

**ANNUAL PERFORMANCE PROGRESS REPORT FOR PUBLIC COMPUTER CENTERS**

**General Information**

<b>1. Federal Agency and Organizational Element to Which Report is Submitted</b>  Department of Commerce, National Telecommunications and Information Administration	<b>2. Award Identification Number</b>  48-42-B10557	<b>3. DUNS Number</b>  364540059
<b>4. Recipient Organization</b>  TECHNOLOGY FOR ALL INC 2220 BROADWAY ST., STE B, HOUSTON, TX 77012-3801		
<b>5. Current Reporting Period End Date (MM/DD/YYYY)</b>  12-31-2013	<b>6. Is this the last Annual Report of the Award Period?</b>  <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>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.</b>		
<b>7a. Typed or Printed Name and Title of Certifying Official</b>  William S Reed  President/CEO	<b>7c. Telephone (area code, number and extension)</b>  (713) 454-6411	
	<b>7d. Email Address</b>  will.reed@techforall.org	
<b>7b. Signature of Certifying Official</b>  Submitted Electronically	<b>7e. Date Report Submitted (MM/DD/YYYY):</b>  02-25-2014	

**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)	0	0	0
Libraries	3	21	24
Community Colleges	1	0	1
Universities / Colleges	0	0	0
Medical / Health care Facilities	0	0	0
Public Safety Entities	0	0	0
Job-Training and/or Economic Development Institution	0	7	7
<b>Other Community Support-Governmental</b>			
(please specify): These sites are primarily community service centers owned and managed by city governments (i.e. City of Austin)	2	13	15
<b>Other Community Support-Non-Governmental</b>			
(please specify): These sites are all managed by non-profit entities such as community development corporations, social service agencies or churches.	20	27	47

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

Add New PCC

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
<b>Prior to Improvement</b>					
submitted via attachment	0	0	0	0	0

Add New PCC

Remove New PCC

**After Improvement**

submitted via attachment	0	0	0	0	0
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Add New PCC

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:**  
NA

**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
Dell Equallogic	PS4000 SAN Array	19,983	1	Purchase of further storage for TFA and AFN use
Dell PwerEdge	R610 Rack Server	6,074	2	Server support
Dell Equallogic	PS4100E SAN Array and Support	26,056	1	Server and support
Zenith	ARCA 3100 RV	17,999	1	Data storage and backup
<b>Totals:</b>		70,112	5	

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	3,846,663	2,157,182	0
Multimedia	19,883	5,016	5,953
Office skills	19,883	21,281	354,565
ESL	19,883	17,860	223,541
GED	19,883	29,322	1,129,173
College Preparatory Training	19,883	1,670	5,041
Basic Internet and Computer Use	19,883	106,146	1,381,344
Certified Training Programs	19,883	20,118	205,271
Other (please specify): This category includes employment and job training, adult education, parent/student school access portals, social media, etc.	19,883	31,595	401,048
<b>Total</b>	4,005,727	2,390,190	3,705,936

**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).**

Many users at our PCC sites are looking for work or seeking to improve their skill set in order to earn more money. Many jobs now require job seekers to complete an on-line application or submit a resume electronically. However, some job seekers have never learned any fundamental computer skills. We provide training and job aids on digital literacy topics including basic computer, Internet, email, and common office software, as well as courses on searching for a job, writing resumes, filling out on-line job applications. Some PCCs provide certificates on various training topics for users to include on applications/resumes. This training provides our clients with the skills not only to find work in their chosen field but to improve their skill set, work readiness and confidence.

We inform our site coordinators and their staff about all types of free resources available through the Internet. We provide activities and resource listings that users can take home with them, to practice their skills and increase their general computer proficiency. For those without access to a pc and/or broadband, we encourage them to return to the PCC. Our clients enjoy a 4 hour computer usage window as compared to the local libraries that can only offer 20 minute usage windows. This allows for opportunities to take online courses and certification.

The PCCs in the Rural Texas San Antonio area promote economic recovery in a variety of ways. We have provided new, faster computers to our PCC sites which increase productivity. Many of the existing computers at these sites were between 3-7 years old, with some as much as 10 years old. The faster computers allow users to now take on-line courses and distance learning programs,

which they could not do previously due to performance issues.

The PCCs in the Rural Texas San Antonio area promote economic recovery in a variety of ways. We aim to empower our students that are unemployed or underemployed with the skills they need to find good jobs and earn more money. Additionally, we work with local small and medium size businesses on ways to improve their operations by training them on marketing, social media, web site design and related topics.

Several Houston PCC sites offer extensive GED and ESL classes that help users improve their workforce readiness. Additionally, many of the Houston program specialists have participated in local job fairs with the lap top and tablet mobile labs to help facilitate the online job application process.

**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).**

NA

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

One of the highlights of the TXC2 program in 2013 was the implementation of the second annual Broadband Across Texas week. In 2013 TFA and AFN encouraged participation from other organizations doing similar work. This was a dedicated week in which many of the PCC sites planned special events to highlight the Texas Connects Coalition project. The overall coalition experienced a significant increase in users for that week as well as expanded awareness of the local PCCs and the broader project. The effort to include more organizations was kicked-off at a conference in April co-hosted by TXC2 and its University of Texas partners upon the completion of their impact study of the TXC2 project.

In 2012, TXC2 piloted the use of tablet technology for mobile labs and non-traditional settings and continued that work through 2013. While we didn't experience the overall usage that we anticipated, we have found that the ability to take technology out of the PCCs and into the community has been helpful for our overall outreach efforts.

As a part of ongoing sustainability efforts, both TFA and AFN have created new partnerships with school districts to help parents and teachers make the most of the online report card portals. TFA has also nurtured relationships with community colleges to help fill gaps in training needs of new students. Towards the end of the TXC2 project, TFA began to develop relationships with non-traditional partners (such as the federal "Promise Neighborhood" program in San Antonio) to find ways to use its expertise in technology training. TFA will be exploring new ways to capture and use important data for both funders and others doing digital inclusion work.