

ANNUAL PERFORMANCE PROGRESS REPORT FOR PUBLIC COMPUTER CENTERS

General Information

1. Federal Agency and Organizational Element to Which Report is Submitted Department of Commerce, National Telecommunications and Information Administration	2. Award Identification Number 32-42-B10014	3. DUNS Number 148299733
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4. Recipient Organization

 Las Vegas-Clark County Urban League 930 W. Owens Ave., Las Vegas, NV 89106

5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2011	6. Is this the last Annual Report of the Award Period? <input type="radio"/> Yes <input checked="" 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.

7a. Typed or Printed Name and Title of Certifying Official Lavonne Lewis Chief Operating Officer	7c. Telephone (area code, number and extension) (702) 636-3949 X118
	7d. Email Address llewis@lvul.org

7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 02-28-2012
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PROJECT INDICATORS					
1. Are you establishing new Public Computer Centers (PCCs) or improving existing PCCs?					
<input type="radio"/> New <input type="radio"/> Improved <input checked="" type="radio"/> 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				
	(please specify): Community Center, Public housing	15	13	28	
	Other Community Support-Non-Governmental				
	(please specify): Non-profit organization	1	2	3	
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
Mirabelli Community Center - 6200 Hargrave Avenue, Las Vegas, NV 89107	4	64	9	50	192
Downtown Senior Center - 310 S. 9th Street, Las Vegas, Nevada89101	4	16	0	2	58
Vera Johnson A - 1550 E. Harris Avenue, Las Vegas, NV 89102	7	40	8	50	113
Marble Manor - 912 Gerson Avenue, Las Vegas, NV 89106	6	40	8	50	225
Espinoza Terrace -171 W. Van Wagenen Street, Henderson, NV 89015	4	16	0	50	8
Landsman Gardens - 750 N. Major Avenue, Henderson, NV 89015	4	32	8	50	126
Hampton Courts - 1030 Center Street, Henderson, NV 89015	4	40	0	50	197
Biegger Estates - 5701 Missouri Avenue, Las Vegas, NV 89122	8	32	8	50	255

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
Schaffer Heights - 2901 Schaffer Circle, Las Vegas, Nevada 89121	3	8	0	50	26
Jones Gardens - 1750 Marion Drive, Las Vegas, NV 89115	8	20	0	50	37
Simmons Manor - 5385 Austin John Court, Las Vegas, Nevada 89122	4	32	8	50	238
Janice Brooks Bay - 5201 Walnut Avenue, Las Vegas, NV 89110	5	20	0	50	92
Mendoza Plaza 1950 N. Walnut, Las Vegas 89115	6	20	8	50	154
Palo Verde Gardens - 101 N. Palo Verde, Henderson, NV 89015	2	20	0	50	18
Harry Levy Gardens Senior Center 2525 W. Washington Las Vegas, Nevada 89106	6	40	0	50	98
**Latin Chamber of Commerce - 900 N. 13th Street, Las Vegas, NV 89101	12	43	0	25	264

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
Prior to Improvement					
Doolittle Community Center - 1950 J Street, Las Vegas NV 89106	10	60	7	1.5	149
East Las Vegas Community Center - 250 N. Eastern Avenue, Las Vegas NV 89101	18	57	8	1.5	152
Stupak Community Center - 251 W. Boston Avenue, Las Vegas NV 89102	10	60	8	1.5	700
Howard Lieburn 6230 Garwood Avenue Las Vegas, Nevada 89107	10	40	0	1.5	60
Las Vegas Senior Center 451 E. Bonanza Road Las Vegas, NV 89101	8	67	0	1.5	160
Sartini Plaza 900 Brush Street, Las Vegas, NV 89107	4	20	0	2	24

Prior to Improvement					
Archie Grant - 1720 Searles Avenue, Las Vegas, NV 89101	2	10	0	2	10
Otto Merida Desert Villas 50 N. Honolulu Street Las Vegas, NV 89110	6	40	0	2	30
Robert Gordon Plaza 450 N. 11th Street Las Vegas, NV 89101	2	10	0	2	10
Rulon Earl Mobile Manor 3901 E. Stewart Avenue Las Vegas, Nevada 89110	2	8	0	2	5
Vera Johnson Manor B 507 N. Lamb Boulevard Las Vegas, Nevada 89110	4	8	0	2	15
Sherman Gardens - 1012 Silverman, Las Vegas NV 89106	8	10	0	2	15
Martin Luther King Senior Center - 2420 N. Martin Luther King, N. Las Vegas, Nevada 89032	13	64	8	4	120
Dula Community Ctr. 441 East Bonanza Rd, Las Vegas NV 89101	8	65	8	1.5	40
West Las Vegas 1024 West Owens Ave Las Vegas, NV 89106	20	40	0	10	0
<input type="button" value="Add New PCC"/>		<input type="button" value="Remove New PCC"/>			
After Improvement					
Doolittle Community Center - 1950 J Street, Las Vegas NV 89106	10	60	8	2	566
East Las Vegas Community Center - 250 N. Eastern Avenue, Las Vegas NV 89101	18	59	8	2	703
Stupak Community Center - 251 W. Boston Avenue, Las Vegas NV 89102	10	60	9	2	871
Howard Lieburn 6230 Garwood Avenue Las Vegas, Nevada 89107	10	45	0	2	236
Las Vegas Senior Center 451 E. Bonanza Road Las Vegas, NV 89101	8	52	0	2	456
Sartini Plaza 900 Brush Street, Las Vegas, NV 89107	4	45	0	2	42

Archie Grant - 1720 Searles Avenue, Las Vegas, NV 89101	4	10	0	2	24
Otto Merida Desert Villas 50 N. Honolulu Street Las Vegas, NV 89110	10	32	8	50	283
Robert Gordon Plaza 450 N. 11th Street Las Vegas, NV 89101	6	38	4	50	128
Rulon Earl Mobile Manor 3901 E. Stewart Avenue Las Vegas, Nevada 89110	6	45	12	50	56
Vera Johnson Manor B 507 N. Lamb Boulevard Las Vegas, Nevada 89110	6	20	0	50	95
Sherman Gardens - 1012 Silverman, Las Vegas NV 89106	8	32	8	2	286
Martin Luther King Senior Center - 2420 N. Martin Luther King, N. Las Vegas, Nevada 89032	13	44	0	2	305
Dula Community Ctr. 441 East Bonanza Rd, Las Vegas NV 89101	8	57	9	2	0
West Las Vegas 1024 West Owens Ave Las Vegas, NV 89106	20	40	0	10	609

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:

n/a

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
Lenovo	Laptop Computer	500	1	IT Specialist utilizes for training, scheduling and reporting at various PCC sites
Kensington	Locked Tie-downs	20	60	Locked tie-downs installed for computers and monitors at PCC's
Brother	Printer/scanner	500	1	Utilized at PCC site
Plantronics	Head sets	10	10	Distributed to PCC's for participants' use
Totals:		1,030	72	

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	187,500	201,301	0
Multimedia	0	0	0
Office skills	15,000	16,917	29,063
ESL	0	0	0
GED	0	0	0
College Preparatory Training	0	0	0
Basic Internet and Computer Use	30,000	16,026	28,962
Certified Training Programs	0	0	0
Other (please specify): resumes, job search and interview skills	10,000	1,628	3,230
Total	242,500	235,872	61,255

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 Nevada Public Computer Centers provide access to a computer, the internet, and an instructor at no cost to over 5,000 participants per week. In addition they provide free access to a scanner and printer. Participants are offered training on how to use a computer and the internet to achieve positive outcomes and impacts. These include learning to type, computer proficiency, search proficiency, accessing online resources, accessing online curriculum, creating email accounts, reading job listings, applying for jobs, corresponding with potential employers, applying for scholarships, online banking, online shopping, internet telephony, teleconferencing, accessing health and human services information, accessing government websites, accessing citizenship information, accessing English as a Second Language training, and more. This access and training promotes self-confidence, job readiness, and upward mobility - particularly for economically disadvantaged individuals and families in Southern Nevada.

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).

n/a

9. Please describe any best practices / lessons learned that can be shared with other similar BTOP projects (900 words or less).

Best practices: 1) using Google Voice as a "message line" to process incoming English and Spanish phone calls; 2) using Open Source Support Ticket System to route Google Voice messages to staff for processing.
 Lessons learned: 1) For trainers working in public housing developments, good interpersonal and conflict resolution skills can be more important than good computer skills; 2) For trainers working in senior centers, a key challenge can be to show the utility, relevance, and social aspects of using computers.