

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 10-42-B10599	3. DUNS Number 159210863
4. Recipient Organization STATE, DELAWARE DEPT OF 121 DUKE OF YORK ST, DOVER, DE 199017430		
5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2011	6. Is this the last Annual Report of the Award Period? <input type="radio"/> Yes <input checked="" 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 Benjamin J Klein Grant Reporting and Compliance	7c. Telephone (area code, number and extension) 302-739-4748 X5134	
	7d. Email Address ben.klein@state.de.us	
7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 01-25-2012	

PROJECT INDICATORS					
1. Are you establishing new Public Computer Centers (PCCs) or improving existing PCCs? <input type="radio"/> New <input checked="" type="radio"/> Improved <input type="radio"/> 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): N/A	0	0	0		
Other Community Support-Non-Governmental (please specify): N/A	0	0	0		
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
N/A	0	0	0	0	0
<input type="button" value="Add New PCC"/>		<input type="button" value="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					
N/A	0	0	0	0	0
<input type="button" value="Add New PCC"/>		<input type="button" value="Remove New PCC"/>			
After Improvement					
N/A	0	0	0	0	0
<input type="button" value="Add New PCC"/>		<input type="button" value="Remove New PCC"/>			
4.a. Please check the primary uses of the PCCs funded by this award. (Check all that apply.) <input checked="" type="checkbox"/> Open Lab Time <input type="checkbox"/> Other <input checked="" type="checkbox"/> 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
Cisco	48 Port Switch (CATALYST 3560X 48PORT POE IP - BASE)	5,310	22	Network switch to enable wireless access at 22 library locations.
Cisco	5508 SERIES WIRELESS CONTROLLER	23,597	1	Wireless controller for all library locations
Cisco	CISCO WCS with Plus License for - 100APS Windows/ L	5,838	1	Software for wireless access
Totals:		34,745	24	

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	1,368	2,529	4,350
Multimedia	0	0	0
Office skills	0	0	0
ESL	134	248	564
GED	89	165	595
College Preparatory Training	0	0	0
Basic Internet and Computer Use	180	333	692
Certified Training Programs	0	0	0
Other (please specify): Job search, employment skills, job preparation, resume development, literacy, entrepreneurship, financial literacy.	352	652	1,344
Total	2,123	3,927	7,545

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 Public Computer Centers provide a variety of services and training to assist patrons with job searches, resume development, employment applications, pre-employment skills, adult GED or high school diploma, computer skills, English as a Second Language (ESL), literacy, entrepreneurship, on-line training programs and financial literacy. Both individualized assistance and group training sessions are provided at the Public Computer Centers.

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).

The official launch for our BTOP PCC Project was held in mid-October 2007. So we are still in the early stages of project implementation. However, it is already clear that volunteers can make a significant contribution. Unpaid community members have been used to help staff the job centers, providing assistance to patrons during open facilitated computer lab hours and offering various workshops. Some examples of how volunteers have contributed include:

- Offering one-on-one resume, interview, and computer assistance during open lab

- Overseeing the sign-in/ registration process during open lab times
- Presenting various workshops including:
 - o Resume Creation and Critique
 - o The Hidden Job Market
 - o Jobs 101: A Job Search Overview
 - o Basic Computer Instruction
 - o Stress Relief Tips for the Job Seeker
- Facilitating Math tutoring sessions
- Translating from Spanish to English (vice versa) for communication purposes
- Performing resume critiques outside of their scheduled volunteer times
- Assisting with general administrative tasks (filing, copying, etc.)
- Spreading the word about the Job Center to community and social groups