QUARTERLY PERFORMANCE PROGRESS REPORT FOR PUBLIC COMPUTER CENTERS

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	51-42-B10550	055305713

4. Recipient Organization

BOAT PEOPLE SOS, INC. 6066 LEESBURG PIKE STE 100, FALLS CHURCH, VA 22041-2220

5. Current Reporting Period End Date (MM/DD/YYYY)	6. Is this the last Report of the Award Period?
03-31-2012	◯ 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)
Jason Clevenger	703-647-6486
	7d. Email Address
	jason.clevenger@bpsos.org
7b. Signature of Certifying Official Submitted Electronically	**7e. Date Report Submitted (MM/DD/YYYY):** 05-18-2012

Project Indicators (This Quarter)

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

BPSOS-LOUISVILLE: In this quarter, we recruited three more Vietnamese students for the computer class and more than 10 senior students for the English as a Second Language (ESL) class. We completed the third semester of our computer class in which we taught participants how to divide documents into two or more columns, insert numeric, bullet points, pictures, hyperlinks, resize and crop photos, and more. We also completed the first semester of the ESL class, and are continuing to advertise the public computer center (PCC) to the community monthly.

We were also successful in helping more than 400 Vietnamese-Americans learn about online petitioning. Within eight weeks, we had 595 users use our PCC. We served, on average, 68 users per week this quarter.

ST. JOHN VIANNEY- We tried to recruit more people that would be interested in taking computer classes. Our biggest accomplishment was helping community members learn about online petitioning. Many people in our community do not know how to use a computer, and thanks to the online petition, they have come to our PCC asking for assistance, while learning basic skills. We were able to recruit seven volunteers at the church to successfully train 122 people to sign the petition online. We also worked closely with other community groups to accomplish this task.

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 your reasons for any variance from the baseline plan or any other relevant information)
2.a.	Overall Project	66	Our initial implementation of this project was delayed for internal reasons. First, we struggled to recruit bilingual staff (English and Vietnamese) to serve as our PCC Coordinator, which meant that having "on the ground" support was delayed. It is essential to have bilingual staff for training and community outreach efforts to our vulnerable population. Secondly, equipment purchasing did not happen during the second quarter as planned. This resulted in the overall expenses related to this project being lower than planned at this stage, and subsequently we are behind as compared to our baseline plan. Third, community outreach and participant identification and recruitment presented a challenge. Though, moving forward, we are maximizing the use of our media and community organizing capabilities (and seeing significant improvements), the initial delay in "on the ground" support to oversee our outreach, left us behind as compared to the baseline plan. We anticipate that project completion percentage will consistently improve as our PCC maximizes its capacity and the project moves forward.
2.b.	Equipment / Supply Purchases	-	Progress reported in Question 4 below
2.c.	Public Computer Centers Established	-	Progress reported in Question 4 below
2.d.	Public Computer Centers Improved	-	Progress reported in Question 4 below
2.e.	New Workstations Installed	-	Progress reported in Question 4 below
2.f.	Existing Workstations Upgraded	-	Progress reported in Question 4 below
2.g.	Outreach Activities	-	Progress reported in Question 4 below
2.h.	Training Programs	-	Progress reported in Question 4 below
2.i.	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).

BPSOS-LOUISVILLE: In this quarter, we did not have any major challenges or issues. However, it was somewhat difficult to retain students to continuously come to the PCC. Since most of our students are seniors, they easily got discouraged when they feel that they could retain new skills after each class or training session. Thus, they essentially come to the PCC to read the news, listen to music, watch videos on YouTube. Through this engagement, we have accommodated their basic needs by working with them to enhance their technical skills of how to use a computer, navigate the internet, and connect with family members.

ST. JOHN VIANNEY: No challenges or significant issues happened this past quarter. The continuing challenge of trying to interest the people who need to learn more about computers is always evident, but we continue to remedy this by showing the benefits of the knowledge acquired.

4. Please provide actual total numbers to date or typical averages for the following key indicators, as specified in the question. Write "0" in the Total column and "N/A" in the Narrative column if your project does not include this activity. Unless otherwise indicated below, figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please provide a narrative explanation if the total is different from the target provided in your baseline plan (300 words or less).

	Indicator	Total	Narrative (describe your reasons for any variance from the baseline plan or any other relevant information)
4.a.	New workstations installed and available to the public	20	N/A
4.b.	Average users per week (NOT cumulative)	164	We realize now that our initial baseline projections were extremely high. For several reasons we made assumptions, but we also anticipate and have seen an increased need for the PCC in our community by what our client's feedback and PCC operations have taught us. Our current outreach efforts and strategies to address the barriers the Louisville community faces, has helped us learn even more about the digital divide in this community and how it is stifling economic growth. We are now learning about more specific needs that the community needs address (through our PCC) to bridge this divide. This in turn is enabling us to provide more specialized services to the community.
4.c.	Number of PCCs with upgraded broadband connectivity	1	N/A
4.d.	Number of PCCs with new broadband wireless connectivity	1	N/A
4.e.	Number of additional hours per week existing and new PCCs are open to the public as a result of BTOP funds	64	N/A

5. Training Programs. In the chart below, please describe the training programs provided at each of your BTOP-funded PCCs.

Name of Training Program	Length of Program (per hour basis)	Number of Participants per Program	Number of Training Hours per Program
Computer Literacy Training (BPSOS & St. John Vianney)	6	11	66
Advanced Computer Training (BPSOS & St. John Vianney)	4	7	28

<table>
<tr><td>Add Training Program</td><td>Remove Training Program</td></tr>
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Project Indicators (Next Quarter)

1. Please describe significant project accomplishments planned for completion during the next quarter (600 words or less).

BPSOS-LOUISVILLE: Next quarter, we will hold computer training and ESL classes, and expect to recruit at least five more new students to join the computer literary class. The computer training class is for former students who have taken the first and second classes and need to enhance their skills. Also, we will assist students who cannot come to the class but want to learn basic computer use at home. These students will be able to call-in and we will teach them over the phone step by step.

For the next quarter, we plan to use the lab for youth tutoring sessions. These students range from 2nd to 8th grade. In the PCC, we will teach them math, basic computer skills, science, ESL, among other things. These students will not be attending school in summer, so our PCC will be the best location for them to come to learn.

ST. JOHN VIANNEY: We have about four to six new students for our training classes. However, since they are all new to the computer world, we've decided to have teach them the computer basics first. That way, they can catch up with other students in the next series of trainings. This strategy will also allow others who have been attending our training sessions to refresh their memory.

Besides conducting training sessions every Saturday and having the PCC open to the public, our staff will also help build a website for St. John Vianney church. We are hoping that the website will help the church to widely disseminate information about the church's services to the community.

The last thing that we would like to accomplish next quarter is to accommodate a youth group every Sunday during their proposed meeting time, from 9:00am until 11:00am. The PCC will be available to assist them with research to support their learning and education.

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. 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	Planned Percent Complete	Narrative (describe reasons for any variance from baseline plan or any relevant information)
2.a.	**Overall Project**	75	Our initial implementation of this project was delayed for internal reasons. First, we struggled to recruit bilingual staff (English and Vietnamese) to serve as our PCC Coordinator, which meant that having "on the ground" support was delayed. It is essential to have bilingual staff for training and community outreach efforts to our vulnerable population. Secondly, equipment purchasing did not happen during the second quarter as planned. This resulted in the overall expenses related to this project being lower than planned at this stage, and subsequently we are behind as compared to our baseline plan. Third, community outreach and participant identification and recruitment presented a challenge. Though, moving forward, we are maximizing the use of our media and community organizing capabilities (and seeing significant improvements), the initial delay in "on the ground" support to oversee our outreach, left us behind as compared to the baseline plan. We anticipate that project completion percentage will consistently improve as our PCC maximizes its capacity and the project moves forward.
2.b.	**Equipment / Supply Purchases**	-	Milestone Data Not Required
2.c.	**Public Computer Centers Established**	-	Milestone Data Not Required
2.d.	**Public Computer Centers Improved**	-	Milestone Data Not Required
2.e.	**New Workstations Installed**	-	Milestone Data Not Required
2.f.	**Existing Workstations Upgraded**	-	Milestone Data Not Required
2.g.	**Outreach Activities**	-	Milestone Data Not Required

2.h.	Training Programs	-	Milestone Data Not Required
2.i.	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).

BPSOS-Louisville and St. John's Vianney do not anticipate any challenges.

Public Computer Center Budget Execution Details

Activity Based Expenditures (Public Computer Centers)

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	$212,290	$79,040	$133,250	$136,890	$37,335	$99,565	$156,457	$42,669	$113,789
b. Fringe Benefits	$33,846	$0	$33,846	$12,765	$0	$12,765	$14,589	$0	$14,589
c. Travel	$2,250	$0	$2,250	$4,292	$0	$4,292	$4,905	$0	$4,905
d. Equipment	$34,250	$0	$34,250	$24,726	$0	$24,726	$28,258	$0	$28,258
e. Supplies	$1,680	$337	$1,343	$1,802	$328	$1,474	$2,059	$374	$1,685
f. Contractual	$254,560	$118,560	$136,000	$169,755	$92,894	$76,860	$194,006	$106,165	$87,840
g. Construction	$0	$0	$0	$0	$0	$0	$0	$0	$0
h. Other	$32,075	$6,464	$25,611	$21,796	$3,444	$18,352	$24,911	$3,937	$20,974
i. Total Direct Charges (sum of a through h)	$570,951	$204,401	$366,550	$372,026	$134,001	$238,034	$425,185	$153,145	$272,040
j. Indirect Charges	$25,241	$0	$25,241	$19,017	$0	$19,017	$21,734	$0	$21,734
k. TOTALS (sum of i and j)	$596,192	$204,401	$391,791	$391,043	$134,001	$257,051	$446,919	$153,145	$293,774

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