QUARTERLY PERFORMANCE PROGRESS REPORT FOR SUSTAINABLE BROADBAND ADOPTION

General Information

1. Federal Agency and Organizational Element to Which Report is Submitted	2. Award Identification Number	3. DUNS Number
Department of Commerce, National Telecommunications and Information Administration	39-43-B10506	806546326

4. Recipient Organization

OneCommunity 800 W. St. Clair Avenue, Cleveland, OH 44113

5. Current Reporting Period End Date (MM/DD/YYYY)	6. Is this the last Report of the Award Period?
09-30-2012	○ 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	7c. Telephone (area code, number and extension)
Bill Callahan	216-870-4736
	7d. Email Address bcallahan@onecommunity.org

7b. Signature of Certifying Official	7e. Date Report Submitted (MM/DD/YYYY):
Submitted Electronically	11-30-2012

Project Indicators (This Quarter)

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

a. Six of our seven local Subrecipients (Lead Community Agencies, or LCAs) were still actively engaged in training and support activities for new participants. They conducted CYC training courses in 49 locations, with a total of 1,829 unique participants. The seventh, Manatee Education Foundation, completed its program activities on June 30 and conducted only close-out activities this quarter.

b. LCAs reported that 1,832 additional CYC training participants were verified as Sustainable Broadband Adopters (SBAs), including 1,507 home broadband adopters. Most received no-cost or low-cost computers through their LCAs. 3,071 additional SBAs were "pending" (with signed individual broadband adoption plans) at the end of the quarter. Here are the numbers by Lead Community Agency:
Cleveland Housing Network and partners -- 557 verified, 1,913 pending
Akron Urban League -- 228 verified, 172 pending
Focus:HOPE and partners, Detroit -- 424 verified, 857 pending
ACCEL, Appalachian Ohio -- 490 verified, 86 pending
Urban League of Lexington -- 32 verified, 43 pending
Manatee Education Foundation -- 0 verified, 0 pending
WinstonNet, Winston-Salem -- 103 verified, 0 pending

d. Community volunteers contributed over 2,830 hours of assistance with instruction and other tasks.

e. Other notable developments this quarter:

1) Cleveland Housing Network (CHN) and OneCommunity launched a collaborative effort with other Cleveland nonprofits to provide broadband adoption assistance, including Mobile Citizen 4G service, to more than a thousand families of college-bound high school students by December. (See http://www.connectcommunity.org/2012/09/25/college-now/ for more information.)

2) CHN connected about 600 additional Cleveland adopters with CLEAR home 4G accounts through Mobile Citizen this quarter.

3) WinstonNet launched a Fall initiative with the local school district to train and connect two hundred additional K-12 parents. WinstonNet anticipates aligning this effort with the Time Warner Connect 2 Compete pilot initiative planned for October and November.

4) Lexington Urban League, ACCEL and the Northeast Ohio CYC partners each held "Reflections" events to review their CYC experiences, capture lessons learned, and discuss possible future broadband adoption efforts. (Fact sheets prepared for these events are available at http://www.connectcommunity.org/about/interim-reports/. Notes from the Reflections events are available at http://www.connectcommunity.org/about/reflective-events/.)

5) Urban League of Lexington formally completed its CYC training and adoption support work at the end of September.

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 reasons for any variance from baseline plan or any other relevant information)
2.a.	Overall Project	90	Our revised baseline plan calls for 97% completion at this point based on expenditure. We are still underspending somewhat, in the aggregate, compared to our projections. However, our substantive performance now exceeds 100% of our baseline targets except for total training participation, which now stands at 95%. Recruitment and training will continue through November, with significant addition new subscriber targets, in Cleveland, Detroit, Akron and Winston-Salem. We expect all Subrecipient funding to be expended by the end of next quarter. In addition, we will conduct extensive survey research in October and November as part of our project evaluation plan, which will expend more than $100,000 of remaining Contractual funds. So we expect to reach 99% completion by expenditure by the end of the next quarter.

	Milestone	Percent Complete	Narrative (describe reasons for any variance from baseline plan or any other relevant information)
2.b.	Equipment / Supply Purchases	-	Progress reported in Question 4 below
2.c.	Awareness Campaigns	-	Progress reported in Question 4 below
2.d.	Outreach Activities	-	Progress reported in Question 4 below
2.e.	Training Programs	-	Progress reported in Question 4 below
2.f.	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).

NA

4a. In the chart below, please provide the requested information on your BTOP grant-funded SBA activities. Please also provide a short description of the activity (600 words or less). Figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please ensure that the numbers of new household subscribers and business or community anchor institution (CAI) subscribers reflected in the "Total" row represent the unduplicated number of new subscribers that can be attributed to your SBA project as a whole.

Name of the SBA Activity	Location of SBA Activity	Description of Activity (600 words or less)	Size of Target Audience	Actual Number of Participants	New Subscribers: Households	New Subscribers: Businesses and/or CAIs
Outreach	All participating communities	The CYC Project is committed to reach out to 335,000 potential new broadband adopter trainees through media, direct community marketing, network marketing (e.g.congregations, organization members, agency clients, etc.) and other means. This quarter, four of our seven Subrecipients (Cleveland/Lorain, Detroit, Winston-Salem, Appalachian Ohio) contiinued to recruit new participants, though at significantly lower levels than in previous quarters. Our cumulative outreach audience exceeded 525,000 at the end of this quarter.	335,000	525,000	0	0
Training	All participating communities	During the 11th quarter, CYC Corps Members and volunteers conducted classes in 49 separate locations, with a total of 1,829 individual trainees. By the end of the quarter over 32,000 individuals had participated in CYC classes. According to local partners' reports, more than 31,000 of them had completed CYC classes and created personal Broadband Adoption Plans.	33,800	32,100	0	0
Other: Direct broadband adoption assistance	All participating communities	1) CYC Members provide ongoing post-training advice and assistance to new adopters; 2) Financial assistance is provided for hardware purchases and other adoption costs; 3) Free or subsidized Net access is provided by community wireless networks in some communities. During this quarter, local CYC partners reported that they assisted 1,832 additional trainees to become sustainable broadband users, including 1,086 who are verified new home subscribers, and 327 who are verified "Community Connectors." Most of the home connectors received free or subsidized hardware from their LCAs. About 2,300 CYC adopters are estimated to be using free or subsidized service, primarily in Cleveland (AT&T DSL through a CHN/One Economy program, CLEAR 4G service through reseller Mobile Citizen), Detroit (Community Telecommunications Network free 4G fixed wireless), and Manatee County (Bright House Networks half-priced service).	26,000	27,990	21,382	0
Total:			394,800	585,090	21,382	0

4b. Please describe your method for determining the number of households, businesses, and/or (CAIs) subscribing to broadband as a result of your SBA programs (600 words or less).

The CYC Project method is based on an individual case management approach in which Project employees and volunteers work directly with each potential broadband adopter through any or all stages -- from training, to assisting the adopter to execute his/her adoption plan, to becoming a subscriber to broadband. This method enables local CYC partners to maintain a first-hand count of participants who become broadband subscribers and users through their efforts. These counts are verified by local CYC Program Administrators and reported to the Project Field Director on a weekly basis. Through our last Performance Progress Report (April-

June 2012), the "New Subscriber" total reported in Question 4a, above, was based on these weekly and quarterly field reports.

For this report, however, the field report total is being adjusted for the first time to reflect the findings of One Community's ongoing review of CYC participant files. This adjustment results in a cumulative "New Subscriber" total for this quarter (21,382 households) that falls slightly below the unadjusted total reported in our last PPR (21,557 households). This quarter's reported total combines a hard count of new Home Connectors already validated by reviewers, with an informed projection of the number that will emerge from the thousands of files still to be examined.

We're making this interim adjustment despite the fact that our hands-on review process – covering over 30,000 participant files entered in our database system -- was far from complete at the end of September, and will probably continue into December.   Once the review in complete, it is possible that our final, cumulative count of documented New Subscribers will be even lower, although at this point there is virtually no chance it will fall below our benchmark goal of 19,500 households. We hope to be able to provide this final count in our report for the last quarter of 2012.

4c. Please provide a narrative explanation if the total number of new subscribers is different from the targets provided in your baseline plan (600 words or less).

NA

4d. Please provide the number of households and the number of businesses and CAIs receiving discounted broadband service as result of BTOP funds.

Households: 2,300	Businesses and CAIs : 0

Project Indicators (Next Quarter)

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

1) Project LCAs in Cleveland, Detroit, Akron and Winston-Salem expect to add between 1,500 and 2,000 additional new broadband subscribers through special initiatives focussed on K-12 parents, entrepreneurship trainees, and other targeted constituencies. If successful, these initiatives should push our cumulative total of CYC training participants to 100% of our 33,800 benchmark goal, and increase our total of new household subscribers to as many as 23,000. Cleveland Housing Network plans to connect as many as 1,000 additional households with Mobile Citizen 4G accounts during this period. WinstonNet will provide CYC training to about 200 elementary school parents, in cooperation with the local school district, and hopes to connect many or most of them through Time Warner's pilot Connect2Compete program, due to launch there in October.

2) OneCommunity will complete extensive survey research as part of our strategic evaluation of the project, including:
a) a poll of 1,250 randomly selected households in Cuyahoga County, conducted by a team from the University of Iowa, University of Illinois and Rutgers, to provide baseline information regarding household broadband penetration and characteristics of non-adopting residents (results anticipated in mid-November);
b) an internally conducted telephone survey of a random sample of 2,500 to 3,000 Connect Your Community Project participants regarding adoption outcomes, training experiences, uses and planned uses of broadband, and other data for program evaluation and sustainability strategy planning (completion planned for mid-December).

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. 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 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	Percent Complete	Narrative (describe reasons for any variance from baseline plan or any other relevant information)
2.a.	Overall Project	99	Our revised baseline plan calls for 100% completion by the end of next quarter, based on expenditure. We expect all Subrecipient funding to be expended by the end of next quarter. In addition, we are conducting extensive survey research in October and November as part of our project evaluation plan, which will expend more than $100,000 of remaining Contractual funds. So we expect to reach 99% completion by expenditure by the end of 2012. The remaining Federal funds will support the completion of OneCommunity's data gathering, evaluation and reporting activities through the end of the contract (January 30) as well as project close-out activities during the following ninety days.
2.b.	Equipment Purchases	-	Milestone Data Not Required
2.c.	Awareness Campaigns	-	Milestone Data Not Required
2.d.	Outreach Activities	-	Milestone Data Not Required

2.e.	**Training Programs**	-	Milestone Data Not Required
2.f.	**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).
NA

Sustainable Broadband Adoption Budget Execution Details

Activity Based Expenditures (Sustainable Broadband Adoption)

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	$1,056,497	$202,444	$854,053	$916,875	$85,492	$831,382	$1,009,268	$92,992	$916,275
b. Fringe Benefits	$178,448	$43,940	$134,508	$162,485	$20,924	$141,561	$180,964	$22,424	$158,540
c. Travel	$146,445	$1,445	$145,000	$136,514	$340	$136,174	$139,514	$340	$139,174
d. Equipment	$12,180	$2,180	$10,000	$23,692	$11,426	$12,266	$23,692	$11,426	$12,266
e. Supplies	$4,635	$0	$4,635	$4,508	$341	$4,167	$4,708	$341	$4,367
f. Contractual	$760,376	$71,982	$688,394	$394,864	$43,817	$351,047	$517,564	$43,817	$473,747
g. Construction	$0	$0	$0	$0	$0	$0	$0	$0	$0
h. Other	$19,716,350	$4,395,352	$15,320,998	$18,019,918	$3,679,028	$14,340,891	$19,819,972	$4,496,028	$15,323,945
i. Total Direct Charges (sum of a through h)	$21,874,931	$4,717,343	$17,157,588	$19,658,856	$3,841,368	$15,817,488	$21,695,682	$4,667,368	$17,028,314
j. Indirect Charges	$1,544,183	$0	$1,544,183	$1,344,550	$0	$1,344,550	$1,467,754	$0	$1,467,754
k. TOTALS (sum of i and j)	$23,419,114	$4,717,343	$18,701,771	$21,003,406	$3,841,368	$17,162,038	$23,163,436	$4,667,368	$18,496,068

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: $5,830