QUARTERLY PERFORMANCE PROGRESS REPORT FOR SUSTAINABLE BROADBAND ADOPTION

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	25-43-B10582	958165953

4. Recipient Organization

BOSTON, CITY OF 1 CITY HALL PLAZA RM M4, BOSTON, MA 022011001

5. Current Reporting Period End Date (MM/DD/YYYY)	6. Is this the last Report of the Award Period?
09-30-2012	○ 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)
Bruce Havumaki	617-635-1300
	7d. Email Address
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7b. Signature of Certifying Official	7e. Date Report Submitted (MM/DD/YYYY):
Submitted Electronically	11-26-2012

Project Indicators (This Quarter)

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

Online Learning Readiness (OLLR) –
• Grant Performance Statistics: 665 students have participated in OLLR (83.13% of target) with 307 completions (54.82% of target). OLLR graduates (57.25% of target) have registered for advanced technology classes, found jobs, worked as interns, or entered college and/or certificate programs.
• OLLR in the Evening: The evening OLLR pilot completed in August. A key lesson is that it takes a truly dedicated student to juggle work and classes for 10 weeks. One Center offering OLLR has already started recruiting for additional evening classes which we anticipate will start no later than 1Q 2013.
• Internships: 6 students were placed in internships in May and all completed their assignments this quarter. Two interns are now employed full time at their sponsoring organizations; it is highly likely that another will be offered a position. A second round began in September with 19 students applying for 11 slots. To date 6 students have been placed with 3 others still interviewing.
• Curriculum revisions: The OLLR curriculum was revised so as to be compatible with Microsoft's Digital Literacy Curriculum V3, Windows 7, and Office 2010. This will enable students to work with more current software versions and to be more attractive to prospective employers. The workforce readiness component of OLLR has been expanded to address the issues encountered in Internship Program (following directions, taking responsibility for learnings, punctuality and preparedness for interviews).
• Train-the-Trainer: A four day, mandatory Train-the-Trainer was held for all existing and prospective instructors which focused classroom management tips, tricks, and tools which will reinforce these employment-readiness skills throughout the 12 weeks of OLLR no matter what subject is being addressed.
• Graduation: Graduation was held on September 13. 133 students from 12 cycles of OLLR received certificates of completion.

Tech Goes Home (TGH) –
• With a new school year, TGH is reaching out to schools and community sites to sign up for fall classes. With more than 120 sites enrolled, there are more class requests than available funding.
• TGH assisted the Boston Public Schools and Comcast to improve the application process for Internet Essentials - creating new forms, composing informative letters/ emails to principals, and coordinating other changes.
Other initiatives include:
• We have completed the development of a customized tablet app to support TGH on Android/iPad tablets.
We completed our train the trainer program – training all our school and community trainers.
• Developing curricula for owners of small businesses and entrepreneurs and for people re-entering the community after incarceration.

Connected Living (CL) -
• 227of residents living in the 3 BHA CL properties have been online at least once since program inception.
• 141 of program participants have passed their skills assessments and graduated with Certification of Independent Broadband User designation.
• 121 of those that have graduated have purchased a laptop.
• A large portion of program graduates are continuing to develop computer skills, as evidenced through increased requests and participation in advanced courses.
• During Q3, Connected Living held multiple events within BHA properties to celebrate program participants increased digital efficacy. Program participants used the Internet to find healthy recipes to share with one another. A community potluck was held to share the recipes with neighbors. This served as tangible evidence to residents that technology can be used as a community aggregator and a resource for information/entertainment/health.
• Connected Living was featured in an op-ed piece in the Boston Globe in September. The article described the success and the benefits of the program's social aspects and its effectiveness in teaching digital literacy to seniors.

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**	75	n/a
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

	Milestone	Percent Complete	Narrative (describe reasons for any variance from baseline plan or any other relevant information)
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).

Online Learning Readiness (OLLR) –
• Revising the curriculum to be compatible with Microsoft's Digital Literacy Curriculum V3, Windows 7, and Office 2010.
• Revising the workforce readiness component to address the issues encountered in Internship Program (following directions, taking responsibility for learnings, punctuality and preparedness for interviews).
• The need for project coordination significantly exceeds what we anticipated at the start of the project.

TGH - Nothing to report for the past quarter.

CL -
Adoption- After program implementation and adoption of nearly two years we are seeing a plateau in terms of increased adoption. We have saturated the (3) BHA properties - Rockland, St. Botolph and Amory Street - and believe that we have reached most, if not all of residents who will pursue digital literacy. The main focus for the property will be continuing advanced curriculum. Open access to digital literacy content and training has created a tremendous community demand for more advanced digital learning such as research projects, blogging and social media outlet familiarity for example.

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
Run OLLR	29 cycles completed	12 week, 240 hour digital workforce skills training program	665	307	8	0
TGH @ Schools	184 classes	15 hours of training each	5,896	5,896	804	0
TGH in Community	130 classes	15 hours of training each	1,326	1,326	639	0
CL: Recruitment for broadband training program for low income seniors and people with disabilities.	3 locations	Awareness raising events including meetings with resident council and staff, resident sign-ups for training, group and individual training classes	367	221	61	0
Total:			**8,254**	**7,750**	**1,512**	**0**

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).

TGH and OLLR: Baseline data on Internet subscriptions at home and information about participant's current use of the Internet at home or elsewhere will be collected at the outset through surveying all participants of each program funded by this grant. No later than at the conclusion of each program cycle for TGH and OLLR, each participant will be given information about the options for home Internet service, how to purchase that service and assistance in actually completing that purchase process with the commercial vendors. Throughout the duration of the grant period, each program will follow up with graduates through telephone to determine if they have obtained broadband connections in their homes. Each program will attempt final follow-up during the last month of the grant period.

CL: After 12 hours of Internet/broadband training, the resident is given a "broadband assessment" to determine "adoption" of broadband. Upon passing broadband assessment and the receipt of a $50 copay from resident to BHA, the resident is given a voucher to redeem for one laptop for use in their apartment and free internet provided by Comcast in their apartment through August of

2012. Those residents who already have Comcast internet do not qualify for free internet. Everyone who receives an Internet subscription is considered a new subscriber.

Please note that modification to our total # of broadband participants has been changed to correctly state YTD totals, the previous #'s were total # of graduates vs. total #'s of broadband participants.

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).

OLLR: Despite repeatedly sending out the follow-up survey, we have not received significant responses. Our only recourse is to call each student which we are gradually doing. To emphasize the importance of procuring Broadband in their homes, we ask students to complete a Comcast Eligibility Survey three times during the course of the 12 weeks that they are in OLLR.

TGH: Adoption numbers are just slightly below the target numbers. Our total grant target is 1,600 new subscribers, and we are currently at 1,443 subscriber households. Based on our current six-month and one-year follow up data, we have a 92% adoption rate, resulting in an extrapolated total increase of 1,443 homes connected. TGH is also working with Comcast and Boston Public Schools (BPS) to assist in the roll out of the Comcast Internet Essential program to their non-TGH families.

CL: We have continued to encourage BHA residents to adopt broadband at the completion of their training.

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).

Online Learning Readiness (OLLR) –
• Complete 9 cycles of OLLR. Expand the location of sites offering OLLR to other neighborhoods of Boston.
• Assess effectiveness of changes to curriculum.
• Continue internship program.

TGH: We plan to continue our outreach to Comcast and the Boston Public Schools Principals, Secretaries, and the Food and Nutrition Department to encourage participation in Internet Essentials. We plan to work closely with all parties to ensure that we remove barriers to adoption. We will continue supporting our schools (70) and our community sites (60) and the TGH programs they help us implement.

CL: Connected Living is completing their 2 year engagement at the 3 Boston Housing Authority sites and is in the process of submitting their final bill for reimbursement.

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**	80	n/a
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).
OLLR: The need for extensive program coordination continues despite Centers having run OLLR previously and multiple train-the-trainer sessions.

TGH: We continue to find it difficult to contact folks for our follow up surveys. We are making calls, but cell numbers change often. We also send postcards and emails, though this method results in little response. We are making the calls in English and Spanish to ensure we are able to get the most data possible. When we do get through to a participant, they are willingly and glowingly speaking of their experience with Tech Goes Home.

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.

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	$0	$0	$0	$0	$0	$0	$0	$0	$0
b. Fringe Benefits	$0	$0	$0	$0	$0	$0	$0	$0	$0
c. Travel	$0	$0	$0	$0	$0	$0	$0	$0	$0
d. Equipment	$1,339,200	$0	$1,339,200	$1,481,156	$0	$1,481,156	$1,481,156	$0	$1,481,156
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	$4,457,536	$1,484,260	$2,973,276	$2,862,015	$1,163,733	$1,698,282	$3,164,612	$1,316,330	$1,848,282
i. Total Direct Charges (sum of a through h)	$5,796,736	$1,484,260	$4,312,476	$4,343,171	$1,163,733	$3,179,438	$4,645,768	$1,316,330	$3,329,438
j. Indirect Charges	$0	$0	$0	$0	$0	$0	$0	$0	$0
k. TOTALS (sum of i and j)	$5,796,736	$1,484,260	$4,312,476	$4,343,171	$1,163,733	$3,179,438	$4,645,768	$1,316,330	$3,329,438

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