QUARTERLY PERFORMANCE PROGRESS REPORT FOR SUSTAINABLE BROADBAND ADOPTION

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	**25-43-B10574**	**859935004**

4. Recipient Organization

Connected Living, INC. 300 CONGRESS ST STE 406, QUINCY, MA 02196

5. Current Reporting Period End Date (MM/DD/YYYY)	6. Is this the last Report of the Award Period?
06-30-2012	○ 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)
Patti Holbrook	
	7d. Email Address
	pholbrook@mywayvillage.com

7b. Signature of Certifying Official	7e. Date Report Submitted (MM/DD/YYYY):
Submitted Electronically	08-09-2012

Project Indicators (This Quarter)

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

During the previous quarter, Connected Living not only surpassed 4000+ unique training participants in program classes, passing the first of 3 primary goals of the grant, but now has 3100 program graduates, passing the 2nd of 3 primary grant goals. Graduations continue to be facilitated across program sites and program sustainability rests on a combination of the 8+8 Volunteer Program Trainers (Resident Volunteers) and volunteer trainers (through our Outreach partner sites) as they maintain open labs and beginner training classes.

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 reasons for any variance from baseline plan or any other relevant information)
2.a.	Overall Project	92	
2.b.	Equipment / Supply Purchases	-	Progress reported in Question 4 below
2.c.	Awareness Campaigns	-	Progress reported in Question 4 below
2.d.	Outreach Activities	-	Progress reported in Question 4 below
2.e.	Training Programs	-	Progress reported in Question 4 below
2.f.	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).

We continue to challenge ourselves with new ways to increase broadband adoption among program participants. We have implemented a "hotline" for broadband sign up assistance and we are implementing a speakers presentation that will be given twice during the course of the 6 training lessons talking about the importance of broadband adoption. But, the fear of contracts, combined with the cost of initial installation, or poor credit history still impact this population's adoption of broadband.

4a. In the chart below, please provide the requested information on your BTOP grant-funded SBA activities. Please also provide a short description of the activity (600 words or less). Figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please ensure that the numbers of new household subscribers and business or community anchor institution (CAI) subscribers reflected in the "Total" row represent the unduplicated number of new subscribers that can be attributed to your SBA project as a whole.

Name of the SBA Activity	Location of SBA Activity	Description of Activity (600 words or less)	Size of Target Audience	Actual Number of Participants	New Subscribers: Households	New Subscribers: Businesses and/or CAIs
8+8 Volunteer Training Program	Chicago (5), Oak Park (1), Morris (1), Mazon (1), Kankakee (2), Rockford (3), Joliet (2), Rock Island (2), Moline (2), Kewanee (2), DeKalb (1)	During the Quarter, we continue the transition to a Volunteer Training Model through the implementation of our 8+8 Volunteer Training program (for both Collaborator Buildings and Outreach Partners). We continue to identify and train qualified Resident or neighborhood volunteers who demonstrate the skillset to train others, while exhibiting the commitment needed to minimally sustain the level of training in the Collaborator buildings. We are having a bit of a challenge with turn over in this area but continue to find new volunteers to transition into this positi	0	32	0	0
Awareness Events	Chicago (5), Oak Park (1), Morris (1), Mazon (1), Kankakee (2), Rockford (3), Joliet (2), Rock Island (2), Moline (2),	The program continues to host Launch events for new External Outreach programs, which brings awareness of the training opportunities to local neighborhood or constituent members. In addition, Graduations are held to celebrate participant Computer & Broadband Independence for both Collaborator and existing External Outreach participants. These graduation events are heartfelt and often represent a good opportunity to introduce this program to new potential participants (friends and family members).	2,684	1,786	0	0

Name of the SBA Activity	Location of SBA Activity	Description of Activity (600 words or less)	Size of Target Audience	Actual Number of Participants	New Subscribers: Households	New Subscribers: Businesses and/or CAIs
Resident Training Programs	Kewanee (2), DeKalb (1), Chicago (5), Oak Park (1), Morris (1), Mazon (1), Kankakee (2), Rockford (3), Joliet (2), Rock Island (2), Moline (2), Kewanee (2), DeKalb (1)	We continue to offer formalized training programs in collaborator buildings utilizing regional community program managers and resident volunteers as trainers.	2,684	1,922	1,052	22
Outreach Training Programs	Collaborator Buildings, Neighborhoods surrounding Collaborator Buildings and nearby Anchor Institutions	We continue to increase the reach of our outreach training programs through Awareness campaigns and referral marketing.	47,000	2,765	1,050	1
Dissemination Website & Blog	Chicago (5), Oak Park (1), Morris (1), Mazon (1), Kankakee (2), Rockford (3), Joliet (2), Rock Island (2), Moline (2), Kewanee (2), DeKalb (1)	The dissemination website and blog continues to update real-time stories and information relative to seniors use of broadband. This information is contributed by residents, Connected Living staff, as well as external parties, and brings a host of information – in that some of the contributors work in the senior industry and some are broadband advocates or involved in broadband initiatives. The combination of entries makes the website/blog an unbiased representation of the impact of broadband relative to senior's lives.	0	0	0	0
Awareness Activities	Nationally/ Northern Illinois	The Awareness activities continue to focus on both marketing and presentations. The marketing focuses on gaining new program participants from the pools of both Collaborator building residents and External Outreach neighborhood constituents. The presentations, primarily designed for purposes of dissemination and awareness are delivered by BTOP Leadership Team members, and focus on the introduction of the BTOP program to influencers, whether they be politically connected, potential External Outreach Partners, or simply need greater awareness of federal and statewide-based broadband initiatives.	0	1,014,600	0	0
Total:			**52,368**	**1,021,105**	**2,102**	**23**

4b. Please describe your method for determining the number of households, businesses, and/or (CAIs) subscribing to broadband as a result of your SBA programs (600 words or less).

The clear majority of the households or CAIs that subscribe to broadband as a result of our SBA programs reside in the low income housing buildings where we conduct our training. Our project attempts to conduct a survey of each resident (to determine, among other things, whether the resident is a current broadband subscriber) to establish a baseline of broadband usage. As the resident trainee proceeds through our program and passes a computer and Internet proficiency evaluation, they receive a discounted computer and a free broadband connection for the duration of this grant program. We certify with the Collaborator that the assessed resident is now "connected" to the building's broadband and has their own broadband account.
As to those enrolled as "outreach" trainees, they must provide the project team with proof that they have enrolled, so that we can have an accurate accounting of the number of new broadband subscribers.

4c. Please provide a narrative explanation if the total number of new subscribers is different from the targets provided in your baseline plan (600 words or less).

N/A

4d. Please provide the number of households and the number of businesses and CAIs receiving discounted broadband service as result of BTOP funds.

Households: 1,052	**Businesses and CAIs :** 23

Project Indicators (Next Quarter)

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

We will be restructuring our support for both Collaborator and Outreach program locations, moving around our Regional CPM's in order to more effectively reach and train potential broadband adoptees by using some of their time to supplement the training completed at the Outreach partner locations. Additionally, during this quarter, we will complete the installation of broadband into all 23 Collaborator locations- - 2 Collaborator locations had been lax in completing this within the expected timeframe -- but will have installed and available for sign on by the end of July. Finally, we have begun a "1:1 Touch" project whereby we have assigned one of the BTOP leadership team responsibilities to call every person that has ever taken our classes to see if they have (since training) adopted/ purchased broadband into their homes. This will attempt to re-energize some of those that might have stalled in their broadband decision making.

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. 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 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	Percent Complete	Narrative (describe reasons for any variance from baseline plan or any other relevant information)
2.a.	**Overall Project**	99	While we are showing that we are 99% complete based on the #'s, the % of completion is high due to our collaborators contributions coming in over budget. CL's % of completion for federal funds is at 93% and State funds at 76%. We will be submitting a revised budget for your approval which will show how CL intends to spend the remaining $'s of the grant.
2.b.	**Equipment Purchases**	-	Milestone Data Not Required
2.c.	**Awareness Campaigns**	-	Milestone Data Not Required
2.d.	**Outreach Activities**	-	Milestone Data Not Required
2.e.	**Training Programs**	-	Milestone Data Not Required
2.f.	**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).

Challenges continue to be broadband sign up and adoption; as a result, we will continue to pursue every potential adoptee training/ support avenue or idea possible in order to achieve targeted goals.

Sustainable Broadband Adoption Budget Execution Details

Activity Based Expenditures (Sustainable Broadband Adoption)

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	$1,928,513	$629,333	$1,299,179	$1,826,833	$602,513	$1,224,320	$1,990,016	$702,513	$1,287,503
b. Fringe Benefits	$531,063	$173,283	$357,780	$309,491	$0	$309,491	$327,154	$0	$327,154
c. Travel	$127,480	$0	$127,480	$157,668	$0	$157,668	$164,658	$0	$164,658
d. Equipment	$0	$0	$0	$0	$0	$0	$0	$0	$0
e. Supplies	$1,205,633	$698,509	$507,124	$1,096,022	$627,711	$468,311	$1,157,840	$681,259	$476,581
f. Contractual	$1,609,403	$530,000	$1,079,403	$1,873,491	$842,336	$1,031,155	$1,975,091	$917,336	$1,057,755
g. Construction	$0	$0	$0	$0	$0	$0	$0	$0	$0
h. Other	$1,068,942	$101,998	$966,944	$805,954	$93,498	$712,341	$914,061	$101,998	$812,063
i. Total Direct Charges (sum of a through h)	$6,471,034	$2,133,123	$4,337,910	$6,069,459	$2,166,058	$3,903,286	$6,528,820	$2,403,106	$4,125,714
j. Indirect Charges	$393,532	$0	$393,532	$245,410	$0	$245,410	$258,345	$0	$258,345
k. TOTALS (sum of i and j)	$6,864,566	$2,133,123	$4,731,442	$6,314,869	$2,166,058	$4,148,696	$6,787,165	$2,403,106	$4,384,059

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