

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 04-41-B10521	3. DUNS Number 829811475
4. Recipient Organization The Office of the Governor, Arizona Office of Economic Recovery 1700 W Washington Street, Phoenix, AZ 85007-2812		
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 Luis Marquez	7c. Telephone (area code, number and extension)	
	7d. Email Address lmarquez@az.gov	
7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 02-13-2013	

PROJECT INDICATORS						
1. Are you establishing new Public Computer Centers (PCCs) or improving existing PCCs? <input type="radio"/> New <input checked="" type="radio"/> Improved <input type="radio"/> 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	180	180		
	Community Colleges	0	0	0		
	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	0	0	0		
	(please specify): N/A					
	Other Community Support-Non-Governmental	0	0	0		
	(please specify): N/A					
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
	0	0	0	0	0	0
		<input type="button" value="Add New PCC"/>	<input type="button" value="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
		<input type="button" value="Add New PCC"/>	<input type="button" value="Remove New PCC"/>			
After Improvement						
	Submitted via attachment	0	0	0	0	0
		<input type="button" value="Add New PCC"/>	<input type="button" value="Remove New PCC"/>			
4.a. Please check the primary uses of the PCCs funded by this award. (Check all that apply.) <input checked="" type="checkbox"/> Open Lab Time <input checked="" type="checkbox"/> Other <input checked="" type="checkbox"/> Training						
4.b. If "other," please specify the primary use of the PCCs: Unsupervised open access time because BTOP2 PACs (Public Access Computers) are restricted to job-seekers only.						
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
N/A	0	0	0	Supplies and materials were distributed to participating libraries directly by the vendor from where items were acquired. Items were acquired in one of two ways: (1) The Arizona State Library, Archives and Public Records Division (ASLAPR) would acquire them to distribute to participating libraries; or (2) the participating libraries would receive ASLAPR authorization to order supplies directly from vendors. ASLAPR would verify delivery and pay vendors directly.
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	9,170	7,048	5,846
Multimedia	162	101	229
Office skills	260	197	307
ESL	48	30	26
GED	83	70	297
College Preparatory Training	47	33	21
Basic Internet and Computer Use	2,550	1,461	4,578
Certified Training Programs	14	14	29
Other (please specify): Career & Self Assessment; Creating a Small Business; Social Media; Interviewing; Resumes & Cover Letters; On-line Job Application and On-line Job Search; Quickbooks & Financial Skills; Computer Skills; Community Outreach Education	14,161	7,607	13,372
Total	26,495	16,561	24,705

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).

One of the top goals of the BTOP2 grant for Arizona was to provide broadband access to under-served and under-privileged populations, with special emphasis on providing access and assistance in job search endeavors. As anchor points in communities, libraries are much more prevalent than alternative sites considered; such as, Arizona Workforce One-Stop or Department of Economic Security (DES) offices.

The BTOP2 project's Virtual Workforce Workstations (VWW) are single computers distributed to participating libraries across Arizona, which represents approximately 95% of all public libraries in the state. Although the VWW is another PAC (Public Access Computer) for these libraries, it is reserved for exclusive use by job-seekers. The maximum available time of usage for the VWW is at least double that of any other PAC in order to give time for the patrons to complete job searches and job applications. As many as feasible, but at least one of the librarians, are strongly encouraged to participate in training provided by Arizona Workforce in order to be able to assist patrons in the use of the VWW. As well, the AzJAC project ("Arizona Job Assistance Center @ Your Local Library," which is the branding name for BTOP2 in Arizona) is providing a common portal managed by the AzJAC project team where links, resources, and other offerings are constantly researched and updated.

The BTOP2 project's Job Help Hubs (JHHs) are computer labs of 10 student computers along with a part-time instructor that offers both; structured classes as well as open use lab time. By design, the computer lab is mobile and the participating libraries with JHH are strongly encouraged to utilize the JHH equipment at other venues, whether supervised by the part-time instructor, the JHH library staff, another library, or a partner. Classes range from basic computer skills to adult education such as GED or any adult education that would enhance a patron's resume such as ESL classes.

Although Arizona Workforce funding has been reduced when compared to previous years, Workforce has a program to certify sites as "Access Points" when the sites are not funded or managed by the State, County Workforce or DES. Workforce establishes that the site shall satisfy equipment, access time, in-person assistance, and trained staff requirements. In return, Workforce provides support and

many of the offerings they provide at One-Stops while the sites collect and report utilization statistics. Arizona planned for all JHH sites to become Workforce 'Access Points' to offer the most to patrons and be part of the sustainability objectives.

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).

Although none of the small businesses utilized to date, has 8(a) status, local small businesses were utilized in providing materials or services whenever possible. A small local publisher was used to print marketing materials and two small on-line entrepreneurial businesses were used to supply flash drives and ear-buds to the participating libraries. A small Temporary Employment Agency was used to supply Job Help Hub instructors.

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

N/A