

ANNUAL PERFORMANCE PROGRESS REPORT FOR PUBLIC COMPUTER CENTERS

General Information

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|---|--|--|
| 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) 12-31-2012 | 6. Is this the last Annual Report of the Award Period? <input type="radio"/> Yes <input checked="" type="radio"/> 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): 04-01-2013 | |

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 | 1 | 2 |
| Libraries | 2 | 19 | 21 |
| 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) | 3 | 12 | 15 |
| 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. | 16 | 30 | 46 |

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 |
|--------------------------|--|---|--|--|----------------------------------|
| submitted via attachment | 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 | | | | | |
| submitted via attachment | 0 | 0 | 0 | 0 | 0 |

Add New PCC

Remove New PCC

After Improvement

| | | | | | |
|--------------------------|---|---|---|---|---|
| submitted via attachment | 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:
N/A

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 |
|----------------|-------|--------------------|-----------------|---|
| NA | NA | 0 | 0 | NA |
| Totals: | | 0 | 0 | |

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 | 2,795,483 | 1,139,451 | 0 |
| Multimedia | 15,414 | 2,317 | 3,439 |
| Office skills | 15,414 | 12,805 | 284,193 |
| ESL | 15,414 | 11,940 | 128,537 |
| GED | 15,414 | 13,874 | 330,533 |
| College Preparatory Training | 15,414 | 1,024 | 2,718 |
| Basic Internet and Computer Use | 15,414 | 71,136 | 839,089 |
| Certified Training Programs | 15,414 | 11,240 | 132,609 |
| Other (please specify): This category includes employment and job search training, adult literacy, social media and language classes. | 15,414 | 19,876 | 193,570 |
| Total | 2,918,795 | 1,283,663 | 1,914,688 |

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. In Austin, 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 aim to empower our students that are unemployed or underemployed with the skills they need to find good jobs and earn more money. Additionally, we work with local small and medium size businesses on ways to improve their operations by training them on marketing, social media, web site design and related topics.

Several Houston PCC sites offer extensive GED and ESL classes that help users improve their workforce readiness. Additionally, many of the Houston program specialists have participated in local job fairs with the lap top and tablet mobile labs to help facilitate the online job application process.

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 the highlights of the TXC2 program in 2012 was the initiation of the Broadband Across Texas week. This was a dedicated week in which many of the PCC sites planned special events to highlight the Texas Connects Coalition project. The overall coalition experienced a significant increase in users for that week as well as expanded awareness of the local PCCs and the broader project. We are planning a larger version of Broadband Across Texas week for 2013 in partnership with other BTOP grantees as well as other Texas partners.

In 2012, TXC2 piloted the use of tablet technology for mobile labs and non-traditional settings. While we didn't experience the overall usage that we anticipated, we have found that the ability to take technology out of the PCCs and into the community has been helpful for our overall outreach efforts.

Outreach continues to be instrumental in increasing awareness of the PCCs and achieving growth in our average weekly users. To this end, we continue to explore many creative partnerships and opportunities, such as with school districts, government, non-profits and local businesses.