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**	**179260901**

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?
09-30-2013	⊙ **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	01-23-2014

Project Indicators (This Quarter)

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

There was no Connect Your Community Project Subrecipient program activity this quarter, all Subrecipients having concluded work on the Project. In Cleveland, OneCommunity and the Ashbury Senior Computer Community Center (ASC3) continued to operate an extension of the Project supported by private funds, aimed at connecting families of college-bound high school students, blue collar employees of a local hospital system, and others. These remaining active CYC efforts resulted in 43 verified Sustainable Broadband Adopters (SBAs) all of whom are new home subscribers.

New SBAs reported this quarter, by community:
Cleveland (OneCommunity and ASC3) -- 43 new home subscribers.
Akron, Appalachian Ohio, Lexington (KY), Winston-Salem, Manatee County (FL), and Detroit -- 0 (CYC activities closed prior to this quarter.)

Other notable developments this quarter:
1) OneCommunity and the Cleveland Housing Network also continued our online renewal process for Mobile Citizen Clear 4G subscribers enlisted through the CYC Project in 2012. 166 CYC home connectors renewed their Mobile Citizen subscriptions this quarter.
2) OneCommunity continued to work with a variety of Cleveland area partners to pursue proposals for broadband training and adoption initiatives linked to K-12 parent engagement, patient health information and records access, and preparation for the 2014 shift to a computer-based GED training system.
3) OneCommunity concluded project activities at the end of this quarter, having met or exceeded all goals and milestones.

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	100	NA
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 -- Final report

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	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. With almost all Project	335,000	545,000	0	0

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
	communities	work completed, no significant new outreach took place this quarter. Our cumulative outreach audience exceeded 545,000 at the end of this quarter.				
Training	All participating communities	During this quarter, CYC Corps Members and volunteers conducted classes in just one remaining location in Cleveland, with a total of 43 individual trainees. By the end of the quarter over 33,700 individuals had participated in CYC classes. According to local partners' reports, about 32,400 of them had completed CYC classes and created personal Broadband Adoption Plans.	33,800	33,713	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 43 additional trainees to become sustainable broadband users, all of whom are verified new home subscribers. Most of the home connectors received free or subsidized hardware. About 2,400 CYC adopters are now estimated to be using free or subsidized service, primarily in Cleveland (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	26,447	23,206	0
Total:			**394,800**	**605,160**	**23,206**	**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 306 new home broadband subscribers who have been trained and verified by our partners in Detroit and Cleveland during the first, second and third quarters 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: 2,540	**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).

NA -- Final report

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 -- Final report

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	$1,128,970	$98,492	$1,030,478	$1,184,010	$148,448	$1,035,562	$1,184,010	$148,448	$1,035,562
b. Fringe Benefits	$204,904	$23,524	$181,380	$215,803	$33,514	$182,288	$215,803	$33,514	$182,288
c. Travel	$147,258	$340	$146,918	$143,570	$358	$143,212	$143,570	$358	$143,212
d. Equipment	$23,692	$11,426	$12,266	$0	$0	$0	$0	$0	$0
e. Supplies	$4,808	$341	$4,467	$28,845	$12,048	$16,797	$28,845	$12,048	$16,797
f. Contractual	$520,653	$43,817	$476,836	$525,728	$53,246	$472,481	$525,728	$53,246	$472,481
g. Construction	$0	$0	$0	$0	$0	$0	$0	$0	$0
h. Other	$19,844,646	$4,539,403	$15,305,243	$19,883,767	$4,576,520	$15,307,248	$19,883,767	$4,576,520	$15,307,248
i. Total Direct Charges (sum of a through h)	$21,874,931	$4,717,343	$17,157,588	$21,981,723	$4,824,134	$17,157,588	$21,981,723	$4,824,134	$17,157,588
j. Indirect Charges	$1,544,183	$0	$1,544,183	$1,544,183	$0	$1,544,183	$1,544,183	$0	$1,544,183
k. TOTALS (sum of i and j)	$23,419,114	$4,717,343	$18,701,771	$23,525,906	$4,824,134	$18,701,771	$23,525,906	$4,824,134	$18,701,771

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