QUARTERLY PERFORMANCE PROGRESS REPORT FOR PUBLIC COMPUTER CENTERS

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	22-42-B10502	782543938

4. Recipient Organization

Deaf Action Center of Louisiana 601 Jordan St., Shreveport, LA 71101-4748

5. Current Reporting Period End Date (MM/DD/YYYY)	6. Is this the last Report of the Award Period?
06-30-2011	◯ 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)
David W Hylan	(318) 425-7781 X205
	7d. Email Address
Executive Director	david@deafactioncenter.org
7b. Signature of Certifying Official	**7e. Date Report Submitted (MM/DD/YYYY):**
Submitted Electronically	07-13-2011

Project Indicators (This Quarter)

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

DAC was one of three contractors selected for a pilot program with Harris County, Texas, to provide remote video interpreting for several of its county offices. This is a three month pilot and will determine the ultimate awardee for the contract. DAC's relationship with the county is very good and we have already been contacted to provide another RFP concerning foreign language interpretation for the county, as well.

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 your reasons for any variance from the baseline plan or any other relevant information)
2.a.	Overall Project	95	Progress is more closely matching baseline plan projections.
2.b.	Equipment / Supply Purchases	-	Progress reported in Question 4 below
2.c.	Public Computer Centers Established	-	Progress reported in Question 4 below
2.d.	Public Computer Centers Improved	-	Progress reported in Question 4 below
2.e.	New Workstations Installed	-	Progress reported in Question 4 below
2.f.	Existing Workstations Upgraded	-	Progress reported in Question 4 below
2.g.	Outreach Activities	-	Progress reported in Question 4 below
2.h.	Training Programs	-	Progress reported in Question 4 below
2.i.	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).

Usage levels continue to lag behind baseline projections, even with end-users who show increased usage. We have heard from PCC coordinators that they are seeing some new technology reluctance among their users. Obviously, the utility of the technology takes some time to excite the PCC staffs.

4. Please provide actual total numbers to date or typical averages for the following key indicators, as specified in the question. Write "0" in the Total column and "N/A" in the Narrative column if your project does not include this activity. Unless otherwise indicated below, figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please provide a narrative explanation if the total is different from the target provided in your baseline plan (300 words or less).

	Indicator	Total	Narrative (describe your reasons for any variance from the baseline plan or any other relevant information)
4.a.	New workstations installed and available to the public	90	Workstation installations has slightly passed the baseline as the project gains tractyion.
4.b.	Average users per week (NOT cumulative)	54	The usage is below baseline, but shows improvement.As the project unfolds, the user averages continue to increase.
4.c.	Number of PCCs with upgraded broadband connectivity	3	This indicates the units in Harris County
4.d.	Number of PCCs with new broadband wireless connectivity	0	n/a
4.e.	Number of additional hours per week existing and new PCCs are open to the public as a result of BTOP funds	0	n/a

5. Training Programs. In the chart below, please describe the training programs provided at each of your BTOP-funded PCCs.

Name of Training Program	Length of Program (per hour basis)	Number of Participants per Program	Number of Training Hours per Program

Idioms Webinar	3	64	192
On-Site Training--Palm Beach County Sheriff's Office-Session 1	7	70	490
On-Site Training--Palm Beach County Sheriff's Office-Session 2	7	40	280

[Add Training Program]   [Remove Training Program]

Project Indicators (Next Quarter)

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

Training will continue through the use of webinars and video sessions. Marketing efforts have been expanded and consumer inquiries have stepped up. We anticipate aggressively pursuing those opportunities. Our partnerships with other remote interpreting providers will continue to allow us to expand our presence in the marketplace and help to establish the bona fides of the project to meet its goals. Capitalizing on those opportunities will also this project sustainable after the grant period is over.

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. 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	Planned Percent Complete	Narrative (describe reasons for any variance from baseline plan or any relevant information)
2.a.	Overall Project	97	Project should continue to trend close to baseline.
2.b.	Equipment / Supply Purchases	-	Milestone Data Not Required
2.c.	Public Computer Centers Established	-	Milestone Data Not Required
2.d.	Public Computer Centers Improved	-	Milestone Data Not Required
2.e.	New Workstations Installed	-	Milestone Data Not Required
2.f.	Existing Workstations Upgraded	-	Milestone Data Not Required
2.g.	Outreach Activities	-	Milestone Data Not Required
2.h.	Training Programs	-	Milestone Data Not Required
2.i.	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).

The State of Kentucky Administrative Office of the Courts has installed 40 PCCs for use in its county buildings across the state. They now want to expand to all the counties, which will require an additional 80-100 Tandberg E20s. The per unit price of these units is approximately $1400. We are trying to assist the client in obtaining the funding necessary to purchase the units. Any assistance from BTOP as to how we might accomplish this would be a great boost to realizing the project goals and meeting program goals.

Public Computer Center Budget Execution Details

Activity Based Expenditures (Public Computer Centers)

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.

Cost Classification	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		
	Total Cost (plan)	Matching Funds (plan)	Federal Funds (plan)	Total Cost	Matching Funds	Federal Funds	Total Costs	Matching Funds	Federal Funds
a. Personnel	$310,820	$110,820	$200,000	$181,100	$61,922	$116,178	$215,070	$68,968	$143,102
b. Fringe Benefits	$56,569	$20,169	$36,400	$33,616	$21,443	$12,184	$39,282	$24,372	$14,921
c. Travel	$0	$0	$0	$0	$0	$0	$0	$0	$0
d. Equipment	$686,068	$0	$686,068	$658,421	$11,134	$647,288	$658,421	$11,134	$647,288
e. Supplies	$149,559	$5,601	$143,958	$145,050	$6,653	$138,665	$148,944	$8,833	$140,379
f. Contractual	$390,156	$194,069	$196,087	$343,824	$115,320	$228,504	$377,541	$149,037	$228,504
g. Construction	$0	$0	$0	$0	$0	$0	$0	$0	$0
h. Other	$223,000	$105,000	$118,000	$361,085	$299,595	$62,676	$492,142	$380,310	$113,018
i. Total Direct Charges (sum of a through h)	$1,816,172	$435,659	$1,380,513	$1,723,096	$516,067	$1,205,495	$1,931,400	$642,654	$1,287,212
j. Indirect Charges									
k. TOTALS (sum of i and j)	$1,816,172	$435,659	$1,380,513	$1,723,096	$516,067	$1,205,495	$1,931,400	$642,654	$1,287,212

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