ANNUAL PERFORMANCE PROGRESS REPORT FOR PUBLIC COMPUTER CENTERS

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	41-41-B10525	137183703

4. Recipient Organization

Crook, County of 498 SE Lynn Boulevard, Prineville, OR 97754-2840

5. Current Reporting Period End Date (MM/DD/YYYY)	**6. Is this the last Annual Report of the Award Period?**
12-31-2013	⊙ **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)**
Andrew Spreadborough	
	7d. Email Address
	aspreadborough@coic.org

7b. Signature of Certifying Official	**7e. Date Report Submitted (MM/DD/YYYY):**
Submitted Electronically	02-14-2014

PROJECT INDICATORS

1. Are you establishing new Public Computer Centers (PCCs) or improving existing PCCs?

⦿ **New**   ◯ **Improved**   ◯ **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)	1	0	1
Libraries	1	0	1
Community Colleges	1	0	1
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):** Council of Governments, County Courthouse, Mobile Computer Lab	3	0	3
Other Community Support-*Non-Governmental* **(please specify):**	0	0	0

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
Mobile Lab	14	40	0	1	3
510 SE Lynn Blvd. Prineville, OR 97754	90	65	8	10	538
243 SW 3rd Street, Suite A, Prineville, OR 97754	10	40	0	10	38
300 NE 3rd Street, Prineville, OR 97754	7	40	0	10	50
175 NW Meadow Lakes Drive, Prineville, OR 97754	8	51	6	20	397
1100 SE Lynn Blvd., Prineville, OR 97754	62	50	0	20	400

[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					
NA	0	0	0	0	0

[Add New PCC]   [Remove New PCC]

After Improvement

NA	0	0	0	0	0

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:
NA

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
Hobart	Dishwasher	5,245	1	Under counter dishwasher for commerical kitchen facility
Totals:		5,245	1	

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	0	4,053	0
Multimedia	0	0	0
Office skills	0	0	0
ESL	0	0	0
GED	0	0	0
College Preparatory Training	0	0	0
Basic Internet and Computer Use	2,091	1,041	12,010
Certified Training Programs	3,617	2,233	72,426
Other (please specify): Adult Basic Skills, Community Learning, High School Courses	1,876	2,732	10,818
Total	7,584	10,059	95,254

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 total number of participants/hours and the number of workstations were calculated incorrectly and have been updated. These mis-calculations were due to administrative changes in grant oversight. In our final review, we tallied the total numbers and hours during the grant period and have corrected our mistake. The dishwasher equipment was purchased in July 2013 and was accidentally omitted from the Q3 APR. This is a Hobart under counter dishwasher used in the commercial kitchen facility located at the COCC Crook County Open Campus Public Computer Center.

In August 2011, the Computer Center opened and offers a variety of training and education courses to Crook County residents. This is the only physical higher education facility in Crook County with the nearest community college/university located in Bend, Oregon, 45+ miles away. College course offerings are provided at the Public Computing Center by a number of education providers, including Central Oregon Community College, Crook County High School, Oregon State University and Crook County. Training opportunities, critical for economic development purposes within this rural Oregon County are a primary focus of this facility.

The BTOP grant supported a "Server Tech" program which provided 12+ certifications to students seeking employment in this industry. This program has provided opportunities to match local workforce to a high growth industry in Crook County; data centers. Crook County benefited from the construction of the Facebook and Apple data centers. The establishment of the computer access and education center with technical computer skill training for the server tech industry has provided significant economic gain.

Career technical education classes (9) provided opportunities for high school students to explore careers in business, sports and entertainment marketing, and natural resources. In the 2012-13 academic year, students enrolled in classes earning 449 CTE college credits. Creation of public computer centers where people congregate allowed users to access on-line information for career exploration, skill improvement, distance education and personal growth. Sixty-two laptops were located in the Crook County High School for the purpose of career exploration. Computers On Wheels "COWs" (laptops stored in mobile carts) provides the opportunity for classes within the high school to incorporate computers are training tools and to allow students access to the world wide web for class projects and learning.

This project established a mobile public computer classroom that serves remote and isolated communities within Crook County and central Oregon. The mobile classroom is a converted 32' RV that has 14 computer stations. Satellite technology provides internet connection no matter where the classroom is parked. Partnerships with Search and Rescue, County Fire Department and County Sheriff's office allows for mobilization of command centers during periods of local or regional emergency management operations.

This project placed computers and improved internet access at the County Library and Courthouse, and the COIC's Prineville Training Center. These satellite locations improved access to high speed internet connections for residents with state of the art technology. The County updated its public use website to include multi-lingual capabilities, thus improving public access to local government services. The improved computer lab at COIC's Prineville center brought training and job search opportunities to local unemployed/ under employed citizens as they sought workforce training/placement.

With access to reliable, high speed internet and communication equipment, businesses provided professional development growth opportunities to their employees without incurring the additional travel costs or lost productivity from absent workers. The Crook County Open Campus public computer center provided equipment, space and the connectivity for these training sessions. A partnership with Workforce Oregon has allowed the facility to serve as an access point to job seekers providing testing for national certification of employment skills.

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).

The PCC janitorial contract had been awarded to the Opportunity Foundation of Central Oregon. OFCO is a nonprofit organization that provides services to people with developmental disabilities, with a focus on employment training and housing.

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

The Crook County/COCC Computer and Education Center was born out of a locally identified need. Community citizens coming together and realizing that education didn't end with graduation from High School. That many people have a desire to continue their education but for a variety of reasons, are place bound, unable to travel to the nearest community college or have access to computers connected to the internet. At the time of the BTOP grant was awarded to Crook County, unemployment here was over 20 percent. Crook County was number 1 in Oregon for unemployment and home foreclosures. Businesses were closing and the School District was cutting programs and classes across all grade levels. First to go were classes focused on vocational skills and career training.

As a result of early conversations and local support, 23 different organizations were brought together to promote the importance of life-long learning (credit and non-credit) and on-going workforce development. Lack of access to reliable, high speed, high capacity internet was identified as one of the weak links in addressing the County's educational and business recruiting needs. The BTOP funding provided the ability to create an educational and community center that brought educational program providers and their programs to place bound learners.

Communication with partners and the community was critical throughout the planning, construction and implementation phases. Over 30 presentations were given to civic groups, Chamber of Commerce and interested citizens over the last 4 years. Additionally over 2 dozen newspaper articles appeared in the local (Central Oregonian) and the regional (The Bulletin) newspapers. Individuals and businesses that benefited from the Center and its programs were highlighted as examples of the hundreds of individuals and dozens of businesses that have taken advantage of the facility and all it has to offer. Today, over 400 individuals have taken college classes and earned college credits through the Center. This would not have happened without this facility and the BTOP grant.

Ongoing support for operational aspects of the building and the mobile classroom is a direct result of how nurturing partnerships works. Crook County, Central Oregon Community College and the Crook County Agricultural Extension Service District provide the base support for annual operations. Community users, businesses and organizations make up the balance of the funds necessary to provide ongoing programs. The building is used 6 days a week and is open from 8:00 a.m. to 9:00 p.m. Economic benefits to the

community are as follows:

The PCC has promoted economic recovery through a variety of means:

1. Providing Central Oregon Community College credit courses onsite, which provides education and training opportunities for Crook County's workforce. Prior to the PCC project, Crook County residents were forced to drive 40+ miles one way to the Bend campus of COCC.

2. Economic Development for Central Oregon staff has been located onsite at the PCC, providing an opportunity to coordinate with higher education services in an effort to promote the Crook County business climate and meet private industry training needs.

3. A Work Source Central Oregon partnership has been developed. Oregon Employment Department staff has provided the National Career Readiness Certificate (NCRC) assessment testing onsite at the PCC. The NCRC is a standardized measure of worker skills and aptitudes, and is a preferred credential for 50+ Central Oregon employers. The NCRC is a key workforce development initiative for the region and the State of Oregon.

4. Other services are provided onsite, including SCORE business counseling, high school classes, Adult Basic Education, Community Learning, and community/economic development groups. Recipe to Market and SBDC trainings and support are available to new and existing entrepreneurs.

5. Distance learning capabilities and mobile computer lab functions have provided increased educational and communications capabilities to citizens throughout Crook County.

6. Expanded WiFi hotspots on the Crook County Fairgrounds has improved the use of the facilities for community and regional events.

7. Satellite centers at the Crook County Library, Crook County Courthouse and COIC Prineville center have brought resources for personal growth, workforce development and improved community services to places where people congregate.

Crook County's unemployment is improving but still has a long ways to go before it is fully recovered. The Center provides a focal point for job training, life-long learning and public gatherings that didn't exist before it was built.   Its success is a direct result of program delivery based on local needs, on-going community assessment and making sure all the players are at the table all the time.