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?
12-31-2010	◯ 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)
Andrea T Castrovillari	(216) 905-5680
	7d. Email Address acastrovillari@onecommunity.org

7b. Signature of Certifying Official	7e. Date Report Submitted (MM/DD/YYYY):
Submitted Electronically	02-28-2011

Project Indicators (This Quarter)

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

a. Community and media outreach by the seven CYC Lead Community Agencies (LCAs) and Corps Members reached a total audience of at least 80,000.

b. CYC Corps Members conducted CYC training courses in 75 locations, with a total of 2,733 participants.

c. 1,180 CYC training participants were verified as Sustainable Broadband Adopters (SBAs), including 1,051 new home broadband users. Most received no-cost or low-cost computers through their LCAs. Nearly 1,100 additional SBAs were "pending" (with signed individual broadband adoption plans) at the end of the quarter. Here are the numbers by Lead Community Agency:

Akron Urban League-- 264 verified, 200 pending
Cleveland Housing Network and partners -- 316 verified, 494 pending
Focus:HOPE and partners, Detroit -- 163 verified, 27 pending
ACCEL, Appalachian Ohio -- 280 verified, 62 pending
Urban League of Lexington -- 81 verified, 85 pending
WinstonNet, Winston-Salem -- NA (training classes only began in late November)
Manatee County Education Fund -- 76 verified, 96 pending

d. Community volunteers contributed nearly 5,000 hours of assistance with instruction and other tasks. Other important contributions included:
-- Donation of 1,700 refurbished laptops by Blue Cross Blue Shield of Michigan, to be used by CYC SBAs in Detroit
-- Commitment by Bright House Networks to provide half-price cable modem service to CYC SBAs in Manatee County, FL.

e. The CYC Project website was launched at http://www.connectcommunity.org, providing CYC curriculum modules and other training tools to the public for use under Creative Commons license.

f. A special e-commerce website for CYC participants was launched by Best Buy for Business at the end of December.

g. OneCommunity and LCAs began developing "meaningful use" collaborations with several local school districts, including cooperative NetTrekker training for Akron Public Schools parents.

h. OneCommunity hired an experienced Compliance Manager who began a thorough review of the organization's own records and procedures as well as those of our partners, with the goal of ensuring full compliance with the requirements of this grant. Initial onsite visits were made to five of the seven CYC subrecipient organizations.

f. OneCommunity staff and LCA representatives began formal planning for professional development programs for CYC Corps Members in each LCA community, including an ongoing national webinar series and local IT certification opportunities, to be implemented throughout 2011.

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	14	"Completion as a percent of budget" remains significantly lower than the 24% our baseline plan projects for the end of this quarter. But at the same time, our substantive outcomes through the 4th quarter have met or exceeded all our goals -- in Project employment, public outreach, persons participating in training, new home broadband subscribers, and new broadband users overall. Here are some factors contributing to our lower-than expected expenditures in the 4th quarter: -- Several LCAs had significant expenditure reimbursements from November and December pending at the end of the quarter.

		Milestone	Percent Complete	Narrative (describe reasons for any variance from baseline plan or any other relevant information)
				-- Following its final indirect cost rate determination, OneCommunity recalculated its monthly budget in this area. -- Some LCAs have not found it necessary so far to use their Adopter Assistance funds as aggressively as expected. -- OneCommunity has significant contractual dollars for Project evaluation, best practices development, web-based resources and other activities that have been deferred by a few months, but will gear up this Spring and Summer.
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).

1) We continue to need help from BTOP staff in determining eligible uses of funds for Adopter Assistance, and on other issues of interpretation and compliance, as we look for effective ways to adapt CYC resources to the communities and individuals the Project serves.

2) As noted in Question 4c, the pace of CYC work in Cleveland and Detroit was slowed this quarter when private telecoms did not come through with affordable ISP services, as promised, for many of our trainees. The problems in both communities are probably temporary; the LCAs are working hard with their partners and supporters to resolve them.

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, CYC Members and partners took our message to community events, organizations, and media opportunities (i.e. radio interviews) with a potential combined audience of at least 80,000.	335,000	210,000	0	0
Training	All participating communities	The CYC Project is committed to provide up to thirty hours of classroom training to 33,800 potential new broadband adopters; with at least 26,000 completing the training and moving on to actual adoption. During the 4th quarter, CYC Corps Members conducted classes in 75 separate locations, with a total of 2,733 individual trainees. (About 1,100 of these began their training in August/September and were also included in the 3rd quarter report.) By the end of the quarter, about 2,130 trainees had completed CYC classes and created personal Broadband Adoption Plans.	33,800	2,273	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, CYC Corps Members assisted 1,180 "graduates" to actually become broadband users, including 1,051 who are verified new home subscribers, and 129 who are verified "Community Connectors." Most of the new home connectors received free or subsidized hardware from their LCAs. About 200 are estimated to be using free or subsidized service, primarily	26,000	1,180	1,180	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
		in Cleveland (free AT&T DSL through a CHN/One Economy program) and Manatee County (Bright House Networks half-priced service).				
Total:			394,800	213,453	1,180	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 us to maintain an accurate, 100% count of participants who become broadband subscribers and users through the Project's efforts.

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).

The total number of new subscribers to date (1,180) exceeds our baseline plan target (1,000) by 18%. Also, about 90% of those new broadband users are home subscribers, as distinct from "Community Connectors," compared to the 75% we anticipated. The only communities that are currently behind their shares of the 1,000-subscriber benchmark are Winston-Salem (which joined the Project late and only started classes in November) and Detroit, which reported 162 verified home subscribers by 12/31 but was somewhat impeded by waiting for a major donation of laptops for its SBAs to become available.

The overall number of new subscribers to date would be even higher (as evidenced by more than a thousand "pending" SBAs) if our LCAs had not run into bottlenecks in implementing free-service options for many participants, notably in Cleveland and Detroit. We hope to largely resolve these problems in the first quarter of 2011.

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

Households: 200 | **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).
a. At least 5,500 additional training participants registered for CYC classes across our seven CYC communities (for a cumulative total of 8,200).
b. At least 4,000 additional verified SBAs across our seven communities, including at least 3,000 verified home broadband users (for cumulative total of at least 5,100 verified SBAs).
c. Completed plans for a Project-wide networking and best practices event in June.
d. Completed plan for Project evaluation.
e. Professional development programs for CYC Corps Members finalized and under way in all CYC communities, including biweekly national webinar series, IT certification opportunities, mini-internships with partner agencies, etc.

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	26	We expect to be at or near the full Baseline Plan level for actual expenditures during the fifth quarter. However, since expenditures through the fourth quarter have been significantly below baseline, cumulative expenditures through March will remain below baseline.
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).

1. We will continue to rely on timely assistance from BTOP staff in determining eligible uses of funds for Adopter Assistance, and on other issues of interpretation and compliance, as we look for effective ways to adapt CYC resources to the communities and individuals the Project serves.
2. Aside from purely "technical" assistance, we hope we can include BTOP program staff in our planning efforts this quarter for
a) the overall CYC Project evaluation strategy, and
b) a networking and best practices event for CYC Project participants and others interested in broadband adoption strategy, which we anticipate holding in June 2011.
3) OneCommunity is submitting a proposed revision of our approved Project Budget, including modest re-allocations of Federal as well as Non-Federal dollars among budget categories based on our experience to date. If approved, the revised Budget will be fully consistent with the "Actual" and "Anticipated Actual" expenditures presented in the SBA Budget Execution Details in this 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	$578,290	$19,122	$559,168	$342,385	$48,402	$293,983	$476,187	$78,187	$398,000
b. Fringe Benefits	$119,482	$7,649	$111,833	$57,603	$13,505	$44,098	$79,462	$19,462	$60,000
c. Travel	$145,000	$0	$145,000	$25,846	$190	$25,656	$41,190	$190	$41,000
d. Equipment	$0	$0	$0	$908	$0	$908	$6,000	$0	$6,000
e. Supplies	$0	$0	$0	$1,920	$0	$1,920	$4,000	$0	$4,000
f. Contractual	$1,072,578	$29,162	$1,043,416	$206,122	$29,162	$176,960	$324,162	$29,162	$295,000
g. Construction	$0	$0	$0	$0	$0	$0	$0	$0	$0
h. Other	$20,100,182	$4,802,011	$15,298,171	$2,317,791	$333,037	$1,984,754	$4,800,000	$600,000	$4,200,000
i. Total Direct Charges (sum of a through h)	$22,015,532	$4,857,944	$17,157,588	$2,952,575	$424,296	$2,528,279	$5,731,001	$727,001	$5,004,000
j. Indirect Charges	$1,544,183	$0	$1,544,183	$381,592	$0	$381,592	$461,592	$0	$461,592
k. TOTALS (sum of i and j)	$23,559,715	$4,857,944	$18,701,771	$3,334,167	$424,296	$2,909,871	$6,192,593	$727,001	$5,465,592

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