

RECIPIENT NAME: Connected Living, INC.

AWARD NUMBER: 25-43-B10574

DATE: 11/10/2011

OMB CONTROL NUMBER: 0660-0037

EXPIRATION DATE: 12/31/2013

QUARTERLY PERFORMANCE PROGRESS REPORT FOR SUSTAINABLE BROADBAND ADOPTION

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 25-43-B10574	3. DUNS Number 859935004
4. Recipient Organization Connected Living, INC. 300 CONGRESS ST STE 406, QUINCY, MA 02196		
5. Current Reporting Period End Date (MM/DD/YYYY) 09-30-2011	6. Is this the last 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 Patti Holbrook	7c. Telephone (area code, number and extension)	
	7d. Email Address pholbrook@mywayvillage.com	
7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 11-10-2011	

Project Indicators (This Quarter)

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

During the Quarter, Connected Living completed the following:

- o The leadership organization has stabilized and maintained a consistent 31.5 jobs in Northern Illinois.
- o We presented (Awareness) at 2 Conferences: 1) Elder Rights Conference, Chicago, and 2) Legal Aid Society National Conference, Chicago. In addition, we had newspaper articles distributed with circulations of 75,500.
- o The large majority of 23 buildings have completed Sessions 1 & 2 Resident Training, with several buildings in their 3rd or 4th session.
- o During the quarter, we met with representatives from Health & Human Services, State Representatives, City of Chicago, etc, all to further the interests of Seniors and those with Disabilities gaining low-cost access to Broadband and Training.
- o Internal Outreach Programs (those serving the immediate surrounding neighborhoods of our collaborator buildings by offering classes) – out of the 939 outreach participants in our classes, 715 attended from these immediate surrounding neighborhoods.
- o External Outreach Programs (those anchor or 2nd-tier institutions offering our training in their labs in the more extended areas surrounding our Collaborator buildings) are ramping up. Through September, we had 7 External Outreach partners with implemented programs. Several more are scheduled to launch in October and November.
- o Through September 30th, we had 821 trainees (940 residents; 519 Outreach Trainees) pass their Assessments.
- o To date, the grant has delivered nearly 940 laptops to Collaborator building's residents, along with over 300 refurbished computers to neighborhood training participants.
- o Building Partnerships - through partners (Attorney General Lisa Madigan's office, we will continue to offer Internet Safety Workshop, Banking, Resume-Building, etc.), we offered several new workshops to stimulate broadband adoption. In addition, we offered some intergenerational programming using area High-School Students to deliver specialty workshops (Texting is a Whole New Language, etc.).
- o We developed a Volunteer Incentive Plan for non 8+8 Volunteers in the BTOP program where they have the opportunity to earn "points" for gifts based on time volunteered in computer labs.
- o We began the rollout of the 8+8 Volunteer Program. To date, 3 Volunteers are in place at Collaborator buildings, with several more starting in October. Volunteers receive a small stipend (\$200) as a program volunteer benefit.
- o Thru end of Septemer, we have received over 1600 2 page Baseline Surveys. In addition, the Collaborator Buildings participating in the 9 page NIU survey have so far delivered 300+ surveys to NIU.
- o During the quarter, we received our first Evaluation Report from NIU. Any recommendation that had not already been addressed by the time the report was assembled is on the front burner to review this next quarter

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	56	The project is now on track and has reached it's goal of completion due to our ability to get the Network contracts and installations back on schedule.
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).

The biggest challenge continues to be the implementation of the BTOP-grant provided broadband into our Collaborator's building's apartments for resident/trainee use. Although new providers were selected via an open, competitive tender early 2011, several Collaborators have identified conflicts with current incumbent providers, and others have taken more time than expected to negotiate and finalize agreements with new providers. Since many of the agreements outlive the Grant, the Collaborator must decide best approach for their own building and organization, and while we can assist, direct, and strongly encourage, the anticipated delays in the few remaining buildings now range from 12 to 16 weeks behind our original schedule. In addition, there are challenges associated with

implementing a Full-Volunteer Training program (for both Collaborator Buildings and Outreach Partners) as we continue to identify and train qualified Resident or neighborhood volunteers who demonstrate the skillset to train others, while exhibiting the commitment needed to minimally sustain the level of training in the Collaborator buildings.

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
8+8 Volunteer Training Program	Chicago (5), Oak Park (1), Morris (1), Mazon (1), Kankakee (2), Rockford (3), Joliet (2), Rock Island (2), Moline (2), Kewanee (2), DeKalb (1)	During the Quarter, we began the transition to a Volunteer Training Model through the implementation of our 8+8 Volunteer Training program (for both Collaborator Buildings and Outreach Partners). We continue to identify and train qualified Resident or neighborhood volunteers who demonstrate the skillset to train others, while exhibiting the commitment needed to minimally sustain the level of training in the Collaborator buildings.	0	17	0	0
Awareness Events	Chicago (5), Oak Park (1), Morris (1), Mazon (1), Kankakee (2), Rockford (3), Joliet (2), Rock Island (2), Moline (2), Kewanee (2), DeKalb (1)	The program continues to host Re-Launch events and Graduation Programs at each of the 23 Computer Learning Centers to continue the task of building awareness among the building residents and neighborhood guests. Each event is attended by building tenants, neighborhood family members and guests, and community leaders. These events re-introduce the program and its benefits and demonstrate results. In addition, local mayors, aldermen, councilmen, public housing authority leaders and other community leaders attend. Several of these events were covered by local press and TV.	2,684	1,631	0	0
resident Training Programs	Chicago (5), Oak Park (1), Morris (1), Mazon (1), Kankakee (2), Rockford (3), Joliet (2), Rock Island (2), Moline (2), Kewanee (2), DeKalb (1)	During this quarter, we continued the 23 project community training programs where we launched the Connected Living Adoption and Sustainability Program. The program includes individual and small group classes for beginners, intermediate and advanced computer users to learn how to use broadband services. Each trainee in the beginner program takes 12 lessons before taking a computer and Internet proficiency test to evaluate their level of accomplishment before progressing.	2,684	1,603	225	0
Outreach Training Programs	Collaborator Buildings, Neighborhoods surrounding Collaborator Buildings and nearby Anchor Institutions	During this quarter, project staff focused efforts on both Internal Outreach (neighborhood residents attend program Training Classes in the Collaborator building) and External Outreach (project staff utilizes the hardware/broadband resources of nearby anchor institutions) to promote broadband awareness and Computer Training to non-Collaborator Building participants.	47,000	939	311	0
Dissemination Website & Blog	Chicago (5), Oak Park (1), Morris (1), Mazon (1), Kankakee (2), Rockford (3), Joliet (2), Rock Island (2), Moline (2), Kewanee (2), DeKalb (1)	During the quarter, we launched a project dissemination website -- www.getseniorsonline.org -- whereby we are asking those with an interest in Broadband (generally) and Seniors (specifically) to contribute their thoughts and ideas relative to our project and results. It is still taking shape but now feels headed in the right direction.	0	0	0	0
Awareness Activities	Northern Illinois	Media, PR, Presentations to Potential Trainees/Influencers, etc.		947,442	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
Maintaining Computer Learning Centers	Chicago (5), Oak Park (1), Morris (1), Mazon (1), Kankakee (2), Rockford (3), Joliet (2), Rock Island (2), Moline (2), Kewanee (2), DeKalb (1)	During the quarter, we maintained the Connected Living program in all 23 communities in our BTOP project.	0	0	0	22
Total:			52,368	951,632	536	22

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 clear majority of the households or CAIs that subscribe to broadband as a result of our SBA programs reside in the low income housing buildings where we conduct our training. Our project attempts to conduct a survey of each resident (to determine, among other things, whether the resident is a current broadband subscriber) to establish a baseline of broadband usage. As the resident trainee proceeds through our program and passes a computer and Internet proficiency evaluation, they receive a discounted computer and a free broadband connection for the duration of this grant program. We certify with the Collaborator that the assessed resident is now "connected" to the building's broadband and has their own broadband account. As to those enrolled as "outreach" trainees, they must provide the project team with proof that they have enrolled, so that we can have an accurate accounting of the number of new broadband subscribers.

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).

This quarter to date, our program has graduated 940 trainees and has 225 new broadband subscribers. Many more of the trainees are projected to become new broadband subscribers as soon as broadband networks have completed their installs in their respective buildings. Our Outreach Programs have graduated 519 trainees and have identified 311 new broadband subscribers, making a grand total of 1459 Graduated Trainees and 536 New Broadband subscribers as a result of this project to date.

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

Households: 0

Businesses and CAIs : 0

Project Indicators (Next Quarter)

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

Our next quarter will be filled with continued efforts toward reaching the established targets. We continue to offer a range of training class models (Express/1:1 Training, etc) in order to accommodate as many different learning styles as possible. Additionally, we will be completing the installation of any remaining outstanding broadband networks into Collaborator buildings. Our 8+8 Volunteer program should be primarily up and running during the next quarter, with limited full-time Connected Living Community Program Managers remaining (needed to monitor volunteers, continue high-quality learning). We anticipate a 2nd installment on our Evaluation, and should have statistics on the participation of our dissemination website(www.gettingseniorsonline.org). We will continue to secure new partners for outreach, launching programs with community organizations, local anchor institutions and other BTOP programs. Relative to PR, media and dissemination, we will have a new premium quality video ready for distribution, planning to include real-life stories of both outreach participants and anchor institutions as well as resident trainees as they move their lives forward with computer skills and broadband.

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	66	Our projections to reach our goals at the end of Q4 are also now on track due to our ability to get the Network contracts back on track and the networks installed.
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).

We anticipate no additional challenges in getting our sub-recipients to reach agreement with the building networks contractors we selected through an open, competitive tender. We are working actively with our collaborators on these issues and do not require technical assistance from the BTOP Program at this time.

We continue to struggle through the challenges of managing a growing Volunteer Trainer Staff. The individuals who volunteer for this type of activity do not often have the same intent, commitment or expertise as the paid Community Program Manager, but are asked to provide training at the same levels. This is not likely to result in the same level of awareness-raising and commitment to resident training as is exhibited today. At this time, we do not believe that technical assistance from the BTOP program would be useful. In addition, we continue to see the impact that illiteracy brings to this (and all) training programs. The illiteracy levels within the affordable housing segment brings an additional challenge to our trainers and to the program. We are quickly learning to adapt to slower training techniques, simpler scripts, 1-on-1 private sessions. But there is still a huge segment of this population who chooses to not participate in a computer training program when they know that their reading skills do not support it.

Finally, we are seeing a greater challenge in training those who are disabled mentally and emotionally, whether drug, alcohol or physiologically induced. When the trainee does not take their prescribed medications, the classroom sessions become disrupted and many times, repeat classes have to be offered. At this time, we do not believe that technical assistance from the BTOP program will be useful in these areas.

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	\$1,998,973	\$645,333	\$1,353,640	\$978,351	\$229,024	\$749,327	\$1,253,467	\$305,365	\$948,102
b. Fringe Benefits	\$411,923	\$140,118	\$271,805	\$193,414	\$0	\$193,414	\$248,544	\$0	\$248,544
c. Travel	\$88,050	\$0	\$88,050	\$112,701	\$0	\$112,701	\$125,661	\$0	\$125,661
d. Equipment	\$1,668,460	\$1,209,944	\$458,516	\$0	\$0	\$0	\$0	\$0	\$0
e. Supplies	\$161,000	\$0	\$161,000	\$802,872	\$479,958	\$322,914	\$971,987	\$563,641	\$408,346
f. Contractual	\$399,983	\$0	\$399,983	\$1,174,543	\$400,789	\$773,754	\$1,479,489	\$660,263	\$819,226
g. Construction	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
h. Other	\$1,714,713	\$101,998	\$1,612,705	\$406,728	\$55,248	\$351,480	\$556,648	\$67,998	\$488,650
i. Total Direct Charges (sum of a through h)	\$6,443,102	\$2,097,393	\$4,345,699	\$3,668,609	\$1,165,019	\$2,503,590	\$4,635,796	\$1,597,267	\$3,038,529
j. Indirect Charges	\$385,743	\$0	\$385,743	\$150,838	\$0	\$150,838	\$191,463	\$0	\$191,463
k. TOTALS (sum of i and j)	\$6,828,845	\$2,097,393	\$4,731,442	\$3,819,447	\$1,165,019	\$2,654,428	\$4,827,259	\$1,597,267	\$3,229,992

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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Empty space for providing additional details or comments.