ANNUAL 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	12-43-B10554	025637356

4. Recipient Organization

TAMPA HOUSING AUTHORITY 1529 W MAIN ST, TAMPA, FL 336074415

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)
Rosa Hill	813-299-6284 Xcell
	7d. Email Address
Grants Coordinator	rosah@thafl.com

7b. Signature of Certifying Official	7e. Date Report Submitted (MM/DD/YYYY):
Submitted Electronically	10-30-2013

PROJECT INDICATORS

1. Does your Sustainable Broadband Adoption (SBA) project foster a particular broadband technology or technologies? If so, please describe this technology (or technologies) (600 words or less).

N/A

2a. Please list all of the broadband equipment and/or supplies you have purchased during the most recent calendar 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 (100 words or less).

Manufacturer	Item	Unit Cost per Item	Number of Units	Narrative description of how the equipment and supplies were deployed
N/A	0	0	0	N/A
Totals		0	0	

Add Equipment	Remove Equipment

2b. To the extent you distribute equipment/supplies to beneficiaries of your project, please describe the equipment/supplies you distribute, the quantities distributed, and the specific populations to whom the equipment/supplies are distributed **(600 words or less).**

- In Year 2 Quarter one (1), 3554 successful modem installations were completed by the contract provider, Bright House Networks, including 197 kiosk units installed. Tampa Housing Authority implemented a Pilot program Initiative where computers were installed as appliances in 197 households within two (2) self-sufficiency communities within public housing, Sanctuary at Shimberg Estates (78 units) and Arbors at Padget Estates (119 units). The implementation of the Pilot Program provides residents access to comprehensive computer training, digital literacy training, employment, education, job training, and health care initiatives.

3. For SBA access and training provided with BTOP grant funds, please provide the information below. Unless otherwise indicated in the instructions, figures should be reported underlined cumulatively from award inception to the end of the most recent calendar year. For each type of training (other than open access), please count only the participants who underlined completed the course.

Types of Access or Training	Number of People Targeted	Number of People Participating	Total Training Hours Offered
Open Lab Access	0	0	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	1,295	856	3,075
Certified Training Programs	150	268	675
Other (please specify): Community Participants	0	42	0
Total	1,445	1,166	3,750

4. Please describe key economic and social successes of your project during the past year, and why you believe the project is successful thus far (600 words or less).

Tampa Housing Authority has accomplished the following over the past three (3) years:

Through a partnership with BrightHouse Networks, Tampa Housing Authority was able provide 3554 families living within its communities free basic internet access for a period of three (3) years. In addition, Tampa Housing Authority implemented a Pilot Program where computers were installed as amenities in 197 households within two (2) self-sufficiency communities.

During this three (3) year period, Memorandum of Understandings (MOU) with various community partners to provide basic internet, computer certification programs, training space, internship training. Agencies partnering with the grant initiative included, Hillsborough County School, Computer Mentors Group, The Boys and Girls Clubs of Tampa Bay and STC Partners, LLC.

- Hillsborough County School Adult Technical Center (HCSATC) provided Computer Essential classes which offered participants the basics of keyboarding, Internet browsing and Microsoft Office. Also, Computer Skills for the Work Place which is designed to improve partcipants computer skills.

- Computer Mentors Group offered an introduction to person computers and the Internet including email, safety tips, basic PC maintenance, computer internship opportunities and low cost computer sales.

- STC Partners, LLC provided basic computer training in both English and Spanish in multiple locations at various times, low cost computer sales and computer Internship opportunities. Twelve (12) Tampa Housing Authority residents successfully completed the Internship Program . This particular Program provided training as Computer Resource Technician (CRT) for basic customer service and computer use troubleshooting.

Through these partnership a total of 1124 Tampa Housing Authority residents completed computer training including certified training programs. An additional 42 non-residents participated in the computer trainings offered for a grand total of 1166 participants.

Tampa Housing Authority created a fifty dollar ($50.00) discounted voucher incentive to encourage resident participation in computer classes and computer sales giving participants the opportunity to utilize their voucher for computer purchase.

The Maintenance of Broadband (MOB) Squad ended successfully on June 30, 2013. The MOB squad was comprised of Tampa Housing Authority residents trained in resolving computer related issues reported by residents. They were able to perform routine maintenance on equipment to determine when and what kind of maintenance is needed, and use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

A Web Portal was created, comprised of quick links that allows residents to obtain information on self improvement and self-sufficiency opportunities offered through Tampa Housing and Community Providers.

5. Please estimate the level of broadband adoption in the community(ies) and/or area(s) your project serves, explain your methodology for estimating the level of broadband adoption, and explain changes in the broadband adoption level, if any, since the project began.

5a. Adoption Level (%):	Narrative description of level, methodology, and change from the level at project inception (600 words or less).
100	The Tampa Housing Authority, along with 15 partner organizations, and support from Senator Bill Nelson, Congresswoman Kathy Castor and Tampa's former Mayor Pam Iorio, created AccessALL Tampa. AccessALL Tampa is a project that creates technologically smart communities within 23 public housing communities (3430 housing units/more than 7000 residents) while creating a minimum of 12 direct jobs and increasing the employability skills of hundreds of residents. A total of 3554 modem installations were completed by contracted provider, Bright House Networks, which represents 124 more modems (household served) than the 3430 indicated in the grant application. Tampa Housing Authority's adoption level is 100% complete due to the fact this Broadband initiative targets only 23 public housing communities.

6. Please describe the two most common barriers to broadband adoption that you have experienced this year in connection with your project. What steps did you take to address them (600 words or less)?

The first barrier Tampa Housing Authority faced was that the grant was awarded eight (8) month after the grant cycle started.

The most common barriers to broadband adoption experienced over the past three (3) years included low computer sales due to the economic down turn, not being able to offer training in alternate languages besides English and Spanish, and securing additional training sites equipped with software and Internet ready computers providing easier access to training for a large group of participants at the same time.

Tampa Housing Authority is examining the possibility of partnering with other agencies to explore training in other languages such as Haitian-Creole and French to accommodate the majority of families living in our communities..

In order to increase computer sales, modern devices such as tablets were brought in to spark residents interest. Tablets are considered more portable than laptops and offer a more hands on approach with touchscreen.

7. To the extent that you have made any subcontracts or sub grants, please provide 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)

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

A best practice that can be shared with similar BTOP Projects is the Internship Program:

BTOP TEAM:
Tampa Housing Authority BTOP budget did not include funding for additional staff, therefore an internal BTOP Team was developed to assist in the multiple tasks required to complete different facets of the grant award. The organization of this team brought to the table new marketing strategies on how to engage resident participation, multiple ideas for marketing material and team participation in outreach activities.

The MOB Squad:
Tampa Housing Authority's Maintenance of Broadband (MOB) Squad was developed through resident initiatives to receive A+ Certification Training and conduct repairs offering technical support to other resident living within their communities.

Computer Resource Technicians;
Tampa Housing Authority Internship Program consisted of 12 Tampa Housing Authority residents who were provided training as Computer Resource Technicians (CRT) for basic customer service and computer use troubleshooting. Each intern was considered eligible and selected based on the following:

  -Verified in THA resident database as a resident of Tampa Housing Authority
  -Basic computer knowledge and skills
  -BTOP computer basic skill training
  -A+ Certification classes
  -Willingness to engage through regular class attendance and on line skills practicum sessions
  -Willingness to learn
  -Interest in personal career development and expanded work related capabilities
  -Recruitment by Property Managers and Computer Network Center Manager

An online skills practicum portal was provided for interns to continue to build technology employment skills with useful projects and benchmark testing to measure learning and practical application of acquired skills. All interns who successfully completed the training program criteria received a computer and software for use as a new Computer Resource Technician, a certificate of completion, and a resume folder with copies of resumes developed and submitted by each intern. Each intern is now better prepared for employment or independent contractor opportunities.

-The BTOP Team, comprised of "in house" Tampa Housing Authority staff, executed multiple flyer distributions in both English and Spanish on various properties, advertising basic computer classes and computer sale events.