ANNUAL 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** 48-42-B10557	**3. DUNS Number** 364540059

4. Recipient Organization

TECHNOLOGY FOR ALL INC 2220 BROADWAY ST., STE B, HOUSTON, TX 77012-3801

5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2011	**6. Is this the last Annual 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 William S Reed President/CEO	**7c. Telephone (area code, number and extension)** (713) 454-6411
	7d. Email Address will.reed@techforall.org
7b. Signature of Certifying Official Submitted Electronically	**7e. Date Report Submitted (MM/DD/YYYY):** 02-21-2012

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)	0	0	0
Libraries	0	17	17
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	7	7
Other Community Support-*Governmental*			
(please specify): These sites are primarily community service centers owned and managed by city governments (i.e. City of Austin)	0	13	13
Other Community Support-*Non-Governmental*			
(please specify): These sites are all managed by non-profit entities such as community development corporations, social service agencies and churches.	5	24	29

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
See Excel Addendum	0	0	0	0	0

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					
See Excel Addendum	0	0	0	0	0

Add New PCC	Remove New PCC

After Improvement					
See Excel Addendum	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
Dell BTO RCourtney	Storage Backup	19,854	1	This equipment is housed at TFA and is used to support TFA's administrative role in the project.
Dell BTO RCourtney	Server	6,035	2	This equipment is housed at TFA and is used to support TFA's administrative role in the project such as email, online reporting tool and TXC2 website hosting.
Totals:		25,889	3	

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	921,407	465,846	0
Multimedia	6,378	109	334
Office skills	6,378	4,588	136,999
ESL	6,379	4,880	92,144
GED	6,378	3,627	116,941
College Preparatory Training	6,378	128	178
Basic Internet and Computer Use	6,379	28,414	520,261
Certified Training Programs	6,378	103	696
Other (please specify): These courses include social media, job search skills, resume writing and language classes.	6,378	3,977	79,862
Total	972,433	511,672	947,415

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).

Many users at our PCC sites are looking for work or seeking to improve their skill set in order to earn more money. Many jobs now require job seekers to complete an on-line application or submit a resume electronically. However, some job seekers have never learned any fundamental computer skills. We provide training and job aids on digital literacy topics including basic computer, Internet, email, and common office software, as well as courses on searching for a job, writing resumes, filling out on-line job applications. Some PCCs provide certificates on various training topics for users to include on applications/resumes. This training provides our clients with the skills not only to find work in their chosen field but to improve their skill set, work readiness and confidence.

We inform our site coordinators and their staff about all types of free resources available through the Internet. We provide activities and resource listings that users can take home with them, to practice their skills and increase their general computer proficiency. For those without access to a pc and/or broadband, we encourage them to return to the PCC. Our clients enjoy a 4 hour computer usage window as compared to the local libraries that can only offer 20 minute usage windows. This allows for opportunities to take online courses and certification.

The PCCs in the Rural Texas San Antonio area promote economic recovery in a variety of ways. We have provided new, faster computers to our PCC sites which increase productivity. Many of the existing computers at these sites were between 3-7 years old, with some around 10 years old. The faster computers allow users to now take on-line courses and distance learning programs, which they could not do previously due to performance issues.

One significant success story is our PCC site Haven for Hope in San Antonio. Haven for Hope provides economic recovery through

directly taking the most impoverished individuals and providing direct training programs on computers in its PCC. These programs ready the participants to rejoin the workforce and become productive citizens. Since May 2011, with the help of BTOP provided computers, over 400 graduates from the program have found jobs and are rebuilding their lives.

One site in Houston is working with a local corporation to provide STEM (Science, Technology, Engineering and Math) Training for high school youth, using computer modules to enhance their technology skills.

In Austin there is a PCC site that has partnered with a site that trains people to become chefs and/or manage restaurants. The PCC computers support a portion of that program as well as provide on-site tools for job searching and application.

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).

NA

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

One of our primary best practices is the Texas Connects Coalition web portal (TXC2.org) for use by Public Computer Center trainers, students and their families. Through this web portal users have access to a plethora of training resources including: keyboarding, mouse and computer fundamentals; Microsoft Office; webpage design; digital media design; email basics, and literacy skills training.

Bringing broadband technology to 70 unique sites has its challenges. However, these PCCs have enhanced access to the internet by meeting the needs of a diverse group of users including public school students and their families, senior citizens, disabled workers, ex-offenders, and homeless populations.

Outreach is key. The famous phrase, "If you build it, they will come" only works so far. It is vitally important to network within the communities we serve to get the word out about our services. Some public computer centers stood virtually empty until our trainers went into the field and began attending community events. It is through building personal relationships, handing out materials and connecting with other service organizations that we have successfully filled our classrooms. Outreach is an ongoing commitment requiring time and expenditures across all departments.

Another of our best practices relate to training. We did a Train-the-Trainer session for our program specialists on adult learners and how to best reach them. We also scheduled blocks of "computer literacy time" at our PCCs, where one-on-one instruction time was provided by our program specialists to address specific user questions and needs.

One lesson learned would be that the plan for data collection has to be established as early in the project as possible. Changing or refining data definitions and collection processes is challenging for the local sites. These uncertainties also make meaningful project analysis and evaluation difficult.