

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 42-41-B10517	3. DUNS Number 112050794
4. Recipient Organization PHILADELPHIA, CITY OF 1234 Market Street, Suite 1850, Philadelphia, PA 19107-3722		
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 Ashley Del Bianco	7c. Telephone (area code, number and extension) 267-240-7910	
	7d. Email Address ashley.delbianco@phila.gov	
7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 12-30-2013	

PROJECT INDICATORS

1. Are you establishing new Public Computer Centers (PCCs) or improving existing PCCs?
 New Improved 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)	1	0	1
Libraries	0	0	0
Community Colleges	0	0	0
Universities / Colleges	1	0	1
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): City of Philadelphia Recreation Centers	5	14	19
Other Community Support-Non-Governmental			
(please specify): Community-based, independent nonprofit organizations	13	46	59

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
Submitted via attachment	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.)
 Open Lab Time Other Training

4.b. If "other," please specify the primary use of the PCCs:
 n/a

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	The PCC program purchased no equipment meeting or exceeding the \$5,000/unit threshold.
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	383,000	430,362	0
Multimedia	300	490	2,464
Office skills	2,400	2,867	13,024
ESL	0	0	0
GED	1,000	1,760	5,278
College Preparatory Training	2,000	2,604	6,011
Basic Internet and Computer Use	20,000	24,059	118,367
Certified Training Programs	0	0	0
Other (please specify): workforce development, professional development, community engagement	5,000	5,348	13,143
Total	413,700	467,490	158,287

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).

The Public Computer Center grant promotes economic recovery in Philadelphia by providing employment at each of the 79 public computer center locations (known as KEYSPTS). Each center is equipped with a part-time Facility Assistant employee who oversees the lab. These positions primarily employ people who live in the community where a given center is located, or a nearby adjacent neighborhood. Each Public Computer Center provides a minimum of 15 hours per week of Open Access hours where community members may use the lab to conduct job searches, build computer skills, and refine a resume. Many youth and young adults also utilize the computer centers. These youth-centric centers offer after-school homework help and college readiness assistance. The Facility Assistant at each location offers help to clients based on their need, either on a one-to-one basis or in a more formal training setting. In addition to job preparedness, clients also use the lab to enhance basic literacy skills, seek important health information, and access city services. Furthermore, in the final quarter of the grant, the centers located in Philadelphia Parks & Recreation and Free Library of Philadelphia settings established a cooperative relationship with the Mayor's Commission on Literacy to focus the municipally-operated centers on the mayoral priorities for adult education and workforce development.

By co-developing impactful partnerships with community-based organizations, higher education institutions, municipal government, and residents themselves, the KEYSPTS are beginning to demonstrate positive effects on individual and neighborhood social outcomes. They serve as hubs for computer and Internet access but also as safe, pleasant community spaces where goal-driven, learner-centered education happens. Although each center is geared toward the interests of the particular populations it serves, the partnership unites around the belief that forming and strengthening relationships through purposeful learning is central to engaging citizens and building community.

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).

The City of Philadelphia has contracted with one (1) SDB. COGNIS IT Services, a minority-owned small business, provides on-going technology support to computer centers. Their contract extended throughout BTOP grant award period, and COGNIS IT has committed

to providing ongoing basic technology support at no or low cost to the community-based KEYSPOTS beyond the grant period, as a contribution to sustaining these valuable community resource sites.

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

The Public Computer Center grant was specifically designed to build the capacity of community-based organizations in Philadelphia. Formal computer centers with dedicated employees allow each community-based service provider to enhance their services and programmatic offerings, equipping clients with necessary computer and digital literacy skills to compete in the twenty-first century economy.

The Public Computer Center grant in conjunction with a Sustainable Broadband Adoption grant, awarded to the prime recipient Urban Affairs Coalition, together form KEYSPOT Powered by Freedom Rings Partnership. These two programs, under one umbrella, have leveraged one another through coordinated training, marketing and evaluation efforts. This collaborative model has maximized the impact of BTOP dollars in Philadelphia. Together, these two grants have established a strong process for engaging the partnership's internal and external stakeholders in strategic program planning, design, implementation, and quality assurance practices.

KEYSPOT Powered by Freedom Rings Partnership is building the job readiness and computer skills sets of those directly employed by BTOP through coordinated training efforts across all 79 public computer center sites. This effort builds individual skill sets, equips part-time employees with necessary resources to share with clients utilizing the lab, and builds a community of people who are working toward a unified goal of digital literacy and digital inclusion in Philadelphia.

Led by the City of Philadelphia's Office of Innovation and Technology and the Urban Affairs Coalition, the partnership is comprised of over 50 organizations, including Drexel University, Philadelphia Parks and Recreation Department, People's Emergency Center, Philadelphia FIGHT, Media Mobilizing Project, the Free Library of Philadelphia, Philadelphia OIC, One Day at a Time, and YOACAP. KEYSPOTS, our public computer and training locations, are located primarily in existing community-based organizations (the ones named above in addition to other social service organizations), which are in neighborhoods with low broadband adoption. Computer use and training is integrated into the organization's other programs to provide a more comprehensive social services approach. Rather than approaching computer training as being about the technology, our focus is on the needs of our clients, and how technology can support their goals.

While the federal funding necessitates a somewhat hierarchical structure, the partnership is highly collaborative with working groups that make decisions and share best practices in training, marketing, website development, technology management, and evaluation. This practice has fostered remarkably close bonds between partnership organizations, encouraging the sharing of information and referrals between organizations.

The City of Philadelphia's Recovery Office has been a tremendous asset providing assistance and oversight to align ARRA standards and federal policies with the city's internal regulations and processes. The Recovery Office has also provided on-going counsel and guidance based on best practices developed by other ARRA funded programs awarded to the City of Philadelphia. As various Recovery Act projects and programs have ended over the last few months, the Recovery Office has transitioned to a Grants Office that is designed to strategically apply for state and federal grants, and private funding sources. Based on lessons learned from the Recovery Act, the City of Philadelphia recognizes the increasing benefit to coordinated grant applications and strategic resource alignment in high priority policy and geographic areas to achieve maximum impact.

In addition, the BTOP program staff participated in an "exchange" with other BTOP grantees from large metropolitan areas. The exchange included in-person site visit with opportunities to dialogue and to see best practice among comparable big cities. The BTOP Exchange cities have continued to communicate and cooperate through the remainder of the grant period about issues ranging from sustainability and community capacity-building to network expansion.