

RECIPIENT NAME:City of Chicago

AWARD NUMBER: 17-43-B10507

DATE: 11/16/2011

OMB CONTROL NUMBER: 0660-0037

EXPIRATION DATE: 12/31/2013

### QUARTERLY PERFORMANCE PROGRESS REPORT FOR SUSTAINABLE BROADBAND ADOPTION

#### General Information

<b>1. Federal Agency and Organizational Element to Which Report is Submitted</b> Department of Commerce, National Telecommunications and Information Administration	<b>2. Award Identification Number</b> 17-43-B10507	<b>3. DUNS Number</b> 140652640
<b>4. Recipient Organization</b>  City of Chicago 50 W. Washington St., Suite 2700, Chicago, IL 60602		
<b>5. Current Reporting Period End Date (MM/DD/YYYY)</b> 09-30-2011	<b>6. Is this the last Report of the Award Period?</b>  <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>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.</b>		
<b>7a. Typed or Printed Name and Title of Certifying Official</b>  Danielle DuMerer	<b>7c. Telephone (area code, number and extension)</b>  312-742-1221	
	<b>7d. Email Address</b>  danielle.dumerer@cityofchicago.org	
<b>7b. Signature of Certifying Official</b>  Submitted Electronically	<b>7e. Date Report Submitted (MM/DD/YYYY):</b>  11-16-2011	

**Project Indicators (This Quarter)**

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

**EQUIPMENT/SUPPLY PURCHASES**

- Purchased 1280 netbooks, 100 desk tops and 58 MacBooks for Earned Computer training program
- Purchased remaining equipment/supplies for YOUmedia program purchased and deployed at library branch locations

**AWARENESS CAMPAIGN**

- Launched Smart Communities marketing campaign in Auburn-Gresham, Chicago Lawn, Englewood, Humboldt Park, and Pilsen (visit <https://www.facebook.com/SmartCommunitiesChicago> to view the ads at bus shelters and train stations)

**OUTREACH ACTIVITIES**

- Distributed flyers in two out of the three communities announcing YOUmedia Showcase/Open House events
- Held showcase/open house launch events for YOUmedia programs at Richard M. Daley library in West Humboldt Park (total attendance: 170; total new registrations: 42) and at the Lozano library in Pilsen on September 8 and 10 (total attendance: 72; total new registrations: 34)
- Participated in open house events at Digital Youth Network after school program sites

The City and its partners are employing the following strategies to recruit BTOP SBA program participants:

- Tech Organizers meet with residents, parents, community leaders and businesses to introduce Smart Communities program offerings and link interested residents or businesses to FamilyNet Centers, Business Resource Network sites and/or Tech Organizer Civic 2.0 classes.
- FamilyNet Centers Coordinators introduce Smart Communities program offerings at each Center for Working Families orientation
- Each community portal lists training class offerings
- Marketing campaign launched in September 2011, which directs clients to 311 to find out more about Smart Communities and its program offerings
- Word of mouth from participants to family and friends

**TRAINING PROGRAMS**

**Everyday Digital and Civic 2.0**

- Provided Everyday Digital training to 519 individuals
- Provided Civic 2.0 training to 496 residents
- Distributed 199 netbooks to eligible individuals who completed technology training

**Business Resource Network**

- Conducted 52 technology assessments for business owners
- Completed 25 technology action plans for business owners
- Provided technology-related training, or referrals to such training to staff from 53 businesses

**Digital Youth Summer Jobs (DYSJ)**

- Completed second year of DYSJ program, which provided 61 youth with technology-focused internships and digital and job skills training; 58 students successfully completed the program and earned MacBooks

**Digital Youth Network (DYN)**

- Began DYN after school programming at Westcott Elementary School, Joplin Elementary School, Talman Elementary School, Woods Academy, Cameron Elementary School, Association House, Liberation Center, and Casa Juan Diego
- Expanded program to multiple sites per community based on lessons learned from the 2010-2011 school year

**YOUmedia**

- Began daily (Monday - Thursdays and Saturdays) YOUmedia workshops at Richard M. Daley library on August 29 and Lozano library on September 12

**OTHER**

- Executed agreement with DePaul University
- Hired City project manager (Director of Technology Adoption and Digital Skills)

**Staffing and Professional Development**

- Hired and trained three Cyber Navigators to support YOUmedia programs at Richard M. Daley Library and Lozano Library
- Began biweekly professional development sessions for Digital Youth Network mentors

**Community Portals**

- Hosted 9,036 unique visitors at the Pilsen portal <http://pilsenportal.org>; 6,660 unique visitors at the Humboldt Park portal at <http://humboldtpark.org>; 2,501 unique visitors at the Auburn Gresham portal at <http://auburngreshamportal.org>; 2,754 unique visitors at the Englewood portal at <http://englewoodportal.org>; and 1,372 unique visitors at the Chicago Lawn portal at <http://chicagolawnportal.org>

**EVALUATION**

Formative Evaluation

- Completed interviews, analysis of interviews and data collection for formative evaluation
- Received IRB approval and authorization for new consent form (English and Spanish) for participant follow-up survey
- Reviewed FamilyNet and Civic 2.0 survey from university survey panel

Citywide Technology Use Survey (Partnership for a Connected Illinois [PCI] grant)

- Completed 2011 citywide survey in August
- Began analyzing data, initial survey results will be available in Q4 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	25	Prolonged contract negotiations between sub-recipients delayed some expenditures and program launches. All agreements are in place. Due to the reimbursement-based funding approach that the City is implementing for this grant, program federal expenditures have progressed at a somewhat slower rate than originally anticipated.
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).**

Due to delays in finalizing grant agreements with sub-recipients and some staff turnover, minor renovations have not yet been completed at two operational FamilyNet Centers; these renovations will be completed by Q1 2012. While two of three YOUmedia sites launched in Q3, the final site will not launch until mid-November due to delays in identifying staff for this location. Eight Digital Youth Network after school program sites launched on September 26; however, three sites requested to delay the start date to increase program enrollment. These remaining DYN sites will launch by November 7. Some staffing changes took place at the City and its sub-recipients during Q3 2011; a new City project manager will be on-board by Q4 2011 to increase capacity.

**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
Program Management	Association House 1116 N Kedzie Avenue	FamilyNet Coordinators monthly check-in	8	8	0	0
Program Management	The Resurrection Project	Power meeting with Tech Organizers	7	7	0	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
	2015 S. Morgan Street Teamwork					
Program Management	Englewood 815 W. 63rd Street	Programmatic compliance site visit with Tech Organizer - Englewood	3	3	0	0
Program Management	Greater Auburn Gresham Development Corporation 1159 W. 79th Street	Programmatic compliance site visit with Tech Organizer and Business Resource Network Coordinator - Auburn Gresham	4	4	0	0
Program Management	Southwest Organizing Project 2609 W. 63rd Street	Programmatic compliance site visit with Tech Organizer - Chicago Lawn	3	2	0	0
Program Management	Bickerdike Redevelopment Corporation 2550 W North Avenue	Programmatic compliance site visit with Tech Organizer - Humboldt Park	3	3	0	0
Program Management	The Resurrection Project 1818 S. Paulina	Programmatic compliance site visit with Tech Organizer - Pilsen	3	3	0	0
Program Management	Teamwork Englewood 815 W 63rd S	Power meeting with Tech Organizers	11	7	0	0
Program Management	Beloved Community Family Services 6430 S. Harvard	2011 - Digital Youth Summer Jobs programmatic compliance site visit - Englewood	3	3	0	0
Program Management	LISC Chicago 135 S. LaSalle Street	Check-in meeting with compliance consultants	6	6	0	0
Program Management	Greater Auburn Gresham Development Corporation 1159 W. 79th Street	2011 - Digital Youth Summer Jobs (DYSJ) programmatic compliance site visit - Auburn Gresham	5	5	0	0
Program Management	National Museum of Mexican Art Yollicalli Arts Reach 1401 W. 18th Street	2011 - DYSJ programmatic compliance site visit - Pilsen	3	3	0	0
Program Management	BUILD 1223 N Milwaukee Avenue	2011 - DYSJ programmatic compliance site visit - Humboldt Park	3	3	0	0
Program Management	Greater Southwest Development Corporation 2601 W. 63rd Street	2011 - DYSJ programmatic compliance site visit - Chicago Lawn	3	3	0	0
Program Management	BUILD 1223 N Milwaukee Ave	2011 - DYSJ programmatic compliance follow-up site visit - Humboldt Park	3	3	0	0
Program Management	Greater Southwest Development Corporation 2601 W. 63rd Street	2011 - DYSJ programmatic compliance follow-up site visit - Chicago Lawn	3	3	0	0

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Program Management	Greater Auburn Gresham Development Corp. 1159 W. 79th Street	2011 - DYSJ close-out meeting with program leads	5	5	0	0
Program Management	Beloved Community Family Services 6430 S. Harvard	2011 - DYSJ programmatic compliance follow-up site visit - Englewood	3	3	0	0
Program Management	Greater Auburn Gresham Development Corporation 1159 W. 79th Street	2011 - DYSJ programmatic compliance follow-up site visit - Auburn Gresham	5	5	0	0
Program Management	National Museum of Mexican Art Yollicalli Arts Reach 1401 W. 18th Street	2011 - DYSJ programmatic compliance follow-up site visit - Pilsen	3	3	0	0
Program Management	Association House 1116 N Kedzie	Efforts to Outcomes database refresher training for BTOP staff	8	8	0	0
Program Management	Kennedy King College 747 W. 63rd Street Chicago	Efforts to Outcomes database refresher training for BTOP staff	6	6	0	0
Program Management	Casa Morelos 2121 S. Morgan Street	Pilsen Integration Meeting (Intergrate Pilsen program components, Tech Organizer, FamilyNet Coordinator and Business Resource Network Coordinator)	5	2	0	0
Program Management	LISC 135 S. LaSalle Street	Compliance check-in meeting with financial consultants	6	6	0	0
Program Management	LISC 135 S. LaSalle Street	Business Resource Network program check-in meeting	5	5	0	0
Program Management	LISC 135 S. LaSalle Street	Power Meeting with Tech Organizers	21	21	0	0
Program Management	West Humboldt Park Development Center	Business Resource Network budget review meeting	3	3	0	0
Training Program	Argonne National Laboratory 9700 S. Cass Avenue Lemont, IL	2011 - Digital Youth Summer Jobs field trip to Argonne National Laboratory	61	52	0	0
Training Program	Southwest Reach Center 6155 S. Pulaski	Computer Basics (English and Spanish) - students learn the components of a desktop, develop mouse and keyboard skills and are introduced to digital concepts and terminology	52	52	17	0
Training Program	Southwest Reach Center	Everyday Digital - Internet Basics (English and Spanish)	52	52	0	0
Training Program	Southwest Reach Center	Familynet Center Orientation (English and Spanish)	76	76	0	0
Training Program	Southwest Reach Center	Everyday Digital - Internet Safety and Security (English and Spanish)	27	27	0	0
Training Program	Southwest Reach Center	Everyday Digital - Understanding the Basics of Broadband (English and Spanish)	48	48	0	0
Training Program	Southwest Reach Center	Everyday Digital - Online Banking and Commerce (English and Spanish)	49	49	0	0

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Training Program	Southwest Reach Center	Everyday Digital - Using Social Networks (English and Spanish)	47	47	0	0
Training Program	Southwest Reach Center	Everyday Digital/Digital 2.0 - Microsoft Word (English and Spanish)	42	42	0	0
Training Program	Southwest Reach Center	Everyday Digital - Email Basics (English and Spanish)	22	22	0	0
Training Program	Southwest Reach Center	Everyday Digital/Digital 2.0 - Microsoft Excel (English and Spanish)	37	37	0	0
Outreach Activity	Various Locations in Chicago Lawn	One-on-one meetings introducing community residents, small businesses, and non-profit organizations to Smart Communities program offerings, including community portals	49	49	0	0
Training Program	Marquette School 6550 S. Richmond Ave; Eberhart School 3430 W. 65th Place; Morrill Elementary School and 6201 S. Fairfield	Civic 2.0 - Civic Engagement and Accessing Government Websites	50	50	0	0
Training Program	Marquette School 6550 S. Richmond Ave; Eberhart School 3430 W. 65th Place; Morrill Elementary School and 6201 S. Fairfield	Civic 2.0 - Online Research Basics	47	41	0	0
Training Program	Marquette School 6550 S. Richmond Ave; Eberhart School 3430 W. 65th Place; Morrill Elementary School and 6201 S. Fairfield	Civic 2.0 - Social Networking for Community Organizing	33	26	0	0
Training Program	Chicago Lawn Southwest Reach Center 6155 S Pulaski and Talman School 5450 S. Talman	Earned Computer Netbook Distribution Training(s) or Everyday Digital/ Civic 2.0 participants	100	97	0	0
Outreach Activity	6201 S. Fairfield	Parents as Mentors Coordinator Meeting	10	10	0	0
Training Program	Greater Southwest Development Corporation	2011 - Digital Youth Summer Job Training Sessions (7/1/2011, 7/8/2011, 7/15/2011, 7/22/2011, 7/29/2011, 8/5/2011, 8/19/2011)	12	12	0	0
Training Program	Greater Southwest Development Corporation	Earned Computer MacBook Training for DYSJ Participants	12	12	0	0
Training Program	Beloved Community Family Services 6430 S. Harvard	2011 - Digital Youth Summer Job Training Sessions (7/1/2011, 7/8/2011, 7/15/2011, 7/22/2011, 7/29/2011, 8/5/2011, 8/6/2011, 8/20/2011, 8/21/2011, 9/20/2011, 9/21/2011)	12	11	0	0

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Training Program	Kennedy King College 747 W. 63rd Street	Earned Computer Macbook Training for DYSJ Participants	12	11	0	0
Training Program	Kennedy King College 747 W. 63rd Street	Earned Computer Netbook Distribution Training(s) for Everyday Digital/ Civic 2.0 participants	43	43	0	0
Training Program	Kennedy King College 747 W. 63rd Street	Computer Basics (English and Spanish) - students learn the components of a desktop, develop mouse and keyboard skills and are introduced to digital concepts and terminology	105	41	0	0
Training Program	Kennedy King College 747 W. 63rd Street	Everyday Digital/Digital 2.0 - Microsoft PowerPoint	45	23	0	0
Training Program	Kennedy King College 747 W. 63rd Street	Everyday Digital/Digital 2.0 - Microsoft Word	75	40	0	0
Training Program	Kennedy King College 747 W. 63rd Street	Everyday Digital - Email Basics	75	37	0	0
Training Program	Kennedy King College 747 W. 63rd Street	Everyday Digital - Internet Basics	60	16	0	0
Training Program	Kennedy King College 747 W. 63rd Street	Everyday Digital/Digital 2.0 - Microsoft Excel	60	38	0	0
Training Program	Kennedy King College 747 W. 63rd Street	Familynet Center Orientation	66	66	25	0
Training Program	Kennedy King College 747 W. 63rd Street	Everyday Digital - Using Social Networks	15	8	0	0
Training Program	Kennedy King College 747 W. 63rd Street	Everyday Digital - Using Communication Vehicles	15	6	0	0
Training Program	Kennedy King College 747 W. 63rd Street	Everyday Digital - Internet Safety and Security	15	7	0	0
Training Program	Kennedy King College 747 W. 63rd Street	Everyday Digital - Online Banking and Commerce	15	3	0	0
Training Program	Kennedy King College 747 W. 63rd Street	Everyday Digital - Using Open Source Software	15	6	0	0
Outreach Activity	Various locations in Englewood	One-on-one meetings introducing community residents, small businesses, and non-profit organizations to Smart Communities program offerings, including community portals	8	8	0	0
Training Program	Tech Organizer Training Kennedy King College 6401 S. Halsted Street	Everyday Digital - Internet Basics	8	8	0	0
Training Program	Tech Organizer Training Kennedy King College 6401 S. Halsted Street	Everyday Digital - Email Basics	22	22	6	0
Training Program	Tech Organizer Training Kennedy King College 6401 S. Halsted Street	Everyday Digital - Internet Safety and Security	18	18	0	0
Training Program	Tech Organizer Training Kennedy King College 6401 S. Halsted Street	Civic 2.0 - Civic Engagement and Accessing Government Websites	32	32	0	0

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Training Program	Tech Organizer Training Kennedy King College 6401 S. Halsted Street	Civic 2.0 - Online Research Basics	11	11	0	0
Training Program	Tech Organizer Training Kennedy King College 6401 S. Halsted Street	Everyday Digital - Using Communication Vehicles	12	12	0	0
Training Program	Tech Organizer Training Kennedy King College 6401 S. Halsted Street	Everyday Digital - Internet Basics	23	23	0	0
Training Program	New Mount Calvary Food Pantry 1850 W. Marquette and Teamwork Englewood 815 W. 63rd Street, Mercy Englewood Apts 901 W. 63rd Street; IMAGINE Englewood IF 6720 S. Stewart	Civic 2.0 - Social Networking for Community Organizing	22	22	0	0
Training Program	Tech Organizer Training Kennedy King College 6401 S. Halsted Street	Everyday Digital - Understanding the Basics of Broadband	9	9	0	0
Training Program	Tech Organizer Training Kennedy King College 6401 S. Halsted Street	Englewood Portal Training	19	19	0	0
Training Program	Greater Auburn Gresham Development Corporation 1159 W. 79th	2011 - Digital Youth Summer Job training sessions (7/1/2011, 7/8/2011, 7/15/2011, 7/22/2011, 7/29/2011, 8/5/2011, 8/6/2011, 8/20/2011, 8/21/2011, 9/20/2011, 9/21/2011)	12	12	0	0
Training Program	St. Sabina Rectory 1210 W. 78th Place	FamilyNet Center Orientation	114	114	0	0
Training Program	St. Sabina Employment Resource 7909 S. Racine St. Chicago	Everyday Digital - Internet Basics	45	45	0	0
Training Program	St. Sabina Employment Resource 7909 S. Racine St. Chicago	Everyday Digital - Internet Safety and Security	48	48	0	0
Training Program	St. Sabina Employment Resource 7909 S. Racine St. Chicago	Everyday Digital - Understanding the Basics of Broadband	8	8	0	0
Training Program	St. Sabina Employment Resource 7909 S. Racine St. Chicago	Everyday Digital - Email Basics	40	40	0	0

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Training Program	St. Sabina Employment Resource 7909 S. Racine St. Chicago	Everyday Digital/Digital 2.0 - Microsoft Word	8	8	0	0
Training Program	Greater Auburn Gresham Development Corporation 7909 S. Racine	Business Resource Network - Create Your Own Website	6	2	0	0
Training Program	6th District Police Station	Business Advisory Council Meeting - Presentation on Smart Communities and Business Resource Network program	10	20	0	0
Outreach Activity	Various locations in Auburn Gresham	One-on-one meetings introducing community residents, small businesses, and non-profit organizations to Smart Communities program offerings, including community portals	36	36	0	0
Outreach Activity	1021 E. 83rd Street	Presentation on Smart Communities to Neighborhood Recovery Initiative	60	60	0	0
Outreach Activity	8501 S. Green St	Business Resource Network meeting with Dudley Beauty College	10	20	0	0
Outreach Activity	1210 W. 78th Place	Smart Communities program presentation to job seekers	13	13	0	0
Training Program	Veterans Affairs Office 7731 S. Halsted Street Chicago; Boulevard Arts Centers 400 W. 76th Street; FamilyNet Center 1153 W. 79th Street	Civic 2.0 - Civic Engagement and Accessing Government Websites	39	39	0	0
Training Program	Veterans Affairs Office 7731 S. Halsted Street Chicago; Boulevard Arts Centers 400 W. 76th Street; FamilyNet Center 1153 W. 79th Street	Civic 2.0 - Online Research Basics	39	39	0	0
Training Program	Veterans Affairs Office 7731 S. Halsted Street Chicago; Boulevard Arts Centers 400 W. 76th Street; FamilyNet Center 1153 W. 79th Street	Civic 2.0 - Social Networking for Community Organizing	39	39	0	0
Training Program	Boulevard Arts Centers 400 W. 76th Street; St. Leo Veteran Housing Campus 7750 S. Emerald; Veterans Affairs Office 7731 S. Halsted	Everyday Digital - Internet Basics	23	23	0	0

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Training Program	Veterans Affairs Office 7731 S. Halsted Street Chicago; Boulevard Arts Centers 400 W. 76th Street; FamilyNet Center 1153 W. 79th Street	Everyday Digital - Internet Safety and Security	23	23	0	0
Training Program	Veterans Affairs Office 7731 S. Halsted Street Chicago; Boulevard Arts Centers 400 W. 76th Street; FamilyNet Center 1153 W. 79th Street	Everyday Digital - Understanding the Basics of Broadband	23	23	0	0
Training Program	Veterans Affairs Office 7731 S. Halsted Street Chicago; Boulevard Arts Centers 400 W. 76th Street; FamilyNet Center 1153 W. 79th Street	Everyday Digital - Using Online Banking and Commerce	23	23	0	0
Training Program	Veterans Affairs Office 7731 S. Halsted Street Chicago; Boulevard Arts Centers 400 W. 76th Street; FamilyNet Center 1153 W. 79th Street	Everyday Digital - Using Social Networks	15	15	0	0
Outreach Activity	Various Locations in Humboldt Park	One-on-one meetings introducing community residents, small businesses, and non-profit organizations to Smart Communities program offerings, including community portals	8	12	0	0
Training Program	Tech Organizer Training Association House 1116 N Kedzie	Civic 2.0 - Social Networking for Community Organizing	30	25	0	0
Training Program	744 N. Monticello	Common Sense Media Parent Training	90	75	0	0
Training Program	2914 W. North Avenue	Everyday Digital - Using Online Commerce	5	3	0	0
Training Program	500 N Sacramento; 243 S. Wabash and 1116 N Kedzie	Humboldt Park Portal Training for Greater Westtown; Digital Youth Network Mentors and Alderman Maldonado Youth Interns	15	9	0	0
Outreach Activity	2550 W. North Avenue	Smart Communities Steering Committee Meeting (7/6/2011, 8/10/2011, 9/7/2011)	9	7	0	0
Training Program	Chicago Commons 3441 W. Chicago Avenue	FamilyNet Center Orientations	120	51	0	0
Training Program	Chicago Commons 3441 W.	Computer Basics - students learn the components of a desktop, develop mouse and keyboard skills and are introduced to digital concepts and	30	20	0	0

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	Chicago Avenue	terminology				
Training Program	Chicago Commons 3441 W. Chicago Avenue	Everyday Digital - Internet Basics	45	41	0	0
Training Program	Chicago Commons 3441 W. Chicago Avenue	Everyday Digital - Using Online Banking and Commerce	30	17	0	0
Training Program	Chicago Commons 3441 W. Chicago Avenue	Everyday Digital - Internet Safety and Security	30	28	0	0
Training Program	Chicago Commons 3441 W. Chicago Avenue	Everyday Digital - Using Social Networks	15	8	0	0
Training Program	Chicago Commons 3441 W. Chicago Avenue	Everyday Digital - Email Basics	15	9	0	0
Training Program	Chicago Commons 3441 W. Chicago Avenue	Everyday Digital - Using Communication Vehicles	15	7	0	0
Training Program	Chicago Commons 3441 W. Chicago Avenue	Everyday Digital / Digital 2.0 - Microsoft Excel	15	10	0	0
Training Program	Chicago Commons 3441 W. Chicago Avenue	Everyday Digital / Digital 2.0 - Microsoft Powerpoint	30	14	0	0
Training Program	Association House 1116 N Kedzie	Everyday Digital - Internet Basics (English and Spanish)	19	18	0	0
Training Program	Association House 1116 N Kedzie	Everyday Digital - Broadband Basics (English and Spanish)	19	18	0	0
Training Program	Association House 1116 N Kedzie	Everyday Digital - Internet Safety and Security (English and Spanish)	19	13	0	0
Training Program	Association House 1116 N Kedzie	Everyday Digital - Email Basics (English and Spanish)	19	17	0	0
Training Program	Association House 1116 N Kedzie	FamilyNet Center Orientations	10	6	0	0
Training Program	Chicago Commons 3441 W. Chicago Avenue	Business Resource Network Workshop: Power Marketing - Digital Style	10	5	0	0
Training Program	King Lizzy 2540 W. Division Street	Business Resource Network Workshop: Intro to Social Media	15	12	0	0

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Outreach Activity	Various locations in Humboldt Park	Presentations to Humboldt Park businesses on Business Resource Network and its resources	25	21	0	0
Outreach Activity	Humboldt Park Field House	Presentation to Alderman Roberto Maldonado Business Advisory Council on Business Resource Network Program offerings	15	15	0	0
Training Program	2649 W. Division Street	Business Resource Network - Social Marketing for Restaurants	15	8	0	0
Outreach Activity	Various locations in Pilsen	One-on-one meetings introducing community residents, small businesses, and non-profit organizations to Smart Communities program offerings, including community portals	10	10	0	2
Outreach Activity	Various locations in Pilsen	Meeting with Businesses to discuss Business Resource Network	27	27	0	0
Training Program	Poder Learning Center 1637 S. Allport; Casa Juan Diego 2020 S. Blue Island; Casa Maravilla 2015 S. Morgan	Civic 2.0 - Online Research Basics	46	46	0	0
Training Program	Poder Learning Center 1637 S. Allport	Civic 2.0 - Civic Engagement and Accessing Government Websites	23	21	0	0
Training Program	Casa Michoacan 1938 S. Blue Island; Casa Juan Diego 2020 S. Blue Island; Casa Maravilla 2015 S. Morgan; Poder Learning Center 1637 S. Allport	Civic 2.0 - Social Networking for Community Organizing	88	92	0	0
Training Program	Casa Michoacan 1938 S. Blue Island	Everyday Digital / Digital 2.0 - Microsoft Excel	24	22	0	0
Training Program	Casa Michoacan 1938 S. Blue Island; Casa Juan Diego 2020 S. Blue Island; Poder Learning Center 1637 S. Allport	Computer Basics (English and Spanish) - students learn the components of a desktop, develop mouse and keyboard skills and are introduced to digital concepts and terminology	61	52	0	0
Training Program	Casa Michoacan 1938 S. Blue Island; Casa Juan Diego 2020 S. Blue Island; Poder Learning Center 1637 S. Allport	Everyday Digital - Internet Basics	72	73	0	0
Training Program	Casa Michoacan 1938 S. Blue Island; Casa Juan Diego 2020 S. Blue Island; Poder Learning	Everyday Digital - Email Basics	38	31	0	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
	Center 1637 S. Alport					
Training Program	Casa Morelos 2012 S. Morgan and Al Teatro Restaurant 1227 W. 18th Street	Presentation to Pilsen Chamber of Commerce on Business Rescouce Network Program offerings	5	5	0	0
Training Program	2570 S. Blue Island	FamilyNet Center Orientation	150	65	0	0
Training Program	2800 S. Western Ave.	Computer Basics (English and Spanish) - students learn the components of a desktop, develop mouse and keyboard skills and are introduced to digital concepts and terminology	45	25	0	0
Training Program	2800 S. Western	Everyday Digital / Digital 2.0 - Microsoft Word	45	21	0	0
Training Program	2800 S. Western	Everyday Digital - Internet Basics	45	22	0	0
Training Program	2800 S. Western	Everyday Digital - Email Basics	45	26	0	0
Training Program	2800 S. Western	Everyday Digital / Digital 2.0 - Microsoft Excel	30	14	0	0
Outreach Activity	Auburn Gresham Community Portal	Number of unique visitors hosted	10,000	2,501	0	0
Outreach Activity	Chicago Lawn Community Portal	Number of unique visitors hosted	10,000	1,372	0	0
Outreach Activity	Englewood Community Portal	Number of unique visitors hosted	10,000	2,754	0	0
Outreach Activity	Humboldt Park Community Portal	Number of unique visitors hosted	10,000	6,660	0	0
Outreach Activity	Pilsen Community Portal	Number of unique visitors hosted	10,000	9,036	34	0
Training Program	Auburn Gresham, Chicago Lawn, Englewood, Humboldt Park, and Pilsen	Digital Youth Network After School Program	300	140	0	0
Training Program	Lozano, Richard M. Daley, and Thurgood Marshall Libraries	YOUmedia Mentors observed library operations and dynamics, met staff and patrons, and assessws functionality of the spaces where YOUmedia programs	5	5	0	0
Training Program	Harold Washington Library Center 400 S. State St.	Training for new YOUmedia Cyber Navigators	3	3	0	0
Training Program	Lozano Library	YOUmedia Workshops for middle and high school students are offered after school Monday-Thursday and on Saturdays in a variety of digital media disciplines including: graphic design, digital music, digital photography, radio/podcasting, and digital video	20	13	0	0
Training Program	Richard M. Daley Library	YOUmedia Workshops for middle and high school students are offered after school Monday-Thursday and on Saturdays in a variety of digital media disciplines including: graphic design, digital music, digital photography, radio/podcasting, and digital video	20	41	0	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
Outreach Activity	Rumble Arts Center	YOUmedia mentor staffed a table at the Rumble Arts Center back-to-school event on August 28 where YOUmedia materials were available and the mentor could answer questions about YOUmedia workshops (Rumble Arts Center is located near the Richard M. Daley library in Humboldt Park)	20	20	0	0
Outreach Activity	Richard M. Daley Library	During the dedication event for the new Richard M. Daley branch library mentors staff several tables where they presented YOUmedia programming and equipment and answered questions from community members	25	25	0	0
Outreach Activity	Various locations in Humboldt Park and Pilsen	Distributed flyers announcing the YOUmedia Showcase/Open House events to community groups, park district locations and schools (approximately 20 sites received flyers for posting and distribution)	100	100	0	0
Outreach Activity	Bickerdike Redevelopment Corporation	YOUmedia mentor and the RMD Children's Librarian provided a brief presentation on the YOUmedia program to the Humboldt Park Smart Communities Network on September 21	40	40	0	0
Outreach Activity	Lozano and Richard M. Daley Libraries	Held Showcase/Open House events for community members, parents, and students to raise awareness about the YOUmedia program and allow students to sample some of the activities and equipment, meet the mentors and sign up for workshops	200	242	0	0
Activities from Previous Quarters	Auburn Gresham, Chicago Lawn, Englewood, Humboldt Park, Pilsen	Digital Youth Summer Jobs 2010	60	59	59	0
Activities from Previous Quarters	Chicago Lawn	Everyday Digital / Digital 2.0 Classes	41	41	35	0
Activities from Previous Quarters	Englewood	Everyday Digital / Digital 2.0 Classes	60	45	34	0
Activities from Previous Quarters	Pilsen	Business Resource Network Outreach	80	73	0	2
<b>Total:</b>			<b>54,809</b>	<b>26,315</b>	<b>210</b>	<b>4</b>

**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 Smart Communities Broadband Adoption Campaign is expected to cause 11,386 households or businesses to become new broadband subscribers. These goals are based on baseline data illustrating current rates of broadband subscribers in the five communities. Program components will provide "high-touch" training and education to a minimum of 5,336 households (including youth and adults) and businesses. Of this total we are assuming a 70% sustainable adoption conversation rate or 3,735 new subscribers. These participants are tracked in a central database system to monitor broadband adoption: upon signing up for training, the participant self-reports whether or not they are currently subscribing to broadband at home; and, on a quarterly basis the trainees are contacted to determine if they have adopted at-home broadband services. University of Illinois at Chicago will also conduct program specific surveys of FamilyNet, Business Resource Network, and Civic 2.0 participants approximately six months after they have completed activities. The remaining households or businesses are expected to become new subscribers as an indirect result of program participants encouraging neighbors, friends and family to also adopt broadband as well. In addition, the general awareness campaign is expected to have a "multiplier effect" of approximately 3 to 1 to reach the 11,386 new subscriber goal.

To identify new subscribers in these latter categories, the University of Illinois at Chicago and Rutgers University conducted a citywide Technology Use and Adoption survey in summer 2011 and will repeat the study again upon program completion in 2013. About 3,250 individuals were surveyed in summer 2011 and were asked about Internet use anywhere and at home. The survey oversampled in the target communities where grant activities are occurring. All participants were asked if they had participated in any grant-related programming. Initial results of the 2011 survey are being analyzed and geocoded and will be available in Q4 2011. Geocoding will allow the evaluation team to identify data by community areas and other geographical boundaries. The community-level data for the grant target areas will be compared against other similar communities and citywide data.

**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).**

During the past quarter, program participants became eligible to receive an earned computer as a result of completing Everyday Digital and Civic 2.0 training modules and meeting the eligibility criteria. Approximately 200 netbooks were distributed in Q3 2011. Additional participants will receive netbooks in Q4 2011. Once more individuals and businesses complete enough training to

understand the benefits of home broadband access and receive new hardware, the number of new subscribers should rise.

Cost has also continued to be a barrier to broadband adoption. To address this issue, the City has been working with private sector partners and new low-cost service options will become available in the coming months. Furthermore, each resident interested in participating in these technology training programs are required to meet with a financial counselor at a FamilyNet Center location. The counselor helps residents create financial opportunities (i.e., increasing household income, budgeting, accessing income supports) for their households. As a result of technology training, these financial counseling sessions, and new low-cost options in the marketplace, we expect to see the number of subscribers rise in the coming months.

The City has requested that Internet service providers in target areas provide aggregated, de-identified data changes in broadband subscribership to help identify changes in subscribership; however, this data has not yet been provided. The City is collaborating with the University of Illinois at Chicago and the Partnership for a Connected Illinois to repeat the 2009 study with support from NTIA's State Broadband Data and Development Grant Program; the survey launched in July 2011 and was completed in August. Data must be geocoded and results will be available in late Fall 2011.

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

<b>Households:</b> 0	<b>Businesses and CAIs :</b> 0
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**Project Indicators (Next Quarter)**

**1. Please describe significant project accomplishments planned for completion during the next quarter (600 words or less).**

**EQUIPMENT/SUPPLY PURCHASES**  
 - Complete purchases at St. Sabina Employment Resource FamilyNet center

**AWARENESS CAMPAIGN**  
 - Begin door-to-door campaign to distribute post cards and brochures created for Smart Communities  
 - Continue running advertisements at bus shelters and train stations

**OUTREACH ACTIVITIES**  
 - Continue recruiting FamilyNet Center and Business Resource Network participants  
 - Continue one-on-one meetings with community residents and leaders  
 - Promote YOUmedia Showcase/Open House at Thurgood Marshall library  
 - Develop YOUmedia outreach presentation for schools and present to at least 10 schools near YOUmedia library branches

**TRAINING PROGRAMS**  
 - Continue distributing Everyday Digital and Civic 2.0 certificates of completion and earned computers to eligible community residents  
 - Continue Digital Youth Network (DYN) after school program at eight sites  
 - Launch DYN after school program at three sites  
 - Continue Everyday Digital and Civic 2.0 training classes  
 - Continue YOUmedia workshops at Lozano and Richard M. Daley libraries  
 - Begin YOUmedia workshops at Thurgood Marshall library

**OTHER**  
 - Complete renovations at two of of six Family Net Centers  
 - Hire and train YOUmedia staff for Thurgood Marshall library  
 - Document YOUmedia branch policies, procedures and start-up lessons learned

**EVALUATION**  
**Formative Evaluation**  
 - Finish write-up for formative evaluation and present to partners for discussion  
 - Analyze initial formative evaluation results to plan for program sustainability  
 - Pre-test and obtain IRB approval for surveys  
 - Launch follow-up surveys for BTOP programs

**Citywide Technology Use Survey (Partnership for a Connected Illinois [PCI] grant)**  
 - Create descriptives for citywide data  
 - Geocode and complete multilevel analysis for citywide survey

**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	54	An additional \$1,376,275.69 in federal expenditure have accrued. Another large invoice from the Chicago Community Foundation is expected prior to the end of Q4 2011.
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).**

While not expected to impact program progress, some staffing changes have occurred at the City and its sub-recipients. Knowledge transfer and training will be conducted during Q4 2011.

**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.

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		
Cost Classification	Total Cost (plan)	Matching Funds (plan)	Federal Funds (plan)	Total Cost	Matching Funds	Federal Funds	Total Costs	Matching Funds	Federal Funds
a. Personnel	\$92,396	\$92,396	\$0	\$61,280	\$61,280	\$0	\$64,302	\$61,280	\$3,022
b. Fringe Benefits	\$30,665	\$30,665	\$0	\$20,329	\$20,329	\$0	\$20,970	\$20,329	\$641
c. Travel	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
d. Equipment	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
e. Supplies	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
f. Contractual	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
g. Construction	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
h. Other	\$8,720,374	\$1,646,005	\$7,074,369	\$2,140,835	\$621,194	\$1,519,641	\$4,674,674	\$878,758	\$3,795,916
i. Total Direct Charges (sum of a through h)	\$8,843,435	\$1,769,066	\$7,074,369	\$2,222,444	\$702,803	\$1,519,641	\$4,759,946	\$960,367	\$3,799,579
j. Indirect Charges	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
k. TOTALS (sum of i and j)	\$8,843,435	\$1,769,066	\$7,074,369	\$2,222,444	\$702,803	\$1,519,641	\$4,759,946	\$960,367	\$3,799,579

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
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