QUARTERLY 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** 36-42-B10532	**3. DUNS Number** 806780607

4. Recipient Organization

Labor, New York Department of STATE OFFICE CAMPUS BLDG 12, ALBANY, NY 122400001

5. Current Reporting Period End Date (MM/DD/YYYY) 09-30-2011	**6. Is this the last Report of the Award Period?** ◯ Yes ⦿ No

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 Betty Jo Marra	**7c. Telephone (area code, number and extension)**
	7d. Email Address BettyJo.Marra@labor.ny.gov
7b. Signature of Certifying Official Submitted Electronically	**7e. Date Report Submitted (MM/DD/YYYY):** 10-27-2011

Project Indicators (This Quarter)

1. Please describe significant project accomplishments completed during this quarter (600 words or less).

Video conferencing equipment is operational in all 16 locations as of 9/30/2011 and the number of video conferencing opportunities continues to increase. Video conferencing tests were conducted and more comprehensive orientations were held at all sites. Information covered areas such as: equipment overview and uses; BTOP goals and requirements; tracking equipment use; benefits of video conferencing for staff and customers; best practices for delivering programs via video; promoting programs on local workforce areas websites, signage in One-Stops; identifying appropriate programs with customers and forging partnerships with other One-Stops and Workforce System partners to determine their areas of workshop/programs expertise and weaknesses to optimize use of equipment and staff resources. Video sites were encouraged to start with connecting to a maximum of five sites until staff become more comfortable with using the equipment and work to adapt their presentations/styles to this medium. A NYSDOL manager, who is partnering with other One Stops to provide customer training, explained to the NYS Workforce Development Community how staff can develop video programs for their customers. Once sites are ready to share programs, a system has been established so program options will be made available to all and identified site coordinators will handle acceptances for participation. NYSDOL continues to work with TEC-SMART and NYSERDA to develop green programs. TEC-SMART hosted a community open house in September and the video capabilities were highlighted. The school also hosted Local Workforce Investment Board (WIB) Directors, whose areas also received video equipment through grant funds and discussed workforce development opportunities, including use of the video equipment to further efforts.

2. Please provide the percent complete for the following key milestones in your project. Write "0" in the Percent Complete column and "N/A" in the Narrative column if your project does not include this activity. If you provided additional milestones in your baseline report, please insert them at the bottom of the table. Figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please provide a narrative description if the percent complete is different from the target provided in your baseline plan (300 words or less).

	Milestone	Percent Complete	Narrative (describe your reasons for any variance from the baseline plan or any other relevant information)
2.a.	Overall Project	97	97% based on overall spending - cash match remaining.
2.b.	Equipment / Supply Purchases	-	Progress reported in Question 4 below
2.c.	Public Computer Centers Established	-	Progress reported in Question 4 below
2.d.	Public Computer Centers Improved	-	Progress reported in Question 4 below
2.e.	New Workstations Installed	-	Progress reported in Question 4 below
2.f.	Existing Workstations Upgraded	-	Progress reported in Question 4 below
2.g.	Outreach Activities	-	Progress reported in Question 4 below
2.h.	Training Programs	-	Progress reported in Question 4 below
2.i.	Other (please specify):	-	Progress reported in Question 4 below

3. Please describe any challenges or issues faced during this past quarter in achieving planned progress against the project milestones listed above. In particular, please identify any areas or issues where technical assistance from the BTOP program may be useful (600 words or less).

The biggest issue has been increasing staff comfort levels with using the equipment for workshops but we have addressed this by additional training and reassuring field staff that central office staff is here to support them in any way needed, including using us an audience for workshops. Best practices research on video conferencing supports connecting fewer sites for program success. Completing the TEC-SMART installation took longer than anticipated but all equipment is now operational. No BTOP program assistance is needed at this time.

4. Please provide actual total numbers to date or typical averages for the following key indicators, as specified in the question. Write "0" in the Total column and "N/A" in the Narrative column if your project does not include this activity. Unless otherwise indicated below, figures should be reported <u>cumulatively</u> from award inception to the end of the most recent reporting quarter. Please provide a narrative explanation if the total is different from the target provided in your baseline plan (300 words or less).

	Indicator	Total	Narrative (describe your reasons for any variance from the baseline plan or any other relevant information)
4.a.	New workstations installed and available to the public	16	TEC-SMART is now fully functioning.
4.b.	Average users per week (NOT cumulative)	60	WORKING TO INCREASE CAPACITY GRADUALLY AS INDICATED ON BASELINE PLAN.

	Indicator	Total	Narrative (describe your reasons for any variance from the baseline plan or any other relevant information)
4.c.	Number of PCCs with upgraded broadband connectivity	0	N/A
4.d.	Number of PCCs with new broadband wireless connectivity	0	N/A
4.e.	Number of additional hours per week existing and new PCCs are open to the public as a result of BTOP funds	0	N/A

5. Training Programs. In the chart below, please describe the training programs provided at each of your BTOP-funded PCCs.

Name of Training Program	Length of Program (per hour basis)	Number of Participants per Program	Number of Training Hours per Program
Basic Job Search Workshop	1	9	9
BOC Technical Training Webinar	1	7	7
BTOP Equipment Orientation (1.5)	2	53	80
Cannon Demo: Internal Paper Processing Flow (1.5)	2	7	11
Cover Letter Writing	2	7	14
DOL Supervisor Meeting (1.5)	2	1	2
Domestic Violence Training (1.5)	2	24	36
Disability Resource Coordinator (DRC) Training Webinar	2	7	14
DRC Webinar: IRS and Disability	1	7	7
DRC Webinar: Ticket to Work (1.5)	2	7	11
NYSDOL Equipment Test & Logistics	1	3	3
Ethics Training	3	5	15
Expand Your Network Workshop	1	8	8
Federal Jobs Application Process (1.5)	2	20	30
HazMat Refresher Training	8	3	24
Home Performance Standards Webinar (1.5)	2	8	12
Industry Inspection Staff Training (2.5)	3	5	13

Integrity Outreach Training	2	12	24
Interview with David Goldstein Webinar	2	1	2
Interviewing Skills	2	8	16
Job Matching & Referring Customers Webinar	2	11	22
Job Searching in 21st Century	2	23	46
DOL Managers Meeting	3	69	207
NYSERDA Meeting w/ Contractor	2	7	14
Negotiating Your Compensation	2	14	28
NYSERDA New Lighting Webinar	1	7	7
Nonviolence Response Training	4	20	80
NYS Fair: Human Trafficking	4	4	16
NYS Job Bank Training	1	10	10
NYSERDA/ NYSDOL Logistics	1	10	10
Office of Special Investigations Training	1	5	5
Re-employment and Eligibility Assessment (REA) Webinar (1.5)	2	29	44
REA Webinar	3	5	15
REA Webinar	1	13	13
Re-Careering	2	4	8
Resume Writing	2	40	80
Sexual Harassment Training	3	4	12
Silgan Recruitment (1.5)	2	23	35
Train the Trainer: HazMat Safety and Health (2.5)	3	14	35

Training Options Workforce Investment Act (WIA) Grants Workshop (1.5)	2	13	20
Training Options with PowerPoint (1.5)	2	15	23
Transitional Skills	2	4	8
NYSERDA Webinar - Bronx Green Business Network	1	13	13
WIA Audit Exit Video	1	2	2
Workforce Investment Board (WIB) Directors Meeting	1	1	1
Yellow Ribbon Vets Training Meeting	1	8	8

[Add Training Program]   [Remove Training Program]

Project Indicators (Next Quarter)

1. Please describe significant project accomplishments planned for completion during the next quarter (600 words or less).

More centralized training from NYSDOL, NYSERDA and TEC-SMART continues to be developed and increasing the number of participating sites will be a focus in the next quarter. So far two to three sites at a time have partnered for training due to best practices research and raising staff comfort levels using this training medium. NYSDOL, TEC-SMART and NYSERDA are working together on a photovoltaic training to be held in December with an anticipated seven One-Stops Centers participating. NYSERDA has made arrangements with the organization providing the training and will promote the event. The trainer will present from TEC-SMART as this site provides the most traditional and spacious classroom setting of all video sites. Many meetings have been taking place and active engagement will continue to work out logistics since these three sites are on three different servers. With connecting more One-Stops more frequently with non-NYSDOL entities, further fine tuning will occur of processes put in place to: reserve rooms; define the role of each site's video conference manager to handle site scheduling, managing site attendance and distribution of participant materials; and promoting workshops through calendars/websites. Since TEC-SMART equipment install was only recently completed, they will do a site assessment to determine additional equipment needs to create a highly functioning site for video conferences and we anticipate using cash match funds to meet these needs. NYSDOL also plans to discuss with NYS Education Department (NYSED) possible partnering opportunities to leverage our BTOP resources. NYSED incorporated video conferencing into some of their PCCs so both agencies hope to develop more formal relationships with the library PCC sites and nearby One-Stops to increase our customer outreach and share programs.

2. Please provide the percent complete anticipated for the following key milestones in your project as of the end of the next quarter. Write "0" in the second column if your project does not include this activity. Figures should be reported cumulatively from award inception to the end of the next reporting quarter. Please provide a narrative description if the planned percent complete is different from the target provided in your baseline plan (300 words or less).

	Milestone	Planned Percent Complete	Narrative (describe reasons for any variance from baseline plan or any relevant information)
2.a.	**Overall Project**	100	Currently 97% complete based on overall spending. Only cash match remaining - cost share waiver submitted in August 2011.
2.b.	**Equipment / Supply Purchases**	-	Milestone Data Not Required
2.c.	**Public Computer Centers Established**	-	Milestone Data Not Required
2.d.	**Public Computer Centers Improved**	-	Milestone Data Not Required
2.e.	**New Workstations Installed**	-	Milestone Data Not Required
2.f.	**Existing Workstations Upgraded**	-	Milestone Data Not Required
2.g.	**Outreach Activities**	-	Milestone Data Not Required
2.h.	**Training Programs**	-	Milestone Data Not Required
2.i.	**Other (please specify):**	-	Milestone Data Not Required

3. Please describe any challenges or issues anticipated during the next quarter that may impact planned progress against the project milestones listed above. In particular, please identify any areas or issues where technical assistance from the BTOP program may be useful (600 words or less).

None anticipated at this time.

Public Computer Center Budget Execution Details

Activity Based Expenditures (Public Computer Centers)

1. Please provide details below on your total budget, cumulative actual expenditures (for the period ending the current quarter), and cumulative anticipated expenditures (for the period ending next quarter) for each line item, including detailed disbursements of both matching funds and federal funds from project inception through end of this quarter (actual) or next quarter (anticipated). Actual and anticipated figures should be reported cumulatively from award inception to the end of the applicable reporting quarter.

Cost Classification	Budget for Entire Project			Actuals from Project Inception through End of Current Reporting Period			Anticipated Actuals from Project Inception through End of Next Reporting Period		
	Total Cost (plan)	Matching Funds (plan)	Federal Funds (plan)	Total Cost	Matching Funds	Federal Funds	Total Costs	Matching Funds	Federal Funds
a. Personnel	$0	$0	$0	$0	$0	$0	$0	$0	$0
b. Fringe Benefits	$0	$0	$0	$0	$0	$0	$0	$0	$0
c. Travel	$0	$0	$0	$0	$0	$0	$0	$0	$0
d. Equipment	$742,767	$206,030	$536,737	$742,767	$206,030	$536,737	$742,767	$206,030	$536,737
e. Supplies	$0	$0	$0	$0	$0	$0	$0	$0	$0
f. Contractual	$24,000	$24,000	$0	$896	$896	$0	$24,000	$24,000	$0
g. Construction	$0	$0	$0	$0	$0	$0	$0	$0	$0
h. Other	$0	$0	$0	$0	$0	$0	$0	$0	$0
i. Total Direct Charges (sum of a through h)	$766,767	$230,030	$536,737	$743,663	$206,926	$536,737	$766,767	$230,030	$536,737
j. Indirect Charges	$0	$0	$0	$0	$0	$0	$0	$0	$0
k. TOTALS (sum of i and j)	$766,767	$230,030	$536,737	$743,663	$206,926	$536,737	$766,767	$230,030	$536,737

2. Program Income: Please provide the program income you listed in your application budget and actuals to date through the end of the reporting period.

a. Application Budget Program Income: $0	b. Program Income to Date: $0