

RECIPIENT NAME:EL PASO, CITY OF

AWARD NUMBER: 48-42-B10570

DATE: 11/18/2013

OMB CONTROL NUMBER: 0660-0037
EXPIRATION DATE: 6/30/2015

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 48-42-B10570	3. DUNS Number 058873019
4. Recipient Organization EL PASO, CITY OF 2 CIVIC CENTER PLZ, EL PASO, TX 79901-1153		
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 Lupe Ortega-Vick Associate Accountant	7c. Telephone (area code, number and extension) (915) 541-4873	
	7d. Email Address vickgo@elpasotexas.gov	
7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 11-18-2013	

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	3	13	16
Community Colleges	0	0	0
Universities / Colleges	0	0	0
Medical / Health care Facilities	19	0	19
Public Safety Entities	0	0	0
Job-Training and/or Economic Development Institution	1	9	10
Other Community Support-Governmental (please specify): HACEP; Parks	37	0	37
Other Community Support-Non-Governmental (please specify): La Fe 2; B&G 2; People 1; YSL	3	3	6

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
B&G Club Delta 4625 Delta El Paso TX 79905	16	58	0	10	473
B&G Club Travis Petty 801 S. Florence El Paso TX 79901	19	58	0	10	71
El Paso Museum of Art Library One Arts Festival Plaza El Paso TX 79901	6	34	13	1,000	0
EPPL Techmobile 501 N. Oregon St. El Paso TX 79901	12	31	0	1.5	900
EPPL EPCC Northwest Branch 6701 S. Desert Blvd El Paso TX 79932	10	50	10	1.5	14
HACEP Alamito 508 S. Virginia El Paso TX 79901	6	8	0	10	13
HACEP Baines 10700 Vista Del Sol El Paso TX 79925	11	6	0	10	59
HACEP Chelsea 600 Chelsea El Paso TX 79905	10	6	0	10	54
HACEP Eisenhower	12	6	4	10	22

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
5628 Eisenhower El Paso TX 79924 HACEP FIC Building					
203 Cortez El Paso TX 79905	21	6	0	10	48
HACEP Kennedy 400 S. Zaragoza El Paso TX 79907	12	6	0	10	158
HACEP King 9101 Butternut El Paso TX 79907	22	6	0	10	198
HACEP Robinson 412 Mangrum El Paso TX 79912	20	4	0	10	68
HACEP Roosevelt 4647 Maxwell El Paso TX 79904	12	6	0	10	102
HACEP Sandoval 5353 Ridge El Paso TX 79932	12	4	0	10	100
HACEP Sun Plaza 1221 San Antonio El Paso TX 79901	10	6	0	10	28
HACEP Tays 2114 Magofin El Paso TX 79901	20	20	0	10	174
HACEP De Wetter 560 Lisbon El Paso TX 79905	10	0	0	10	35
Heath Canutillo-WIC 300 Farm Road Canutillo TX 79832	1	32	8	1.54	27
Heath El Paso Admin 5115 El Paso Drive El Paso TX 79905	1	32	0	1,000	1
Heath Fabens-WIC 101 Potasio Fabens TX 79838	2	32	8	1.54	31
Health Fort Bliss- WIC 51 Slater Fort Bliss TX 79906	2	32	8	1.54	108
Health George Dieter- WIC 1757 George Dieter Suite 110 El Paso TX 79935	2	32	8	1.54	150
Health Henderson-WIC 721 S. Mesa El Paso TX 79901	2	32	8	10	19
Health Lee Trevino- WIC 1840 Lee Trevino El Paso TX 79936	2	32	8	1.54	116
Health Montana Vista- WIC 14612 Greg Drive El Paso TX 79938	1	32	8	1.54	51
Health North Loop-WIC 8010 North Loop El Paso TX 79915	2	32	8	1.54	83

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Health Pershing- WIC 3707 Pershing El Paso TX 79930	2	32	8	1.54	88
Health San Elizario- WIC 12004 Socorro Rd El Paso TX 79849	2	32	8	1.54	93
Health Sunrise- WIC 8500 Dyer #54 El Paso TX 79904	2	32	8	1.54	107
Health Westside- WIC 5195 Mace El Paso TX 79932	2	32	8	1.54	84
Health Ysleta-WIC 110 Candelaria El Paso TX 79907	2	32	8	10	63
La Fe CARE 1505 Mecalero El Paso TX 79925	10	40	0	10	8
La Fe Montana Vista 14618 Greg El Paso TX 79938	31	40	4	10	12
La Fe Westway Satellite Clinic 1713 Banker Canutillo TX 79835	20	40	0	4.62	232
La Fe Lisbon Clinic 200 Lisbon St. El Paso TX 79905	5	40	0	1.54	35
La Fe Preparatory School 616 E Father Rahm Ave El Paso, TX 79901	5	40	0	10	0
Parks Armijo Recreation Center 700 E 7th St. El Paso TX 79901	9	70	5	17	1,001
Parks Carolina Recreation Center 563 N. Carolina El Paso TX 79915	7	70	5	3.08	220
Parks Chihuahuita Community Center 417 Charles Rd. El Paso TX 79901	5	40	0	10	135
Parks Eastside Senior Citizens Center 3200 Fierro Dr. El Paso TX 79935	10	35	0	3.08	283
Parks Fr. Martinez Senior Citizens Center 9311 Alameda El Paso TX 79907	9	35	0	10	225
Parks Galatzan Recreation Center 650 Wallenberg El Paso TX 79912	4	70	5	1,000	445
Parks Gary del Palacio Recreation Center 3001 Parkwood El Paso TX 79925	8	40	0	3.08	536

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Parks Grandview Park Senior Citizens Center 3134 Jefferson El Paso TX 79930	8	35	0	3.08	43
Parks Hilos de Plata Senior Citizens Center 4452 Delta Dr. El Paso TX 79905	9	35	0	3.08	205
Parks L. F Washington 3400 Missouri El Paso TX 79903	6	40	5	3.08	491
Parks Marty Robbins Community Center 11600 Vista El Paso TX 79935	8	70	5	3.08	617
Parks Memorial Park Senior Citizens Center 1800 Byron St El Paso TX 79930	10	35	0	3.08	38
Parks Multipurpose Center 9031 Viscount Blvd El Paso TX 79925	6	40	0	3.08	116
Parks Nolan Richardson 4435 Maxwell El Paso TX 79924	11	40	5	3.08	2,830
Parks Pavo Real Recreation Center 9301 Alameda El Paso TX 79907	7	70	5	10	414
Parks Polly Harris Senior Citizens Center 650 Wallenberg El Paso TX 79912	9	35	5	1,000	61
Parks Rae Gilmore Community Center 8501 Diana Dr. El Paso TX 79904	7	40	5	3.08	382
Parks San Juan Community Center 701 N. Glenwood El Paso TX 79905	5	70	5	10	249
Parks San Juan Senior Citizens Center 700 N. Glenwood El Paso TX 79905	5	35	5	1.54	311
Parks Seville Community Center 6700 Sambrano El Paso TX 79905	11	70	5	3.08	558
Parks South El Paso Senior Citizens Center 600 S. Ochoa El Paso TX 79901	8	35	0	10	85
Parks Wellington Chew Senior Citizens Center 4430 Maxwell El Paso TX 79904	6	35	0	3.08	123
Parks Westside Community Center (Don Haskins) 7400 High Ridge El Paso TX 79912	4	70	5	3.08	516

Parks Veterans Community Center 5301 Salem Dr El Paso TX 79924	5	70	5	10	180
Paso Del Norte Children's Development Center 1101 E. Schuster Ave. El Paso TX 79902	4	40	0	2	24
VOLAR Center for Independent Living 1220 Golden Key Circle El Paso TX 79925	11	40	0	3.08	55
Workforce Solutions North Loop 8825 North Loop Suite 22 El Paso TX 79907	110	40	0	10	1,105

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
Prior to Improvement					
EPPL Armijo Branch 620 E. Seventh Street El Paso TX 79901	18	32	8	3.08	1,510
EPPL Bookmobile 1 501 N. Oregon St. El Paso TX 79901	0	36	0	1.5	1,712
EPPL Cielo Vista 1300 Hawkins El Paso TX 79925	0	0	8	1,000	0
EPPL Clardy Fox 5515 Robert Alva El Paso TX 79905	26	29	8	3.08	1,582
EPPL Dorris Van Doren Regional Branch 551 Redd Road El Paso TX 79912	30	38	8	3.08	3,264
EPPL Esperanza Acosta Moreno Regional Branch 12480 Pebble Hills El Paso TX 79938	47	33	8	3.08	1,857
EPPL Irving Schwartz Branch 1865 Dean Martin El Paso TX 79936	15	29	8	0.03	2,374
EPPL Judge Edward S. Marquez Mission Valley Branch 610 N. Yarbrough El Paso TX 79915	30	29	8	1,000	3,672
EPPL Main Library 501 N. Oregon St. El Paso TX 79901	65	51	13	1,000	19,573
EPPL Memorial Park Branch	14	33	8	3.08	4,505

Prior to Improvement						
3200 Copper Ave. El Paso TX 79930						
EPPL Richard Burges Regional Branch 9600 Dyer St. El Paso TX 79924	30	39	8	3.08	4,998	
EPPL Westside Branch 125 Belvidere El Paso TX 79912	16	29	8	3.08	3,000	
EPPL Ysleta Branch 9321 Alameda Ave. El Paso TX 79907	30	29	8	3.08	2,175	
La Fe Child and Adolescent Wellness Center Partner Contract 721 South Ochoa Rear Building El Paso TX 79901	75	50	4	6	311	
People Skills, Inc. Mobile Training Unit 812 N. Virginia, Suite A, El Paso TX 79902	0	0	0	0	0	
Workforce Solutions Alpine Satellite 710 E. Holland Ave. #4 Alpine TX 79830	3	40	0	1.54	0	
Workforce Solutions Center Against Family Violence 580 Giles El Paso TX 79915	2	36	0	1.54	0	
Workforce Solutions Fabens 600 NE 4th St. Fabens TX 79838	2	40	0	1.54	0	
Workforce Solutions Ft. Bliss Employment Center 2494 Ricker Rd. El Paso TX 79906	4	40	0	1.54	0	
Workforce Solutions Mobile Unit 1359 Lomaland El Paso TX 79935	11	0	0	0	0	
Workforce Solutions Norman Haley 300 E Main El Paso TX 79901	26	40	0	1.54	260	
Workforce Solutions Northeast 9740 Dyer St. El Paso TX 79924	30	40	0	3.08	0	
Workforce Solutions Presidio Satellite 100 Market, Unit 6 B Presidio TX 79845	3	40	0	1.54	0	
Workforce Solutions West 5070 Doniphan, Ste. F/G El Paso TX 79932	10	40	0	1.54	125	
Ysleta Tribal Empowerment Center	6	24	0	1.54	90	

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11100 Santos Sanchez Socorro TX 79927					
		Add New PCC	Remove New PCC		
After Improvement					
EPPL Armijo Branch 620 E. Seventh Street El Paso TX 79901	53	40	8	17	1,422
EPPL Bookmobile 1 501 N. Oregon St. El Paso TX 79901	12	30	5	1.5	0
EPPL Cielo Vista 1300 Hawkins El Paso TX 79925	64	40	8	1,000	2,330
EPPL Clardy Fox 5515 Robert Alva El Paso TX 79905	42	40	8	3.08	1,888
EPPL Dorris Van Doren Branch 551 Redd Road El Paso TX 79912	54	40	8	70	1,153
EPPL Esperanza Acosta Moreno 12480 Pebble Hills El Paso TX 79938	59	40	8	3.08	1,050
EPPL Irving Schwartz Branch 1865 Dean Martin El Paso TX 79936	33	40	8	3.08	3,044
EPPL Judge Edward S. Marquez Mission Valley Branch 610 N. Yarbrough El Paso TX 79915	44	40	8	1,000	3,895
EPPL Main Library 501 N. Oregon St. El Paso TX 79901	121	43	14	1,000	10,240
EPPL Memorial Park Branch 3200 Copper Ave. El Paso TX 79930	36	40	8	17	2,146
EPPL Richard Burges Branch 9600 Dyer St. El Paso TX 79924	49	40	8	70	3,990
EPPL Westside Branch 125 Belvidere El Paso TX 79912	35	40	8	17	1,641
EPPL Ysleta Branch 9321 Alameda Ave. El Paso TX 79907	45	40	8	17	2,677
La Fe Child and Adolescent Wellness Center Partner Contract 721 South Ochoa Rear Building El Paso TX 79901	117	50	4	20	596
People Skills, Inc. Mobile Training Unit 812 N. Virginia, Suite A, El Paso TX 79902	15	20	4	1.4	289

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Workforce Solutions Alpine Satellite 710 E. Holland Ave. #4 Alpine TX 79830	3	40	0	1.5	127
Workforce Solutions Center Against Family Violence 580 Giles El Paso TX 79915	1	36	0	10	1
Workforce Solutions Fabens 600 NE 4th St. Fabens TX 79838	8	40	0	10	187
Workforce Solutions Ft. Bliss Employment Center 2494 Ricker Rd. El Paso TX 79906	7	40	0	10	176
Workforce Solutions Mobile Unit 1359 Lomaland El Paso TX 79935	11	16	0	1.4	65
Workforce Solutions Norman Haley 300 E Main El Paso TX 79901	38	40	0	10	190
Workforce Solutions Northeast 9740 Dyer St. El Paso TX 79924	42	40	0	10	625
Workforce Solutions Presidio Satellite 100 Market, Unit 6 B Presidio TX 79845	3	40	0	1.5	127
Workforce Solutions West 5070 Doniphan, Ste. F/ G El Paso TX 79932	15	40	0	10	38
Ysleta Tribal Empowerment Center 11100 Santos Sanchez Socorro TX 79927	17	40	4	100	66

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:

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
AMX	DVX-2155HD-SP 6x3 All-In-One Presentation Switcher, 70v, DXLink Input	5,960	9	Controller for the Audio Visual Equipment for public training rooms.

Manufacturer	Items	Unit Cost per Item	Number of Units	Narrative description of how the equipment and supplies were deployed
Sharp	80" Class AQUOS BOARD LED interactive display	7,460	14	Established Multimedia learning environment in library location to expand and enhance learning spacing for public use.
Christie	DHD675-E HD DLP projector 031310044	7,563	1	Established multimedia learning environment in the libraries 250 seat auditorium.
Procise	Professional Surround Sound Processor 10248339	6,828	1	Provides the sound component to the main library mutimedial learning environment.
Sony	Video Conference Syst. w/camera & wall mount (LifeSize Team 220 or equal)	13,500	2	Provides video conferencing ability for the Le Fe Technology and Cultural Center to satellite sites in remote areas to expand learning opportunities for rural learners.
AVID/Pro Tools HDX	PTHDXCore - Avid Pro Tools HDX System w/PT	9,250	1	Core component for the establishment of an internet radio station for the Le Fe Technology and Cultural Center.
AVID/Pro Tools HDX	C24 - Avid ProTools Control Surface	8,275	1	Core component for the establishment of an internet radio station for the Le Fe Technology and Cultural Center
Trustwave Holdings	Web Filter and reports Appliance	10,392	1	Provides web filtering options in compliance with city ordinance, state, and federal laws for public libraries.
Totals:		69,228	30	

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	742,062	1,249,569	0
Multimedia	0	4,588	14,849
Office skills	0	21,967	33,021
ESL	0	2,501	13,730
GED	0	4,242	24,642
College Preparatory Training	0	2,782	6,372
Basic Internet and Computer Use	0	69,303	97,279
Certified Training Programs	0	41,175	45,926
Other (please specify): E-government; workforce development; money management; small business; miscellaneous self-paced tutorials.	0	24,190	92,824
Total	742,062	1,420,317	328,643

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 Virtual Village project has leveraged community partnerships established through the Digital El Paso collaborative to aid urban and rural community residents gain access to technological and educational resources through public computer centers. The Virtual Village Project has more than tripled the number of Public Computer Centers to 89 Centers with over 1,500 new or upgraded computers—greatly expanding the range of computer center resources available to all El Pasoans and blanketing the low income neighborhoods that are most vulnerable.

These computer centers accomplish three Broadband Technology Opportunities Program statutory purposes:

1. Provide improved broadband access to consumers in under served areas.
2. Provide broadband education, awareness, training, access, equipment, and support to community anchor institutions, job-creating strategic facilities, and vulnerable populations.
3. Stimulate the demand for broadband, economic growth, and job creation.

A previous public computer project, Digital El Paso, deployed wireless internet access into disadvantaged neighborhoods with poor usage at first until they began to offer basic computer literacy instruction. Then usage began to improve. The Virtual Village has taken this concept to the next level and made computer literacy education ubiquitous in El Paso.

A representative survey conducted by the BTOP staff in 2012 validated that of our student base: The majority of BTOP students are in the 45 to 65 age bracket; 55% of BTOP students report earning less than \$10,000 annually; 46% reported that they were not employed at this time; 33% of respondents reported not having a High School level of educational attainment; 47% of respondents are Spanish-speaking only and 43% reported being bi-lingual (BTOP classes are conducted on a bi-lingual basis); a solid 93% of the sample reported that they find the BTOP classes helpful, with many requesting more classes per week and more advanced classes to be taught. In short, BTOP computer centers and classes reached the people intended.

A second BTOP patron survey was conducted at nine (9) different senior instructional sites in June 2013. The survey sample included senior students in Basic Computer and Advanced Computer, a total of 13 separately-conducted classes. The categories on which students were asked to reveal their information were: age; gender; basic computer classes taken; advanced computer classes taken; pending computer purchase; internet access at home; do you have an account; do you have a computer, tablet, iPad; know how to download applications, take pictures etc; have experience in paying bills and making purchases; interested in learning on how to do it; familiar with internet security; would like to learn more about computers and technology; preferred class time? Again the results validated the beneficial value of the BTOP program among area residents, this time the senior population.

Effectively, the 2013 survey results revealed to us that: The majority of BTOP senior students are in the 58 to 67 age bracket; 37% of BTOP respondents being female; 84% of BTOP students report Hispanic ethnicity, 18% White, 2% Asian, 1% African-American, 3% other and 2% rather not disclose; 47% of BTOP students say they plan to purchase a computer in the next year; BTOP students seem to take advantage of classes offered with 56% reporting they have taken five (5) or more classes; classes offered in the morning are preferred by 59% of BTOP students; 98% of the sample reported that they find the BTOP classes helpful, with many requesting more classes per week and more advanced classes to be taught, learning more about computers and technology.

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).

n/a.

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

As Grant Project Manager and on the basis of almost three years now of implementation experience, I would have done some things differently and I present these for consideration more as "suggested" practices rather than "best" practices, as we have yet to see the full impact of the grant over time. A previous public computer project, Digital El Paso, deployed wireless internet access into disadvantaged neighborhoods with poor usage at first until they began to offer basic computer literacy instruction. Then usage began to improve. The Virtual Village has taken this concept to the next level and made computer literacy education ubiquitous in El Paso. So here are the takeaways from our very successful BTOP Virtual Village project:

1) Do not mix IT objectives with grant performance objectives. In our situation, IT wanted to implement a much-needed microwave network and the original BTOP implementation plan was tied to its roll-out and availability of the network. The two objectives are not compatible and the grant implementation plan should have stood on its own with IT "backfilling" improved connectivity as it became available which, effectively, is what eventually happened.

2) Equal pay for equal work. Grant positions that do the same work as IT and other City jobs were budgeted to be paid less than corresponding City positions, an untenable situation that resulted in a migration of experienced grant personnel to better paying City jobs.

- 3) For a grant this size (\$8.4MM Federal match) build in full-time Business Office function to handle HR and hiring, accounting, reporting, purchasing and bill payment. Also, hire an IT Lead position to supervise the grant IT staff and a Training Lead position to supervise the training staff (which we did after-the-fact).
- 4) Project management processes are critical that for us included: a detail project plan and schedule that was revised constantly as resources changed; it was communicated to the implementation team; a weekly all-hands project meeting with follow-up action items distributed; periodic general partner meetings to keep the principals in the loop; integration of HR, purchasing and asset control with City processes.
- 5) Plan for space requirements. Hiring 40+/- people and purchasing and staging hundreds of computers and monitors, printers, switches, controllers and furniture takes up a large physical space, none of which was considered in the original plan.
- 6) Everything takes longer than planned; everything takes longer than it takes, especially as grant purchasing and hiring overloads internal City resources, resulting in project slippage.
- 7) External partners have their own issues, too, including changing budgets and priorities. You may not be able to accomplish all you set out to do, especially if implementation extends beyond a budget year. Have a Plan B for when/if a major partner significantly changes their level of participation.
- 8) We surveyed our students twice and it was a very valuable exercise. We determined their demographics, their use of BTOP classes, received suggestions for additional classes, and their overall satisfaction with our program. Additionally, the demographic information was useful when we developed an awareness campaign to encourage participation in the program.
- 9) The original grant plan could have given more thought to how each partner was unique and our one-size-fits-all approach could have been improved upon. For example, we installed a public access workstation in the waiting room at each WIC center. But waiting rooms full of moms and kids are not suited to instruction. However, each WIC center has a classroom where nutritional classes are held. How much better if we we had seen the opportunity to equip the classrooms with computers and audio-visual electronics to raise the quality level of instruction and integrate BTOP assets into the partner's value chain. I'm sure similar opportunities existed in the other partners that we did not capture.
- 10) Accessibility. The grant required a SAC-19 accessibility plan. It became clear as we deployed the many PCCs that more was needed for an ADA-friendly environment and so we set out to determine what that was. We established a task force to study the matter and to make recommendations. This resulted in reallocating assistive technology equipment to sites where it could be more effectively utilized (a park recreation center is pretty hard on delicate equipment). We also trained some of our staff to be expert in the use of the technology and they, in turn, conducted training at library branches to help staff there recognize special needs patrons and explain the equipment to them or to call upon the BTOP staff to further help. We also identified a specification for what we called "ADA Lite" that was a workstation with large keyboard letters, a larger trackball mouse, and an arm to pull the screen in closer to the patron for better viewing. These were deployed to many PCCs where seniors were expected to be the main patrons. We are all very proud of the extra effort made to assist BTOP students with disabilities.