

RECIPIENT NAME:OneCommunity

AWARD NUMBER: 39-43-B10506

DATE: 05/17/2013

OMB CONTROL NUMBER: 0660-0037

EXPIRATION DATE: 12/31/2013

QUARTERLY PERFORMANCE PROGRESS REPORT FOR SUSTAINABLE BROADBAND ADOPTION

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 39-43-B10506	3. DUNS Number 179260901
4. Recipient Organization OneCommunity 800 W. St. Clair Avenue, Cleveland, OH 44113		
5. Current Reporting Period End Date (MM/DD/YYYY) 03-31-2013	6. Is this the last Report of the Award Period? <input type="radio"/> Yes <input checked="" type="radio"/> 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 Bill Callahan	7c. Telephone (area code, number and extension) 216-870-4736	
	7d. Email Address bcallahan@onecommunity.org	
7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 05-17-2013	

Project Indicators (This Quarter)

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

Connect Your Community Project Subrecipient program activity continued this quarter only in Detroit, where Focus:HOPE maintained a full CYC Corps team, making the transition from Federal grant support to private funding in February. In Cleveland, the Cleveland Housing Network ended its CYC program activity in December and conducted only close-out work this quarter, but OneCommunity and the Ashbury Senior Computer Community Center (ASC3) continued to operate an extension of the Project, supported largely by a private grant, aimed at connecting families of college-bound high school students (Connect to College Now). These remaining active CYC efforts provided training for more than 400 individuals, resulting in 304 verified Sustainable Broadband Adopters (SBAs) and 201 new home subscribers.

New SBAs reported this quarter, by community:

Cleveland (OneCommunity and ASC3) -- 137 new home subscribers.

Focus:HOPE, Detroit -- 167, including 64 verified new home subscribers.

Akron, Appalachian Ohio, Lexington (KY), Winston- Salem, Manatee County (FL) -- 0 (CYC activities closed prior to this quarter.).

Other notable developments this quarter:

1) OneCommunity and the Cleveland Housing Network set up an online renewal process for Mobile Citizen Clear 4G subscribers enlisted through the CYC Project in 2012.

2) OneCommunity worked with a variety of Cleveland area partners to develop proposals for broadband training and adoption initiatives linked to K-12 parent engagement, patient health information and records access, preparation for the 2014 shift to a computer-based GED training system, and online tools for low-income social service application and management.

3) The Connect Your Community Project was nominated as a Computerworld Honors Program Laureate in the category of Digital Access.

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	98	As stated in previous Performance Progress Reports, this Project consistently met its benchmark goals while underspending with respect to to our original projections. Consequently we were able to continue our training and adoption support work in most participating communities for several extra months, and still had a small balance of grant resources available for additional program work in Cleveland, Appalachian Ohio and Detroit in 2013. Thus OneCommunity sought and received approval of a no cost extension of this grant to September 30, 2013, which is allowing us to continue some program activity, train and connect a few hundred more home broadband subscribers, complete our strategic evaluation of the Project and pursue sustainability transition plans for several communities. We clearly will reach the 100% mark with respect to both Federal and non-Federal budget expenditures by June 30, 2013.
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 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, partners in two CYC communities (Cleveland/Lorain and Detroit) continued to recruit new participants, though at significantly lower levels than in previous quarters. The Cleveland partners, in particular, actively reached out in various ways to a new audience of at least 10,000 high school parents. Our cumulative outreach audience exceeded 545,000 at the end of this quarter.	335,000	545,000	0	0
Training	All participating communities	During this quarter, CYC Corps Members and volunteers conducted classes in just one location in Cleveland and one in Detroit, with a total of about 400 individual trainees. By the end of the quarter over 33,600 individuals had participated in CYC classes. According to local partners' reports, about 32,300 of them had completed CYC classes and created personal Broadband Adoption Plans.	33,800	33,600	0	0
Other: Direct broadband adoption assistance	All participating communities	<p>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 304 additional trainees to become sustainable broadband users, including 201 who are verified new home subscribers. Most of the home connectors received free or subsidized hardware. About 3,000 CYC adopters are now 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).</p> <p>The figures given to the right for "Participants" and "New Subscribers: Households" reflect our review of participant files and correction of our participant database which was reported in the Performance Progress Report for last quarter, with this quarter's new totals added.</p>	26,000	26,342	23,100	0
Total:			394,800	604,942	23,100	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).

In our Performance Progress Reports through April-June 2012, the "New Subscriber" total reported in Question 4a was based on our Subrecipients' weekly and quarterly field reports, reflecting our individual case management approach which enabled local CYC partners to maintain a first-hand count of participants who become broadband subscribers and users through their efforts. For our third-quarter 2012 PPR (July-September 2012), we adjusted the field report total for the first time to reflect the findings of One Community's ongoing review of CYC participant files. During the final quarter of 2012 we substantially completed that review of more than 30,000 files, and either verified or corrected the corresponding information in our participant database.

The "New Subscribers: Household" total given in response to Question 4a is based on our corrected database and is the sum of three numbers:

- Verified new home broadband users trained and assisted by our Subrecipients (21,563) as of December 31, 2012; plus
- An estimate of additional new home users produced by the Project through 2012 but not captured by our data system due to incomplete files, failure to follow up, etc. There are 6,686 participants in the database for whom outcome data is not available. We believe 20% of those participants is a minimal estimated "conversion rate", based on our experience with callbacks and the overall verification process; that estimate yields at least 1,337 additional new subscribers; plus
- An additional 201 new home broadband subscribers who have been trained and verified by our partners in Detroit and Cleveland during the first quarter of 2013.

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: 3,000

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) OneCommunity and Ashbury Senior Computer Community Center will complete the Connect To College Now initiative in Cleveland, adding at least 200 parents of college-bound high school and middle school students to our total of new home broadband subscribers.
- 2) OneCommunity along with several of the CYC partners in Cleveland and Lorain will collaborate with one or more public school systems, after-school technology programs, and other community actors to pursue major new program development and funding initiatives to increase K-12 parent engagement through broadband training and adoption.
- 3) Similar but separate collaborations will be formalized in the next quarter in Cleveland to develop program and funding plans for CYC-based initiatives aimed at residents in GED preparation programs (who will need computer skills to take the new GED test starting January 1, 2014) and low-income patients and clients of the county hospital and associated county social service agencies.
- 4) We expect to complete our initial draft of the Project's strategic evaluation, for which the Participant Survey and the baseline survey research are already in hand.

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	100	NA
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

