pico Union Housing Corporation-Neighborhood Networks	1345 Toberman Ave.	Los Angeles	CA 90015

Plaza de la Raza	3540 N. Mission Rd.	Los Angeles	CA 90031
Project New Hope	3325 Wilshire Blvd., Suite 800	Los Angeles	CA 90010
PUENTE Learning Center	501 S. Boyle Ave.	Los Angeles	CA 90033
PUENTE Learning Center-South LA campus	10000 S. Western Ave.	Los Angeles	CA 90047
Rancho Cienega Recreation Center	5001 Rodeo Road	Los Angeles	CA 90016
Rita D. Walters Learning Complex	915 W. Manchester Ave.	Los Angeles	CA 90044
ROCK Teen Center	1597 Yosemite Drive	Los Angeles	CA 90041
Samoan Affairs	20715 S. Avalon Blvd.	Carson	CA 90746
San Fernando Gardens Worksource Center	10896 Lehigh Ave.	Pacoima	CA 91331
Santa Fe Springs Neighborhood Center	9255 Pioneer Blvd	Santa Fe Springs	CA 90670
Santa Monica Family YMCA-Malibu Branch	1332 Sixth Street	Santa Monica	CA 90401
Say Yes	4103 West Adams Blvd.	Los Angeles	CA 90018
Search to Involve Philipino Americans	3200A W. Temple St.	Los Angeles	CA 90026
Seeking Other Alternative Resources	6052 S. Normandie	Los Angeles	CA 90044
South Central Los Angeles Worksource Center	7522-26 S. Vermont Street	Los Angeles	CA 90044
Spotlight on Jobs	3600 Wilshire Blvd., Suite 226	Los Angeles	CA 90010
Strategic Actions for a Just Economy (SAJE) Center	1450 E 114th St	Los Angeles	CA 90059
Success A New Beginning, Inc. Technology and Multimedia Center	3717 South La Brea Ave #202	Los Angeles	CA 90018
Sun Valley One Stop	9024 Laurel Canyon Blvd.	Sun Valley	CA 91342
Sycamores Family Resource Center	851 N. Oakland Ave.	Pasadena	CA 91104
Tierra Del Sol Foundation	9919 Sunland Blvd.	Sunland	CA 91040
Tomorrow's Aeronautical Museum	961 West Alondra Blvd.	Compton	CA 90220
Ujima Village/Magic Johnson Inventor Center	941 East 126th Street	Los Angeles	CA 90059
USC MUA Technology Center	661 W. Jefferson Blvd.	Los Angeles	CA 90007
USC Neighborhoods Academic Initiative	2332 W. 4th Street	Los Angeles	CA 90089
Vera Davis McClendon Youth and Family Community Center	610 California Ave.	Los Angeles	CA 90002
Visual Communications	120 Judge John Aiso St.	Los Angeles	CA 90012
Watts Labor Community Action Committee	10950 South Central Ave	Los Angeles	CA 90059
Weingart Center Association	566 South San Pedro Street	Los Angeles	CA 90013
Westside Center for Independent Living	12901 Venice Blvd.	Los Angeles	CA 90066
Wilshire Koreatown Worksource	3470 Wilshire Blvd.	Los Angeles	CA 90010
William Reagh L.A. Photo Center/Unity Arts	2332 W. 4th St.	Los Angeles	CA 90057

Worksource Career Partners	3505 North Hart Avenue	Rosemead	CA 91770
YMCA Crenshaw Family	3820 Santa Rosalia Drive	Los Angeles	CA 90008
Youth Opportunities Unlimited, Inc.	8419 South Vermont Avenue	Los Angeles	CA 90044
Youth Policy Institute-Pacoima Community Technology Center	13630 Van Nuys Blvd., Unit 101	Pacoima	CA 91331

FAITH-BASED COMMUNITY TECHNOLOGY CENTERS

Bethel Tabernacle Church of Christ in God	1209 6th Ave.	Venice	CA 90291
Calvary Christian Fellowship Church and School	2400 W. 85th St.	Inglewood	CA 90305
Faith United Methodist Community Church	1713 West 108th St.	Los Angeles	CA 90047
Faithful Central Bible Church	333 W. Florence Ave.	Inglewood	CA 90301
Fort Mission, Fruit of the Holy Spirit Baptist Church	8714 S. Main St.	Los Angeles	CA 90003
Greater Bethany Economic Development Corp.	8409 S. Hoover Ave.	Los Angeles	CA 90044
Harambee Christian Family Center	1581 Navarro Avenue	Pasadena	CA 91103
Holy Trinity African Methodist Episcopal Church	200 E. 68th Street	N. Long Beach	CA 90805
Inner City Christian Center	2531 W. Jefferson Blvd.	Los Angeles	CA 90018
KRFT Unity Center of African Spirituality	7825 S. Western Ave.	Los Angeles	CA 90047
UGO Community Center	7223 S. Main St.	Los Angeles	CA 90003
Wesley United Methodist Church	112 W. 52nd St.	Los Angeles	CA 90037
Wesley United Methodist, Rakestraw Memorial Comm. Educ. Center	5139 S. Main St.	Los Angeles	CA 90037
West Angeles Christian Academy	3045 Crenshaw Blvd.	Los Angeles	CA 90016
World Impact Watts Ministries	2003 E. Imperial Highway	Los Angeles	CA 90059
Holy Trinity AME Church (Oden)	200 E. 68th St.	Long Beach	CA 90805
Faith In Christ Ministries & Scope Community Center	4501 S. Western Ave.	Los Angeles	CA 90018

SCHOOL-BASED COMMUNITY TECHNOLOGY CENTERS

24th Street Elementary School	2055 W. 24th Street	Los Angeles	CA 90018
Boys & Girls Club of Santa Monica/Edison Elementary	2425 Kansas Avenue	Santa Monica	CA 90404
Boys & Girls Club of Santa Monica/Roosevelt School	801 Montana Avenue	Santa Monica	CA 90403
Boys & Girls Club of Santa Monica/ John Muir/Smash Elementary School	2526 6th Street	Santa Monica	CA 90405
Boys & Girls Club of Santa Monica/McKinley Elem School Unit	2401 Santa Monica Blvd.	Santa Monica	CA 90404
Crenshaw Learn Charter High School-Adult School Program	5010 11th Ave.	Los Angeles	CA 90043
El Camino College	16007 Crenshaw Boulevard	Torrance	CA 90506
Franklin Community Adult School	820 N. Avenue 54	Los Angeles	CA 90042

Jordan High School	2265 E.103rd Street	Los Angeles	CA 90002
Los Angeles Technology Center/Teen Parenting Program	3721 W. Washington Blvd.	Los Angeles	CA 90018
Markham Middle School	1605 E. 104th St.	Los Angeles	CA 90002
Royal Palace Children's Center	10206 South Denker Avenue	Los Angeles	CA 90047

HOUSING CORPORATIONS' TECHNOLOGY CENTERS

Century/Learning Initiatives for Today (LIFT)-Hawthorne Site	13006 Kornblum	Hawthorne	CA 90250
Century/Learning Initiatives for Today (LIFT)-Inglewood Site	12939 Kornblum	Hawthorne	CA 90250
Century/Learning Initiatives for Today (LIFT)	900 South Grand	Los Angeles	CA 90015
One Stop LA (formerly Mar Vista Gardens Community Center)	4909 Marionwood Dr.	Culver City	CA 90230
Pico Union Housing Corporation	722 South Coronado St	Los Angeles	CA 90005
Pico Union Housing Corporation	727 S. Carando St	Los Angeles	CA 90005
Pico Union Housing Corporation	2209 E. Michigan St	Los Angeles	CA 90003
Pico Union Housing Corporation	1801 W. Eleventh St	Los Angeles	CA 90006
Wadsworth Place	911 East 120th Street	Los Angeles	CA 90059
Yorkshire Terrace	1033-43 South Burlington	Los Angeles	CA 90015

PRIVATE USE CENTERS

Barrio Action Youth and Family Center	4927 Huntington Drive, South	Los Angeles	CA 90032
Dome Village	847 Golden Ave.	Los Angeles	CA 90017
Drew Child Development Corp	1770 E.118th St	Los Angeles	CA 90059
Dunbar Resident Computer Lab	4261 S. Central Ave.	Los Angeles	CA 90011
Hoover Intergenerational Care, Inc.	3216 S. Hoover St.	Los Angeles	CA 90007
Kids Castle	745 N. La Brea Ave.	Inglewood	CA 90302
Operation YES	2910 Cesar Chavez Avenue	Los Angeles	CA 90033
Angelus Plaza NNC Senior Activities Center	255 South Hill Street, Ste 111	Los Angeles	CA 90012
Astoria Place	13230 Bromont Ave	Sylmar	CA 91342
Los Angeles Gardens NNC	2225 West 11th Street	Los Angeles	CA 90006
Mission Plaza Computer Center	2250 Parkside Avenue	Los Angeles	CA 90031
New Wilmington Arms Affordable Housing Complex	700 W. Laurel, A210	Compton	CA 90220
Oxnard Villa	14045 Oxnard Street	Van Nuys	CA 91401
Parthenia Apartments	14825 Parthenia Ave	Panorama City	CA 91402
Reseda Village	7939 Reseda Blvd.	Reseda	CA 91335
Foshay Learning Center-Parent Center	3751 S. Harvard Blvd	Los Angeles	CA 90018

APPENDIX B: COMMUNITY TECHNOLOGY CENTERS SURVEY

Name of CTC _____ Date _____

Person Interviewed _____ Telephone _____

1. Do you offer computer resources to the community at your facility?

- a. Yes
- b. No, private use only

2. Are you a free-standing CTC, or are you located within a:

- a. Free-standing CTC
- b. Library
- c. Faith-based organization
- d. CBO (community-based organization)
- e. School
- f. Other, specify _____

3. How many computer workstations are available for use? _____

4. Do you offer Internet access?

- a. Yes
- b. No

4a. If yes, how many of the workstations have Internet access? _____

5. How many people do you serve (either per week, per month or per year):

- a. per week _____
- b. per month _____
- c. per year _____

6. How far do most of the people you serve travel to use your services?

- a. Within 1 mile
- b. Between 1 – 5 miles
- c. More than 5 miles
- d. Metro LA

7. What is the primary reason your technology resources are used by the community?

- a. Job training and employment resources
- b. Computer and network skills
- c. Literacy and academic enrichment
- d. Outreach and recreation
- e. Research and personal use
- f. Other, specify _____

8. Approximately what percentage of users are:

Hispanic/Latino/Chicano ____% Asian/Pacific Islander ____%
African American/Black ____% White, non-Hispanic ____%
Other, specify _____ ____%

9. Which category of people do you serve most:

Seniors ____ Students ____
Adults ____ Other, specify _____