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	17-42-B10553	140652640

4. Recipient Organization

CHICAGO, CITY OF 50 WEST WASHINGTON STE 2700, CHICAGO, IL 606027300

5. Current Reporting Period End Date (MM/DD/YYYY)	6. Is this the last Annual Report of the Award Period?
12-31-2013	⦿ 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)
Danielle DuMerer	312-742-1221
	7d. Email Address danielle.dumerer@cityofchicago.org

7b. Signature of Certifying Official	7e. Date Report Submitted (MM/DD/YYYY):
Submitted Electronically	04-15-2014

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	6	73	79
Community Colleges	5	8	13
Universities / Colleges	0	0	0
Medical / Health care Facilities	23	0	23
Public Safety Entities	0	0	0
Job-Training and/or Economic Development Institution	0	30	30
Other Community Support-*Governmental* **(please specify):** Public Housing, Senior Centers, Community Service Centers, Youth Centers	15	22	37
Other Community Support-*Non-Governmental* **(please specify):** Community Technology Centers	0	6	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
See Addendum	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					
See Addendum	0	0	0	0	0

[Add New PCC] [Remove New PCC]

After Improvement					
See Addendum	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:

The public housing labs are also used for youth programs, homework help, and delivering on-the-job training. At the Smart Health Centers, tablets and workstations are used to provide patients with health education and advocacy.

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
First Spot	Wireless Access and Usage Tracking Software	3,920	1	Installed to provide wireless access throughout the community college district
Cisco	Wireless Access Points	518	314	Installed to provide wireless access throughout the community college district
Cisco	Wireless Monitors Licenses	2,398	4	Installed to provide wireless access throughout the community college district and for colocation
Cisco	Wireless Controller	67,198	1	Installed o provide wireless access throughout the community college district and for colocation
Cisco	Wireless Access Points	598	6	Installed to provide wireless access throughout the community college district
Cisco	Wireless Controllers	5,980	3	Installed to provide wireless access throughout the community college district
Cisco	Power Supplies	598	2	Installed to provide wireless access throughout the community college district
Pace	Data and Power Wires	9,870	1	Installed to provide wireless access throughout the community college district
Cisco	Wireless Access Points	705	27	Installed to provide wireless access throughout the community college district
Cisco	AirCap 73s	661	73	Installed to provide wireless access throughout the community college district
Cisco	Omni Antenna	108	24	Installed to provide wireless access throughout the community college district
Cisco	Power Supply Hot Plug	663	400	Installed to provide wireless access throughout the community college district
Cisco	Stacking Cable	88	20	Installed to provide wireless access throughout the community college district
Cisco	Redundant Power Supply	663	400	Installed to provide wireless access throughout the community college district
Logitech	Trackman trackball mouse	28	200	Trackball mouse for use with accessible PCs in all Library PCCs
Agledata	Black/yellow keys keyboard	69	200	High visibility keyboards for use with accessible PCs in all Library PCCs
Kingston	2 GB 667Mhs SDRAM	44	670	SDRAM memory to upgrade for all public XP PCs in all Library PCCs to enable operating system upgrade to Windows 7/8 and to support the installation of Microsoft Office 2013
Microsoft	XP to Windows 7/8 upgrade	63	2,410	Upgrade operating system for all public XP PCs in all Library PCCs to permit upgrade to Microsoft Office 2013
Microsoft	Microsoft Office 2013	50	2,210	Install Microsoft Office 2013 on public PCs at all Library PCCs
Dell	Optiplex 3010 Desktop	575	200	Replace very old workstations (6 years +) at various Library PCCs.
Lenova	Desktop Computers	490	73	Upgrade workstations at community technology centers where a critical need was identified as part of the CTC Connect Program
Lenova	Servers	1,518	4	Upgrade servers at community technology centers where a critical need was identified as part of the CTC Connect Program
Apple	IPads	484	15	Used by Health Navigator for patient education and advocacy at at Lurie Children's Hospital Smart Health Center
Apple	Monitors	860	2	Used by Health Navigator for patient education and advocacy at at Lurie Children's Hospital Smart Health Center
Apple	CPU	1,176	2	Used by Health Navigator for patient education and advocacy at at Lurie Children's Hospital Smart Health Center
Apple	Warranties-CPU	211	2	Warranties for Apple workstations deployed at Smart Health Centers
Outer Box	IPads Cases	56	15	Used by Health Navigator for patient education and advocacy at at Lurie Children's Hospital Smart Health Center
Apple	IPads Cases	47	15	Used to protect tablets purchased by the Chicago Community Foundation to support Connect Chicago and Smart Health Centers Outreach and Data Collection

Manufacturer	Items	Unit Cost per Item	Number of Units	Narrative description of how the equipment and supplies were deployed
Apple	Warranties-IPads	79	15	Warranties for Apple products deployed at Smart Health Centers
Ergontron	CPU lock	24	2	Keep computers secure at Lurie Children's Hospital Smart Health Center
Apple	IPads	618	15	Used by the Chicago Community Foundation to support Connect Chicago and Smart Health Centers Outreach and Data Collection
Acer	Tablets	1,035	2	Used by Health Navigator for patient education and advocacy at at Erie Family Smart Health Center
Acer	Warranty	166	2	Warranty to protect Acer tablets deployed at Smart Health Centers
Microsoft	Windows	93	1	Software for Heartland Health Outreach Smart Health Center Laptop used by Health Navigator for patient education/advocacy
Microsoft	Office	109	1	Software for Heartland Health Outreach Smart Health Center Laptop used by Health Navigator for patient education/advocacy
Adobe	Acrobat	148	1	Software for Heartland Health Outreach Smart Health Center Laptop used by Health Navigator for patient education/advocacy
Pico	Projector	370	1	Projector used by Health Navigator for group health education classes and technology demonstrations at Heartland Health Outreach Smart Health Center
Dell	Monitor	153	1	Monitor used by Health Navigator for group health education classes and technology demonstrations at Heartland Health Outreach Smart Health Center
Dell	Port Replicator	124	1	Docking station for laptop used by Health Navigator for patient education/advocacy at the Heartland Heath Outreach Smart Health Center
Dell	Keyboard	16	1	Keyboard for use with laptop/docking station used by Health Navigator for patient education/advocacy at the Heartland Health Outreach Smart Health Center
Dell	Mouse	16	1	Mouse for use with laptop/docking station used by Health Navigator for patient education/advocacy at the Heartland Health Outreach Smart Health Center
Dell	Laptop	1,213	1	Laptop used by Health Navigator for patient education/advocacy at the Heartland Health Outreach Smart Health Center
Kensington	Power Strip	6	1	Power strip for laptop and other accessories used by Health Navigator for patient education/advocacy at the Heartland Health Outreach Smart Health Center
Belkin	Laptop Bag	50	1	Bag for laptop used by Health Navigator for patient education/advocacy at the Heartland Health Outreach Smart Health Center
Lenovo	Think Pads	1,271	3	Tablets for Health Navigators to teach technology skills and provide health education/advocacy at Smart Health Centers
HP	Desktops	569	2	Computers for Health Navigators to teach technology skills and provide health education/advocacy at Smart Health Centers
HP	Printer	591	1	Printer for Health Navigators to teach technology skills and provide health education/advocacyat Smart Health Centers
SanDisk	USB Drive	8	3	Used by Health Navigators for documents storage for items such as flyers, worksheets, educational materials
HP	Warranty	156	2	Protection for computers at Komed Smart Health Center
Lenovo	Think Pad Case	29	3	Protection for tablets at Komed Smart Health Center
HP	Desktop Computer	557	3	Desktops for use by patients and Health Navigator at the Family Focus Smart Health Centers
AT&T	Internet Service	50	36	Internet service for 3 Family Focus Smart Health Center sites
Acer	Desktop Computers	252	7	Desktop computers for use by patients and Health Navigators for patient education/ advocacy at A.C.T.S. of F.A.I.T.H. Smart Health Center
Microsoft	Office Suite	100	1	Microsoft Office Suite for use by Health Navigator for patient education/advocacy at A.C.T.S. of F.A.I.T.H. Smart Health Center
Acer	Laptop	280	12	Laptops for use by patients and Health Navigators for patient education/advocacy at A.C.T.S. of F.A.I.T.H. Smart Health Center
Apple	iPads	454	7	Used by Health Navigator for patient education and advocacy at Health Leads Smart Health Center
Apple	Warranty	85	7	Used to protect equipment at Health Leads Smart Health Center
Logistics	iPad Covers	95	7	Used to protect equipment at Health Leads Smart Health Center
HP	Computers	800	275	Computers for use by public housing residents at Chicago Housing Authority PCCs
Cisco	Networking Bundle	249	8	Networking bundle for T1 line of 24 ports for public housing labs

Cisco	Wireless Access Points	203	8	Wireless Access Points for use by public housing residents at Chicago Housing Authority PCCs
BENG	Projector	339	16	Projectors to conduct technology training at public housing labs
Epson	Gray Screen	295	8	Draper Silouette 72 inch Gray Screens to conduct technology training at public housing labs
HP	Large Monitors	200	16	Large monitors for use by disabled residents at public housing labs
Kensington	Alternative Mice	100	16	Alternative mice for use by disabled residents at public housing labs
Allstar	Alternative Keyboards	100	16	Alternative keyboards for use by disabled residents at public housing labs
Freedom Scientific	JAWS	1,095	8	Screen reading software for use by disabled patrons at public housing labs
ai squared	ZoomText	395	8	Screen magnification software for use by disabled patrons at public housing labs
Netgear	Firewall	293	8	Firewalls for use at public housing labs
HP	Printers	1,000	8	Printers for use by publiv housing residents at Chicago Housing Authority PCCs
TEC Services	Training Software Licenses	500	274	Technology training software licenses for use by public housing residents at Chicago Housing Authority PCCs
TEC Services	Imaging Software	100	274	Desktop imaging software used for maintenance of the public housing lab workstations
TEC Services	Literacy Program Licenses	2,100	24	Literacy program licenses for use by public housing residents at Chicago Housing Authority PCCs
Dell	Optiplex 3010 Desktop Computers	575	200	Replaced very old (6 years +) workstations at various Library branch PCCs
Kingston	2 GB 667 Mhz SDRAM	44	670	Upgraded SDRAM on existing public PCs at Library PCCs to enable operating system upgrade from Windows XP to Windows 7/8
Microsoft	Windows 7/8	63	2,410	Upgraded operating system on existing XP public PCs at Library PCCs
Microsoft	Office 2013	50	2,210	Install Microsoft Office 2013 on workstations at Library PCCs
Logitech	Trackman Trackball Mouse	28	200	Trackball mouse for use by disabled patrons at Library PCCs
Abledata	Alternative Keyboards	69	200	High visibility keyboards for use by disabled patrons at Library PCCs
Microsoft	Office 2013	125	213	Install Office on workstations at Senior and Community Service Centers
InFocus	Projectors	1,499	3	For technology training at Senior Center PCCs
InFocus	Universal Mount	442	3	Projector mounting supllies for technology training at Senior Center PCCs
InFocus	Above Ceiling Mount	119	3	Projector mounting supplies for technology training at Senior Center PCCs
InFocus	Mount Extension Arm	62	3	Projector mounting supplies for technology training at Senior Center PCCs
InFocus	Signal Splitter	184	3	Projector supplies for technology training at Senior Center PCCs
InFocus	VGA Cable	58	3	Projector supplies for technology training at Senior Center PCCs
Faronics	Deep Freeze	53	97	Image restoration software for use on public workstations at Senior and Community Service Center PCCs
Cisco	881 Ethernet Sec Router	272	1	Router and maintenance deployed at Senior Center PCC to support Wi-FI
Catalyst	2960 Switch	1,031	1	Network switch and maintenance to support Wi-Fi at Senior Center PCC
Logitech	Trackball Mice	28	26	Alternative mice for use at Senior and Community Service Center PCCs
Abledata	Alternative Keyboards	69	26	High visibility keyboards for use by disabled patrons at Senior and Community Service Center PCCs
Microsoft	Office 2013	76	110	Installed on workstations at Workforce PCCs
Nuance	Dragon Naturally Speaking	229	10	For use by disabled patrons at Workforce PCCs
ai squared	ZoomText	659	10	Screen magnification software for use by disabled patrons at Workforce PCCs

Freedom Scientific	JAWS	1,185	10	Screen reader software for use by disabled patrons at Workforce PCCs
Freedom Scientific	Open Book	1,075	10	Scanning and reading software for use by disabled patrons at Workforce PCCs
Freedom Scientific	Wynn Wizard	1,075	10	Scanning and reading software to support disabled patrons at Workforce PCCs
Nuance	Dragon Naturally Speaking	509	10	For use at LIbrary PCCs
Cisco	Wireless Access Points	601	10	For public Wi-Fi at Senior and Community Service Centers
Cisco	Wireless Access Points	1,708	10	For public Wi-Fi at Senior and Community Service Centers
Logitech	Trackball Mice	56	10	For use by disabled patrons at Workforce PCCs
Abledata	Alternative Keyboards	69	10	For use by disabled patrons at Workfroce PCCs
Williams Sound	Pocket Talker Pro Headphones	161	5	For use by disabled patrons at Workforce PCCs
Epson	Scanner	309	5	For use at Workforce PCCs
Optelec	Clearview + Speech	3,395	5	Desktop video magnifier for use by disabled patrons at Workforce PCCs
Reizen	LED Pocket Magnifier	69	5	For use by disabled patrons at Workforce PCCs
Cisco	Aironet Dual-Band Antennae	15	42	For public Wi-Fi at Daley Center
Cisco	Aironet Bi-Directional Antennae	228	12	For public Wi-Fi at the State of Illnois Plaza
Cisco	Aironet Omnidirectional Antennae	95	32	For public Wi-Fi at the State of Illinois Plaza
Cisco	Aironet Omnidirectional Antennae	152	32	For public Wi-Fi at the State of Illinois Plaza
Desks Inc.	Adjustable ADA Tables	1,240	5	For Workforce PCCs
Desks Inc.	Adjustable ADA Chairs	595	10	For Workforce PCCs
C&C Communications	Modular Jacks	11	50	For Wi-Fi at public sites
Cisco	AC Power Cords for Access Points	76	10	For Wi-Fi at public sites
Totals:		134,484	15,097	

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	8,542,394	0
Multimedia	3,000	5,010	32,263
Office skills	3,000	24,184	195,492
ESL	0	0	0
GED	0	404	20,800
College Preparatory Training	0	54	108

Types of Access or Training	Number of People Targeted	Number of People Participating	Total Hours of Training Offered
Basic Internet and Computer Use	20,000	23,847	169,458
Certified Training Programs	0	128	16,384
Other (please specify): Workforce, Youth, and CTC Training and Programs	100	5,544	26,087
Total	2,929,590	8,601,565	460,592

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 Smart Chicago Public Computer Centers project has created 89 direct jobs. The Connect Chicago metrics collection program afforded 14 individuals summer employment during 2013.

Most PCCs promote economic recovery by enabling residents to search for jobs online, prepare resumes, submit applications, and research prospective employers. Additionally, residents can avail themselves of online courses and certification exams and use the labs to build new or improve existing skills. Finally, adding assitive technologies at PCCs enables people with disabilities to use PCCs, giving them equal opportunity to search for jobs or conduct other employment-related activities online.

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

The CHA's Lab Assistant program provides on the job training to CHA residents as well as a very valuable resource to the residents who use the labs. The majority of those using the labs are unemployed and use the PCCs for job searches and to create resumes. Anecdotally, we know this because the Lab Assistants have collected informal qualitative data about lab usage. The Lab Assistants report that they help fellow residents find jobs, apply for social services, create resumes, and help school-age children with homework. Some of the Lab Assistants have acquired more economic mobility to move out of public housing, attend school, or transition to other jobs.

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

The Department of Family and Support Services PCCs (Senior, Youth, Workforce, and Community Service Centers) provide a variety of training opportunities, as well as open lab time. In particular, the Workforce Centers provide employment training and other job seeking skills to residents. Residents who come to Community Service Centers to apply for government benefits may now also access computers while there.

The Chicago Public Library (CPL) branches provide many resources for patrons who are searching for employment. The City's Digital Skills Initiative provided additional trainers at several CPL locations. These trainers often held "flash" training classes on online job searches and resume development. Furthermore, in 2013, CyberNavigators provided 99,048 one-on-one assistance sessions to patrons who need to create a resume, access a City service, or apply for a job right now. Anecdotally, 130 patrons reported finding jobs after being helped by a CyberNavigator.

Although the Smart Health Center project has a basic Internet skill building using health focus, many of the participants requested services to assist with resumes building and job applications. As such, some sites host computer classes that focus on job searches and other economic recovery efforts.

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 sub-recipients have each made one third-tier sub-grant to a business that qualifies as a SDB. The Chicago Community Foundation, the City's sub-recipient, has 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).

- Conducting "flash" training sessions at PCC locations can be a very effective method for training several individuals on a topic area at once, especially at locations with limited staff resources. Once a trainer has identified a need with one resident, by announcing to the other residents using the PCC that they will be teaching a session on job searching, resume creation, searching for health information, etc., they are better able to assist other PCC users.

- Providing access to self-paced online courses allow a large number of people to be served with a broad offering of courses, especially

in locations with limited staff resources. The online courses also help to reinforce instructor-led training.

- Approaching a community technology center with a basic set of technical assistance services is a good place to start, but be prepared to customize CTC staff training offerings to the unique circumstances of each center.