

RECIPIENT NAME: Connected Living, INC.

AWARD NUMBER: 25-43-B10574

DATE: 10/26/2012

OMB CONTROL NUMBER: 0660-0037

EXPIRATION DATE: 12/31/2013

QUARTERLY PERFORMANCE PROGRESS REPORT FOR SUSTAINABLE BROADBAND ADOPTION

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 25-43-B10574	3. DUNS Number 859935004
4. Recipient Organization Connected Living, INC. 300 CONGRESS ST STE 406, QUINCY, MA 02196		
5. Current Reporting Period End Date (MM/DD/YYYY) 09-30-2012	6. Is this the last 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 Patti Holbrook	7c. Telephone (area code, number and extension)	
	7d. Email Address pholbrook@mywayvillage.com	
7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 10-26-2012	

Project Indicators (This Quarter)

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

During the previous quarter, Connected Living continued to make great strides towards completing all 3 of it's primary grant goals, with 5100+ unique computer and internet training participants in program classes, (the first of the 3 primary goals of the grant), 3600+ program graduates (the 2nd of 3 primary grant goals) and 2600+ new broadband subscriptions (13% away from grant target in this category). Program sustainability rests on the remaining Regional Community Program managers in combination with volunteer trainers for all sites.

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	100	
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. Even though we have implemented and communicated a "hotline" for broadband sign up assistance and deliver a "why broadband" presentation during every class, the fear of contracts, combined with the cost of initial installation, or poor credit history continue to 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 completed the transition to a Volunteer Training Model through the 8+8 Volunteer Training program (for both Collaborator Buildings and Outreach Partners). We identified and trained qualified Resident or neighborhood volunteers who demonstrated the skillset to train others, exhibiting the commitment needed to minimally sustain the level of training in the Collaborator buildings. Number of participants represents the number of 8+8 Volunteer Trainers participating in the program.	0	32	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
Awareness Events	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 program continues to host small Launch events for new External Outreach programs, which brings awareness of the training opportunities to local neighborhood or constituent members. In addition, Graduations were 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). Number of Participants is the number of Collaborator Building residents that have attended at least 1 Launch or Training Event.	2,684	2,021	0	0
Resident Training Programs	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 continued to offer formalized training programs in collaborator buildings utilizing regional community program managers and resident volunteers as trainers.	2,684	2,021	1,360	22
Outreach Training Programs	Collaborator Buildings, Neighborhoods surrounding Collaborator Buildings and nearby Anchor Institutions	We continued to increase the reach of our outreach training programs through Awareness campaigns and referral marketing.	47,000	3,168	1,206	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	1,014,620	0	0
Total:			52,368	1,021,862	2,566	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 residents that live within our Collaborator buildings subscribe to broadband as a result of this grant program have had the option to receive "free" broadband from program broadband service providers. We certify with both the Collaborator and the broadband service provider that the assessed resident is now "connected" to the building's broadband and has their own broadband account. Additionally, there are those that have chosen to purchase their own broadband account (bundled packages, etc) and the participants have provided that information to us directly. 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).

While we have continued to challenge ourselves with new ways to increase broadband adoption among program participants, we can see the impact that the fear of contracts, combined with the cost of initial installation and/or monthly service and poor credit history,

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continue to impact this population's adoption of broadband. Additionally, we see the impact of the "smartphone" to this population -- if faced with a choice between a "smartphone" (which has multiple useful purposes in their minds.....social networking, phone, photos, camera, etc.) and a laptop/desktop and wireline broadband, many are choosing the smartphone option.

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

Households: 1,360	Businesses and CAIs : 23
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Project Indicators (Next Quarter)

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

We will be transitioning all program training to the Collaborator and Outreach sites themselves as all Regional CPM and Leadership support will be eliminated effective December 31, 2012. We will continue to support the 1:1 Touch program where members of our leadership team calls 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	100	While we are showing that we are 100% 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 96% and State funds at 81.5%. 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.

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		
Cost Classification	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	\$2,056,402	\$690,647	\$1,365,755	\$2,203,828	\$690,647	\$1,513,181
b. Fringe Benefits	\$531,063	\$173,283	\$357,780	\$343,327		\$343,327	\$382,358	\$39,031	\$343,327
c. Travel	\$127,480		\$127,480	\$171,173		\$171,173	\$183,873	\$12,700	\$171,173
d. Equipment									
e. Supplies	\$1,205,633	\$698,509	\$507,124	\$1,179,592	\$690,505	\$489,087	\$1,212,691	\$723,604	\$489,087
f. Contractual	\$1,609,403	\$530,000	\$1,079,403	\$2,040,826	\$979,113	\$1,061,713	\$2,064,258	\$1,007,540	\$1,056,718
g. Construction									
h. Other	\$1,068,942	\$101,998	\$966,944	\$948,101	\$101,998	\$846,103	\$1,065,637	\$211,127	\$854,509
i. Total Direct Charges (sum of a through h)	\$6,471,034	\$2,133,123	\$4,337,910	\$6,739,421	\$2,462,263	\$4,277,158	\$7,112,645	\$2,684,649	\$4,427,995
j. Indirect Charges	\$393,532		\$393,532	\$273,613		\$273,613	\$303,446		\$303,446
k. TOTALS (sum of i and j)	\$6,864,566	\$2,133,123	\$4,731,442	\$7,013,034	\$2,462,263	\$4,550,771	\$7,416,091	\$2,684,649	\$4,731,441

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
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