

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) 12-31-2013	6. Is this the last Annual Report of the Award Period? <input checked="" type="radio"/> Yes <input 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): 01-14-2014	

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	182	182		
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 (please specify): N/A	0	0	0		
Other Community Support-Non-Governmental (please specify): N/A	0	0	0		
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
N/A	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: Other = Unsupervised open access time, because BTOP2 PACs (Public Access Computers) were 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	Materials and supplies 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	

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	0	0	0
Multimedia	290	289	531
Office skills	513	420	3,007
ESL	124	96	248
GED	118	93	397
College Preparatory Training	86	91	182
Basic Internet and Computer Use	3,754	2,492	6,658
Certified Training Programs	16	4	5
Other (please specify): One-on-One Training*; 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	32,206	30,155	60,841
Total	37,107	33,640	71,869

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).

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

Virtual Workforce Workstations (VWW), implemented as part of the BTOP2 project, 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 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. Additionally, 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.

Job Help Hubs (JHHs), implemented as part of the BTOP2 project, are computer labs of 10 student computers along with a part-time instructor that offers both; structured classes as well as one-on-one (supervised) 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).

Local small businesses were utilized in providing materials or services whenever possible, although none of the small businesses used, has 8(a) status. A small Temporary Employment Agency was used to supply Job Help Hub instructors. 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.

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

*One-On-One Training is classified as such instead of Open Lab Access. In 2012, One-On-One Training was classified as Open Lab Access, but it should have been classified as One-On-One Training. Therefore, this report's totals reflect this reclassification.

When distributing office and miscellaneous supplies paid by the State to PCCs, Arizona found that it is much more efficient to work with the vendor to establish an on-line account in which PCCs could review allowable items and request them on line, as needed. Once items requested were approved by a State authorized project representative, the vendor would deliver items directly to the PCCs and the PCCs would confirm delivery to the State. The vendor would, then, send its invoice to the State and the State would pay the vendor directly upon confirming delivery of the requested items. This process avoids processing of multiple small reimbursement requests from multiple PCCs, but ensures expedited processing of requests following proper authorization, delivery and payment procedures.