

RECIPIENT NAME: Connected Living, INC.

AWARD NUMBER: 25-43-B10574

DATE: 07/29/2011

OMB CONTROL NUMBER: 0660-0037

EXPIRATION DATE: 12/31/2013

### QUARTERLY PERFORMANCE PROGRESS REPORT FOR SUSTAINABLE BROADBAND ADOPTION

#### 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> 25-43-B10574	<b>3. DUNS Number</b> 859935004
<b>4. Recipient Organization</b>  Connected Living, INC. 300 CONGRESS ST STE 406, QUINCY, MA 02196		
<b>5. Current Reporting Period End Date (MM/DD/YYYY)</b> 03-31-2011	<b>6. Is this the last 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>  Patti Holbrook	<b>7c. Telephone (area code, number and extension)</b>	
	<b>7d. Email Address</b>  pholbrook@mywayvillage.com	
<b>7b. Signature of Certifying Official</b>  Submitted Electronically	<b>7e. Date Report Submitted (MM/DD/YYYY):</b>  07-29-2011	

**Project Indicators (This Quarter)**

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

During the quarter, we completed the launch of the Connected Living program in all 23 communities in our BTOP project. Since November 1, 2010, our team has installed Computer Learning Centers, conducted awareness events, attracted a first wave of trainees, and begun computer/Internet instruction at all Collaborator's 23 Northern Illinois affordable housing buildings. To support the above launches, our program is now fully staffed with 20 Full-Time Community Program Managers, 7 Part-Time Ambassadors and 5.5 Program Staff. During the recent program re-budgeting process, we created a new Outreach and Volunteer Manager position on the Program Staff. As of early July, all 23 buildings have completed Session 1 Resident Training, 9 buildings have completed Session 2 Training, and 4 buildings are in the midst of their 3rd session, with 5 more beginning their 3rd session in a couple of weeks. All classes complete with a "formal" graduation ceremony. Through this program, we have learned that many of our trainees had never previously participated in any type of "formal" graduation ceremony, giving us a great reason to celebrate with them, their friends and their families. These have been emotional and inspiring events consisting of heartfelt trainee thoughts, video and powerpoint presentations, the award of either the Certificate of Class Participation or Certificate of Broadband Independence and the distribution of earned computers. To date, the grant has delivered nearly 640 laptops to Collaborator building's residents, along with several refurbished computers to neighborhood training participants.

We continue to work on our external outreach programs – By June's end, we had four External Outreach partners in place, and will have kicked off three external Training programs (Rockford, Oswego, Kankakee). In addition, in order to build on the sustainability of this grant program, we have identified a next step to provide additional or eventual replacement labor at program sites. We will be offering participation in a Volunteer program ("8+8 Volunteer Program") to our Collaborator's Residents (2 per building) who are qualified (having passed their own Training certification) and wish to volunteer for 16 hours per week. For that, they will receive a monthly stipend by the BTOP Grant, paid through Connected Living to the Housing Authority.

We have faced several delays in installing broadband networks in our 23 program buildings so that residents can become individual broadband subscribers. Although new providers were selected via an open, competitive tender this winter, several Collaborators have identified conflicts with current incumbent providers, and others have taken more time than expected to negotiate and finalize agreements with new providers since many of the agreements outlive the Grant, the Collaborator must decide best approach for their own building and organization. As of today, 2 Collaborators have "turned on" the broadband for certified resident trainee apartments with more buildings expected within the month.

**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	38	The project is behind its goal of 40% completion because the award of most building network contracts was pushed from June 2011 to August 2011, deferring over \$900K in spending from this quarter to the next
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 face 3 sets of challenges in delivering this program – 1) To continue getting additional building residents to join the program, 2) To maintain the class attendance (resulting in graduation/certification) of the building residents that have signed up for class, and 3) To implement the BTOP-grant provided broadband into our Collaborator's building's apartments for resident/trainee use.

For Challenge 1 & 2, there are several contributing factors, both resident and non-resident related.

- Non-Resident Related Factors:
  - o Labs might not be in good condition or in heavily populated locations within a building (lab on upper floors, smells, poor lighting, lack of air-conditioning in lab, etc.)
  - o Extraneous building issues (bedbugs, lice, suspended use or unavailability of community room for discussion groups, etc.)
  - o Lack of program support by Building Management/Staff
- Resident-Related Factors:
  - o Chronic Illness
  - o Multiple Weekly Doctor Appointments
  - o Work schedules conflict with class sessions offered
  - o Unpredictable Care Giving Responsibilities (family members, grandchildren & spouses)
  - o Mental Illness (Including Social Anxiety, Depression, Bi-Polar, Schizophrenia)
  - o Non-Compliance with Medication Regimen
  - o Disinterest in Learning New Skills
  - o Fear of the Ability to Learn New Skills
  - o Fear/Mistrust of Internet, The Government and Privacy Concerns
  - o Illiteracy (30% Illiteracy rate in IL)
  - o Dementia / Cognitive Impairment (inability to retain new information)

The 3rd challenge has been the implementation of broadband into our collaborator building's apartments. We have faced several delays in installing broadband networks in our 23 program buildings so that residents can become individual broadband subscribers. Although new providers were selected via an open, competitive tender this winter, several Collaborators have identified conflicts with current incumbent providers, and others have taken more time than expected to negotiate and finalize agreements with new providers since many of the agreements outlive the Grant, the Collaborator must decide best approach for their own building and organization. Anticipated delays now range from 8 to 12 weeks behind our original schedule.

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
Opening Computer Learning Centers	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 launch of the Connected Living program in all 23 communities in our BTOP project. Since November 1, 2010, our team has installed Computer Learning Centers, conducted awareness events, attracted a first wave of trainees, and begun computer/Internet instruction at all Collaborator's 23 Northern Illinois affordable housing buildings. Each CLC includes workstations appropriate for instruction, Touch Screen computers for trainees with disabilities, a printer/scanner, tables or desks, chairs, and all of the cabling and electrical equipment to provide broadband connections.	0	0	0	22
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 held pre-launch and launch events surrounding the launches at each of the 23 Computer Learning Centers to build awareness among the building residents and neighborhood guests. Each event was attended by building tenants, neighborhood guests, and community leaders. The project uses several different events all culminating into an Launch event where all building residents are invited to attend to learn more about the training program. In addition, local mayors, aldermen, councilmen, public housing authority leaders and other community leaders attended. Several of these events were covered by local press and TV. Connected Living filmed three additional launches and 1 graduation this quarter and released a video of these events now posted on YouTube at: <a href="http://www.youtube.com/watch?v=xxlUtpcUfVw">http://www.youtube.com/watch?v=xxlUtpcUfVw</a> . After the launches, project staff engaged building staff to assist in outreach efforts to the neighborhoods surrounding project buildings. This resulted in a total of over 500 outreach enrollees in the Collaborator training programs.	2,684	1,173	0	0
Training Programs	Chicago (5), Oak Park (1), Morris (1), Mazon (1), Kankakee (2), Rockford (3), Joliet (2), Rock	In this quarter, we completed the launch of 23 communities in which the project launched the Connected Living Adoption and Sustainability Program. This program includes individual and small group classes for beginners, intermediate and advanced computer users to learn how to use broadband services. Each trainee in the beginner program takes 12	2,684	1,050	40	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
	Island (2), Moline (2), Kewanee (2), DeKalb (1)	lessons before taking a computer and Internet proficiency test to evaluate their level of accomplishment before progressing.				
<b>Total:</b>			<b>5,368</b>	<b>2,223</b>	<b>40</b>	<b>22</b>

**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 conducts an 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).**

This quarter to date, our program has graduated 821 trainees and has 40 new broadband subscribers. Many more of the trainees are projected to become new broadband subscribers as soon as broadband networks are installed in their respective buildings in the next quarter.

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

Households: 0	Businesses and CAIs : 22
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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).**

Our next quarter will be filled with continued efforts toward building our Collaborator trainee programs through an implementation of a 1:1 Training model for those finding it difficult to master the skills in a group setting, installing broadband networks into Collaborator buildings, putting the local framework in place to build our 8 +8 Volunteer model into our Collaborator buildings, complete a first review of our Evaluation team's (Northern Illinois University) findings, cheer the launch of our dissemination website(www.gettingseniorsonline.org) and scheduling continued conversations with Collaborators regarding ongoing the sustainability of this program in their buildings. We will continue to secure new partners for outreach, launching programs with community organizations, local anchor institutions and other BTOP programs. We also will enhance our computer inventory by establishing relationships with additional refurbished computer providers as partnerships, as our need to provide refurbished computers is outpacing our current inventory provider. Relative to PR, media and dissemination, we will have a new premium quality video ready for distribution, planning to include real-life stories of resident trainees as they move their lives forward with computer skills and broadband.

**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	40	We believe that at the end of the next quarter we will be on track with our baseline plan.
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).**

We anticipate further challenges in getting our sub-recipients to reach agreement with the building networks contractors we selected through an open, competitive tender. Because many of these service contracts will extend beyond the term of the grant, we have recommended that our collaborators (public housing authorities) enter into agreements directly with the service providers. We have made recommendations to our collaborators, but do not have control over the final decision or timing. We are working actively with our collaborators on these issues and do not require technical assistance from the BTOP Program. In addition, we are learning that the illiteracy levels within the affordable housing segment brings an additional challenge to our trainers and to the program. We are quickly learning to adapt to slower training techniques, simpler scripts, 1-on-1 private sessions. But there is still a huge segment of this population who chooses to not participate in a computer training program when they know that their reading skills do not support it. Finally, we are seeing a greater challenge in training those who are disabled mentally and emotionally, whether drug, alcohol or physiologically induced. When the trainee does not take their prescribed medications, the classroom sessions become disrupted and many times, repeat classes have to be offered. At this time, we do not believe that technical assistance from the BTOP program will be useful in these areas.

**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	\$1,998,973	\$645,333	\$1,353,640	\$690,325	\$157,166	\$533,159	\$953,100	\$157,166	\$795,934
b. Fringe Benefits	\$411,923	\$140,118	\$271,805	\$148,487	\$0	\$148,487	\$221,239	\$0	\$221,239
c. Travel	\$88,050	\$0	\$88,050	\$95,591	\$0	\$95,591	\$107,051	\$0	\$107,051
d. Equipment	\$1,668,460	\$1,209,944	\$458,516	\$0	\$0	\$0	\$0	\$0	\$0
e. Supplies	\$161,000	\$0	\$161,000	\$668,901	\$449,817	\$219,084	\$864,756	\$551,517	\$313,239
f. Contractual	\$399,983	\$0	\$399,983	\$611,980	\$207,830	\$404,150	\$729,869	\$207,830	\$522,039
g. Construction	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
h. Other	\$1,714,713	\$101,998	\$1,612,705	\$291,230	\$42,498	\$248,732	\$438,943	\$55,248	\$383,695
i. Total Direct Charges (sum of a through h)	\$6,443,102	\$2,097,393	\$4,345,699	\$2,506,514	\$857,311	\$1,649,203	\$3,314,958	\$971,761	\$2,343,197
j. Indirect Charges	\$385,743	\$0	\$385,743	\$109,063	\$0	\$109,063	\$162,746	\$0	\$162,746
k. TOTALS (sum of i and j)	\$6,828,845	\$2,097,393	\$4,731,442	\$2,615,577	\$857,311	\$1,758,266	\$3,477,704	\$971,761	\$2,505,943

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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