ANNUAL 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	78-42-B10568	789438293

4. Recipient Organization

Virgin Islands Public Finance Authority 32-33 Kongens Gade, St. Thomas, VI 00802-0430

5. Current Reporting Period End Date (MM/DD/YYYY)	6. Is this the last Annual Report of the Award Period?
12-31-2012	◯ 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)
Vicki Johnson	3407141635
	7d. Email Address
	vjohnson@usvipfa.com

7b. Signature of Certifying Official	7e. Date Report Submitted (MM/DD/YYYY):
Submitted Electronically	03-01-2013

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)	0	0	0
Libraries	0	0	0
Community Colleges	0	0	0
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	0	0
Other Community Support-*Governmental*			
(please specify): On St. Croix: The U.S. Virgin Islands Department of Labor (VIDOL); the U.S. Virgin Islands Housing Authority (VIHA)'s Walter I.M. Hodge Pavilion and Louis E. Brown Villas On St. Thomas: the U.S. Virgin Islands Department of Labor (VIDOL)	4	0	4
Other Community Support-*Non-Governmental*			
(please specify): On St. Croix: Boys' and Girls' Clubs of the Virgin Islands, Incorporated On St. Thomas: New Image Foundation Corporation and the Virgin Islands Resource Center For The Disabled, Inc. (VIRCD)	3	0	3

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
Prior to Improvement					
Submitted via attachment	0	0	0	0	0

Add New PCC	Remove New PCC

After Improvement

Submitted via attachment	0	0	0	0	0

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:

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	PC Workstation	969	70	STT: 10 sets to VIRCD, 6 sets to New Image, and 19 sets to VIDOL STX: 8 sets to Boys' & Girls' Clubs, 8 sets to Louis E. Brown Villas, 6 sets to Walter I. M. Hodge Pavilion, and 13 in the Warehouse
Dell	Servers	3,510	5	STT: 1 each to VIRCD and 1 each in the Warehouse STX: 1 at Boys' & Girls' Clubs, 1 at Louis E. Brown Villas, and 1 at Walter I. M. Hodge Pavilion
NetGear	Switch, 24-port	556	5	STT: 1 each to VIRCD and 1 each to VIDOL STX: 1 at Boys' & Girls' Clubs, 1 at Louis E. Brown Villas , and 1 at Walter I. M. Hodge Pavilion
Microsoft	Webcam, USB	32	15	STT: 3 each to VIRCD, 2 each to New Image, and 2 each in the Warehouse STX: 3 at Boys' & Girls' Clubs, 2 at Louis E. Brown Villas, 2 at Walter I. M. Hodge Pavilion, and 1 in the Warehouse
NetGear	Switch, 8-port	102	5	STT: 1 each to New image and 1 each in the Warehouse STX: 3 in the Warehouse
NetGear	Router	275	5	STT: 1 each to VIRCD and 1 each to New Image STX: 1 at Boys' & Girls' Clubs, 1 at Louis E. Brown Villas, and 1 at Walter I. M. Hodge Pavilion
Dell	Rack, Server	1,725	5	STT: 1 kit to VIRCD and 1 kit in the Warehouse STX: 1 at Boys'& Girls' Clubs, 1 at Louis E. Brown Villas, and 1 at Walter I. M. Hodge Pavilion
Dell	Shelf, Cantilever	161	5	STT: 1 each to VIRCD and 1 each in the Warehouse STX: 1 at Boys' & Girls' Clubs, 1 at Louis E. Brown Villas, and 1 at Walter I. M. Hodge Pavilion
Tripp Lite	Power Supply, Univ	926	5	STT: 1 each to VIRCD and 1 each in the Warehouse STX: 3 at the Warehouse
	Cable, Cat 6, 3ft.	2	80	STT: 7 each to New Image, 8 each to VIRCD, and 25 each in the Warehouse STX: Boys' & Girls' Clubs, Louis E. Brown Villas, Walter I. M. Hodge Pavilion and the Warehouse
	Cable, Cat 6, 7 ft.	3	15	STT: 2 each to New Image and 5 each in the Warehouse STX: Boys' & Girls' Clubs, Louis E. Brown Villas, Walter I. M. Hodge Pavilion and the Warehouse
	Cable, Cat 6, 14 ft.	5	90	STT: 19 each to VIDOL, 3 to New image, 9 each to VIRCD, and 14 each in the Warehouse STX: Boys' & Girls' Clubs, Louis E. Brown Villas, Walter I. M. Hodge Pavilion and the Warehouse
	Surge Protector, PC	20	36	STT: 8 each to VIDOL and 10 each in the Warehouse STX: 4 at Boys' & Girls' Clubs, 4 at Louis E. Brown Villas, 4 at Walter I. M. Hodge Pavilion and 6 in the Warehouse
Tripp Lite	Surge Protector, TV	88	5	STT: 2 in the Warehouse STX: 3 in the Warehouse
Kensington	Lock Down Cables	24	70	STT: 10 each to VIDOL, 6 to New image, 10 each to VIRCD, and 9 each in the Warehouse STX: 8 at Boys' & Girls' Clubs, 8 at Louis E. Brown Villas, 6 at Walter I. M. Hodge Pavilion and 13 in the Warehouse

Manufacturer	Items	Unit Cost per Item	Number of Units	Narrative description of how the equipment and supplies were deployed
Totals:		8,398	416	

Add Equipment   **Remove Equipment**

6. For PCC access and training provided with BTOP grant funds, please provide the information below. Figures should be reported <u>cumulatively</u> 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	200	120	240
Multimedia	0	0	0
Office skills	50	0	0
ESL	50	0	0
GED	100	0	0
College Preparatory Training	100	0	0
Basic Internet and Computer Use	1,700	25	750
Certified Training Programs	16,690	3	90
Other (please specify):	0	0	0
Total	18,890	148	1,080

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).

Through the Public Computer Centers (PCCs), the VIPFA/viNGN's goal remains to offer access to computers, broadband-driven technology and resources, educational resources and entrepreneurial resources; to ensure that each PCC user and other trainees have a good experience; and, to support efforts to encourage broader broadband adoption. The U.S. Virgin Islands has been dealt a heavy economic blow with the closing of the Hovensa Oil Refinery on St. Croix. As a result, the Territory is facing economic hardships, ranging from the loss of more than 2,000 jobs, the departure of many displaced workers from the Territory, and the loss of revenue to the Territory in the form of loss of personal and corporate tax revenues, other key revenue sources and donations previously provided by the refinery. However, with the opening of seven (7) PCCs within the Territory, the team is actively contributing to the economic recovery of the Territory, which is accomplished by the following:

• One of the goals of the PCC program is to reach a wide range of constituents who are in need of basic digital literacy and job readiness skills training and education, which is vital for entry level employment and retraining opportunities. As a result, the PCCs are actively providing the services, support and equipment/supplies necessary for residents of the Territory to be trained and educated in data, business, IT-related and other fields through the CyberLearning, Inc./National Education Foundation (NEF) "Digital Literacy" program and other courses. Thus, through the PCCs, the VIPFA/viNGN team is providing key education and training to residents, which is needed by those seeking employment and/or entrepreneurial opportunities. Improvements in the knowledge and skills of the workforce is a key driver for economic recovery, greater overall economic prosperity, job access, wealth generation and community revitalization.

• By offering computer and Internet access, combined with basic computer literacy training and other training opportunities, VIPFA/viNGN's PCC project is contributing to the drivers of economic growth and community development, including broader broadband adoption, given its contributions to a larger population of citizens with basic computer use, overall digital literacy, enhanced job readiness skills, access to entrepreneurial opportunities and other skills-driven educational opportunities. In addition to the "Digital Literacy" course, which is the centerpiece of the PCCs offerings, users receive certification from Potsdam University of the State University of New York (SUNY) System upon completion of the Digital Literacy course. That certification can be used to verify to an employer that a resident has been successfully trained and can be seriously considered for a data or IT-related job. Further, the training meets the internationally-recognized IC3 Standards (i.e. the Internet and Computing Core Certification) standards. Moreover, the PCCs are being utilized for the "Train the Trainer" course to promote knowledge transfer/greater dissemination of broadband knowledge and adoption.

• The computers and peripherals within the PCCs can be used for the preparation of resumes, cover letters and other supporting documents; for searching for job/work opportunities on-line; and, for developing entrepreneurial opportunities/new businesses. These efforts support the stimulation of the local economy through job placement and job creation.

• Through the Digital Literacy course, administered and offered in partnership with CyberLearning, Inc. and the National Education Foundation (NEF), the team trained a total of twenty-five (25) people under the PCC program during CY 2012. An additional seven (7) people "tested out" under the PCC program, meaning that they passed the entry level course designed to test their general broadband aptitude and, consequently, earned the Digital Literacy certificate without completing the entire course.

• With the existing seven (7) fully functional PCCs, the VIPFA/viNGN team has proven that its strategy of selecting PCC partners/host organizations in various locations across the Territory, which have successful track records of implementing similar types of programs, with other funding sources to support their staffing and ongoing operations, with visibility and respect from the targeted demographic groups, with a management team that is knowledgeable about managing resources funded via federal and local government grants, and with a location or locations which are easily accessible to the targeted populations. The VIPFA/viNGN program team plans is expanding its network of PCCs, by opening at least twenty-one (21) additional PCCs as soon as possible. With sites that are located throughout the Territory within different types community organizations, within libraries, within low-income housing communications and within other government departments that support job skills development and job placement, VIPFA/viNGN has ensured that the support and services provided through its programs promote economic recovery for individuals at various income levels and for a wide range of underserved and unserved demographic groups.

• By procuring the computers and peripherals through a company that is licensed to operate locally and by hiring lead project team members locally, the project is promoting economic recovery.

• In addition, with the VIPFA/viNGN-funded ConnectSpace.vi Business Hub operating successfully on St. Croix and the upcoming opening of the Business Hub on St. Thomas, VIPFA/viNGN will continue to do its best to stimulate the economy through job creation and the sourcing of job opportunities throughout the U.S. and the rest of the world for residents.

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 U.S. Virgin Islands (USVI) is classified as a Historically Under-utilized Business Zone (HUBZone), as it is a 100% underserved or un-served, rural, insular Territory, consisting of four main islands. As such, it is believed that most of the project's local vendors can be classified as SDBs; however, the information to verify the relevant data is not available at the time of the publication of this report. Further, it is believed that some of the project's non-local vendors can be classified as SDBs, though data for verification will have to be collected. In addition, VIPFA/viNGN's procurement process allows for open or at least limited competition, the latter in those cases when the purchases are defined as "Small Purchases" or in cases of emergency under Federal and local law. Full and open competition solicitations are posted on the the the www.viNGN.com website; in the local newspapers; in local online media; and, on the VIPFA's Office of Economic Opportunity (OEO) website, with sufficient time for respondents to provide quotes, bids or proposals in order to ensure that all potential vendors, including SDBs, are aware of all opportunities.

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

VIPFA/viNGN's PCC program has targeted PCC sites that are strategically located to serve a broad cross section of the targeted demographic groups and host organizations which have extensive experience, including in grants management; successful histories; and, more sustainable operations in managing projects with the same or similar target audiences as VIPFA/viNGN's PCC program. A key component of this strategy has been to focus on the selection of strategic partners who have a mandate and track record of offering computer access and services and/or generally delivering services and training to the demographic groups that VIPFA/viNGN targets. The VIPFA/viNGN team believes that, by partnering with experienced host organizations, the team is better positioned to achieve success under the grant.

Other best practices and lessons learned are the following:

• A PCC project funded under the BTOP program must adequately budget for the personnel needed to meet the extensive reporting requirements under the program and to implement the projects;

• Attending and participating in Webinars, group discussions and conferences aided the team in managing the PCC programs and better understanding what other grant recipients are accomplishing in the field; and

• Networking with other PCC grant recipients aided in the development of PCC operational documents and policies and procedures.