

**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>  17-42-B10553	<b>3. DUNS Number</b>  140652640
<b>4. Recipient Organization</b>  CHICAGO, CITY OF 50 WEST WASHINGTON STE 2700, CHICAGO, IL 606027300		
<b>5. Current Reporting Period End Date (MM/DD/YYYY)</b>  12-31-2012	<b>6. Is this the last Annual Report of the Award Period?</b>  <input type="radio"/> Yes <input checked="" 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>  Francesca Rodriquez	<b>7c. Telephone (area code, number and extension)</b>  312-744-4081	
	<b>7d. Email Address</b>  Francesca.Rodriquez@cityofchicago.org	
<b>7b. Signature of Certifying Official</b>  Submitted Electronically	<b>7e. Date Report Submitted (MM/DD/YYYY):</b>  02-28-2013	

PROJECT INDICATORS					
<b>1. Are you establishing new Public Computer Centers (PCCs) or improving existing PCCs?</b> <input type="radio"/> New <input type="radio"/> Improved <input checked="" type="radio"/> Both					
<b>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).</b>					
Institutions	Established	Improved	Total		
Schools (K-12)	0	0	0		
Libraries	0	0	0		
Community Colleges	3	7	10		
Universities / Colleges	0	0	0		
Medical / Health care Facilities	1	0	1		
Public Safety Entities	0	0	0		
Job-Training and/or Economic Development Institution	0	0	0		
Other Community Support-Governmental (please specify): Public Housing, Senior Center, Community Service Centers	4	16	20		
Other Community Support-Non-Governmental (please specify): N/A	0	0	0		
<b>3. Please complete the following chart for each PCC established or improved using BTOP funds. Please provide actual total numbers to date.</b>					
<b>3.a. New PCCs</b>					
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
See Attachment	0	0	0	0	0
<input type="button" value="Add New PCC"/>			<input type="button" value="Remove New PCC"/>		
<b>3.b. Improved PCCs</b>					
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>					
See Attachment	0	0	0	0	0
<input type="button" value="Add New PCC"/>			<input type="button" value="Remove New PCC"/>		
<b>After Improvement</b>					
See Attachment	0	0	0	0	0
<input type="button" value="Add New PCC"/>			<input type="button" value="Remove New PCC"/>		
<b>4.a. Please check the primary uses of the PCCs funded by this award. (Check all that apply.)</b> <input checked="" type="checkbox"/> Open Lab Time <input type="checkbox"/> Other <input checked="" type="checkbox"/> Training					
<b>4.b. If "other," please specify the primary use of the PCCs:</b> N/A					
<b>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</b>					

**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	Catalyst 3750X 48Port Switch	8,211	1	Network switch equipment for Malcolm X City College PCC.
Cisco	Catalyst Switch 3750-X	6,240	1	Network switch equipment for Wilbur Wright City College PCC.
<b>Totals:</b>		14,451	2	

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	2,903,490	5,451,042	0
Multimedia	700	3,485	27,500
Office skills	850	6,198	57,408
ESL	0	0	0
GED	0	0	0
College Preparatory Training	0	0	0
Basic Internet and Computer Use	3,000	5,314	33,508
Certified Training Programs	64	64	15,360
Other (please specify):	0	0	0
<b>Total</b>	2,908,104	5,466,103	133,776

**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 Chicago Housing Authority (CHA) PCCs provide access for residents to conduct job searches, build resumes, and gain computer-related skills through online (over 500 courses offered) and instructor-led training. The PCCs have also been utilized by job clubs and for workshops.

The CHA's resident Lab Assistant training program provides a very valuable resource to the residents who use the labs, the majority of which are unemployed and using the PCC for job searches and resumes. Anecdotally, we know this because the resident Lab Assistants who work at the PCCs have collected around 100 informal qualitative data samples. We know that the lab assistants have helped fellow residents find jobs, apply for social services, create resumes and aid school-aged children with homework. Some of the Lab Assistants have themselves acquired more economic mobility to move out of CHA housing, attend school, or transition to other jobs. The BTOP Lab Assistant resident training program will create 43 FTE.

City Colleges of Chicago PCCs will promote economic recovery through access to open labs, job training, job searches, online course offerings, and certifications.

The Senior, Youth Department of Family Support Services and Community Service target audience and formerly Workforce PCCs offer a variety of trainings and open lab time.

The Chicago Public Libraries (CPL) is the most dense of all City PCCs. In 2012, the CPL's CyberNavigator program served 99,356 patrons at 49 CPL PCCs. Anecdotally, we know that CyberNavigators helped patrons find 240 jobs in 2012. The City's Digital Skills Initiative (DSI) in the CPL PCCs has worked well with branches that do not have a CyberNavigator. By offering basic computer introductory classes at CPL PCCs, the DSI Master Trainers assist patrons who need to create a resume now, access a City service now or apply for job now.

**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).**

Two second-tier subrecipients have each made one third-tier sub-grant to a business that qualifies as a SDB. The Chicago Community Foundation, the City's subrecipient, have contracted with two vendors that qualify as SDB.

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

-Creative programming for preschool, elementary, middle school, high school and senior citizens has encouraged utilization of the PCCs at CHA.

-As part of the DSI, providing courses in an online format as well as instructor-led format allows participants to gain skills 24 hours per day. The online format also allows working participants to access the online training content as a resource while on the job when PCCs are closed.

-Working with other providers, such as CHA's Family Works program, to provide other support services helps participants to complete the training. Coordinating lab activities with other services provider programs has led to increased participation and completion.

-The CPL PCCs serve as a one-on-one just in time model for patrons who need access to digital technology for immediate life needs such as applying for a job or access to a support service. With the presence of the DSI Master Trainers in CPL PCCs, a series of "flash classes" were created. For example, if a patron comes into the CPL PCC to do a resume, the Master Trainer will announce that they will be working on resumes, and a "flash class" is created with other interested patrons. There is a real need for this "digital triage" model, and the DSI Master Trainers together with the CPL CyberNavigators serve this model well.