

**ANNUAL PERFORMANCE PROGRESS REPORT FOR PUBLIC COMPUTER CENTERS**

**General Information**

<b>1. Federal Agency and Organizational Element to Which Report is Submitted</b>  Department of Commerce, National Telecommunications and Information Administration	<b>2. Award Identification Number</b>  06-42-B10015	<b>3. DUNS Number</b>  118390368
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**4. Recipient Organization**  
  
 Housing Authority of the County of San Bernardino 715 E Brier Drive, San Bernardino, CA 92408-2841

<b>5. Current Reporting Period End Date (MM/DD/YYYY)</b>  12-31-2013	<b>6. Is this the last Annual Report of the Award Period?</b>  <input checked="" type="radio"/> Yes <input type="radio"/> No
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**7. Certification: I certify to the best of my knowledge and belief that this report is correct and complete for performance of activities for the purposes set forth in the award documents.**

<b>7a. Typed or Printed Name and Title of Certifying Official</b>  Yissell Torres	<b>7c. Telephone (area code, number and extension)</b>  909-890-0644
	<b>7d. Email Address</b>  ytorres@hacsb.com

<b>7b. Signature of Certifying Official</b>  Submitted Electronically	<b>7e. Date Report Submitted (MM/DD/YYYY):</b>  05-31-2013
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**PROJECT INDICATORS**

1. Are you establishing new Public Computer Centers (PCCs) or improving existing PCCs?

New  Improved  Both

2. How many PCCs were established or improved, and what type of institution(s) were they associated with? Please provide actual total numbers to date. Figures should be reported cumulatively from award inception to the end of the most recent calendar year. Recipients should only count the PCCs that were fully established or in which improvements have been fully completed in that year (that is, partial improvements should not be counted).

Institutions	Established	Improved	Total
Schools (K-12)	0	0	0
Libraries	0	0	0
Community Colleges	0	0	0
Universities / Colleges	0	0	0
Medical / Health care Facilities	0	0	0
Public Safety Entities	0	0	0
Job-Training and/or Economic Development Institution	0	0	0
Other Community Support-Governmental	0	5	5
(please specify): Public Housing Authority			
Other Community Support-Non-Governmental	0	0	0
(please specify):			

3. Please complete the following chart for each PCC established or improved using BTOP funds. Please provide actual total numbers to date.

3.a. New PCCs

New PCC Address	Number of Workstations Available to the Public	Total Hours of Operation per 120-hour Business Week	Total Hours of Operation per 48-hour Weekend	Speed of Broadband Access to Facility (Mbps)	Average Number of Users per Week
N/A	0	0	0	0	0

Add New PCC

Remove New PCC

3.b. Improved PCCs

New PCC Address	Number of Workstations Available to the Public	Total Hours of Operation per 120-hour Business Week	Total Hours of Operation per 48-hour Weekend	Speed of Broadband Access to Facility (Mbps)	Average Number of Users per Week
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Prior to Improvement

Waterman Gardens Neighborhood Networks Center, 425 Crestview, San Bernardino, CA 92410	10	20	0	1	27
Medical Center Neighborhood Networks Center, 906 Wilson, San Bernardino, CA 92411	10	20	0	1	68
Redlands Neighborhood Networks Center, 131 E Lugonia, Redlands, CA 92374	10	20	0	1	27
Colton Neighborhood Networks Center, 772 Pine Street, Colton, CA 92324	10	20	0	1	57

Prior to Improvement					
Barstow Neighborhood Networks Center, 932 Lassen Drive, Barstow, CA 92311	10	20	0	3	41

Add New PCC

Remove New PCC

After Improvement					
Waterman Gardens Neighborhood Network Center, 425 Crestview, San Bernardino, CA 92410	15	40	0	3	122
Medical Center Neighborhood Networks Center, 906 Wilson, San Bernardino, CA 92411	15	40	20	3	143
Redlands Neighborhood Networks Center, 131 E Lugonia, Redlands, CA 92374	15	40	0	3	147
Colton Neighborhood Networks Center, 772 Pine Street, Colton, CA 92324	15	40	20	3	136
Barstow Neighborhood Networks Center, 932 Lassen Drive, Barstow, CA 92311	15	4	0	3	128

Add New PCC

Remove New PCC

**4.a. Please check the primary uses of the PCCs funded by this award. (Check all that apply.)**

- Open Lab Time     Other     Training

**4.b. If "other," please specify the primary use of the PCCs:**

The Housing Authority of the County of San Bernardino (HACSB) planned the PCCs so that they would fill important gaps for residents of public housing and local community members of various ages who would not otherwise have computer or Internet access. Open lab, training in basic computer use, Word, Excel, PowerPoint, Internet access, and job training are offered at all PCC sites. In addition, the Medical Center site has also been used by an after school homework center program that contracts with the Housing Authority to serve resident children. The availability of computers--especially the Mac platform--for word processing and Internet resources helps "level the playing field" for low-income children so they can keep up with their peers.

**5. Please list all of the PCC broadband equipment and/or supplies you have purchased during the past year using BTOP grant funds or other (matching) funds, including any customer premises equipment or end-user devices. If additional space is needed, please attach a list of equipment and/or supplies. Please also describe how the equipment and supplies have been deployed (600 words or less).**

Manufacturer	Items	Unit Cost per Item	Number of Units	Narrative description of how the equipment and supplies were deployed
No equipment has been purchased using BTOP or matching funds in the third year of the grant covered by this report. These items are reported because they were capitalized when purchased in 2010.	Apple iMacs	1,152	25	Five iMacs were deployed at each of the five PCC sites. Three were stolen from the Medical Center site in 2010, and were replaced (see iMac entry below).
Apple	iMacs	1,267	3	Replacement iMacs installed at the Medical Center PCC.
Apple	Mac Mini	1,056	1	Used as the PCC server, and deployed at HACSB headquarters in the IT Department.
Cisco	Routers	2,725	5	One router is deployed at each of the five PCCs.

Manufacturer	Items	Unit Cost per Item	Number of Units	Narrative description of how the equipment and supplies were deployed
<b>Totals:</b>		6,200	34	

Add Equipment

Remove Equipment

**6. For PCC access and training provided with BTOP grant funds, please provide the information below. Figures should be reported cumulatively from award inception to the end of the most recent calendar year.**

Types of Access or Training	Number of People Targeted	Number of People Participating	Total Hours of Training Offered
Open Lab Access	27,318	8,328	0
Multimedia	0	0	0
Office skills	0	0	0
ESL	0	0	0
GED	0	0	0
College Preparatory Training	0	0	0
Basic Internet and Computer Use	400	867	1,734
Certified Training Programs	315	157	2,060
Other (please specify): Target=HACSB service population. Microsoft Office (Word/Power Point/Excel), incl. Spanish: 4,208 participants,8,416 hrs; children's computer skills workshops: 158 participants,456 hrs;Internet job search workshop:400 participants, 687 hrs. Pop. =open lab#	0	4,766	9,559
<b>Total</b>	28,033	14,118	13,353

**7. Please describe how your Public Computer Center(s) promotes economic recovery in your area, such as through providing job training, access to job searches, online course offerings, certifications and the like (600 words or less).**  
 The PCCs offer access to computers on both weekdays and weekends for Internet job searches, resume writing, and filing electronic job applications. The PCC staff also provide structured workshops, as well as career/resume coaching from the job development contractor, Career Institute. Career Institute also delivers a work readiness certificate program and assistance with job placements. During the grant period, a total of 270 people secured employment using the array of supports offered by the PCCs. This is an important accomplishment in light of the challenging national employment market over the last three years. In addition, 67 unduplicated people were referred to the San Bernardino Employment and Training Agency for educational assessments and assistance with GED, certificate, or degree completion.

**8. To the extent that you have made any subcontracts or sub grants, please provided the number of subcontracts or sub grants that have been made to socially and economically disadvantaged small business (SDB) concerns as defined by section 8(a) of the Small Business Act, 15 U.S.C. 647, as modified by NTIA's adoption of an alternative small business size standard for use in BTOP. Please also provide the names of these SDB entities (150 words or less).**  
 Two subcontracts were made with socially and economically disadvantaged small businesses under the BTOP grant. The security contractors is Spigroup, and the monitoring contractor is Clayton-Morrow, Inc.

**9. Please describe any best practices / lessons learned that can be shared with other similar BTOP projects (900 words or less).**  
 One reason for the successes of this project is the communication plan during the initial implementation. The project team met several times in the first few months of the project period. These meetings repeated several messages to help HACSB's IT staff, the small business contractors, and the new PCC staff members see the "big picture"--the rules, objectives, and quantitative targets that HACSB committed to attain. They also clarified roles and directly connected every part of the team with the targets they were responsible for. Because of this strategy, the team could look at its performance in the first few quarters and see whether they were on track or not. In one instance, this led to a meeting to decide how to count "user visits" versus "training participants/hours"; in another, deficient participant numbers led to the replacement of the job development contractor.