ANNUAL 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** 46-41-B10548	**3. DUNS Number** 115077950

4. Recipient Organization

Communication Service For The Deaf, Inc. 102 N KROHN PL, SIOUX FALLS, SD 571031800

5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2013	**6. Is this the last Annual Report of the Award Period?** ⦿ **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 Faye Kuo	**7c. Telephone (area code, number and extension)**
	7d. Email Address fkuo@c-s-d.org
7b. Signature of Certifying Official Submitted Electronically	**7e. Date Report Submitted (MM/DD/YYYY):** 05-28-2014

PROJECT INDICATORS

1. Does your Sustainable Broadband Adoption (SBA) project foster a particular broadband technology or technologies? If so, please describe this technology (or technologies) (600 words or less).

In 2013, Project Endeavor was focused on delivering broadband technology services to improve communication access for people who are deaf or hard of hearing. Captioned telephone relay services are specifically designed to meet the communication gap experienced by people with hearing loss who have difficulty hearing on the phone but use their own voice during calls. Project Endeavor worked with Sprint to provide subsidized captioned telephones to consumers to meet this communication gap. Over 1000 captioned telephones were distributed throughout the United States. Utilizing broadband access, these phones had an immediate impact on the communication experience of the consumer, providing them with access to the written text of the conversations they were having on the phone. Project Endeavor also addressed the communication access needs of people who use American Sign Language (ASL) as their primary/native language through two initiatives: Video Remote Interpreting (VRI) and Vineya. Project Endeavor VRI (PEVRI) provided equipment and software to community anchor institutions that allowed them to utilize existing broadband networks to provide interpreting services in ASL. PEVRI was able to also provide mobile broadband access, through existing 4G LTE networks from Verizon and Sprint, for some CAIs that needed to have access to interpreters outside of an office network. These services continue beyond the end of the grant period to promote communication access for the population that uses ASL. The Vineya project created an online marketplace where interpreting services can be procured by organizations needing this service directly from individual providers as opposed to working with interpreting companies/agencies to receive these services. Vineya continues to develop beyond the grant to add features and functionality that are resulting in greater inclusion of people who are using the services of a sign language interpreter into the decision-making process regarding their own communication access needs.

2a. Please list all of the broadband equipment and/or supplies you have purchased during the most recent calendar 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 (100 words or less).

Manufacturer	Item	Unit Cost per Item	Number of Units	Narrative description of how the equipment and supplies were deployed
Sprint	Cap Tel 840i Phone	80	680	Subsidized broadband access equipment provided to individual program participants on a cost sharing basis
Sprint	Cap Tel 840i Bundled Phone	99	388	Subsidized broadband access equipment provided to individual program participants on a cost sharing basis
Apple	iPad	610	100	Broadband access equipment provided to community anchor institutions to increase access to video remote interpreting
Apple	iPad Mounts	214	15	Equipment provided to community anchor institutions necessary to assist in the deployment of video remote interpreting services
Totals		1,003	1,183	

Add Equipment	Remove Equipment

2b. To the extent you distribute equipment/supplies to beneficiaries of your project, please describe the equipment/supplies you distribute, the quantities distributed, and the specific populations to whom the equipment/supplies are distributed **(600 words or less).**

CSD distributed 100 Apple iPads and 15 iPad mounts to community anchor institutions in order to further the penetration of video remote interpreting services throughout the U.S. iPads and mounts were deployed in 25 states and the District of Columbia prior to the end of the grant period, September 30, 2013. Equipment distributed required additional technical support in order to allow it to function for VRI purposes. Polycom software was installed on each iPad and configured, prior to shipping to CAI, in order to create the appropriate account and connectivity required. Once the iPad was received there was ongoing technical support to locations dealing with firewall, bandwith limitations, and other technical challenges. Some of these challenges resulted in significant delays in using the equipment that were unanticipated. Consumers and CAIs utilizing the VRI service, once technical challenges were overcome, were very pleased with the service and continue to provide access to video interpreting beyond the end of the grant period.

3. For SBA access and training provided with BTOP grant funds, please provide the information below. Unless otherwise indicated in the instructions, figures should be reported cumulatively from award inception to the end of the most recent calendar year. For each type of training (other than open access), please count only the participants who completed the course.

Types of Access or Training	Number of People Targeted	Number of People Participating	Total Training Hours Offered
Open Lab Access	200,000	212,566	0
Multimedia	0	0	0
Office Skills	0	0	0
ESL	0	0	0

Types of Access or Training	Number of People Targeted	Number of People Participating	Total Training Hours Offered
GED	0	0	0
College Preparatory Training	0	0	0
Basic Internet and Computer Use	0	0	0
Certified Training Programs	0	0	0
Other (please specify):	0	0	0
Total	200,000	212,566	0

4. Please describe key economic and social successes of your project during the past year, and why you believe the project is successful thus far (600 words or less).

CSD was able to extend Project Endeavor (PE) to September 30, 2013. The extension allowed for Project Endeavor to achieve greater reach with community anchor institutions (CAIs) in providing video interpreting services. The Video Remote Interpreting (VRI) Initiative expanded the number of CAIs having an opportunity to experience remote interpreting services via broadband. This technology allows CAIs to provide accessible services to a more inclusive audience in their community. By September 30, the VRI Initiative was able to provide video remote interpreting services to over 50 CAIs in 25 states and the District of Columbia. 158 requests for VRI services were fulfilled, generating 150 hours over VRI services.

Additionally, the launch of the web platform Vineya, http://www.govineya.com enhanced CSD's ability to provide interpreting services through the next-generation virtual interpreting service and a sophisticated network of community interpreters throughout the nation. Three new videos were produced to promote the VRI Initiative: 1) CSD Vision (CSD's vision of technology enhancing the lives of deaf persons in the future): http://vimeo.com/csdvideos/csdvision, 2) Working Together (qualified interpreters team efforts for best results) http://vimeo.com/61110080, and, 3) Use Certified Interpreters, Not Children (insist on a certified, qualified interpreter for your family matters): http://vimeo.com/csdvideos/usecertifiedinterpreters`

5. Please estimate the level of broadband adoption in the community(ies) and/or area(s) your project serves, explain your methodology for estimating the level of broadband adoption, and explain changes in the broadband adoption level, if any, since the project began.

5a. Adoption Level (%):	Narrative description of level, methodology, and change from the level at project inception (600 words or less).
60	**With an estimated 28 million Americans with hearing loss, Project Endeavor's captioned telephone and video remote interpreting projects were designed to increase broadband utilization to provide new levels of communication access to the deaf and hard of hearing community. Project Endeavor relied on the 2010 Broadband Adoption & Use in America Survey by the FCC. This report estimated the adoption rate among people with disabilities was approximately 42%. There was no specific research indicating the adoption rates of sub groups within the disability community, i.e., deaf and hard of hearing. Through Project Endeavor, the data gathered suggests the adoption rate is significantly higher than originally estimated. Preliminary data from customer profiles indicate 92% have Internet in their homes. The project management team believes the adoption rate lies closer to 60%, between the 42% and 92%. For Community Anchor Institutions, Project Endeavor's VRI project did not find any organizations that did not have broadband connectivity at their organization. This was true for large institutions down to the smallest of community anchor organizations that may have a single office as their operations. While expecting 100% of these organizations utilize broadband services is probably inaccurate, the adoption rate of broadband was found to be 100%.**

6. Please describe the two most common barriers to broadband adoption that you have experienced this year in connection with your project. What steps did you take to address them (600 words or less)?

Project Endeavor experienced difficulties in marketing and distributing captioned telephone equipment to consumers. One of the reasons for this difficulty was it required Project Endeavor to reach an entirely new demographic from previous projects. Previously, Project Endeavor had been focused on consumers who used sign language as their primary mode of communication. With the captioned telephone project, this shifted to people with hearing loss that use spoken English as their primary mode of communication. Project Endeavor worked with our partners to market to the right population and was able to create distribution to overcome this barrier.

In promoting video remote interpreting services to community anchor institutions, Project Endeavor experienced a high level of interest through marketing efforts but were hampered in delivering the services due to reliance upon CAI administration and technical support in order to complete a successful installation. Because of the technical requirements for creating successful broadband video/audio connections for VRI installations, a team of people were necessary to test hardware and software inside of CAI networks, open the appropriate ports in network firewalls and ensure strong broadband connectivity through wired or wireless networks. The quickest and most successful installations occurred in smaller organizations where the number of people involved was also small. While larger organizations (such as police departments and hospitals) were able to achieve successful VRI connections and begin using the service, these took longer than one month from time of first contact to first successful VRI session. Project Endeavor, in order to address these

issues, had dedicated customer support and technical support to help CAIs. In fact, all of the successful installations of VRI at CAI locations were accomplished through the proactive support of the customer and technical service team to CAI customers.

7. To the extent that you have made any subcontracts or sub grants, please provide 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)
No subcontracts or sub grants have been made.

8. Please describe any best practices / lessons learned that can be shared with other similar BTOP projects (900 words or less).
Best Practices from Project Endeavor:

1)The hearing loss community is not homogeneous; just as there is a continuum of hearing loss, so too is there a continuum of broadband access equipment and services. Project Endeavor is collaborating with numerous community anchor institutions to introduce "remote interpreting service" made possible by the advancements in technology. Similar to a telemedicine consult where the physician is thousands of miles away and is able to provide a diagnosis to a patient, an ASL interpreter thousands of miles away can interpret for a deaf person in a hospital bed, in a courtroom or classroom. The possibilities are endless. Broadband technology is changing the delivery system forever more. Project Endeavor is offering eligible hard of hearing senior citizens subsidized Internet-based captioned telephones. Advancements is technology allow captions to keep pace with regular telephone conversations. While we know, the senior population is the fastest growing demographic in the United States, research now validates that untreated hearing loss contributes to the development of dementia. A tool as simple as a captioned telephone keeps seniors engaged while improving quality of life measurements.

2) The technical requirements of providing new technology to organizations requires a team of people on both sides who are able to communicate on requirements and needs in order to create successful installations. Permissions for changing firewall configurations within an organization to accommodate the technology will, most often, require a review by the organization to determine if the technology poses a risk to their networks. This risk analysis is not a fast process so customer service teams need training on how to support these organizations as they move through the process. Having dedicated technical support is a must as organization information technology teams need to be able to speak to someone who understands the jargon and can provide them with the technical information necessary.